IM-31 Instructions

APPOINTMENT LETTER/REQUEST FOR CONTACT

PURPOSE: Use this form to:

- provide notification to the applicant of an appointment for a home, telephone, or office visit;
- schedule application/reinvestigation/recertification interviews for Income Maintenance and/or food stamp determinations; and/or
- when contact is needed to discuss other topics such as, but not limited to, a fleeing felon, etc.

NUMBER OF COPIES AND DISPOSITION: Make two copies. Mail the original to the EU immediately. File a copy in the case record.

INSTRUCTIONS FOR COMPLETION: The form may be typed, handwritten in ink, or the electronic version may be used.

MANUAL REFERENCE: TA 0200.000.00 - 0300.015.00
FS 1100.000.00 - 1150.015.00

FROM:

CASEWORKER: Enter the name of the caseworker.

TELEPHONE NUMBER: Enter the telephone number of the county office.

DATE: Enter the date this form is completed and mailed.

COUNTY OFFICE ADDRESS, CITY, STATE, AND ZIP CODE: Enter the county office name and address.

TO:

NAME: Enter the name of the EU.

ADDRESS, CITY, STATE, AND ZIP CODE: Enter the complete mailing address for the EU.

RE:

CASE NAME: Enter the case name.

CASE NUMBER: Enter the case Departmental Client Number (DCN) for the individual.
SUPERCASE NUMBER: Enter the Supercase number for the EU.

APPLICATION/RECERTIFICATION/REINVESTIGATION FOR CONTINUED ELIGIBILITY

BODY OF THE LETTER:

Enter a check mark if the individual is to call the county office and enter the phone number, time and date the individual is being asked to make contact.

Enter a check mark if a request is being made to meet with an individual. Enter the address where the individual is to meet the caseworker.

DAY OF THE WEEK: Enter the day of the week of the planned interview.

MONTH/DAY/YEAR: Enter the month, day, and year of the planned interview.

TIME: Enter the time of the planned interview.

REQUEST FOR CONTACT

Enter a check mark if the individual is to call the caseworker within 10 days of the letter.

PHONE NUMBER: Enter the phone number for the caseworker.

REASON FOR CONTACT: Enter the reason for the contact with the applicant.

CASEWORKER SIGNATURE AND LOAD NUMBER: The caseworker signs the form and enters his/her load number.

TELEPHONE NUMBER: The caseworker enters his/her phone number.

BACK OF FORM: The reverse side of the form is for the caseworker to indicate the information the individual should have available for the interview. Place a check mark in the box mark preceding the information needed by the caseworker to complete the determination.

August 2005