

P-2285 Reach Ahead Case Management and Career Coach Services (24-16)

The Reach Ahead program is directly connected to, and a continuation of, Reach Up's mission to join families on their journey to overcome obstacles, explore opportunities, improve their finances, and reach their goals.

All Reach Ahead households are eligible for case management and/or career coach services, support services, and referrals to support employment, employment-related goals, and the overall financial wellbeing of the household (Reach Ahead rules 2505, 2505.1).

Case Manager and Career Coach Expectations

To support Reach Ahead households with employment and employment-related goals, case managers and career coaches are expected to:

- Contact participants receiving Reach Ahead at least once per month to check-in and review:
 - If any supports are needed and/or could be beneficial for the participant to continue in employment. Please see Reach Ahead and Reach Up [support services procedures](#) and [Reach Up Support Services Matrix](#) for additional information.
 - If the participant would like to participate in case management and/or career coaching services and what these services entail.
 - General supports, resources, and referrals that are available to the household and how they can access such.
 - Upcoming reviews or other eligibility requirements that can impact Reach Ahead Pilot enrollment. See case manager/career coach support for tools to help with this.
 - If participant needs any support to submit paystubs or other eligibility-based documents (if/when applicable).
 - Reach Ahead Pilot program status such as month count, start date, 12-month look back window
 - Current and the best contact info for the participant.

- Contact Reach Ahead participants through their preferred method of communication; this includes mail, email, phone, FaceTime, virtual meetings, and text.
- Contact Reach Ahead participants every month, even if the participant does not respond to current or past outreach and/or has previously declined case management or career coaching services.
- Document all contact and contact attempts in case notes.
- Update Reach Ahead participant contact information (phone, email, mailing address) in ACCESS whenever changes are reported.
- Case managers and career coaches should be aware of the 12-month look back period, number of Reach Ahead Pilot months, and Reach Ahead Pilot start date for all assigned Reach Ahead participants to ensure participants remain in the Pilot program and are eligible for all supports and services. Please see [P-2280A](#) and [P-2280B](#) for additional information about 12-month look back periods, Pilot months, and Pilot start dates.
- Case managers and career coaches should consistently be mindful that a break in Reach Ahead benefits (which is going a full month without receiving a Reach Ahead benefit) can greatly impact a household. A break in benefits can cause a household to lose work support payments and/or become ineligible for the program

Reach Ahead Participation

- Reach Ahead participants are not required to meet with their case manager or career coach every month. They are also not required to identify goals and/or to make progress toward identified goals.
 - It is still an expectation that case managers/career coaches reach out at least once a month.
 - It is best practice to utilize [GPDR/R](#) tools and coaching techniques to support participant and household goals, when applicable.
- FDPs, Stepping Stones, and goal sheets are not required for Reach Ahead households. (Reach Ahead rule 2505.2)
 - It is best practice to utilize GPDR/R/coaching techniques and tools as such can support job retention, goal exploration, participant progress, and future planning.

- It is best practice to enter FDPs if Reach Ahead participants feel such would be helpful. FDPs can also be used to document agreed upon support services.
 - FDPs should focus on employment retention and advancement. (Reach Ahead rule 2505.1).

- Reach Ahead participants cannot be conciliated or sanctioned.
- Reach Ahead participants can request to meet in-person, however this is not a requirement for participants or case managers/career coaches alike.
 - It is best practice to honor in-person meeting requests when appropriate and feasible.

Two parent households

If both parents are employed:

- Outreach, support services, referrals, and case management/career coaching services should be offered to each employed parent monthly.
- Case manager/career coach expectations apply to both parents.
- Both parents are eligible for support services that are directly connected to maintaining employment (Reach Ahead rule 2505).

If one parent is not employed:

- Case management and career coaching expectations do not apply to the parent who is not employed.
- It is best practice to make outreach to the parent who is not employed once a month to:
 - Ask if employment and/or education and training is a goal they would like to work on.
 - Offer referrals and review resources such as HireAbility, Department of Labor (DOL), and Vermont Student Assistance Corporation (VSAC).
- The parent who is not working is not eligible for support services.
 - If this parent becomes employed, they then become eligible for support services.

Temporary Absences in Reach Ahead Households

Reach Ahead households are eligible under the temporary absence rules if children or parents are absent from the home for up to 180 days (Reach Up rule 2228).

Reach Ahead households are not required to meet with case managers or career coaches, however it is best practice to:

- Reach out to the household as soon as it is known that child/adult is out of the home and/or once temporary absence is granted to review:
 - Temporary absence processes and timelines.
 - Case management/career coaching services and support services remain available.
 - What supports and services may help the household remain employed.
 - What expectations and requirements support temporary absence extensions.
- Follow general guidance outlined in Reach Up Case Management Procedures for Temporary Absence [P2355.pdf \(vermont.gov\)](https://www.vermont.gov/files/health/p2355.pdf) where/if applicable.
- Case managers and career coaches should and can submit temporary absence extension requests, however the communication/engagement level of the participant will impact the decision.

