P-2350 Case Management Procedures for Households with 60 or More Countable Months/Timelimits (continued)

P-2350A Closures (23-12)

Engaging with Reach Up Services requirements

If a person who receives Reach Up and who has received 60 or more countable months of Reach Up does not engage in the Reach Up program, their benefit could close. A conciliation should be used first. Review Reach Up Services procedures 2345 Good Cause and 2346 Conciliation.

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). Closure should only be considered if a person receiving Reach Up has shown a pattern of non-engagement, and the conciliation was not successful.

Closure 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 closure (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, closure 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 closure is necessary during the goal achievement process is very subjective. Consult with the Reach Up Supervisor when unsure.

Closure Authorization

Complete a Closure Authorization (form 606CBA) and include the following:

- Specific information about the non-engagement;
- Explanation about why the closure will be implemented; and
- Rule cite(s) relied on to make this determination.

Give the completed Closure Authorization (606CBA) to the Reach Up Supervisor, or their designee, for review.

Review by Supervisor

The Reach Up Supervisor, or their designee, will determine:

- What were the participant's circumstances?
- Were multiple methods of communication attempted, was the goal achievement process used to determine the participant's goal(s)?
- Was good cause explored?
- Is the paperwork complete?
- Were rules 2234.1 and 2332 followed?

The closure will be approved or reversed at this time.

Closure reversed

If the Supervisor decides to reverse the closure, it is recorded in the case file and e-mailed or discussed with the case manager.
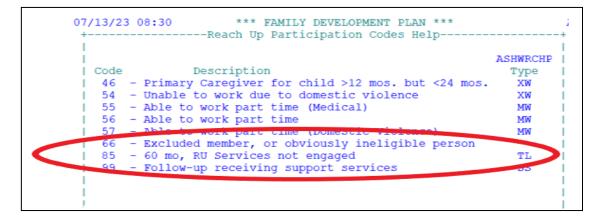
Closure approved

if the Supervisor agrees with the decision and the closure is approved, they will sign off on the Closure Authorization (606CBA) on the district director/designee line. A copy of the signed 606CBA should be kept in the case management file.

Entering closure in ACCESS

Go to WORK C under the parent who is not engaging.

```
01/08/21 10:49          *** FAMILY DEVELOPMENT PLAN *           ASQWG F1
Particip                       SSN:         Financial Status: Active
Phone#:                                     Phase: WR  11/01/2020
E&T Duals: N                                Participation Code: 34 XW
Date FDP Signed:  11 13 2020                 Review Date: 04 30 2021
Employment Goal:  43-6011 00       Assistant.___
Case Manager: PTH                          FSM  Activty Matrix
Location:     PATH /                             History Histor
****************************      ***************      ****************
Strengths/Supports: Shelter/Transportation                    Click &
Interferes:                                                   Comment

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

            Activity   Hrs/Wk   Start      Target   Act End date  Outcome
                                   11                              P
    .....  Health Counseling   __                                 P

    USER:    FNX: WORK MODE: C RPTGP         PERIOD: 01 21 COMMAND: _____
    DO: Z IMS:     REPORTING GROUP:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
       Quit  Retrn Exit  Print Goal  Hours PgBk  PgFd  CMH  St/Sp Intrf C&C
```

Enter code 85 in the Participation Code field and hit ENTER.

```
07/13/23 08:30          *** FAMILY DEVELOPMENT PLAN ***
        +-----------------Reach Up Participation Codes Help-----------------+
        |                                                                   |
        |                                                       ASHWRCHP    |
        | Code          Description                               Type      |
        | 46  - Primary Caregiver for child >12 mos. but <24 mos.  XW       |
        | 54  - Unable to work due to domestic violence            XW       |
        | 55  - Able to work part time (Medical)                   MW       |
        | 56  - Able to work part time                             MW       |
        | 57  - Able to work part time (Domestic violence)         MW       |
        | 66  - Excluded member, or obviously ineligible person             |
        | 85  - 60 mo, RU Services not engaged                     TL       |
        | 99  - Follow-up receiving support services               SS       |
        |                                                                   |
        |                                                                   |
        |                                                                   |
        +-------------------------------------------------------------------+
```

Code 85 is used to close a case for not engaging in Reach Up Services. Can only be entered for cases with at least 60 countable months.

Check CASE D TIME to see if the case closed. If it didn't, ask a Supervisor or BPS to turn the case around using STAT C TRANS. If the case is still not closed, check ELIG C RUFA. It may need to be approved (a closure notice will automatically be created).
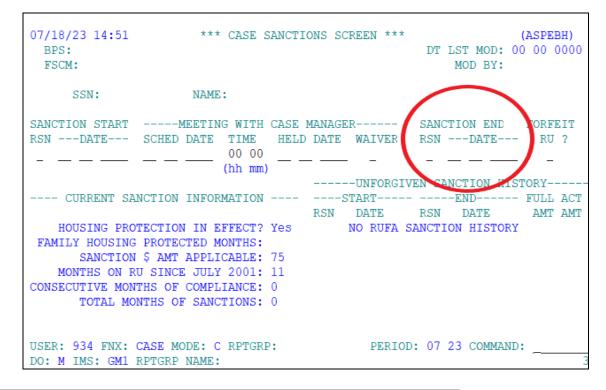
Write a CATN with:

- Name of participant who did not comply
- Name of supervisor who approved closure
- Reason for closure

EXAMPLE language: "John closed August 31, 2023 due to 60-month requirements and not engaging with Reach Up services. Closure approved by (Reach Up Supervisor name)."

