Eligibility Process

Step 1 - Initial Contact

Eligibility staff reviews initial application with client and requests additional documentation if necessary.

Eligibility staff do not make eligibility decisions.

Step 2 - Return Completed Application

Clients submitting a completed application will be assigned a case manager.

- Case manager supervisor will review application and assign a case manager to the client within two (2) working days.
- Client is appointed a case manager and will be contacted within two (2) working days to schedule an appointment.

Individuals submitting incomplete applications will:

- Be advised of the documents necessary to complete their application, and
- Have 30 days from the receipt of application to submit required documentation.

Step 3 - Meet With Case Manager

Client will meet and work directly with a case manager to develop and monitor a family service plan.

Contact
477 | Eligibility
Toll Free: 1.800.344.1432 #7158
Local: 907.463.7158
Fax: 907.523.9060

See "Eligibility Process Flow Chart" on following page.

Eligibility Process Flow Chart