STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families

BULLETIN NO.: 17-22

FROM: Sean Brown, Deputy Commissioner
Economic Services Division

DATE: 12/1/17

SUBJECT: Reach Up Procedures
Reach Up Services Procedures

CHANGES ADOPTED EFFECTIVE 12/1/17

INSTRUCTIONS

__X__ **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-2210D	P-2210E	P-2346	P-2347
P-2352	P-2354	TOC (P-2200)	TOC (P-2300)

The purpose of this bulletin is to provide Reach Up procedures around entering shelter expenses in Caretaker cases, and updates to the subsidized housing procedures to include more general shelter expense information. It also provides Reach Up Services procedures around hazardous occupations at WKEX/CSP sites, case manager SCRs and transferring files between districts, as well as updates the support services procedures. Some obsolete procedures have been removed.

The Reach Up and Reach Up Services Table of Contents have been updated to reflect these changes.

Manual Maintenance

Reach Up Procedures

Remove	**Insert**
TOC (P2200) pgs. 1-4 (B 17-04)	TOC (P2200) pgs.1-3 (B 17-22)

Remove (con't)		**Insert (con't)**	
Nothing		P-2210D pgs.1-3	(B 17-22)
P-2210 E1, E2	(B 95-25)	P-2210E pgs. 1-2	(B 17-22)
P-2210 E3	(B 89-32)	P-2210E pg. 3	(B 17-22)
P-2210 H1-H6	(B 95-16)	Nothing	
P-2240 A1	(B 95-26)	Nothing	
P-2240 A2, A3	(B 95-32)	Nothing	
P-2240 A4	(B 95-24)	Nothing	
P-2240 B1	(B 94-14)	Nothing	
P-2240 B2	(B 93-42)	Nothing	
P-2240 B3, B4	(B 92-33)	Nothing	
P-2240 C1-C3	(B 95-26)	Nothing	
P-2240 D1	(B 93-7)	Nothing	
P-2240 D2	(B 93-42)	Nothing	
P-2251	(B 14-14)	Nothing	

Reach Up Services Procedures

Remove		**Insert**	
TOC (P-2300) pgs. 1-2	(B 17-12)	TOC (P-2300) pgs. 1-2	(B 17-22)
Nothing		P-2346 pgs. 1-2	(B 17-22)
P-2347 A1	(B 97-22)	P-2347 pg.1	(B 17-22)
P-2347 B1-B4	(B 97-22)	P-2347 pgs. 2-5	(B 17-22)
P-2347 C1-C6	(B 97-22)	P-2347 pgs. 6-11	(B 17-22)
P-2347 C7, C8	(B 97-22)	Nothing	
P-2347 D1-D5	(B 97-22)	Nothing	
P-2347 E1-E3	(B 97-22)	Nothing	
P-2347 F1-F5	(B 97-22)	Nothing	
P-2347 G1-G8	(B 97-22)	Nothing	
P-2347 H1, H2	(B 97-22)	Nothing	
Nothing		P-2352 pgs. 1-3	(B 17-22)
Nothing		P-2354 pgs. 1-2	(B 17-22)

P-2210   Determination and Documentation of Eligibility Factors (Cont'd)

D.   Shelter Expenses

   1. General reminders:

      a. Shelter expenses must be verified. For rental situations, a shelter form (202H) or a
          statement including the same information and signed by the landlord can be used. For
          owner occupied situations, verification should be provided for mortgage and property
          tax. Lot rent must also be verified. For applicants staying in a shelter or transitional
          housing, the BPS should first attempt to make a collateral call to verify. If the collateral
          call is unsuccessful, then request a 202H be completed. While waiting for verification
          enter $0 for shelter expense.
      b. A new shelter form must be provided if the existing one in OnBase is over 30 days and
          there is a break in benefits or a known change to the shelter situation.
      c. If a room is being rented, the person that is receiving the room rent can complete the
          shelter form or statement if the lease agreement is between the room renter and the
          person receiving the rent. If the lease agreement is between the room renter and
          landlord, but the room renter pays their portion of rent to a roommate who then pays
          the landlord, the landlord should be completing the form.
      d. For a new application, an applicant can request that their Reach Up grant be
          determined without shelter.
      e. For a review application, shelter should be removed from the budget if verification is
          not available with an RL2 sent out to the participant stating: "If the shelter form is not
          returned, a shelter allowance will not be included and your benefits will not be
          increased" [to the higher amount it was prior to the removal of shelter].

   2. Subsidized Housing

       Subsidized housing can include Section 8 housing, Project Based housing and Public housing
       depending on how the subsidy is managed, i.e. if the funds are attached to the person, a unit, a
       landlord, or a property/structure.

      a. A shelter form (202H) or statement including the same information can be completed
          and signed by either the organization that provides the subsidy or the landlord of the
          participant's housing.

      b. Determining the RUFA grant when rent is subsidized:
          1. Always use the maximum shelter amount.
          2. Count a standard amount of $70 as unearned income if the group has a fuel or
              fuel and utility allowance (subsidy) used in the calculation of their rent by the

D.   Shelter Expenses (Continued)

authority (or if the 202H indicates a fuel subsidy). ACCESS does this automatically if an S or a P is entered in TYPE and the RENT panel indicates heat and utilities are not included or utilities only are included (applicant may or may not pay for utilities, but definitely pays their own heat).

3. Count a standard amount of $30 as unearned income if the group has a utility allowance (subsidy) used in the calculation of their rent by the housing authority (or if the 202H indicates only a utility subsidy). ACCESS does this automatically if an S or a P is entered in TYPE and the RENT panel indicates heat only is included (applicant does not pay for heat, but pays for their own utilities).

