

STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families

BULLETIN NO.: 19-04

FROM: Sean Brown, Deputy Commissioner
Economic Services Division

DATE: 06/11/19

SUBJECT: Reach Up Procedures

CHANGES ADOPTED EFFECTIVE 06/01/19

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):

P2200TOC	P2201	P2202	P2203
P2204	P2210	P2211	P2212
P2213	P2214	P2215	P2220
P2225	P2230	P2231	P2260
P2270	P2271		

Current Reach Up Procedures P2200 are being removed and replaced with updated procedures. All current 2200 procedures (including any interpretive memos pertaining to these procedures) should be disregarded and considered obsolete. P2200 have been rewritten to remove outdated information, clarify current procedures, and simplify language.

P-2201 APPLICATION (Reach Up rule 2210)

The [ESD 202, Application](#), must be readily available to potentially eligible households. Provide an ESD 202 to anyone who requests the form.

Encourage the household to file an ESD 202 the day they contact the agency requesting information about Reach Up.

Tell households who contact the agency for Reach Up but do not wish to come to the office:

- they can apply online at <http://dcf.vermont.gov/mybenefits/apply>, or
- an ESD 202 can be mailed to them the same day.

P-2201 APPLICATION (continued)

P-2201A Application Process

The application process begins when the household files a complete ESD 202 for Reach Up benefits. (Reach Up rule 2210) Households must complete the following actions as part of the application process:

- submit and complete the ESD 202,
- an interview (Reach Up rule 2211.2), and
- verify all required information (Reach Up rule 2211.3).

Deny the application if the household refuses to cooperate with any of these actions.

Filing and Completing the Application

The application process begins when the household submits an ESD 202 for Reach Up benefits with, at a minimum, the:

- name,
- address, and
- signature (Reach Up rule 2210)

Note: Electronic signatures through online applications are acceptable. Applications signed by a “mark” **must also** have the signature of a witness.

Return incomplete ESD 202s to the household for completion. Obtain any other missing information needed to complete the application during the interview.

The ESD 202 may be submitted:

- In-person,
- By mail,
- By fax, or
- Online electronic application.

Encourage households to maintain the same head of household if benefits have closed and are reopening with the same household members.

Online Application

Provide households who file their ESD 202 online at a district office:

- An opportunity to review the electronic ESD 202, and
- A copy of the information submitted on the electronic application if requested by the applicant.

Application Date

Online and Fax Submission

If the ESD 202 is submitted during normal work hours, use that date as the application date.

If the ESD 202 is submitted after hours, weekends or holidays, use the next business day as the application date.

Interviews are not required to be completed on the application date. Accept ESD 202s with only the minimum requirements and record the date accepted as the application date.

ACCESS Entry of the Application

Enter the application on the date it is received. Use the program identified under the Household Information section of the ESD 202 if the requested program isn't marked on page one.

Review PERS/D/HIST to see if the household members are known to ACCESS.

Withdrawal of the Application

Households may withdraw their application at any time before their eligibility is determined. BPS must:

- Contact the household to confirm the withdrawal,
- CATN:
 - the contact with the household, and
 - the reason for withdrawal, and
- Send an ESD 220, Notice of Decision to the household to advise:
 - the application was denied due to the withdrawal request, and
 - the household may reapply.

Joint Applications for Agency Programs

Households may use the same application and apply at the same time for Reach Up and other ESD programs, such as 3SquaresVT.

Complete a single interview for households jointly applying.

Process Reach Up benefits following the required Reach Up rules and timeframes. Do not delay processing Reach Up because the other program is pending.

Households are not required to file another application for Reach Up when their application for the other program is denied. Reach Up cannot be denied solely because the other program's application was denied.

BPS Support

Incomplete Applications

See SOPs [2100](#) and [2110A](#) for more information.

Entering Application in ACCESS on the APPL Screen

Update APPL C

```
10/02/15 13:54          *** APPLICATION ***          ASPAB3
DO                      SF#      IM#      REC DATE
Z                      _____ 071      10 02 2015

Program Name
*** RUFA ***          *** RUFA ***          **** ME ****          **** FS ****          **** GA ****
? APPL DATE          TYPE          ? APPL DATE          ? APPL DATE          ? APPL DATE
Y 10 02 2015          RF          N          Y 10 02 2015          N

**** SF ****          **** EP ****          *CRISIS FUEL          Application Date          Y or N for
? APPL DATE          ? APPL DATE          ? APPL DATE          [Yes or No] Was program Applied for?
N          N          N

FIRST NAME I ** LAST NAME ** MOD          *** SSN ***          BIRTH-DATE          SEX
MATTHEW          L SMITH          XXX XX XXXX          09 15 1975          M

OTHER-FIRST I OTHER-LAST-NAME MOD ALT-CVP FOOD STAMP FAIR HEARING          AHS
_____ - _____ - _____ - _____ - _____ - _____

USER: 084 FNX: APPL MODE: C RPTGRP: XXX XX XXXX PERIOD: 10 15 COMMAND: _____
DO: Z IMS: 071 REPORTING ADULT: MATTHEW          L SMITH          3
```

