

FINANCIAL (AF & CW) PROCESSING TIMEFRAMES

APPLICATIONS

Applications must be processed within forty-five (45) CALENDAR DAYS

JANUARY

		1	2				
3	4	5	6	7	8	9	
10	11	12	13	14	15	16	
17	18	19	20	21	22	23	
24	25	26	27	28	29	30	
31							

MARCH

			1	2	3	4	
5	6	7	8	9	10	11	
12	13	14	15	16	17	18	
19	20	21	22	23	24	25	
26	27	28	29	30	31		

For example, if a county receives an application on 1/15, the due date for the worker to make an eligibility decision is 3/1.

TIMELY RRRs

RRRs turned in by the 15th of the month must be processed by the end of the month

OCTOBER

					1	2	
3	4	5	6	7	8	9	
10	11	12	13	14	15	16	
17	18	19	20	21	22	23	
24	25	26	27	28	29	30	
31							

For example, if an RRR is due on 10/15, and the client returned it on 10/2, the worker must make an eligibility decision by 10/31.

UNTIMELY RRRs

RRRs turned in after the 15th of the month must be processed within thirty (30) CALENDAR DAYS

JUNE

		1	2				
3	4	5	6	7	8	9	
10	11	12	13	14	15	16	
17	18	19	20	21	22	23	
24	25	26	27	28	29	30	

JULY

			1	2	3		
4	5	6	7	8	9	10	
11	12	13	14	15	16	17	
18	19	20	21	22	23	24	
25	26	27	28	29	30	31	

For example, if the RRR due date was 6/15 and the client turned it in on 6/18, the worker must make an eligibility decision by 7/18.

LATE RRRs

If the client returns the RRR/Renewal packet within 30 CALENDAR DAYS after discontinuation, see next page.



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Including Late RRR/Renewal, Late Verifications & Missed Interview Related to Good Cause

LATE RRR/RENEWAL



If the client returns the RRR/Renewal packet within **thirty (30) CALENDAR DAYS** after discontinuation:

GOOD CAUSE

- The client shall have **NO BREAK** in benefits.
- For AF and CW, the county department will have **ten (10) days** to act on RRR/Renewal, to include: scheduling and conducting the interview, requesting any necessary verifications, and **thirty (30) days** to make an eligibility decision.

NO GOOD CAUSE

- There shall **BE A BREAK** in the client's benefits.
- CBMS will treat the RRR/Renewal packet as a **NEW** application.
- The date of the new application shall be the date the county department **RECEIVED** the RRR/Renewal packet.

LATE VERIFICATIONS



If a client returns the required verifications within **thirty (30) CALENDAR DAYS** of the denial or discontinuation:

GOOD CAUSE

- **CURRENT** application or **FIRST DAY** of the new certification period should be used.

NO GOOD CAUSE

- That application may be used, and the date of the application shall be the date all verifications were **RECEIVED**.

If the request to continue the application results in a DENIAL for any reason, and the client makes a subsequent request for Adult Financial or Colorado Works benefits, a NEW application shall be required.

Note: This desk aid was formerly titled Financial Programs Processing Timelines.



COLORADO
Healthcare & Economic Security
Staff Development Division

MISSED INTERVIEW



If the client makes a request for Adult Financial or Colorado Works Benefits following the county department's denial of his or her application based on the client **FAILING TO ATTEND** the interview appointment, and requests the interview to be rescheduled within thirty (30) calendar days of the denial.

GOOD CAUSE

- The county department shall reschedule the interview and the **CURRENT** application or **FIRST DAY** of the new certification period date should be used.

NO GOOD CAUSE

- The current application may be used, and the date of application shall be the most recent date the client requested benefits.

If the request to continue the application results in a DENIAL for any reason, and the client makes a subsequent request for Adult Financial or Colorado Works benefits, a NEW application shall be required.

FINANCIAL (AF & CW) PROCESSING TIMEFRAMES

Definitions

APPLICATION

An **INITIAL** or **RENEWAL/RRR** request on State approved forms (paper or electronic) for a grant payment and/or service.

DATE OF DENIAL

The date the notice was generated that notified the client that they were not eligible for Adult Financial or Colorado Works.

GOOD CAUSE

Circumstances beyond the control of the client.

GOOD CAUSE

1. Documented and verifiable medical emergencies or hospitalization.
2. A client who has a disability or other medical condition(s) requiring additional time and/or assistance, a delayed appointment with Social Security.
3. Other good cause determined reasonable by the county department using the **PRUDENT PERSON PRINCIPLE**.

NO GOOD CAUSE

1. An excessive workload of a party or his or her representative or attorney; when a party obtains legal representation in an untimely manner.
2. When a party has failed to advise the Office of Administrative Courts, the county department, or the Office of Appeals of a change of address or failed to provide a correct address.
3. Any other circumstance which was **FORESEEABLE OR PREVENTABLE**.

