

P-2346 CONCILIATION (23-12)

General Procedures

Conciliation is an intervention, a time to influence what happens next and help the participant work out a way to resolve the issues around their non-engagement with the Reach Up program. If the participant is struggling to attend meetings, make sure to offer options that accommodate different meeting preferences (such as over the phone, home or community visits, specific times of day). Conciliation should only be considered if a person receiving Reach Up has shown a pattern of non-engagement.

Conciliating during the goal achievement process

Consider if a goal needs to be adjusted or changed, or if a different plan needs to be considered before moving toward conciliation (see Reach Up Services procedure [2310](#) on goal achievement).

It is important to remember that a participant could be in the review phase of Goal Plan Do Review and Revise (GPDRR) for a long time. As long as the participant is revising their goal or the steps of their plan, a conciliation is not needed.

Consider the following and make sure to document the participant's progress in case notes:

- Have you used the review and revise portion of the GPDRR process, utilizing multiple tools when appropriate, to make sure the goal and plan is still what the participant wants to focus on?
- Have you revisited Stepping Stones to see if something else is rising to a higher level of priority?
- Have you offered support services to help remove barriers that might get in the way of accomplishing the goal or plan?
- Have you considered underlying reasons (mental health issues, domestic violence, etc) for the participant's lack of progress?
- After all of these efforts, is the participant still choosing to not set/change their goal or change their plan, but they continue to not take part in the do part of GPDRR?

Determining if conciliation is necessary during the goal achievement process is very subjective. Consult with the Reach Up Supervisor when unsure.

Conciliation appointment

Schedule a conciliation appointment by sending a conciliation letter written through ACCESS, so it is stored in the system. If ACCESS is not available, [Conciliation Letter 617](#) may be used.

The letter must be mailed within ten business days of first becoming aware of the non-engagement.

Schedule the conciliation meeting as soon as administratively possible, but no sooner than within four business days after the date the conciliation letter is mailed. This allows the participant to have advance notice of the meeting. Make sure to provide options for how the meeting may be held (over the phone, virtually, in person).

Update the participant's Family Development Plan (FDP) to include Conciliation as an activity (see Case Manager Support for more details).

Conciliation appointment letter

The conciliation appointment letter should include the specific dates and activities of non-engagement (refer to FDP when appropriate).

Use strength-based language in the conciliation appointment letter that can be understood by the participant.

Example #1: You did not come to our scheduled meeting on Friday, 2/24/23 at 2:00pm or call to reschedule. I could not reach you by phone or text on 2/24/23 but left a voice mail message requesting a call back. I also sent you an email and text. As of today, I have not heard from you.

Example #2: According to our meetings, between Thursday 1/5/23 and Thursday 3/16/23 we have been working to support you on your agreed upon goal to get your license and you were going to schedule and attend your driver's test. We have reviewed and revised the steps to this plan 3 times and you stated you did not want to change this goal. You still have not scheduled the appointment.

The conciliation appointment letter should not include:

- The words "failure to" (do activity, meet with case manager, etc),
- Jargon such as "no-call, no-show", or
- Abbreviations such as WKEX, CSP, VDO, VDOL, ABE, etc.

Waiving advance notice of appointment

Participants can waive advance notice of the conciliation appointment but must sign a statement verifying this request for waiver. The waiver request should include the same information that is provided on the conciliation appointment letter. The easiest way to ensure that all required information is included in the waiver is to print/email/text a conciliation letter for them to read and sign (physically or verbally).

Rescheduling the conciliation appointment

If the participant requests a rescheduled appointment, provide a rescheduled conciliation appointment. The goal is to hold the conciliation meeting within ten days from the awareness of the non-engagement, though this is not always possible. Indicate on the conciliation letter that this is a rescheduled appointment.

At the conciliation meeting

If there is good cause for the non-engagement, the scheduled meeting will be a regular case management meeting. Under these circumstances, there will be no conciliation resolution plan. See [Reach Up Services procedure 2345](#) on Good Cause.

If there is not good cause and the participant attends the meeting, follow through with the conciliation resolution process below.

Participant does not attend meeting

If the participant does not attend the meeting, and no other form of good cause has been presented, mail a [Reach Up Good Cause Request \(GCR601\)](#) before moving to sanction or closure (if the household has already reached their time limit). Indicate on the letter that the next step is sanction or closure. Include as much information in the good cause request as possible, clearly indicating the initial non-engagement, as well as the missed conciliation appointment.

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). See [Reach Up Services procedure 2345](#) on Good Cause. If there is no good cause, the sanction or closure process begins.

Conciliation Resolution

The Conciliation Resolution is a **plan** (lasting from two weeks to three months) that contains what the participant agrees to do in order to avoid a sanction or closure.

During the Conciliation Resolution appointment:

- Use a strengths-based approach and focus on next steps,
- Use open ended questions and listen to what the participant thinks is the reason for the non-engagement, and
- Explore any circumstances that may have interfered with the participant's engagement and how to resolve these issues.

