

## **P-2220 CHANGE PROCESSING (continued)**

### **P-2220A Action on Unscheduled Changes (Reach Up rule 2221)** **(6/1/25, 25-06)**

Unscheduled changes are those that are reported outside of the Interim Report or Recertification.

Allow the household ten days from the date the change is reported to provide required verifications.

The date a change is reported is the date:

- the household reports the change by telephone,
- the household reports the change in-person,
- information is received from another source regarding a household change, or
- a written notice is received in the office, including a change report form ([200](#)).

Inform the participant in writing that their grant will be closed if they do not provide necessary verification without good cause within those ten days.

CATN the date the change is reported and the actions taken.

Act on changes within ten days of the date the verification was received.

ACCESS generates a Notice of Decision, to inform the household of the effect of the change on their benefits.

If a notice is not computer generated, the manual notice must contain the old and new amounts of income, expenses, or household members used to compute the benefit amount.

### **Adding a New Household Member**

A new ESD 202 is required and an interview must be completed when adding an additional parent, spouse or civil union partner of a parent, or a Reach Up essential person to the household, except if the additional parent receives SSI and their needs will not be included on the grant.

### **Death of Head of Household**

If the Head of Household of a Reach Up household dies, and there is another parent or caretaker in the household, benefits may be switched to the other parent or caretaker without a new application if the benefit would not change other than possibly decreasing due to the death of the HOH.

- Use the same recertification period as the original household.
- Ask that current documents be mirrored into the new Head of Household SSN in OnBase.
- After the case is transferred, send a VCR asking for a new child support authorization form (137) for any absent parents.

This is the process if the deceased Head of Household was a member of the Reach Up household or not (parent receiving SSI or caretaker).

## **Child is reported to be out of home**

If an eligible dependent, a child that is a mandatory Reach Up Household member, is reported to be out of the home the following steps would be followed to determine if they would remain as an eligible dependent.

### **Reported by other person who is not applying for Reach Up for the child:**

Attempt to contact household by phone and confirm if child is in the home 50% of the time or not. If unable to reach, send VCR to household asking for clarification if child remains in household 50% of the time or more. Add clarifying question—if child is out of home, is there a plan to reunite within 180 days/6 months?

- If **YES**—accept households' statement—enter clear CATN and check in at next review. If ESD finds questionable, PR&R and/or collateral statements can be collected.
- If **NO**—determine if eligible for temp absence see [P2270 Temporary Absence](#)
- If no response—remove the child, or close the benefit if they are the only child in the household

### **Reported by other person who is claiming child lives with them and they are applying for Reach Up for the child (there is an application on file):**

Explain that the child is already actively receiving Reach Up in another household, but do not provide any other details of the other household's information.

Ask for verification of custody—PR&R or temporary guardianship paperwork, etc from household. Explain that if custody paperwork is not available collateral statements can be provided (or records from childcare, school, medical providers).

- If verification IS NOT provided then do not remove child and allow the case to remain the same. If ESD finds it questionable then you can request collateral statements from the household that is active Reach Up.
- If PR&R agreement verification **IS** provided showing that the other household has more than 50% custody then the other parent is the eligible parent. There is no requirement to obtain further verification. Remove the child from the current Reach Up grant and allow other household to receive Reach Up if they are otherwise eligible.

- If verification is provided that **IS NOT** the PR&R agreement (collateral statements, records from childcare, school, medical providers) send a VCR to the Reach Up household letting them know information has been received that confirms the child is out of the household and ask if they have custody documentation to dispute this. Add clarifying questions- if child is out of the household, ask if there is a plan in place to reunite the child in the household within 180 days and if there is a plan to reunify, ask why the child is not staying household at this time.
  - If the active Reach Up household provides a copy of the custody paperwork, then compare to the verification provided by the other household. If unsure, then send to AOPS for review. If child is absent from the active Reach Up household, consider if temporary absence is appropriate.
  - If the active Reach Up household does not provide custody documentation to show the household has more than 50% custody, then remove the child and allow the other household to receive Reach Up if otherwise eligible.

### **Reported by household themselves that child is no longer living with them.**

If speaking to household on phone or in person, explore with household why they are not in the household. Consider if a temporary absence should be approved [P2270 Temporary Absence](#).

If change is reported when not interacting with participant directly then attempt to reach out to household to determine if temporary absence could be approved.

If unable to reach then coordinate with the Reach Up Case Manager/Career Coach to see if they have information to provide and if not send a VCR asking if there is a plan in place to reunite with their child within 180 days. Additionally, if there is a plan to reunify ask why the child is not staying in the home at this time.

## **Change of Address**

Households reporting a change of address must also report the shelter expenses for the new address. Verification of shelter expenses is not required unless questionable.

Act within ten days to change the address and determine the new benefit amount based on the shelter expenses for the new address, when all information is provided.

### **Shelter Expense Information Needed**

If shelter expense information is not provided with the address change:

- Call the household to get the needed information about the new shelter expenses.

- If the household cannot be reached or the information provided is questionable, send the household a verification change request form ([202VCR](#)), to request the shelter expense information. Allow the household ten days to respond.
- Keep the existing shelter expenses while waiting for the household to respond to the VCR.

Budget the shelter expenses for the new address within ten days from the date the information is provided.

### **Household Fails to Provide Shelter Expense Information**

Change the shelter expense to \$0 if the household fails to provide the requested information by the VCR due date.

### **Minimum wage increase**

Participants are responsible to report a change in their income. If we become aware a participant has received an increase in pay, we would request updated paystubs. If necessary, process an overpayment.

### **When Changes in Benefits are Disbursed**

#### **Increases in benefits**

Increases are effective as soon as the action is taken in ACCESS, except for certain situations listed under “Other effective dates” below. A notice will be mailed.

#### *Other effective dates*

- For adding a new household member, including through childbirth or adoption, the arrival date or birthdate, if the change is reported within 10 days.
- For increased shelter costs, the first of the month in which the change occurred.
- For decreased income, the first of the month.

In most cases, if action cannot be taken on the change within the same month, approve the benefit change for the first full month after the change. If the addition of a household member will cause an increase in the benefit, an underpayment may need to be issued (see BPS support below).

#### **Decreases in benefits**

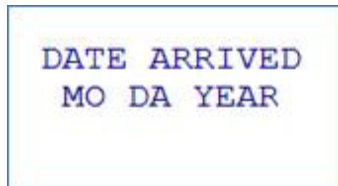
Decreases are effective on the 1<sup>st</sup> or the 16<sup>th</sup> of the payment month. Action must be taken and a notice mailed at least 10 days prior to the effective date of the change.

## BPS Support

### Adding a new household member to a Reach Up household

#### *Change reported timely*

If the change is reported timely (within 10 days), the household member should be added to the household's benefit as of the date of arrival--enter this date as DATE ARRIVED on MEMB panel.



DATE ARRIVED  
MO DA YEAR

#### *Change not reported timely*

If not reported timely (more than 10 days), the household member will be added to the household's benefit as of the date reported—enter the date reported as the DATE ARRIVED on MEMB panel.

#### *Change to benefit in current month*

If the entered date of arrival is within the current month, ACCESS will prorate the benefit for the correct number of days.

#### *Change to benefit in previous month*

If the entered date of arrival is in the previous month, districts will have to determine what the benefit amount should have been in the previous month and submit form to the Claims Unit for an underpayment.