

## **P-2320 Time Limits- Stopping the Clock** **(continued)**

### **P-2320E Voluntary Participation (24-06)**

#### **Participation Requirements**

Reach Up's mission is to join families on their journey to overcome obstacles, explore opportunities, improve their finances and reach their goals. Helping participants determine what goals they would like to focus on and how they may accomplish those goals is done using the goal achievement process, specifically GPDR-R and creation of a Family Development Plan. Participants in the Reach Up program are required to work with their Reach Up Case Manager through regular meetings a minimum of monthly and by engagement in the goal setting process. Each participant's service requirements will vary depending on the participant's abilities and needs. Participants should be informed of the service requirements, case management supports, and when appropriate explore voluntary participation or ACCESS code to "stop the clock" on countable time limits. See [P2320](#) for more information on time limits and stopping the clock.

#### **Voluntary Participation**

Some participants may be experiencing certain life events that need to be addressed before conversations about improving their finances or career exploration can be had. Participation in the program would be voluntary for these participants however Reach Up Case Managers should continue to reach out to offer supports on a minimum of once a month. These life events include the following:

- being over age 60,
- participant is caring for a child under 6 weeks of age,
- participant is experiencing effects of domestic violence, because of what is happening now or something that happened in the past,
- participant is hospitalized, or in need of acute, emergency health services, or
- participant is caring for a family member in the home that is seriously ill.

#### **Determining if voluntary participation is appropriate**

Voluntary participation is used on a short-term basis between 6 weeks to 3 months for most circumstances (see details below for timeframe exceptions for participants over the age of 60) to offer support to participants experiencing an acute need related to the above life events. Participants in these circumstances can elect to meet with their Reach Up Case Manager during this time and are not subject to good cause, conciliation, sanction, or closures related to 60-month

time limits. Reach Up Case Managers should still reach out to participants monthly either by text, phone, email, or letter to offer support, resources, and referrals. If the participant declines support or does not respond, the Reach Up Case Manager would reach out the following month and every month until the participant reaches their review date and/or their participation requirement.

There is no limit to how often a participant can request to access voluntary participation, however Reach Up Case Managers should assess with support from Reach Up Supervisor as needed if the participant qualifies based on the obstacle and voluntary participation categories. A participant may be experiencing an obstacle, but is able to engage in goal setting. In this case the participant may be able to access a code to "stop the clock" ([P2320](#)) on countable time limits for Reach Up versus electing voluntary participation.

### **Participant over the age of 60**

Participants over the age of 60, based on their date of birth, can elect for voluntary participation in the Reach Up program. Discuss with the participant the benefits and supports of working with a Reach Up Case Manager. If the participant is interested in participating in case management services, then schedule a meeting a minimum of monthly by participant preference (phone, virtual, in person, home visit). Work with the participant around identifying a goal using Goal Plan Do Review Revise (GPDR/R) and create a Family Development Plan. All Reach Up Case Management services and supports should be offered, however the participant is not subject to conciliation or sanction for non-engagement. If the participant is not interested in case management services continue to check in monthly to ensure the participant is aware of services and supports in the event they would like to begin engaging in goal setting. Use code 08 in ACCESS and continue to update review date in 6-month intervals.

### **Participant is caring for a child under 6 weeks of age**

If a participant informs you they have a child under 6 weeks of age in the home they can elect for voluntary participation in the Reach Up program. Discuss with the participant the benefits and supports of working with a Reach Up Case Manager. If the participant is interested in participating in case management services, then schedule a meeting a minimum of monthly by participant preference (phone, virtual, in person, home visit). Work with the participant around identifying a goal using Goal Plan Do Review Revise (GPDR/R) and create a Family Development Plan. All Reach Up Case Management services and supports should be offered, however the participant is not subject to a conciliation or sanction for non-engagement during the 6-week time period of voluntary participation. Place them in a code 30 in ACCESS with a review date of 30-60 days depending on the date you were informed of child being in the home.

## **Participant is experiencing effects of Domestic Violence**

The Department is committed to helping families experiencing the effects of domestic violence to access safety and support and begin to overcome economic barriers to independence. If a participant informs you they are experiencing the effects of domestic violence and have an immediate safety concern in relation to this, the participant can elect for voluntary participation in the Reach Up Program. See Procedure [P2320D](#) for more information on the guidelines for interacting with victims of domestic violence. Discuss with the participant the benefits and supports of working with a Reach Up Case Manager. If the participant is interested in participating in case management services, then schedule a meeting a minimum of monthly by participant preference (phone, virtual, in person, home visit). Work with the participant around identifying a goal using Goal Plan Do Review Revise (GPDR/R) and create a Family Development Plan. All Reach Up Case Management services and supports should be offered, however the participant is not subject to a conciliation or sanction for non-engagement during this time frame. If the participant is not interested in case management services then continue to check in a minimum of monthly to ensure the participant is aware of services and supports in the event they would like to begin engaging in goal setting. Place the participant in a code 54 and set a review date of three months. Procedure [P2320D](#) outlines the documentation requirements for this participation code. If after three months the participant is requesting more time consult with a Reach Up Supervisor and collect documentation following [P2320D](#) to determine next steps and what level of supports are needed.

## **Participant is hospitalized or in need of acute emergency health services**

If a participant informs you they are hospitalized or in need of acute emergency health services the participant can elect for voluntary participation in the Reach Up Program. See [P2320A](#) for more information on stopping the clock for medical conditions. Discuss with the participant the benefits and supports of working with a Reach Up Case Manager. If the participant is interested in participating in case management services, then schedule a meeting a minimum of monthly by participant preference (phone, virtual, in person, home visit). Work with the participant around identifying a goal using Goal Plan Do Review Revise (GPDR/R) and create a Family Development Plan. Offer all regular Reach Up Case Management services, however the participant would not be conciliated or sanctioned for non-engagement during this time frame. If the participant is not interested in case management services then continue to check in a minimum of monthly to ensure participant is aware of services and supports in the event they would like to begin engaging in goal setting. Place the participant in a code 34 and set a review date of three months. Procedure [P2320A](#) outlines what documentation is needed for this participation code. If after three months the participant is requesting more time than you would consult with a Reach Up

Supervisor and collect documentation following [P2320A](#) to determine next steps and what level of supports are needed.

## **Participant is caring for a family member in the home that is seriously ill**

If a participant informs you they are caring for a family member in the home that is seriously ill then the participant can elect for voluntary participation in the Reach Up Program. See Procedure [P2320B](#) for more information on stopping the clock for being needed in the home. Discuss with the participant the benefits and supports of working with a Reach Up Case Manager. If the participant is interested in participating in case management services, then schedule a meeting a minimum of monthly by participant preference (phone, virtual, in person, home visit). Work with the participant around identifying a goal using Goal Plan Do Review Revise (GPDR/R) and create a Family Development Plan. All Reach Up Case Management services and supports should be offered, however the participant is not subject to the conciliation or sanction process for non-engagement during this time frame. If the participant is not interested in case management services, then continue to check in a minimum of monthly to ensure participant is aware of services and supports in the event they would like to begin engaging in goal setting. Place the participant in a code 11 in ACCESS and set a review date of three months. See Procedure [P2320B](#) for documentation requirements. If after three months the participant is requesting more time than you would consult with a Reach Up Supervisor and collect documentation following [P2320B](#) to determine next steps and level of support needed