

## **P-2302 Assigning Participants Receiving Reach Up Benefits (continued)**

### **P-2302A Tools for Reach Up Supervisors to Assign Participants. DAILY TO-DO REPORT (TODO/D) (24-06)**

Supervisors and case managers should check their TODOs at least three times per week (Monday, Wednesday, and Friday) for any new or closed households that have reopened.

Supervisors should assign all new or reopened households.

Each district should develop or use an existing policy when a case manager receives a TODO for a new or reopened household.

Supervisors should check TODOs for vacant positions or for case managers that are out on leave.

### **CMGR: List of Case Manager's Households (REPT/D/CMGR)**

Reach Up Supervisors and case managers should check their CMGR at least three times per week (Monday, Wednesday, and Friday) for any new or closed households that have reopened.

Supervisors should assign all new or reopened households.

Each district should develop or use an existing policy when a case manager has a new or reopened household on their CMGR.

### **PEND: STATUS OF PENDING Households (REPT/D/PEND)**

Supervisors should check the status of pending households in their district at least three times per week (Monday, Wednesday, and Friday). All pending households should be switched into the supervisor's number.

You will not be able to switch households that have never been on RUFA because you cannot get into WORK/C. Make note of these households to check on them every few days (as STAT panels are added by Eligibility, WORK C will become available).



## **Monthly Email from Reach Up Central Office**

Each month you will receive an email from RUCO with a list of new cases in your district. Reach Up Supervisor reviews the list to make sure all participants have been assigned a case manager or career coach. RUS will check case notes to make sure the participant has received a first appointment.

If the participant was assigned to case manager and has not received an appointment the RUS will work with the case manager to make sure the participant receives an appointment within three (3) business days.

If the case was assigned to career coach and has not received an appointment the RUS will email the VABIR Program Manager. The VABIR Program Manager will work with the career coach to make sure the participant receives an appointment within 3 business days.