Writing the conciliation resolution

Write a conciliation resolution and indicate on the FDP that a resolution is being signed. Bulleted lists may be used. The conciliation resolution should only include the issue(s) of non-engagement that brought the participant into conciliation.

The conciliation resolution must start within 5 calendar days and should include a description of how long it will last (from two weeks to three months). A shorter timeframe is most effective. However, if a participant has had a pattern of non-engagement, a longer timeframe may be appropriate.

Example: I will attend the next two appointments with my case manager. These appointments will be held via phone on Monday 3/13/23 @ 1pm and Monday 3/20/23 @ 1pm.

Have the participant sign both the Conciliation Resolution and the updated FDP. Scan a copy in the electronic case file and offer a copy to the participant.

Outcome of the conciliation resolution

A conciliation is successfully resolved when the participant has complied with the tasks on the conciliation resolution plan as well as the updated FDP.

If the participant does not follow through with the tasks on the conciliation resolution the case manager must determine if the participant had good cause for not doing what is in the resolution plan. See [Reach Up Services procedure 2345](#) on Good Cause. If there is no good cause, the sanction or closure process begins.

Case Manager Support

Creating a Conciliation Letter in ACCESS:

Enter SPEC/C/FORMS.

```
06/23/16 12:59          IV-A SELECT FUNCTION          ASTCA1
~~~~  Function Codes (FNX)  ~~~~~      ~~~~~  Function Codes (FNX)  ~~~~~
ABWD - ABAWD Food Stamp History      MAIL - Send or Read Mail
APPL - Application                    MANA - Managed Care Maintenance
CASE - Case Status Display           MONY - Financial Subsystem
CATN - Case Action Log               NAME - User Name/Number Lookup
CATS - Cost Allocation/Time Study     PCOL - Premium Collections
EDS - Medicaid Management System     PERS - Person Search
ELIG - Eligibility Results/Approval PMGT - Premium MGT Report
FIAT - Fiat Eligibility              PREM - Premium Management
FUEL - Supplemental Fuel             QUAL - Quality Review
GAEL - General Assistance            RECO - Recoupment Schedule
IDEA - System Change Request         REPT - Report Selection
INFC - Interfaces                   SPEC - Special Functions
INQB - Benefit History               STAT - Statement of Need
INQD - Benefit Disbursement History  SUBS - Substitute Reporter/Payee
IV-D - IV-D Select Function         TODO - Daily To-Do Report
JFIP - Jobs For Independence        UNLK - Releases Locked Cases
LOGO - Logoff                       VEND - Vendor Search
~~~~~
USER:      FNX: SPEC MODE: C RPTGRP: HOH SSN      PERIOD: 06 16 COMMAND: FORMS_
                                         F8 = MORE
```

Always use the Head of Household Social Security Number when entering SPEC/C/FORMS even if it is the second parent that is being conciliated.

Place an "X" next to "Conciliation Letter (Form 617)".

```
06/23/16 12:59          Automated Forms Issuance          ASQAMFM0

- Interview Notice (Form 202C)
- Interview Notice for Reachup (Form 202C RU)
- Notice of Missed Interview (Form 202D)
- Reminder Letter (Form 202RL-M)
- Verification / Review Letter (Form 202RL2)
- Verification Request (Form 202V)
- Verification Request (Form 202V) (with optional paragraphs)

- Verification Change Request (Form 202VCR)
- Notice of Decision (Form 220)
- Controlled Vendor Payment Start - (A = Arrearage R = Rent only)
- Controlled Vendor Payment End - (A = Arrearage R = Rent only)

 x Conciliation Letter (form 617)
- Conciliation Resolution (form 617CR)
- Reasons For Sanction Letter
- Fair Hearing Withdrawal (Form 113W)

- Blank Letter

USER:   FNX: SPEC MODE: C RPTGRP:          PERIOD: 06 16 COMMAND:
DO:    IMS:   RPTGRP NAME TONYA          SHIFT-F12= HELP
```

Enter the Social Security number (SSN) of the participant that is being conciliated.

```
Participant SSN # is: Participant that is being conciliated Social Security Number

The RUFA type will determine a Reach First or Rufa screen and notice.

To cancel, type 'E'. 
```

The name of the participant that is being conciliated will appear on the top of the screen.

If the name is not correct, try entering the SSN again.

```
06/23/16 1301271 Conciliation Letter ASQAMF16
Dear TONYA
I have scheduled a meeting for us to discuss your participation in the
Reach Up program. We need to talk about the following unmet requirements:
_____
_____
_____
_____
I have scheduled your conciliation appointment for:
Date _____
Time _____
Location _____
Command = 'MORE or PREV or APP'
USER: FNX: SPEC MODE: C RPTGRP: PERIOD: 06 16 COMMAND: APP
DO: IMS: RPTGRP NAME TONYA SHIFT F10 HELP
```

Enter the following information:

- The reason the participant is being conciliated (include specifics)
- The Date, Time, and Location of the meeting

Type "APP" in the command field to print the conciliation letter.