4. For either of the above two situations, count the actual amount if the group documents that it is less than the standard. If the Fuel/Utility amount is not indicated on the 202H or is "Unknown", and the 202H has been signed by the landlord or the Housing Authority, verify the actual amount paid by calling whichever signed the form.

c. When a RUFA recipient applies for public housing, the housing authority sends a "Verification of Public Assistance" form to the Economic Services Division at State Office to be completed and returned. A budget is completed using the rental maximum, and the resulting grant amount is reported.

Example: An RUFA budget for the Davis family, who have no income other than their RUFA grant is as follows:

Basic Needs (3)	$ 891.00
Shelter Standard	+ 400.00
(outside Chittenden County)	
TOTAL	1291.00
(Ratable Reduction)	x .496
	640.33
GRANT	$640

The $640 grant amount is reported to the local housing authority on the Verification form.

3. GA/EA clients and Residents of Shelter/Transitional Housing

Reach Up participants receiving General/Emergency Assistance and/or living in a shelter

D.   Shelter Expenses (Continued)

or a transitional housing program may receive the full housing allowance ($400 or $450) as well as the special housing allowance when applicable (if the participant is paying or required to save more than $400 or $450 respectively). These types of housing situations are viewed similar to subsidized housing. Counting the full housing allowance gives the family more opportunity to save and move into permanent housing.

   a.   Enter a RENT panel for the Head of Household.

   b.   In the "INCL IN RENT" section of the RENT panel, enter "N" under "FUEL" and "Y" under "UTIL". This will prevent the client from getting the heated renter SF benefit. They will get the $21 Fuel benefit, and if/when they move into an apartment they can get the difference in SF benefits.

   c.   Enter a RENT panel with the maximum shelter amount ($400 or $450 depending on where the client resides) in the top right corner.

   d.   If the client is not paying anything towards their rent (i.e. all housing costs are covered by EA), enter $0.01 in the "COMPLETE BELOW IF DIFFERENT" section, so that the rent is correctly accounted for in 3SVT and Fuel budgets.

   e.   In the "SUBSIDIZED/PUBLIC HOUSING" section enter "N".

   f.   Do not enter a UTIL panel for these households.

4. Vermont Rental Subsidy

    Reach Up participants receiving Vermont Rental Subsidy will also receive the full housing allowance ($400 or $450). Follow the GA SOP located on the intranet.

5. SSI parents with child only Reach Up grant

    Shelter must be included in full up to the maximum in the Reach Up grant even if the SSI/AABD parent pays a portion of the shelter. All parents in the household must be on SSI for this to be true.

E. Caretaker Shelter (rule 2241)

    1. General reminders:

        a. Eligibility staff should encourage the caretaker to "charge" the child the maximum shelter allowance plus the special needs housing allowance ($490 outside of Chittenden County, and $540 inside Chittenden County).

        b. Whenever possible shelter for the child should be entered as a RENT panel, not RBEX. If a caretaker indicates RBEX on their application, eligibility staff should explain that RBEX is entered as RENT.

        c. A shelter form (202H) is not necessary for a caretaker grant. In these cases, shelter can be verified verbally with a CATN entered to document what was reported.

        d. If there is a discrepancy between what is verified on a 202H and what was reported verbally, CATN why the information was entered into ACCESS.

        e. It is okay if the documented expenses of the child and the caretaker add up to more than the total cost of the caretaker's shelter.

    2. The following examples illustrate how to determine the shelter expense for a child in a non-needy caretaker grant.

        a. Non-needy caretaker is receiving child-only Reach Up grant and no other benefits: Enter a RENT panel for the child in the amount the caretaker claims to charge.

        b. Non-needy caretaker is receiving child-only Reach Up grant and 3SVT and/or SF, and caretaker owns a home and pays housing expenses (i.e. mortgage, lot rent, property taxes and/or insurance):

          1. Enter a HOME panel for the child in the amount the caretaker claims to charge. Code the child's HOME panel as R "RUFA Repairs Allowed For."
          2. Enter as many additional HOME panels (and/or PHON panel for insurance) in the caretaker's name for the actual housing expenses they claim.

        Example: Mary owns home and pays property tax of $100/month. Mary cares for child Shannon and charges her $490/month. Utilize HOME panels in this case and enter one HOME panel for Shannon (child) in the amount of $490 and coded as R "RUFA Repairs Allowed For." Enter an additional home panel for Mary (caretaker) in the amount of $100 coded as T "Taxes."

E. Caretaker Shelter (rule 2241) (Continued)

    c. Non-needy caretaker is receiving child-only Reach Up grant and 3SVT and/or SF and has unsubsidized rent with any combination of heat and utilities included or not included:

1. Rent must be entered for the child as RENT.01 before entering rent for the caretaker (RENT.02).
2. First enter a RENT panel for the child in the amount the caretaker claims in the upper line. Indicate the child's Rent is not subsidized and that heat and utilities are not included. Enter $0.01 in the FS/SF Rent Amount under the section that says Complete Below if Different.
3. Next enter an additional RENT panel for the caretaker for the rent expense claimed, with the correct heat or utilities. This is the amount that will pull into the FS/SF budget.
4. Enter the UTIL panel to match the caretaker's RENT.02 panel. The UTIL panel must match the last RENT panel entered in ACCESS. Only enter one UTIL panel.

