

## **VI. TIMING OF DECISIONS**

Unless an application is withdrawn, the Department will reach a decision on each application within five working days following the completion of the written application form. In the event of urgent need, a decision will be made as soon as possible. However, it is important to note that while most individuals who apply for general assistance feel they are in urgent circumstances, an appointment is necessary to review the application with a welfare official before a decision can be rendered. Those whose applications are denied will be notified of the decision in writing. The notice will include the reason for denial and a statement of the applicant's right to appeal the decision and will outline the steps he or she must take to do so.

An application shall be considered withdrawn if:

- The Welfare Official cannot complete the interview because the applicant has failed to cooperate in fulfilling his/her responsibilities under these guidelines.
- The applicant avails him/herself of other resources in place of assistance.
- The applicant requests that the application be withdrawn.
- The applicant does not contact the Welfare Official following the initial interview after being requested to do so.
- The applicant dies before assistance is rendered.
- The applicant refuses to complete any section of the application.