

P-2220 CHANGE PROCESSING (continued)

P-2220A Action on Unscheduled Changes (Reach Up rule 2254) (20-02)

Unscheduled changes are those that are reported outside of the Interim Report or Recertification.

Allow the household ten days from the date the change is reported to provide required verifications.

The date a change is reported is the date:

- the household reports the change by telephone,
- the household reports the change in-person,
- information is received from another source regarding a household change, or
- a written notice is received in the office, including a change report form ([200](#)).

Inform the participant in writing that their grant will be closed if they do not provide necessary verification without good cause within those ten days.

CATN the date the change is reported and the actions taken.

Act on changes within ten days of the date the verification was received.

ACCESS generates a Notice of Decision, to inform the household of the effect of the change on their benefits.

If a notice is not computer generated, the manual notice must contain the old and new amounts of income, expenses, or household members used to compute the benefit amount.

Adding a New Household Member

A new ESD 202 is required and an interview must be completed when adding an additional parent, spouse or civil union partner of a parent, or a Reach Up essential person to the household, except if the additional parent receives SSI and their needs will not be included on the grant.

Death of Head of Household

If the Head of Household of a Reach Up household dies, and there is another parent or caretaker in the household, benefits may be switched to the other parent or caretaker without a new application if the benefit would not change other than possibly decreasing due to the death of the HOH.

- Use the same recertification period as the original household.
- Ask that current documents be mirrored into the new Head of Household SSN in OnBase.
- After the case is transferred, send a VCR asking for a new child support authorization form ([137](#)) for any absent parents.

This is the process if the deceased Head of Household was a member of the Reach Up household or not (parent receiving SSI or caretaker).

Change of Address

Households reporting a change of address must also report the shelter expenses for the new address. Verification of shelter expenses is not required unless questionable.

Act within ten days to change the address and determine the new benefit amount based on the shelter expenses for the new address, when all information is provided.

Shelter Expense Information Needed

If shelter expense information is not provided with the address change:

- Call the household to get the needed information about the new shelter expenses.
- If the household cannot be reached or the information provided is questionable, send the household a verification change request form ([202VCR](#)), to request the shelter expense information. Allow the household ten days to respond.
- Keep the existing shelter expenses while waiting for the household to respond to the VCR.

Budget the shelter expenses for the new address within ten days from the date the information is provided.

Household Fails to Provide Shelter Expense Information

Change the shelter expense to \$0 if the household fails to provide the requested information by the VCR due date.

Minimum wage increase

Participants are responsible to report a change in their income. If we become aware a participant has received an increase in pay, we would request updated paystubs. If necessary, process an overpayment.

When Changes in Benefits are Disbursed

Increases in benefits

Increases are effective as soon as the action is taken in ACCESS, except for certain situations listed under "Other effective dates" below. A notice will be mailed.

Other effective dates

- For adding a new household member, including through childbirth or adoption, the arrival date or birthdate, if the change is reported within 10 days.
- For increased shelter costs, the first of the month in which the change occurred.
- For decreased income, the first of the month.

In most cases, if action cannot be taken on the change within the same month, approve the benefit change for the first full month after the change. If the addition of a household member will cause an increase in the benefit, an underpayment may need to be issued (see BPS support below).

Decreases in benefits

Decreases are effective on the 1st or the 16th of the payment month. Action must be taken and a notice mailed at least 10 days prior to the effective date of the change.

BPS Support

Adding a new household member to a Reach Up household

Change reported timely

If the change is reported timely (within 10 days), the household member should be added to the household's benefit as of the date of arrival--enter this date as DATE ARRIVED on MEMB panel.

DATE ARRIVED MO DA YEAR

Change not reported timely

If not reported timely (more than 10 days), the household member will be added to the household's benefit as of the date reported—enter the date reported as the DATE ARRIVED on MEMB panel.

Change to benefit in current month

If the entered date of arrival is within the current month, ACCESS will prorate the benefit for the correct number of days.

Change to benefit in previous month

If the entered date of arrival is in the previous month, districts will have to determine what the benefit amount should have been in the previous month and submit form to the Claims Unit for an underpayment.