

## **P-2225 RECERTIFICATION (continued)**

### **P-2225B Response to Request for Verification (Reach Up rule 2208.3, 2210) (23-12)**

#### **Outright Refusal**

If the household says they will not provide necessary information, tell them that their Reach Up benefit will close (or remove the shelter expense if shelter is questionable and that is the missing verification) unless the required verification is provided. Document the refusal in CATN and close the grant. ACCESS will issue a Notice of Decision.

#### **No Contact by Household**

If the ESD 202RL2 is not returned with the other requested information by the due date the benefit should be closed.

The closure date depends upon the due date plus 2 additional business days past the due date given for the return of the information. When possible, end benefits on the last day of the review month. However, if the RL2 due date plus 2 additional business days is after the second adverse action deadline for that month, closure should take place the following month (either a mid-month closure or end of month closure depending on the due date).

Document the lack of response in CATN. A Notice of Decision will be created by ACCESS.

#### **Contact by Household**

If the household says they are having difficulty in obtaining any or all the information, you should

- assist the household to get the verification.
- determine if the household has a good reason for not providing the information.

#### ***Determining good cause***

There may be extraordinary circumstances when verification is unlikely to be available and obtaining it is beyond the control of the household. These reasons are outlined in Reach Up rule 2208.3. In such cases the District Management Team may waive the requirement of verification. If attempts to obtain verification have been made by both the household and the Department and the verification is unable to be collected, the Department can accept the household's self-reported information.

The District Management Team may seek guidance from AOPS to determine good cause.

### Verification received after certification period expires

If a household provides requested verification within 30 days of the end of the certification period, and the benefit has closed, utilize the original recertification application to determine eligibility.

If eligible, benefits will be issued from the date the missing verification requirements were received.

Proration Table

Date	%	Date	%	Date	%	Date	%	Date	%
<b>1</b>	100	<b>7</b>	80	<b>13</b>	60	<b>19</b>	40	<b>25</b>	20
<b>2</b>	97	<b>8</b>	77	<b>14</b>	57	<b>20</b>	37	<b>26</b>	17
<b>3</b>	93	<b>9</b>	73	<b>15</b>	53	<b>21</b>	35	<b>27</b>	13
<b>4</b>	90	<b>10</b>	70	<b>16</b>	50	<b>22</b>	30	<b>28</b>	10
<b>5</b>	87	<b>11</b>	67	<b>17</b>	47	<b>23</b>	27	<b>29</b>	7
<b>6</b>	83	<b>12</b>	63	<b>18</b>	43	<b>24</b>	23	<b>30/31</b>	3

This process aligns more with 3SVT and does not require determination of good cause.

#### Example:

Household is due for August recertification.

Submits recertification application 8/15/23.

Completes interview on 8/17.

V is due 8/27/23.

Benefit closes 9/15/23 for not providing verification.

Verification is received 9/26/23 less than 30 days from the end of the recertification period.

Verification is worked on 9/29/23. ReAPPL case for 9/26/23 and approve Reach Up. ACCESS will issue benefits as of 9/29/23. Household will be eligible for \$781 per month. ACCESS issues \$54 based on 9/29 date of approval.

Because verification was received on the 26<sup>th</sup>, household should receive 17% of the benefit (according to Proration Table). 17% of \$781 is \$132 (drop the cents).

\$132 minus \$54 issued = \$78. Ask COPS to issue \$78 for month of September.