Example: Sandra rents an unsubsidized apartment for $300/month heat included. Sandra cares for child Peter and agrees to charge him $540/month (this amount helps cover rent as well as the electric bill, wear and tear on the apartment, etc). Enter Peter (child)'s RENT as $540 with heat and utilities not include. On the same RENT.01 panel, enter $0.01 under the FS/SF Rent Amount. Enter Sandra (caretaker)'s rent in a RENT.02 panel as $300 non-subsidized with heat included. Enter a UTIL panel under Sandra indicating she pays for all utilities except heat.

    d. Non-needy caretaker is receiving child-only Reach Up grant and 3SVT and/or SF and has subsidized rent with any combination of heat and utilities included or not included:

1. Rent must be entered for the child as RENT.01 before entering rent for the caretaker (RENT.02).
2. First enter a RENT panel for the child in the amount the caretaker claims to charge in the upper line. Indicate the child's RENT is not subsidized and that fuel and utilities are not included. Enter $0.01 in the FS/SF Rent Amount under the section that says Complete Below if Different.
3. Next enter an additional RENT panel for the caretaker for the total rent expense claimed. Indicate the caretaker's RENT is subsidized and accurately document if fuel and utilities are included. This is the amount that will pull into the FS/SF budget.

E. Caretaker Shelter (rule 2241) (Continued)

    4. Enter the UTIL panel to match the caretaker's RENT.02 panel. The UTIL panel must match the last RENT panel entered in ACCESS. Only enter one UTIL panel.

Example: Nicki rents a subsidized apartment for $100/month with nothing included. Nicki cares for her niece Samantha and charges her $400/month. Enter Samantha (child)'s rent in RENT.01 as $400/month not subsidized with fuel and utilities not included. Enter $0.01 under the FS/SF Rent Amount. Enter Nicki (caretaker)'s rent as RENT.02 as $100 subsidized with nothing included. Enter a UTIL panel under Nicki indicating she pays all utilities.

e. Non-needy caretaker is receiving child -only Reach Up grant and 3SVT and/or SF and pays room rent:

    1. If the caretaker claims to charge the child less than the caretaker pays in room rent themselves, first enter a RBEX panel for the child in the amount the caretaker claims to charge the child. Next enter a RBEX panel for the caretaker to cover the additional room rent paid. Only enter one UTIL panel under the caretaker's name if caretaker indicates they pay for heat or utilities.

Example: Jim pays $125 each week to rent two rooms in a house. He is currently caring for his grandson, Jacob and charges Jacob $100 each week for room rent. Enter a RBEX for Jacob for $100/week. Enter an additional RBEX for Jim for $25/week.

    2. If the caretaker claims to charge the child more for room rent than the caretaker pays, this must be entered using a RENT panel. Follow the guidance listed above in P-2210D(2)c 1-3.

f. Non-needy caretaker is receiving child-only Reach Up grant under a 666 temporary social security number and also receives 3SVT benefits under their actual social security number:

    1. Enter a RENT panel for the child in the amount the caretaker claims to charge in the 666 number.
    2. Enter the caretaker's shelter expense under their own Social Security number using the appropriate HOME, PHON or RENT panels.

P-2346   WKEX and CSP Hazardous Occupations

A. General Procedures

Reach Up utilizes a variety of WKEX and CSP settings with the understanding that all occupations have hazards. The general idea for case managers and employment staff is to look for extraordinary hazards and avoid them (i.e. logging; little or no control of the hazardous work site and extreme potential injury). Common trades and their controlled risks need to be worked with to allow a good fit between participants and future employment opportunities. Utilizing reputable organizations and businesses for WKEXs and CSPs is perhaps more important than the actual occupation the individual will be engaged in.

1. Individuals should be able to physically perform the job and have prior experience when appropriate.

2. It is important to consider any relevant VT Labor Laws such as child labor, an example of which can be found here: http://labor.vermont.gov/wordpress/wp-content/uploads//WH-30-Information-for-Employer-Child-Labor-Law.pdf

3. Driving at Reach Up WKEX and CSPs is not supported except if a placement understands that there is no coverage through Reach Up for damage to a vehicle or liability purposes—and driving would be limited to examples such as in and out of a mechanics bay or across a privately owned field on a farm.

4. The following list are considered hazardous occupations by the VT Department of Labor for minors under the age of 18. If any of the following occupations are being considered for Reach Up participants of any age, case managers or their supervisors should send inquiries to Reach Up Central Office so SOV Risk Management can be consulted.

  i. Manufacturing and storing explosives.
  ii. Motor vehicle driving and outside helper.
  iii. Coal mining.
  iv. Logging and sawmilling.
  v. Power-driven woodworking machines.
  vi. Exposure to radioactive substances.
  vii. Power-driven hoisting apparatus.
  viii. Power-driven metal forming, punching, and shearing machines.
  ix. Mining, other than coal mining.
  x. Slaughtering, or meatpacking, processing, or rendering.

A. <u>General Procedures</u> (Continued)

xi.	Power-driven bakery machines.
xii.	Power-driven paper-products machines.
xiii.	Manufacturing brick, tile, and kindred products.
xiv.	Power-driven circular saws, band saws, and guillotine shears.
xv.	Wrecking, demolition, and shipbreaking operations.
xvi.	Roofing Operations.
xvii.	Excavation Operations.

P2347   Support Services

A. General Procedure

Support Services are intended to help individuals accept or maintain paid employment; or
participate in other Reach Up activities such as orientation, assessment, appointments, and
activities that help the participant reach an employment goal.

