



## Enrollment Process Checklist

### By the end of first meeting with applicant...

- Establish trust
  - You are there to help them. You are able to assist with the enrollment process and follow up. Answer questions about the process and let them know that you do not determine who gets approved. Department of Workforce Services determines eligibility. Assure them that their information will be kept secure and confidential.
- Understand applicant's situation and needs
- Evaluate case and let them know who could possibly qualify
- Explain needed documents
  - Permanent residency card or naturalization papers (if applicable)
  - SS numbers (Any information shared is confidential by law. Eligibility for citizen children can be determined without their parents' SSNs)
  - Pay Stubs for at least most recent 30 days
  - Bank Statements for at least most recent 30 days
  - License plate numbers and loan amount
  - Due date verification (if applicable)
- Make appointment to fill out application and bring documents
- Get applicant's demographic information including phone number
- Have applicant sign 114 form – Authorization to Disclose Information

### By the end of the appointment...

- Gather all the documents
- Fill out application with applicant
- Authentication is required for
  - Naturalization documents must be turned in directly to DWS
- Fax the 114 Form, any necessary documents, and application to 801-526-9500 (if using paper application)

### Next Steps...

- Follow up on case status in 10 to 14 days with DWS either by phone at 801-526-0950 or through MyCase if applying online
  - Case information can be accessed with the case number or name and date-of-birth if the 114 has been turned in. After the case number is received all documents that are turned in must have the case number in the corner of the page.
- Contact applicant with their case status. Make another appointment to help them through the application process if necessary.
- Continue to follow up on case every 10 to 14 days until case is approved or denied.
- If applicant is approved, inform them that they have 10 days to choose their plan.
  - For more information on the plans, applicant can call 801-526-9422.