Entering conciliation as an activity on the FDP

Select "Conciliation" as an activity on the WORK screen. Conciliation is found under "Other Activities."

```
+-----Other Activities-----More: >+
| - Applying for Social Security Benefits - Probation & Parole Requirements |
| - Arranging Child Care - Substance Abuse Counseling |
| - Children's Integrated Services - Substance Abuse Support Group |
| X Conciliation - Supporting PEP/Caregiver |
| - Court/Legal Issues - Voc Rehab Guidance/Counseling |
| - Developing a Self-Employment Plan - VR Referral/Assessment |
| - Doctors Appt. or Physical Therapy |
| - Domestic Violence Counseling |
| - Domestic Violence Support Group |
| - Family Counseling |
| - Head Start (Home-based) |
| - Housing Search |
| - IFBS Intensive Family-Based Services |
| - Mental Health Counseling |
| - Parenting Support Group |
+-----Conciliation-----+
| Related Interfere (use PF11 to enter |
| if applicable) |
| MM DD CCYY |
| Start Date:.....06 06 2016 |
| Target Completion:..06 15 2016 |
| Scheduled Hours/Wk: |
| Support Svs: |
+-----+
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 Hours PB PF St/Sp Intrl
```

Enter the start date as the date you send the Conciliation Letter and the target completion as the date of the Conciliation Appointment.

```

06/23/16 13:06          *** FAMILY DEVELOPMENT PLAN ***          ASQWOHF1
Participant: TONYA          SSN:          Financial Status: Active
Phone#:          Phase: EP 06/01/2016
          Participation Code: 02 NE
          Review Date: _ _ _ _

Date FDP Signed: 05 16 2016
Employment Goal: 13-2011.01 Accountant _____
Case Manager:          FSM          Activty 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          .          P
          .          .          .          .          .          .          -

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
  
```

Entering a Conciliation Resolution into ACCESS

Enter SPEC/C/FORMS.

```

06/23/16 12:59          IV-A SELECT FUNCTION          ASTCA1

~~~~ Function Codes (FNX) ~~~~          ~~~~ Function Codes (FNX) ~~~~
ABWD - ABAWD Food Stamp History          MAIL - Send or Read Mail
APPL - Application          MANA - Managed Care Maintenance
CASE - Case Status Display          MONY - Financial Subsystem
CATN - Case Action Log          NAME - User Name/Number Lookup
CATS - Cost Allocation/Time Study          PCOL - Premium Collections
EDS - Medicaid Management System          PERS - Person Search
ELIG - Eligibility Results/Approval          PMGT - Premium MGT Report
FIAT - Fiat Eligibility          PREM - Premium Management
FUEL - Supplemental Fuel          QUAL - Quality Review
GAEL - General Assistance          RECO - Recoupment Schedule
IDEA - System Change Request          REPT - Report Selection
INFC - Interfaces          SPEC - Special Functions
INQB - Benefit History          STAT - Statement of Need
INQD - Benefit Disbursement History          SUBS - Substitute Reporter/Payee
IV-D - IV-D Select Function          TODO - Daily To-Do Report
JFIP - Jobs For Independence          UNLK - Releases Locked Cases
LOGO - Logoff          VEND - Vendor Search

~~~~~
USER:          FNX: SPEC MODE: C RPTGRP: HOH SSN          PERIOD: 06 16 COMMAND: FORMS_
          F8 = MORE
  
```

Always use the Head of Household Social Security Number when entering SPEC/C/FORMS even if it is the second parent that is being conciliated.

Place an "X" next to "Conciliation Resolution (617CR)".

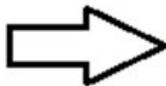
```
06/23/16 13:02          Automated Forms Issuance          ASQAMFM0

- Interview Notice (Form 202C)
- Interview Notice for Reachup (Form 202C RU)
- Notice of Missed Interview (Form 202D)
- Reminder Letter (Form 202RL-M)
- Verification / Review Letter (Form 202RL2)
- Verification Request (Form 202V)
- Verification Request (Form 202V) (with optional paragraphs)

- Verification Change Request (Form 202VCR)
- Notice of Decision (Form 220)
- Controlled Vendor Payment Start - (A = Arrearage R = Rent only)
- Controlled Vendor Payment End - (A = Arrearage R = Rent only)

- Conciliation Letter (form 617)
X Conciliation Resolution (form 617CR)
- Reasons For Sanction Letter
- Fair Hearing Withdrawal (Form 113W)

- Blank Letter
USER:      FNX: SPEC MODE: C RPTGRP:          PERIOD: 06 16 COMMAND:
DO:      IMS:      RPTGRP NAME TONYA          SHIFT-F12= HELP
```



Enter the Social Security number (SSN) of the participant that is being conciliated.

```
Participant SSN # is: Participant that is being conciliated Social Security Number

The RUFA type will determine a Reach First or Rufa screen and notice.
To cancel, type 'E'.
```



The name of the participant that is being conciliated will appear on the top of the screen.

Entering the conciliation outcome in ACCESS

```

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 15 2016          06 30 2016          .          C

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
    
```

Enter a "C" (successfully completed) or "U" (unsuccessfully completed) as the "Outcome" code in ACCESS in WORK C.