1. Support Services may be provided to Reach First, Reach Up, Reach Ahead, and Post-
   Secondary Education participants.
   a. Participant's may also be eligible if their Reach First, Reach Up or Post-Secondary
      Education benefits close due to income from unsubsidized employment that are meeting or
      exceeding the work requirements for Reach Up for the family's size and composition.
      (Code 99)
   b. Participant's applying for Reach Up may receive support services to attend orientation.
      a. Support Service would include transportation (example: Ready to Go) or transitional
         childcare
   c. Participant's that have received 60 months of Reach Up benefits may receive support
      services during their two pending weeks.

2. The type of activity the individual is participating in determines which specific support
   service(s) may be available to the individual. Activities include paid employment, Reach Up
   Orientation, Reach Up Pending two Weeks, Reach Up assessment, and participation in Family
   Development Plan (FDP) activities.

   a. The Reach Up Case Manager and the participant will determine if support services are
      needed.

   b. The Reach Up Case Manager and the participant should explore all other resources
      before using support services. If there are no other resources, the case manager refers
      to the support service matrix for support services amounts and guidelines.

   c. The Reach Up Case Manager will document support service in case notes.

      i. Case note will include the support service, the amount, and date issued.

3. Reach Up Case Managers have two days to issue a support service check after receiving a bill
   or request for payment from a partner, local business, or participant.

B. Writing a Support Services Check in ACCESS

1. Enter CHCK in the FNX field, C in MODE, the head of household's SSN in RPTGRP, and the current month in PERIOD. (Leave COMMAND blank) and Hit Enter.

```
05/25/16 11:28              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: chck MODE: c RPTGRP: HOH SSN    PERIOD: 05 16 COMMAND:
                                                          F8 = MORE
```

a. Enter RCHP in the Program field, and the SSN of the participant the support service is for, next to Reach Up Client SSN. Hit Enter

i. In 2 parent families, the Reporting Group SSN will always be the head of household's social security number. The Reach Up Client SSN will be the social security number of the participant the support service check is for.

```
                                                          ASPSA1
        * * * * *  M O N Y   CHECKWRITE   S U B M E N U  * * * * *

              Reporting Group: HOH SSN

                     Program:   RCHP

                        Period
              ** From **     *** To ***
              MM DD CCYY     MM DD CCYY
              05 01 2016     05 31 2016


        Reach Up Client SSN: SSN of the participant the support service is for



        Entering 'CANC' here will abort check process:   ___
```

B.   Writing a Support Services Check in ACCESS (Continued)

b.   Select an item that corresponds to the check you are writing by placing an "X" on the line. After you have selected your Item hit Enter.

i.   Multiple items may be selected if the check is going to the same person.

Example: If you are reimbursing a participant for Travel Expense and Clothing, both items may be selected and one check can be issued.

```
05/25/16 11:53              RCHP SELECTION SCREEN             ASQSAA1A
            Client:             TONYA                 Page:  1
Opt     Items                  YTD RCHP     YTD PSE   YTD WORK   YTD ORNT
  _   1) Educational/Training Fees
  _   2) Tuition
  _   3) Books/Supplies
  _   51) Clothing/Pers. Appearance
  _   52) Making It Work
  _   53) Travel Expense
  x   54) Vehicle Repair
  _   55) Work Related Equipment
  _   56) Six Month Job Retention
  _   57) Dental/Vision/Med Rec Req
  _   58) Parenting Education
  _   59) Vehicle Insurance
  _   60) Vehicle Registration/Titl
  _   61) Education Incentive Paymt
  _   62) Permit/License/Exam
  _   63) GNG/CAM Vehicles
  _   64) Child Care(incl rec pgms)
('X' up to 5)          YTD Total:          No Childcare/WORK/ORNT/PSE incl
USER: 310    RPTGRP:          FNX: CHCK  MODE: C
RPTGRP NAME: TONYA                       DO:       COMMAND: _____
```
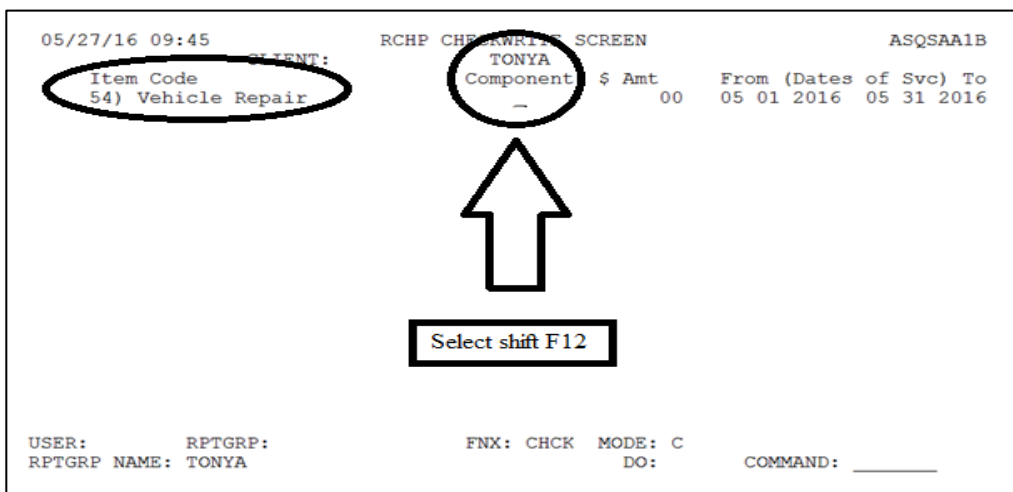
ii   There are additional items on the next page. Hit enter on the first page and it will automatically bring you to the additional items on the next page. Select an item that corresponds to the check you are writing by placing an "X" on the line and Hit Enter. If an item was selected on the previous panel an additional item does not need to be selected Hit Enter to move to the next panel.

```
05/27/16 09:41              RCHP SELECTION SCREEN             ASQSAA1E
            Client:             TONYA                 Page:  2
Opt     Items                  YTD RCHP     YTD PSE   YTD WORK   YTD ORNT
  _   65) Discretionary Traing Fund
  _   66) FDP Activity Incentive
  _   67) DDir Approved Funds
  _   68) PSE Other
  _   69) 'Old' PSE Stipend




('X' up to 5)          YTD Total:          No Childcare/WORK/ORNT/PSE incl
USER:        RPTGRP:          FNX: CHCK  MODE: C
RPTGRP NAME: TONYA                       DO:       COMMAND: _____
```
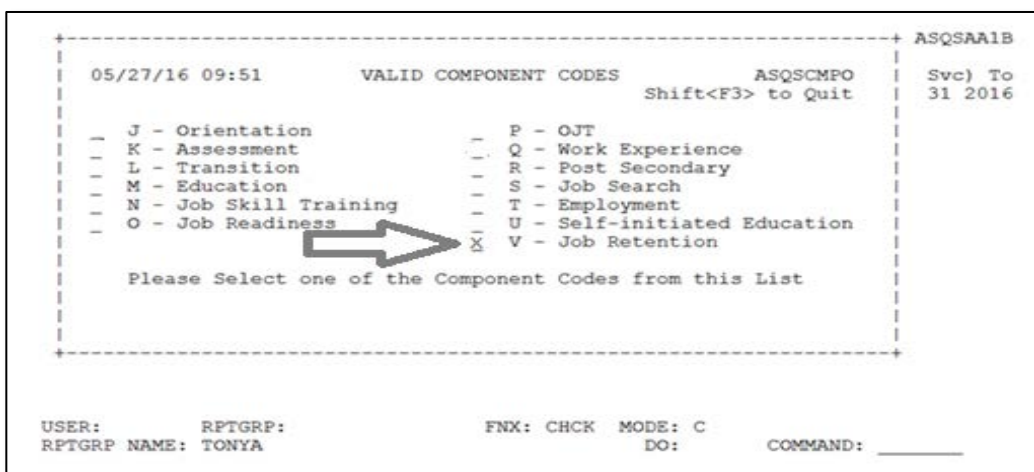
B.   Writing a Support Services Check in ACCESS (Continued)

