

P-2345 Good Cause (24-20)

General Procedures

If a participant is not engaging or continues to not follow through on a plan they have come up with, utilize [appreciative questions](#) and [powerful questions](#) to explore what is going on. Express your belief that they are the expert in their life, and that Reach Up is here to support them in identifying their goals and achieving them.

Examples of appreciative and powerful questions:

Can you think of things you have done that helped things to go well?

What achievements have you made? How did you make them happen?

What are three things that have helped you overcome obstacles?

Before even considering if a good cause reason is needed, reach out to the participant by all known methods of communication, including phone, text, email and mail. Offer to meet in person, over the phone and virtually.

Good cause should only be pursued as a last resort when a participant has consistently not made contact, not been engaged, and a pattern of non-engagement has been demonstrated.

If after attempts to both form a relationship and obtain buy in from the family on their goal and plan, the participant has still not engaged or is not following through on their plan make a good faith effort to establish good cause. Enter into the good cause determination process with the assumption that the participant has good cause.

[Reach Up Services Rule 2326](#) Good Cause Criteria provides a list of acceptable good cause reasons for non-engagement. Other good cause reasons should be considered, and if unsure consult with the Reach Up Supervisor in the district.

Determining Good Cause

After becoming aware of the non-engagement, call or text the participant as soon as possible to find out why they did not participate. Document the effort in case notes. (The preliminary steps of forming a relationship and obtaining buy in from the family should be well documented in case notes also.)

Participant cannot be reached

Leave a message on the individual's phone and ask them to return the phone call or text. Then, follow up with a letter (see below to determine which type of letter).

If a conciliation has not been used for this occurrence of non-engagement, mail a conciliation letter through ACCESS. [Conciliation Letter \(617\)](#) should be used

ONLY if ACCESS is not available. Good cause may be determined at the conciliation appointment. Follow the Conciliation [Procedure P-2346](#) including adding conciliation to the FDP.

If a conciliation has already been started for this occurrence of non-engagement and the participant has not come to the conciliation appointment or not followed through on their conciliation resolution, send a [Reach Up Good Cause Request letter \(form 601GCR\)](#). Request the participant to contact you within five business days from the day you mail the Good Cause Request letter (start counting with the next business day).

Able to reach the participant and they provide a good cause reason

Establish an agreed upon next step to resolve the situation (such as rescheduling the missed appointment, creating a new plan to reach the next step of their goal). Schedule a next appointment and update the FDP and/or goal sheet as soon as possible.

Able to reach the participant but good cause cannot be provided

Follow the steps for a conciliation, sanction or closure depending on what the participant is eligible for by mailing a conciliation letter, starting the sanction process or closing the benefits. Case notes should clearly indicate what efforts were made to engage the participant beforehand and why it is believed good cause does not exist. Remember that conciliation, sanction or closure should only be considered if the non-engagement was a pattern, is not connected to an undiagnosed health related issue or there are extreme circumstances identified that got in the way of engagement.

Requesting verification of good cause

Verification of good cause is not needed. Trust that the participant is doing their best. Request verification only if the situation seems questionable. If requesting verification, be clear and specific about what you are requesting, when you need to receive it, and the consequences of not receiving the verification of good cause.

If documentation of good cause is necessary; the participant should have 10 days from the date the good cause reason was provided to obtain the documentation. If the participant asks, provide support obtaining the verification.

Good cause is found

At any time when good cause has been established, remove the conciliation, end the sanction, or do not follow through on the closure. If the closure date has already passed, the family will have to reapply.

Good cause based on deferment

When it is discovered that a participant qualifies for a deferment that stops the participant's countable month clock, the reason for the deferment (including medical, needed in the home, young child, domestic violence) may count as good cause.

If the option of deferment was never offered, but the participant may be eligible for the deferment and does not know it, conciliation, sanction, or closure should not occur.

Good cause during voluntary participation

Participants should not be conciliated, sanctioned, or closed for missing an appointment if they are experiencing certain life events. These life events include:

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

These life events do not require a participant to engage in the services component of Reach Up which include case management, support services and referrals.

Follow Reach Up Services procedure [2320E](#) for the Voluntary Participation process.

Case Manager Support

Removing conciliation if good cause found

For conciliation enter an "E" for ENTERED IN ERROR as the "Outcome" code in ACCESS on WORK C.

```
06/23/16 13:06      *** FAMILY DEVELOPMENT PLAN ***      ASQWOHF1
Participant: TONYA      SSN:      Financial Status: Active
Phone#:      Phase: EP 06/01/2016
Date FDP Signed: 05 16 2016      Participation Code: 02 NE
Employment Goal: 13-2011.01 Accountant      Review Date: _ _ _ _
Case Manager:      FSM      Activity Matrix
Location:      History History
*****
Strengths/Supports: *Shelter/Health & Safety/Child Devl & Educ      Click &
Interferes:      Comment

Job Search/      Education/      Work      Other      Life Skills
Readiness      Training      Placements      Activities

1,2 of      Activity      Hrs/Wk      Start      Target      Act End date      Outcome
Conciliation      .      06 06 2016      06 15 2016      E

USER:      FNX: WORK MODE: C RPTGRP:      PERIOD: 06 16 COMMAND:
DO:      IMS:      REPORTING GROUP: TONYA
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Quit Retrn Exit Print Goal Hours PgBk PgFd CMH St/Sp Intrl C&C
```

If an E cannot be entered, email COPS to have the conciliation removed from the history. Make a note on any related documentation in the file indicating the Conciliation did not occur.

Removing sanction if good cause found

For a sanction place the cursor on the "SANCTION RSN" and hit "Shift-F12" for a list of "END SANCTION CODES" and enter "F" (good cause found). Email COPS to have the sanction history corrected and replace any lost benefits. Discuss with the participant lessons learned in the process and how to avoid the situation in the future.

Good cause flow chart

