

## **P-2225 RECERTIFICATION (continued)**

### **P-2225B Response to Request for Verification (Reach Up rule 2208.3, 2210) (6/1/25, 25-06)**

#### **Outright Refusal**

If the household says they will not provide necessary information, tell them that their Reach Up benefit will close (or remove the shelter expense if shelter is questionable and that is the missing verification) unless the required verification is provided. Document the refusal in CATN and close the grant. ACCESS will issue a Notice of Decision.

#### **No Contact by Household**

If the ESD 202RL2 is not returned with the other requested information by the due date the benefit should be closed. The RL2 due date may be beyond the end of the certification period, but the closure date should remain the end of the recertification period.

Document the lack of response in CATN. A Notice of Decision will be created by ACCESS.

#### **Contact by Household**

If the household says they are having difficulty in obtaining any or all the information, you should

- assist the household to get the verification.
- determine if the household has a good reason for not providing the information.

#### **Determining good cause**

There may be extraordinary circumstances when verification is unlikely to be available and obtaining it is beyond the control of the household. These reasons are outlined in Reach Up rule 2208.3. In such cases the District Management Team may waive the requirement of verification. If attempts to obtain verification have been made by both the household and the Department and the verification is unable to be collected, the Department can accept the household's self-reported information.

The District Management Team may seek guidance from AOPS to determine good cause.

#### **Verification received after certification period expires**

If a household provides requested verification within 30 days of the end of the certification period, and the benefit has closed, utilize the original recertification application to determine eligibility.

If eligible, benefits will be issued from the date the missing verification requirements were received.

Proration Table

Date	%	Date	%	Date	%	Date	%	Date	%
1	100	7	80	13	60	19	40	25	20
2	97	8	77	14	57	20	37	26	17
3	93	9	73	15	53	21	35	27	13
4	90	10	70	16	50	22	30	28	10
5	87	11	67	17	47	23	27	29	7
6	83	12	63	18	43	24	23	30/31	3

This process aligns more with 3SVT and does not require determination of good cause.

## BPS Support

Recertification – Scenario #1	Reopen the Application?
<ul style="list-style-type: none"> <li>Household applies.</li> <li>Interview completed, and verification is required.</li> <li>202RL2 sent with 10 day due date.</li> <li>Required verifications <i>not</i> provided.</li> <li>Recertification is closed non-cooperation after the RL2 due date or adverse action has passed—whichever is earlier.</li> </ul> <p>Household then provides all required verifications before the end of their certification period.</p>	<p>Reapply the case for the date of the recertification application.</p> <p>*If the case is reAPPLed within the original month the recertification was due, but not processed until after the 1<sup>st</sup> of the following month, ACCESS should issue a full month of benefit and would not see this as a break in benefits.</p>

### Example #1:

Household is due for January recertification.

Submits recertification 1/15/25

Completes interview 1/17/25

RL2 is due 1/27/25

At adverse action, benefit set to close 1/31/25 for not providing verification.

Verification received 1/28/25. Case is reAPPLed back to 1/15/25 when original recertification application was received. Case is worked 1/29/25 and benefits are reopened. Full month of February benefits will be issued.

### Recertification – Scenario #2

### Reopen the Application?

- Household applies.
- 202C and NOMI sent with due date of end of certification period.
- Household does *not* complete an interview.
- Case closed for failure to review on adverse action.

Household then completes the interview before end of certification period. Case is reAPPLed for original 202 date. RL2 is sent with 10 day due date.

Household provides any needed verification before the end of their certification period. [Click this sentence to go to the Reach Up Recertification Procedure 2225.](#)

Reapply the case for the date of the recertification application.

\*Same note as above—  
ACCESS should issue full month of benefit and not see a break in benefits.

### Example #2:

Household is due for January recertification.

Submits recertification 1/15/25

Interview is not completed by adverse, and case is set to close for 1/31/25.

Interview is then completed 1/25/25 and case is reAPPLed 1/15/25. RL2 is due 2/4/25.

Verification is received 1/30/25. Case is worked 2/4/25 and benefits are reopened. Full month of February benefits will be issued.

### Recertification – Scenario #3

### Reopen the Application?

- Household applies.
- Interview completed, and verification is required.
- 202RL2 sent.
- Required verifications *not* provided.
- Recertification is closed non-cooperation after the RL2 due date has passed.

APPLed for the date the verification was received, approve benefits when verification is received and work with COPS to issue part of the benefit unless approved the date the verification is received.