    c.   Select the component that matches with the Family Development Plan activity the
        participant is receiving support services for.

        i.   Hit the F12 key or shift F12 on "Component" to see a list of options.

       ii   After hitting the F12 key or shift F12 on "Component" to see a list of options, the
          Valid Component Codes will appear. Place an "X" on the line next to the
          appropriate activity for which the support service is being issued. If the participant
          is engaged in more than one activity, and the support service relates to more than
          one activity, choose only one (you cannot check more than one letter/component
          code). Hit Enter.

       iii   For Reach Ahead recipients and closed participants eligible for the 6-month
          support services extension, always use component code "V" (Job Retention).

B.   Writing a Support Services Check in ACCESS (Continued)

   c. You will return to the RCHP CHECKWRITE SCREEN where the component code
       you selected will appear.

   d. Enter the check amount in the "$ Amt" field, and the date(s) of service in the "From
       (Dates of Svc) To" field. Hit Enter.

   iii.   For Vehicle Repair, use the date the vehicle repairs were completed, or if the
           check is for Travel Expense for job search, use the dates the mileage
           reimbursement covers.

B.   Writing a Support Services Check in ACCESS (Continued)

   e. Complete "RCHP VALIDCHECK SCREEN"

    iii.   "VENDOR NUMBER": Leave blank

    iv.   "VENDOR NAME": Enter the business/service provider's name if you want the check sent directly to the provider.

    v.   If you want it sent to the participant, leave this field blank.

    vi.   "ADDRESS": Enter the address you want the check sent to.

    vii.   If you want the check sent to the participant, leave blank.

       1. The exception to this is in circumstances where you may want to make the check out to the provider (for example, Dept. of Motor Vehicles or an insurance company) but have the check sent to the participant. In this instance, you need to fill in the participant's address.

    viii.   "MEMO": This field allows you to write a short message, special instructions, your contact information, a policy number…etc. There is a limited amount of space with no expansion or "second page" feature. The participant's name appears on the check even when it is made out to someone else, so there is no need to identify who the check is for in the MEMO section. The name has been "blacked out" in the sample ACCESS screen shot below for confidentiality purposes.

    ix.   Hit Enter.

```
 05/27/16 10:01              RCHP VALIDCHECK SCREEN            ASQSAA1C
                  Client:              TONYA


 Total of Check:    400.00
                                  VENDOR NUMBER:
 Client Name: TONYA               VENDOR NAME: Roy's Service Center ____
         Address:                     ADDRESS: 23 North Pleasant St ____

                                  Middlebury_____        VT
                                                  05753____

      MEMO: 54)Vehicle Repair  Q-Work Exprnce   400.00 05/01/16-05/31/16
            This check is for repairs completed on MM/DD/YYYY. If you ha
            ve any questions about this check, please call case manager
            name and phone number. _____
            _____
            _____


 USER:        RPTGRP:              FNX: CHCK  MODE: C
 RPTGRP NAME: TONYA                       DO:      COMMAND: _____
```

