

STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families



FROM: Sean P. Brown, Deputy Commissioner
Economic Services Division

BULLETIN NO.: 14-14

DATE: May 23, 2014

SUBJECT: All Programs and Reach Up Services Procedures

CHANGES ADOPTED EFFECTIVE 6/1/14

INSTRUCTIONS

- Maintain Manual - See instructions below.**
- Proposed Regulation - Retain bulletin and attachments until you receive Manual Maintenance Bulletin: _____**
- Information or Instructions - Retain until _____**

MANUAL REFERENCE(S):

P-2122 B13
P-2251

This bulletin updates the source of verification by eligibility factor with additional means of verifying the death date of a benefit household member.

Also, the purpose of this bulletin is to establish procedures for the quarterly review of Reach Up Family Development Plans.

Manual Maintenance

All Programs Procedures

Remove

Insert

P-2122 B13 (B13-34)

P-2122 B13 (B14-14)

Reach Up Services Procedures

None

P-2251 (B14-14)

6/1/2014

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P-2122 B13

P-2122 Sources of Verification for Eligibility Determination

B. Source of Verification by Eligibility Factor

16. Alien Status (Continued)

If there are discrepancies between the documentation provided by the individual and INS records, or if secondary verification is required based on the initial inquiry, ESD will be responsible requesting it. If additional hard copy documentation is needed for secondary verification, ESD will request it from the district.

In no case, however, should benefits be delayed, denied or reduced solely on the basis of immigration status before the results of the secondary verification have been received.

17. Death date

Before entering a death date in an individual's member panel, the death date should be verified for all programs except Supplemental Fuel. The Social Security Administration updates death date information on a daily basis. Death dates can be retrieved by updating SVES using the deceased individual's SSN. Other acceptable sources of verification include:

- death certification
- hospital records
- newspaper obituary
- Social Security, Railroad Retirement, Veterans Administration or similar award
- funeral home
- CFC 804A Discharge Notice from Nursing Home or Hospital
- Power of attorney or family member
- CFC 804 Home Based and ERC Change Report.

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P-2251

P-2251 Family Development Plan

Per rule 2332, each Reach Up participant must develop a Family Development Plan (FDP) with their case manager within 30 days of their first meeting. Rule 2333 requires that case managers establish a schedule to review the FDP which includes a personal contact with the participant at least once per month.

A. Quarterly Review of Family Development Plans: Proper Signatures and Current FDP Activities

1. Case managers will print their participant list from ACCESS in REPT D CMGR.
2. Case managers will review every participant's case file on their case load to ensure that there is an FDP that includes the participant's signature and that the activity dates have not expired.
3. If, upon review, there is no FDP, or there is an FDP that does not have a signature, or the activities have expired, case manager calls the participant to set up a meeting that will occur within the next 10 days.
4. If participant is not reached by phone, then case manager mails an appointment letter with an appointment to occur within the next 10 days.
5. Case manager will write on their participant list "current FDP" or "needs appointment" and submit this to their Team Leader by the 15th of the month.

B. Team Leader's Role

1. Team leaders will receive the participant list from their case managers no later than the 15th of each month listed in section C below.
2. Team Leaders will review the participant list and randomly review 2-3 cases on the list, comparing them to the participant's FDP in the case file.
3. If there is a discrepancy between the case manager's note (either "current FDP" or "needs appointment") on the participant list and what is in the case file, follow up with the case manager.

C. Quarterly Review Months

1. January
2. April
3. July
4. October