Reach Ahead Case Assignment

Assignment process for Reach Up supervisors

- If practicable, the case manager and/or career coach shall be the same case manager and/or career coach previously assigned to and working with the family (Reach Ahead rule 2505.1).
- If both parents are employed, Reach Up supervisors should assign separate case managers and/or career coaches to each parent if/when feasible.
- A household can be assigned both a case manager and a career coach if appropriate and practicable.
 - Example: In a two-parent household, one parent can be assigned to a case manager and the other parent can be assigned a career coach

- If only one parent is working in a two-parent household, Reach Up supervisors can assign both parents to the same case manager if/when beneficial and possible.
- Career coaches can be assigned Reach Ahead Pilot participants however, the following should be considered:
 - Career coaches should not have a caseload primarily made up of Reach Ahead Pilot participants whenever this is possible.
 - The non-working parent in a two-parent household can be assigned to a career coach if the non-working parent identifies employment as their goal *and* if the non-working parent requests to participate in case management and/or career coaching services.

Assignment process for case managers and career coaches

Case managers and/or career coaches are encouraged to complete the following steps as best practice when assigned to Reach Ahead participants.

- Reach out to the household within 10 days of assignment to:
 - Introduce yourself and provide all your contact information, if applicable and not already known to the participant.
 - Provide Reach Ahead Pilot program overview – including available supports and services and how participants can access such.
 - Review participant's eligibility for case management/career coaching services and ask if they would like to participate at this time.
 - Review that it is the participant's choice to participate in case management or career coaching services and participant can request to participate in case management/career coach services at any time.
 - Offer to schedule a meeting if participant would like to participate in case management or career coaching services or if they would like to talk more about Reach Ahead Pilot program and supports.
 - Share that participant can reach out to you at any time/if they'd like to check-in, if supports are needed to maintain employment, if they'd like a referral, and/or if they have any questions.
 - Review that you will reach out every month to check-in and see if any support is needed in case there have been any changes or updates.

- Ask participant what their preferred method of contact is.
 - Ensure all contact is correct and up to date in ACCESS.
- If a household does not respond to your initial contact attempts and the household is new to the Reach Ahead Pilot program:
 - Mail the household the New to Reach Ahead letter ([600RA-NEW](#)).
- If the household does not respond to your initial contact attempts and they are not new to the Reach Ahead Pilot program:
 - Mail the household the Reach Ahead Ongoing letter ([600RA-ONG](#)).
- If the household has not responded to your ongoing contact attempts and they have a review coming up:
 - Mail the household the Reach Ahead Review letter ([600RA-REV](#)).

Reach Ahead Support Services

Reach Ahead participants are eligible for support services, including child care services subsidies (Reach Ahead rule 2505B). The following should be considered when discussing, planning, and authorizing support services for Reach Ahead Pilot participants:

- Support services must be directly connected to maintaining employment (Reach Ahead rule 2505).
- Reach Ahead follows Reach Up support services procedures and spending limits. Please see Reach Up [support services procedures](#) and [Reach Up Support Services Matrix](#) for additional information.
- Reach Ahead Pilot participants are **not eligible** for six-month job retention payments, in any way or in any amount, for the duration of the Pilot program.
- Reach Ahead Pilot participants are **not eligible** for FDP activity incentives and/or goal-based incentive payments.
- Case managers and career coaches **should not issue** Reach Ahead Pilot work support payments to households when they reach 6, 12, 18, or 24 months of participation in the program.
 - Case managers and career coaches should connect with their supervisor and then contact [Reach Up AOPs](#) if they feel a work support payment was potentially missed.

- See Two Parent Households procedure section for support services eligibility in these households.
- Case managers and career coaches who have participants in the same household should communicate with one another before authorizing support services to ensure there is no overlap and support services are best maximized.
- Reach Ahead households are only eligible for ICAN support services in very specific circumstances. Reach Up support services categories and limits should be utilized before considering ICAN support services. Please contact [Reach Up AOPs](#) before issuing ICAN support services for Reach Ahead households.

Case Manager/Career Coach Support

Case managers and career coaches have several ways to review participant case statuses and any current, outstanding or upcoming eligibility requirements the participant may have (e.g. IRs, reviews, verification). These tools, on top of case manager reports can support households in remaining in the Pilot program.