B.   Writing a Support Services Check in ACCESS (Continued)

   f.   The RCHP APPROVAL SCREEN is your last chance to cancel the check. Review the
        check the amount, the address, the name of the participant/vendor, and anything you've
        written in the MEMO section to make sure everything is accurate.

        iii.   Type "CANC" in COMMAND and hit Enter to return to the main menu if you
                wish to cancel the check you are writing or start over.

        iv.   Type "PREV" in COMMAND and hit Enter to return to the previous page of
                the check writing process to make changes.

   g.   After reviewing the RCHP APPROVAL SCREEN and confirming all information is
        accurate. Type your 4-character password, type APP in the COMMAND field, and hit
        enter.

```
05/27/16 10:10                 RCHP APPROVAL SCREEN                      ASQSAA1D
                Client:                TONYA


Check Paid to: Roy's Service Center            Check Amount:    400.00
               23 North Pleasant St
               Middlebury        VT 05753      Check Date:     05/27/16


          FOR: TONYA


   Memo Lines: 54)Vehicle Repair  Q-Work Exprnce   400.00 05/01/16-05/31/16
               This check is for repairs completed on MM/DD/YYYY. If you ha
               ve any questions about this check, please call case manager
               name and phone number.




USER:        RPTGRP:              FNX: CHCK  MODE: C              PASS: XXXX
RPTGRP NAME: TONYA                          DO:      COMMAND: APP
```

   h.   Document the support service provided in your case notes and place the printed copy
        of the check in the participants file.

C.   Stopping or canceling a check.

1. To stop a check from being issued on the <u>same day.</u>

a. Reach Up Case Manager sends an email to the Reach Up Supervisor indicating you want to void a support services check. Include the client name, social security number, and check transaction number.

i.   Transaction number is found by going to INQD/D.

```
12/23/16 06:52              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: 310 FNX: INQD MODE: D RPTGRP: HOH SSN    PERIOD: 12 16 COMMAND:
                                                        F8 = MORE
```

ii.   Hit enter

```
****  M O N Y   INQUIRY - DISBURSEMENT HISTORY   ****        ASPSIB

        For Reporting Group SSN (                )

        Issued from ( MM / CCYY ) to ( MM / CCYY )
                    ( 12 / 2016 ) to ( 12 / 2017 )

        Indicate the types desired using an X

                ( X )  All types
        (   )  ANFC/RUFA including Family Bonus/Parent Share
        (   )  IVD PA                 (   )  PSE/RPSE
        (   )  Food Stamps            (   )  CSE
        (   )  General Assistance     (   )  Lund Home
        (   )  Medicaid               (   )  DEFRA
        (   )  Essential Person       (   )  EFA
        (   )  Fuel                   (   )  Administration
        (   )  IV-D                   (   )  E&T
        (   )  RCHP/WORK/ORNT/WTW      (   )  CC
        (   )  TCC                    (   )  DISP
        (   )  Premium Refund         (   )  RA

 USER:    FNX: INQD MODE: D RPTGRP: HOH SSN     PERIOD: 12 16 COMMAND:
```
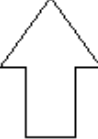
C.   Stopping or canceling a check. (Continued)

         iii.   Determine which check you want to cancel. The Transaction number will be located on the left under "*Tran Nbr*".

```
                                                                    ASPSIB
              *** M O N Y   INQUIRY - DISBURSEMENT HISTORY ***
   For SSN:
     Name:                                  Issued from: 12/16 - 12/17
   S**Tran Nbr* Issued *Prog*CC*S*Check No* Amount *Type*  From  -   To   *E*A*Wrk
   -            12/01/16 RUFA XS E  DIR DEP  321.00  SO  12/01/16-12/15/16
   -            12/01/16 RCHP 53 I            17.50  DO  12/01/16-12/31/16
   x  99999999  12/08/16 RCHP 53 I Z9999999   70.00  DO  12/01/16-12/31/16
   =            12/15/16 RUFA XS E           214.00  DO  12/01/16-12/31/16
   -            12/19/16 RCHP 53 I            52.50  DO  12/01/16-12/31/16
```

      ⬆   ⬆

Check transaction number   Check Number

```
    * Enter L for Link Detail, any other letter for Transaction Detail
   USER:    FNX: INQD MODE: D RPTGRP: HOH SSN   PERIOD: 12 16 COMMAND:
```

       b.   The Reach Up Supervisor will e-mail COPS at AHS.DCFESDCOPS@vermont.gov

         i.   Do not assume you successfully voided the check unless you get a response back. Depending on the time of day your e-mail is sent and staffing on that day, COPS may or may not be able to fulfill your request. COPS will also make sure this issuance is voided from the participant's support services issuance history in ACCESS.

2.   If the request is not made the same day the check was written or if COPS is unable to cancel your check. Request a stop payment from the Electronic Benefits Unit.

       a.   Reach Up Case Manager sends an email to the Reach Up Supervisor stating payment for a support services check needs to be stopped. Include the client's name, social security number, and check number. AND enter a CATN with an explanation of why the request was made to cancel the check.

