



## **PO 205.5: Assisting Clients**

**PR 205.5.**

A client must provide proof that they qualify for GA benefits. Assist the client in obtaining needed verifications if they request our help. Assist by doing the following:

- Change interview times to meet a working client's schedule.
- Provide for a phone, mail, or in-home interview for intake, case reviews, etc. Do this when a client is handicapped, homebound, or when an office visit would create a hardship for the client.
- Get needed verifications that a client is unable to obtain.
- Inform clients about programs handled by other federal, state, or community agencies.
- Make referrals to other agencies as necessary.

If at all possible, do not require the client to miss work in order to keep an appointment. Schedule necessary appointments during normal GA office hours at a time the client is off work (lunch hour, day off, before or after the client's work hours, etc.).