To see TODOs for all participants on a case manager/career coaches case load, enter the following in ACCESS: TODO for FNX, D for MODE, leave RPTGRP blank, and enter the case manager's or career coach worker number under CMD (example: TODO-D-153). See screenshot below.

```

05/15/24 11:57          DAILY  TO-DO  REPORT          ASPE70
                        FOR:
05/15/24
...                      ACTV/PNDG Pgrms: RUFA FS
-   New Applicant 5/1/2024. Expect RU601. (          )
05/16/24 ----->>>>>> FUTURE ENTRIES BEGIN HERE! <<<<<< -----
-   RUFA ended 05/15/2024. Determine eligibility for Follow-up and review
    activities for closure. If eligible, update participation code to 99.
    (          )
05/20/24
...                      ACTV/PNDG Pgrms:
-   SENT TO:
    TA ELIGIBLE PERIOD ENDS ON 5/24/24. IF CHILD NOT REUNIFIED, GRANT MUST
    CLOSE UNLESS COMPELLING REASON TO REQUEST 90 DAY EXTENSION.
06/01/24
...                      ACTV/PNDG Pgrms: RUFA FS SF
-   RUFA ended 05/31/2024. Determine eligibility for Follow-up and review
    activities for closure. If eligible, update participation code to 99.
    (          )

USER: 15 FNX: TODO MODE: D RPTGRP:          PERIOD: 05 2 MORE>>>>
          PF3 = MENU PF7 = PREV PF15 = EXIT PF24 = HELP          CMD:
  
```

To see all active or future TODOs for a specific participant, enter the following: TODO for FNX, D for MODE, the participant's SSN for RPTGRP, and CASE for CMD (example: TODO-D-SSN-CASE) The screen below will come up.

```
There are no matching TODO entries on this case for you
05/15/24 12:02          DAILY  TO-DO  REPORT          ASPE70
                        Entry Selection Menu

Report to be produced for worker:

Show entries beginning from: MM DD YYYY
OR Show entries for Case:
Show Current (C)
or Previously viewed (P) entries: C

USER: 154 FNX: TODO MODE: D RPTGRP:          PERIOD: 05 24 COMMAND:
      PF15 = EXIT  PF24 = HELP
```

Enter the participant's assigned Reach Up district number (G[district initial]1) next to Report to be produced for worker. Example of assigned Reach Up district number: GS1

If there are no active or future TODOs entered for the participant, ACCESS will keep you on the same screen and "There are no matching TODO entries on this case for you" will come up at the top of the screen. This message is shown in the screenshot above.

If the participant has active or future TODOs, the TODOs will show on the next screen. See example below.

```
05/15/24 12:00          DAILY  TO-DO  REPORT          ASPE70
                        FOR: Sdo Financial (GS1)
05/20/24 ----->>>>>>> FUTURE ENTRIES BEGIN HERE! <<<<<< -----
***                               ACTV/PNDG Pgrms: RUFA FS
-                               202C sent - due 05/20/2024

USER: 154 FNX: TODO MODE: D RPTGRP:          PERIOD: 05 24 CMD: _
      PF3 = MENU  PF7 = PREV  PF15 = EXIT  PF24 = HELP          1
```


To see current and future TODOs for all Reach Up/Reach Ahead participants within an assigned district, enter the following in ACCESS: TODO for FNX, D for MODE, leave RPTGRP blank, and enter the Reach Up district number under CMD (example: TODO-D-GS1). See below for an example.

```
05/15/24 11:42          DAILY  TO-DO  REPORT          ASPE70
                        FOR: Sdo Financial (GS1)

05/02/24
- . . .                ACTV/PNDG Pgrms: RUFA
Response from 6 month Interim Report due 5-2-2024
. . .
- . . .                ACTV/PNDG Pgrms: RUFA FS ME
Response from 6 month Interim Report due 5-2-2024
. . .
- . . .                ACTV/PNDG Pgrms: RU-RA FS ME SF
Response from 6 month Interim Report due 5-2-2024
. . .
- . . .                ACTV/PNDG Pgrms: RUFA FS ME SF
Response from 6 month Interim Report due 5-2-2024
. . .
- . . .                ACTV/PNDG Pgrms: RUFA FS ME
Response from 6 month Interim Report due 5-2-2024
. . .
- . . .                ACTV/PNDG Pgrms: RUFA FS ME
Response from 6 month Interim Report due 5-2-2024
. . .
- . . .                ACTV/PNDG Pgrms: RUFA FS
Response from 6 month Interim Report due 5-2-2024
. . .
- . . .                ACTV/PNDG Pgrms: RUFA FS
Response from 6 month Interim Report due 5-2-2024

MORE>>>>
USER: 154 FNX: TODO MODE: D RPTGRP:          PERIOD: 05 24 CMD:
      PF3 = MENU   PF7 = PREV   PF15 = EXIT   PF24 = HELP          1
```