C.   Stopping or canceling a check. (Continued)

      i.   Check number is found by going to INQD/D.

```
12/23/16 06:52                 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: 310 FNX: INQD MODE: D RPTGRP: HOH SSN     PERIOD: 12 16 COMMAND:
                                                            F8 = MORE
```

      ii.   Hit enter

```
   ****   M O N Y   INQUIRY - DISBURSEMENT HISTORY   ****        ASPSIB

        For Reporting Group SSN (              )

        Issued from ( MM / CCYY ) to ( MM / CCYY )
                    ( 12 / 2016 ) to ( 12 / 2017 )

        Indicate the types desired using an X

                   ( X )  All types
        (   )   ANFC/RUFA including Family Bonus/Parent Share
        (   )   IVD PA                (   )   PSE/RPSE
        (   )   Food Stamps           (   )   CSE
        (   )   General Assistance    (   )   Lund Home
        (   )   Medicaid              (   )   DEFRA
        (   )   Essential Person      (   )   EFA
        (   )   Fuel                  (   )   Administration
        (   )   IV-D                  (   )   E&T
        (   )   RCHP/WORK/ORNT/WTW    (   )   CC
        (   )   TCC                   (   )   DISP
        (   )   Premium Refund        (   )   RA

   USER:    FNX: INQD MODE: D RPTGRP: HOH SSN    PERIOD: 12 16 COMMAND:
```
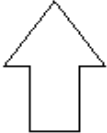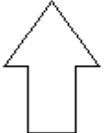
C.   Stopping or canceling a check. (Continued)

          iii.   Determine which check you want to cancel. The Check number will be
                 located in the middle under "*Check No*".

```
                                                                        ASPSIB
                    *** M O N Y   INQUIRY - DISBURSEMENT HISTORY ***
      For SSN:
         Name:                                        Issued from: 12/16 - 12/17
      S**Tran Nbr* Issued *Prog*CC*S*Check No* Amount *Type*  From  -   To   *E*A*Wrk
      -            12/01/16 RUFA XS E  DIR DEP  321.00  SO  12/01/16-12/15/16
      -            12/01/16 RCHP 53 I            17.50  DO  12/01/16-12/31/16
      x  99999999  12/08/16 RCHP 53 I Z9999999   70.00  DO  12/01/16-12/31/16
      =            12/15/16 RUFA XS E           214.00  DO  12/01/16-12/31/16
      -            12/19/16 RCHP 53 I            52.50  DO  12/01/16-12/31/16


      Check transaction          Check Number
      number

      * Enter L for Link Detail, any other letter for Transaction Detail
      USER:    FNX: INQD MODE: D RPTGRP: HOH SSN    PERIOD: 12 16 COMMAND:
```

      b.   The Reach Up Supervisor will send an e-mail to the EBT (Electronic Benefits Unit)
         at ahs.dcfesdlockbox@vermont.gov and email COPS to have the transaction
         deleted from the participant's support services issuance history.

3. To void checks, returned by the participant, the post office or a provider:

    a.   The Reach Up Case Manager documents in case notes and enters a CATN the
       check was returned. The case manager writes "void" on the check and gives the
       check to the Reach Up Supervisor.

    b.   The Reach Up Supervisor sends the check to the Business Office: DCF Business
       Office, EBT Unit, 280 State Drive, Waterbury, VT 05671-3711.

4. Refund checks from service providers:

    a.   The Reach Up Case Manager documents in case notes and gives the check to the
       Reach Up Supervisor.

    b.   The Reach Up Supervisor sends the check to the Business Office: DCF Business
       Office, EBT Unit, 280 State Drive, Waterbury, VT 05671-3711.

         i.   Include a note indicating the check is a refund for a Reach Up support
            service.

P-2352   Reach Up Supervisory Case Reviews

Supervisory case reviews are completed by Reach Up Supervisors and used as a tool to promote best practice among Reach Up Case Managers.

A.   General guidelines:

1. Each Reach Up Supervisor chooses number of cases asked for by Central Office. Reviews must be completed by the last day of the month each month.
2. Cases should be chosen from every case manager in the district, including contracted case managers. Choose different case manager's cases to review each month until everyone has had a case reviewed, and continue in this manner.
3. Mail the 242 CM to the participant whose case is being reviewed with pre-paid return envelope. Reviews can also be done with participants by phone or in person if preferred.
4. Complete the 242CR-RU.
5. Log the review on the "Supervisory Case Review Tracking Sheet" located on the shared drive in the SCR folder (Y:\AHS ALL SHARE\ESD\SCR). Scan or save the original document to the share drive.
6. If applicable, complete the "Next Steps/Due Date" section of the spreadsheet. Note any issues in need of follow up. For example, no UNCOPE or PHQ2 was found in the file. This should be highlighted as a next step with a due date for the Reach Up Supervisor to follow up on.
7. Regional Managers will choose 3 of the case reviews that the Reach Up Supervisor has completed to review and log that on the "Supervisory Case Review Tracking Sheet".

B.   242CR-RU Guidelines

1. Identifying information
   a. Date Completed: Actual date the supervisor is completing the review.
   b. Month of Review: Same date as the date completed. Best practice is to review 4-6 months back in the case, or as long as the case manager has held the case.

2. Intake and Ongoing Assessment
   a. SSOM 613M: Is it in file and has it been completed in the last 6 months? Has each of the sections been completed? Record the actual date it was completed in comments section.
   b. Assessment Summary in ACCESS 613: Has the Assessment Began Date been updated in ACCESS to match the date the SSOM was completed? Have the results

B.   242CR-RU Guidelines (Continued)

> been correctly entered in ACCESS—matching Domain Strengths, Neutrals and Interferes?
>
> c. Orientation Screening 604: Is it in file and does the date match the last time the case was opened? If last opening was prior to Case Manager mark as N/A.
> d. UNCOPE & PHQ2 604SUPP: To be completed during initial assessment and following any break in benefits. Can be rescreened if changes in participant's life warrant rescreen. If not in file, Case Manager should complete. Concerns should be followed up with referrals. If participant is currently in treatment, screening does not have to be completed, but case notes should clearly indicate why screening was not done and what type of treatment participant is in.
> e. FDP: Latest FDP is signed and includes current activities. Activities include tasks and are written with strength based language. Only time N/A should be used is if it is within 30 days of the grant opening. FDP in file matches what is entered in ACCESS (activity name, dates and hours).
> f. Scheduled within 30 days of being assigned a case manager.