<b>Household provides all required verifications within 30 days from the end of the certification period.</b>  <b>(i.e. January is review month and household completes the recertification process in February)</b>	
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<p>Example #3:</p> <p>Household is due for January recertification.</p> <p>Submits recertification 1/15/25</p> <p>Completes interview 1/17/25</p> <p>RL2 is due 1/27/25</p> <p>At adverse action, benefit set to close 1/31/25 for not providing verification.</p> <p>Verification is then received 2/3/25. Case is worked 2/4/25 and APPLed 2/3/25. ACCESS will issue benefits as of the 4<sup>th</sup>. (90% of \$781 = \$702).</p> <p>Work with COPS to issue remaining benefits. Because verification was received on the 3<sup>rd</sup>, household should receive 93% of \$781 = \$726.</p> <p>\$726 minus \$702 issued = \$24. Ask COPS to issue \$24 for February.</p>	
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Recertification – Scenario #4	Reopen the Application?
<ul style="list-style-type: none"> <li>Household applies.</li> <li>202C and NOMI sent.</li> <li>Household does <i>not</i> complete an interview.</li> <li>Case closed for failure to review on adverse action.</li> </ul> <p>Household completes the interview before the end of the certification period. Case is reAPPLed for original 202 date. RL2 is sent with 10 day due date.</p> <p>Household provides required verifications after the last day of the original recertification month, but before the due date of the RL2 (which is also within 30 days from the end of the original certification period).</p> <p>(i.e. January is review month and household provides the verification in February)</p>	<p>Case will need to be denied again if verification is received after the last day of the recertification month and then reAPPLed for the date the verification was received.</p> <p>Approve benefits when verification is received and work with COPS to issue part of the benefit unless approved the same date the verification is received.</p>

<p>Example #4:</p>	
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Household is due for January recertification. Eligible for \$781 per month.

Submits recertification 1/15/25

Interview is not completed by adverse, and case is set to close for 1/31/25.

Interview is then completed 1/25/25 and case is reAPPLed 1/15/25. RL2 is due 2/4/25.

Verification is then received 2/3/25. Case is worked 2/4/25—1/15/25 APPL will have to be denied and then reAPPLed again for 2/3/25. ACCESS will issue benefits as of the 4<sup>th</sup>. (90% of \$781 = \$702).

Work with COPS to issue remaining benefits. Because verification was received on the 3<sup>rd</sup>, household should receive 93% of \$781 = \$726.

\$726 minus \$702 issued = \$24. Ask COPS to issue \$24 for February.

#### Recertification- Scenario #5

#### Reopen the Application?

- Household applies.
- 202C and NOMI sent.
- Household does *not* complete an interview.
- Case closed for failure to review on adverse action.

**Household completes the interview before the end of the certification period. Case is reAPPLed for original 202 date. RL2 is sent with 10 day due date.**

**Application is denied (again) when RL2 due date passes.**

**Verification is received after RL2 is due but within 30 days from the end of the original certification period.**

**(i.e. January is review month and household provides the verification in February)**

APPLed for the date the verification was received, approve benefits when verification is received and work with COPS to issue part of the benefit unless approved the date the verification is received.

#### Example #5:

Household is due for January recertification. Eligible for \$781 per month.

Submits recertification 1/15/25

Interview is not completed by adverse, and case is set to close for 1/31/25.

Interview is then completed 1/25/25 and case is reAPPLed 1/15/25. RL2 is due 2/4/25.

Verification is not received and case is denied again on 2/4/25.

Verification is then received 2/13/25. Case is worked 2/16/25—within 30 days of end of January certification period.

ReAPPL case for 2/13/25 and approve on 2/16/24. ACCESS will issue benefits as of the 16th. (50% of \$781 = \$390).

Work with COPS to issue remaining benefits. Because verification was received on the 13th, household should receive 60% of \$781 = \$468.

\$468 minus \$390 issued = \$78. Ask COPS to issue \$78 for February.

#### **Recertification – Scenario #6**

#### **Reopen the Application?**

- **Household applies.**
- **202C and NOMI sent.**
- **Household does *not* complete an interview.**
- **Case closed for failure to review on adverse action.**

**Household calls to complete an interview after the end of the certification period and the due date of the NOMI.**

**(i.e. January is review month and household completes the interview in February)**

Household must reapply.

\*If information remains the same from the original application, a newly signed signature page could be provided, and the rest of the original application could be used.

Determine eligibility for the new certification period using [initial application \(P2100s\)](#) procedures. All initial application verifications must be received including 614FDP and 137 if applicable.

#### **Recertification – Scenario #7**

#### **Reopen the Application?**

**Household applies after the certification has ended and the case has been closed but submits the application within 30 days of the closure.**

**(i.e. January review and household submits a review application in February)**

Considered a new application. APPL the case for the date the application is received.

Determine eligibility for the new certification period using [initial application \(P2100s\)](#) procedures. All initial application verifications must be received including 614FDP and 137 if applicable.

<b>Recertification – Scenario #8</b>	<b>Reopen the Application?</b>
<b>Household applies more than 30 days from the end of the certification period.</b>	Treat the application as an initial application.