

P2220 CHANGE PROCESSING (continued)

P2220B Closures and Reinstatements

Closures

Closures are effective on the 1st or the 16th of the payment month. Action must be taken and a notice must be mailed at least 10 days before the closure.

The dates of closure in ACCESS will be the 15th or the last day of the month. The first day of ineligibility will be the 16th or the first day of the next month.

Closures on ACCESS must be properly coded to produce the correct closure reason on the Notice of Decision (ESD 220).

The closure notice must contain the old and new income amounts, expenses, or household members used to determine eligibility. If an ACCESS notice is not available, include the information on a manual notice.

Change in Circumstances

For a change in circumstances which will result in closure (Example: the only eligible child leaves the household) enter the appropriate information in ACCESS to close case.

Death of the Head of Household

Enter the date of death in the date left field on the person's member panel. Close the case before creating a new case for the remaining household members. If there is another responsible parent or caretaker in the household, APPL the case in that household members name. Use the review date from the original case and ask ADPC to mirror the most current documents into the new HOHs case.

Whereabouts Unknown

When a household's mail is returned by the Post Office as undeliverable with no forwarding address noted, enter 888 in the town code field on the STAT Address

panel. This entry will automatically close the case and issue a Notice of Decision through ACCESS.

Household Requests Closure of Assistance

When a household calls and says "I want my case closed", determine if they really want all programs closed or only a specific program. Explore the reason they want their assistance closed and enter a clear CATN. Enter withdrawal code on STAT panel.

Reinstatements

If case is closing because verification was not submitted, and the household submits the required verification before the effective date of closure, reinstate the grant using the date the information was received. Make sure the original review date remains the same.

Example: households' benefits were scheduled to close effective 8/31. Verification was provided 8/31. Reinstatement the case by APPL it for 8/31, the date the information was received. A new application, new support forms, etc., are not required. Confirm that the review date has not changed.

As long as the household did not request a fair hearing before the effective date of closure, the grant can be reinstated at the new amount (i.e., based on the newly-verified income, shelter costs, etc.). (See All Programs Fair Hearing Procedures P-2127.)

If verification is provided after the effective date of closure, the household must reapply.