3. Progressive Assessment (these include assessments that are not mandated, but instead are used as appropriate)
    a. Appropriate Assessment tools chosen
    b. Assessment results used in planning with participant

4. Activities/Support Services
    a. Realistic Highest Capability: if working at less than work requirement, case notes explain why and indicate plan to increase
    b. Appropriate Deferments: FDP includes activities to help improve or resolve interfere; appropriate codes are used, deferments end on last day of month whenever possible.
    c. Appropriate Referrals: case notes provide clear identification of services providers and next steps; signed releases in file
    d. Progressive Employment: referral to Job Coach; case notes indicate plan for increased level of work activity.
    e. Support Services used appropriately, including incentives. Ensure support service discussions are in case notes and indicate when approved or denied. Documentation is available in case file—driver information, estimates, receipts, ACCESS check issuance.

B. 242CR-RU Guidelines (Continued)

    f. Worksite Placements: paperwork for placement is in file, including participant evaluations.

    g. Scheduled/verified hours entered: Timesheets are entered by the 12th of the following month; participants are held accountable for late timesheets when appropriate.

5. Contact with Participant

    a. Intake case notes/Summary of 1st meeting with Case Manager

    b. Ongoing Case Notes: Entered for each contact with participant; notes are legible, up to date, no big gaps in time, language is professional and relevant; includes summary of discussions around Reach Up requirements (i.e. time limits, conciliation process, mandatory youth young child deferments); good cause and use of excused absences are noted; participants plan should be clearly stated in notes.

    c. Appropriate level/type of contact: Minimum of monthly contact with Case Manager, more as situation requires. Community visits/home visits offered when appropriate; text messaging and email utilized when available.

    d. CATN notes: used appropriately, TODOs sent when necessary.

6. Conciliations/Sanctions

    a. Good Cause: pursued and documented, if good cause is found—conciliation/sanction is removed.

    b. Conciliation forms: resolution matches reason for conciliation.

    c. Sanction: 606 is signed and dated; Reasons letter is available; sanction is entered into ACCESS.

    d. Timeframes followed: 10 days to determine good cause; 10 days if verification of good cause reason is needed.

    e. Documentation: in case notes, copies of forms, Conciliation and Sanction are included on FDP with clear plan on how to resolve/cure.

7. Miscellaneous

    a. Case file organization: documents are in appropriate brads and in chronological order.

    b. Participant Survey: Sent and received? Comments?

P-2354   Transferring Case Management Files Between Districts

A. For cases in which the participant notifies the current case manager they are moving

    1. As soon as it is known that the participant will be transferring to another district, the Reach Up Supervisor should notify the "receiving" district office.

        a. If a new case manager has been assigned, put the case in the case manager's number in ACCESS.

            i. You can find a case managers worker number in ACCESS by going to NAME/D

    2. If the new case manager is not yet known, put the case in the Reach Up Supervisor's number in ACCESS.

B. For cases in which the participant moves but does not notify the current case manager

    1. The Reach Up Supervisor in the "receiving" district will need to request the file from the Reach Supervisor in the former office.

C. Before sending the file to the new district the Reach Up Case Manager's responsibilities include:

    1. The case file should be organized according to the RU CM file retention schedule.

        a. File should be purged. All documents that can be removed and shred should.
        b. All documents should be secured in the file.

    2. All case notes should be printed and placed securely in the case file.

        a. The current case manager should write a brief summary in case notes before the file is transferred. The summary should include:

            i. current issues that need to be addressed (for example, there is a current conciliation resolution or sanction)
           ii. any other updates that the case manager would find helpful if they were about to begin working with the participant.

    3. If the current case manager is able to meet with the participant prior to the participant moving, a new Family Development Plan should be created.

C. Before sending the file to the new district the Reach Up Case Manager's responsibilities include: (Continued)

  a. Example of activities to add to the update Family Development Plan are childcare, housing, attending meeting with their new case manager, etc.

4. All support services the current case manager has agreed to pay should be paid.

  a. Any conversations regarding support services should be clearly documented in case notes.

5. If the current case manager is able to, conciliations and sanctions should be resolved before the transfer is made.

  a. If the current case manager is not able to resolve the conciliation or sanction the process should be clearly documented in case notes.

    i. The new case manager and the participant should review the conciliation and sanction at their first meeting. The new case manager and participant can make the new plan to cure their conciliation or sanction if the current plan is no longer appropriate.

D. Before sending a file to the new district the Reach Up Supervisor's responsibilities include:

  1. Reviewing the case file to ensure the file is in proper order.
  2. Forward electronic case notes to the receiving district RUS.

E. Sending a file to the new district
  1. When possible, the file should be hand delivered via meetings, operations, etc.
  2. If mailed the file must be sent certified mail
    a. The current case manager or Reach Up Supervisor logs the file in the outgoing mail log, including the name and SSN of the case and the date it is being mailed
    b. The current case manager or Reach Up Supervisor sends the file certified mail.
    c. The Reach Up Supervisor should notify the Reach Up Supervisor in the receiving office when the file has been mailed.

F. Receiving a file from the previous district
  1. When the case file reaches the new district, the case must be logged into the incoming file log, including the name and SSN of the case and the date it was received.