

## **P-2282 Reach Ahead Reviews (continued)**

### **P-2282A Reviews for Households Receiving both Reach Ahead and 3SVT (24-16)**

#### **Review Dates at Enrollment:**

- If household is automatically enrolled into Reach Ahead Pilot by ACCESS, ACCESS will set the first review date to align with the 3SVT review date. The review date in ACCESS may be set out as far as 12 months. The six month Reach Ahead review will be processed using an Interim Report (IR).
  - Example: ACCESS automatically enrolls a household into Reach Ahead on February 1, 2024. The household also receives 3SVT and they completed their 3SVT review in January 2024. The next review date for 3SVT is scheduled for February 2025. ACCESS will set Reach Ahead review date for February 2025 to align with 3SVT.
- If household is manually enrolled into Reach Ahead Pilot, the BPS should set the first review date to align with the 3SVT review date. The review date in ACCESS may be set out as far as 12 months. The six month Reach Ahead review will be processed using an Interim Report (IR).
  - Example: A household is enrolled in Reach Ahead on February 1, 2024. The household also receives 3SVT and they completed their 3SVT review in January 2024. The next review date for 3SVT is scheduled for February 2025. BPS will set Reach Ahead review date for February 2025 to align with 3SVT.

#### **Processing the Interim Report (IR)**

Only income/work hours for the 30 days prior to the receipt of the IR is required to complete Reach Ahead reviews (Reach Ahead rule 2502.2). If an IR is not returned, but the household provides verification of the hours being worked, the review can be considered complete.

#### ***If IR is Returned Without Income Verification***

- Using a 202V request income/work hours verification for the 30 days prior to the receipt of the IR.
- If income verification is returned at any time within the IR month, **or** the month following the IR month, re-Appl Reach Ahead if needed and complete the review.

- Remember that a break in benefits is different for Reach Ahead than other programs. Reach Ahead rule 2502.2 considers eligibility to be continuous unless there is at least one full month in which the household does not receive a Reach Ahead benefit. This means that there is a one month “grace period” for failing to review. As long as Reach Ahead is reviewed by the last day of the month following closure, Reach Ahead can be re-established and benefits will be dated back to the first of the month.
- If income verification is not returned by the requested date:
  - It is best practice for BPS to review CATNs, JINC panel, and OnBase to see if recent paystubs have been provided.
  - It is best practice for BPS to attempt a collateral call to the employer to confirm income/work hours, if applicable.
  - Close Reach Ahead for Non-Coop.
    - It is best practice for BPS to email the household’s case manager/career coach to let them know the household is closing.
    - The household’s case manager/career coach should be checking their caseload at least once per month to help make sure families remain enrolled in Reach Ahead.
    - Reach Ahead closures can impact Reach Ahead Pilot program eligibility and potential incentive payments.
- If a participant receiving Reach Ahead ends employment and starts a new job:
  - End of employment verification is not required, however income/work hours verification for the new job is required. ([Reach Ahead Rule 2502](#))

### ***If Income Verification is Returned without IR***

- Complete Reach Ahead IR. If an IR is not returned, but the household provides verification of the hours being worked, the IR can be considered complete.

## **Processing a Reach Ahead review at 12 Months**

### ***202 or 600 is Returned without Income Verification***

- Using a 202V request income/work hours verification for the 30 days prior to the receipt of the review.

- If income verification is returned at any time within the review month, **or** the month following the review month, re-Apply Reach Ahead if needed and complete the review.
  - Remember that a break in benefits is different for Reach Ahead than other programs. Reach Ahead rule 2502.2 considers eligibility to be continuous unless there is at least one full month in which the household does not receive a Reach Ahead benefit. This means that there is a one month “grace period” for failing to review. As long as Reach Ahead is reviewed by the last day of the month following closure, Reach Ahead can be re-established and benefits will be dated back to the first of the month.
- If income verification is not returned by the requested date:
  - It is best practice for BPS to review CATNs, JINC panel, and OnBase to see if recent paystubs have been provided.
  - It is best practice for BPS to attempt a collateral call to the employer to confirm income/work hours, if applicable.
  - It is best practice for BPS to email the household’s case manager/career coach to let them know the household is closing.
    - The household’s case manager/career coach should be checking their caseload at least once per month to help make sure families remain enrolled in Reach Ahead.
  - Senior BPS close Reach Ahead for Non-Coop at adverse action.
- If a participant receiving Reach Ahead ends employment and starts a new job:
  - End of employment verification is not required, however income/work hours verification for the new job is required. ([Reach Ahead Rule 2502](#))
- If 202 is received and the household checked off Reach Up:
  - Contact the household by phone to make sure they want to remain in the Reach Ahead Pilot program.
  - If the household wants to remain in the Pilot, follow Reach Ahead review processing procedures. You do not need to process a denial for Reach Up.

- If the household does not answer or respond to contact attempts and the household remains eligible for Reach Ahead, follow Reach Ahead review processing procedures. You do not need to process a denial for Reach Up.

### ***If Income Verification is Returned without 202 or 600***

- Complete Reach Ahead Pilot review and update review date in ACCESS. A 202/600 is not needed.
  - If 3SquaresVT review is also complete, align review dates. If 3SquaresVT review is not complete, set RA review date out six months.

### ***If Two Parent Household***

- Follow Reach Ahead IR and review processing procedures outlined above.
- If both parents in the Reach Ahead household are receiving wages for employment, both need to submit income/work hours verification for 30 days prior to the receipt of the IR or review.
- If required income/work hours verification is only received for one Reach Ahead household member:
  - Request income/work hours verification for the other wage-earning household member.
  - If income/work hours verification provided by one household member indicates the household is continuing to meet their work requirement, complete Reach Ahead IR or review.
- If the household submits paystubs and paystubs do not cover the required date range for both wage-earning household members:
  - If provided paystubs between both parents cover the required date range *and* paystubs verify the household is meeting their work requirement, complete Reach Ahead IR or review.
  - If provided paystubs between both parents cover the required date range and paystubs indicate the household is not meeting their work requirement:
    - BPS send 202V to request the missing income/work hours and follow IR and review processes.