Closing an active currently sanctioned case

If a household reaches their 60th countable month while they are sanctioned and they need to close for not being engaged, use the following process.

Go to CASE C SANC.

```
07/18/23 14:51          *** CASE SANCTIONS SCREEN ***              (ASPEBH)
  BPS:                                              DT LST MOD: 00 00 0000
  FSCM:                                                MOD BY:

      SSN:              NAME:

SANCTION START   -----MEETING WITH CASE MANAGER------   SANCTION END    FORFEIT
RSN ---DATE---   SCHED DATE   TIME   HELD DATE  WAIVER   RSN ---DATE---   RU ?
 _  __ __ ____   __ __ ____    00 00   __ __ ____    _    _  __ __ ____    _
                              (hh mm)
                                                 ------UNFORGIVEN SANCTION HISTORY------
    ---- CURRENT SANCTION INFORMATION ----   ----START-----  -----END------  FULL ACT
                                             RSN    DATE    RSN    DATE     AMT AMT
        HOUSING PROTECTION IN EFFECT? Yes          NO RUFA SANCTION HISTORY
  FAMILY HOUSING PROTECTED MONTHS:
          SANCTION $ AMT APPLICABLE: 75
      MONTHS ON RU SINCE JULY 2001: 11
  CONSECUTIVE MONTHS OF COMPLIANCE: 0
          TOTAL MONTHS OF SANCTIONS: 0


  USER: 934 FNX: CASE MODE: C RPTGRP:          PERIOD: 07 23 COMMAND: _____
  DO: M IMS: GM1 RPTGRP NAME:                                                3
```

Enter "T" in the Sanction End Reason with the current date.

Shift F12 will bring up the help screen to see all reasons.

```
04/30/14 17:28          *** CASE SANCTIONS SCREEN ***              (ASPEBH)
  BPS:  GS1 / SDO FINANCIAL                       DT LST MOD: 04 09 2014
  FSCM:                                              MOD BY: 338

      SSN: 008 +-----------------------------------------------------------+
               |                                                           |
SANCTION START | END SANCTION CODES                      ASHD32EE    | IT
RSN ---DATE--- |                                                     | ?
 7  01 01 2014 |      C - COMPLIED                                   |
               |      D - DEFERRED                                   |
               |      F - FOUND GOOD CAUSE                           | ----
  ---- CURRENT S |    T - TRANSITION OFF SANCTION TO 60 MO RULES     | ACT
     HOUSING PR |                                                    | AMT
  (ALREADY RCVD |    YOUR SELECTION: T                               | 225
       SANCTIO |                                                     | 225
     MONTHS ON |     You may see these codes which are created by ACCESS. | 225
  CONSECUTIVE MO |   You may not enter them on-line.                | 150
      TOTAL MON |     A - Continuation of sanction data (Administrative) | 150
  * Month count |     B - Break in benefits cured sanction          | 75
               |      Z - Person went off benefits under sanction   | 75
               |                                                     |
  USER: 701 FNX: +---------------------------------------------------+    __
  DO: S IMS: GS1 RPTGRP NAME:                                             3
```

After entering "T" and hitting ENTER, ACCESS will prompt you to choose a 60 month code.

```
04/30/14 17:33          *** CASE SANCTIONS SCREEN ***              (ASPEBH)
  BPS:  GS1 / SDO FINANCIAL                      DT LST MOD: 04 09 2014
  FSCM:                                              MOD BY: 338

     SSN:              NAME:

SANCTION START   -----MEETING WITH CASE MANAGER------   SANCTION END   FORFEIT
RSN ---DATE---   SCHED DATE   TIME    HELD DATE   WAIVER  RSN ---DATE---   RU ?
  7  01 01 2014  04 02 2014  09 00   04 09 2014    _       T  04 30 2014   _
                            (hh  m)
                                          ------UNFORGIVEN SANCTION HISTORY------
---- CURRENT +------------------------------------------------+  FULL ACT
   HOUSING |                                                |  AMT AMT
(ALREADY RC |                                                |  225 225
     SANCT | You have entered 'D' or 'T' for the end reason. |  225 225
   MONTHS O | Here is the current Reach Up Participation code.|  225 225
CONSECUTIVE | Please update it with the appropriate participation |  150 150
    TOTAL M | code if appropriate.  Use SHIFT F12 for CODE LIST. |  150 150
 * Month co | Code: 85                                       |   75  75
            |                                                |   75  75
            | Go to WORK/C to update other information such as |
USER: 701 FN | a review date. You may also need a DISA  panel. | :  _____
DO: S IMS: G +------------------------------------------------+        3
```

Enter participation code 85 and hit "Enter".

Check CASE D TIME to see if the case closed. If it did not, ask a supervisor or BPS to turn the case around using STAT C TRANS. If the case is still not closed, check ELIG C RUFA. It may need to be approved. A closure notice will automatically be created.

Write a CATN with:

- Name of participant who did not comply
- Name of supervisor who approved closure
- Reason for closure

Two parent households
If there are two parents receiving Reach Up and the non-engaging parent is not the head of household, enter any CATNs under both parent's SSNs (if possible).

Protected participation code

If the participation code is "protected" and ACCESS will not allow the code to be entered directly in WORK C, place cursor over the participation code, and hit Shift F12 for the Help field. Here the code should be unprotected and it can be updated to code 85.