On APPL C

- enter "Y" for any program applied for; and
- enter the new date of application in the field under each program name.

Hit Enter and update the ADDR panel

```

12/03/18 12:55          *** ADDRESS *** (ADDR)          ASQACZ
          *** MAILING ADDRESS ***          ADDRESS LAST UPDATED 11/07/18
FIRST ADDRESS LINE:          NEW EBT CARD?:
SECOND ADDRESS LINE:          VT ARR DT?: 99 9999
CITY, STATE, ZIP:          FROM STATE:
          RA OPT OUT:

*** PHYSICAL 911 ADDRESS ***   SAME AS MAILING:
FIRST ADDRESS LINE:
SECOND ADDRESS LINE:
CITY, STATE, ZIP:
TOWN CODE:          TOWN CODE CONFIRM: C   ZIP CODE CONFIRM: C

          Y OR N   STATUS EFF DATE          STATUS
WEATHERIZATION?    Y          04/02/97          PENDING
LIFELINE REQUESTED? N
FS WEBSITE VISITED? N          NOT REQUESTED
INTERNET ACCESS?   N
***** ALTERNATE *****
PHONE A/C NUMBER   TYPE          ** NOTE **   PHONE A/C NUMBER   TYPE
LIFE PHONE CD:    PHONE CO NAME:          LIFE INELIG:

USER: 934 FNX: APPL MODE: C RPTGRP:          PERIOD: 01 19 COMMAND:
DO: Z IMS: D02 REPORTING ADULT:

```

Hit enter again and update which members of the household are applying

```

12/03/18 12:55          HOUSEHOLD MEMBER PROGRAM APPLICATION          ASPAB7

REL NAME          RUFA Y          MED N          FS Y          EP N          SF Y          NONE
REQ MEM REG DED   REQ MEM   REQ MEM REG   REQ   REQ MEM   REQ
Participant Name  X   1   02          X   1
Not HH member          X
Participant Child  X   2   06          X

```

COMMANDS: PRESS ENTER TO CHANGE TO 'STAT' FUNCTION AND PROCESS MEMBER CHANGES
ALL 'STAT' COMMANDS MAY BE USED, (EXCEPT 'REP'); OR 'CANC' TO CANCEL
USER: 934 FNX: APPL MODE: C RPTGRP: PERIOD: 12 18 COMMAND:
DO: Z IMS: D02 RPTGRP NAME:

For each Household Member:

- enter "X" for any program applying for, and enter "X" if no program is being applied for;
- enter appropriate Member Code
 - 02 for participating adults (05 is no longer entered by Eligibility)
 - 06 for children
 - 16 for Unborn children (parent applying in last 30-90 days of pregnancy)

If any household member information is not included update it on their MEMB panel.

For Participating Parents:

Enter Member Code 02

```
Reach Up Code 02 must be participating or deferred
03/13/19 13:11  HOUSEHOLD MEMBER QUESTION 01 ( MEMB . 01 )
PNL          PID          6577          (LAST UPDATED:  /  /  :  | ASPADA  )

          NAME                      ASSIST ASKED      BIRTH DATE
** FIRST ** I **** LAST ***** MOD RU ME FS EP SF PS N MO DA YEAR  *** SSN *** S
MICKEY      MOUSE                      X                01 10 1960  124 45 6789

          *PROGRAM CASE MEMBER* *CITIZEN*
*** RELATION *** REL RUFA  ME  FS SF PSE  US CTZ ID VET SEX MS GRD ETH RACE
SELF                01  1                Y  EM  EM                M  M  12  N  W

  RUFA      REACH UP      WORK  FS REGISTRATION  * IMMIGRANT STATUS DATA *
DEDUCT CODE CAT PART  SSU/DET  EXP  CODE EFF  DATE  CODE /  NBR  STATUS
      02      p      -
      WORK READY CODE  RUFA TYPE      WRK QTRTS  ENTRY DATE

EMP      LAST PAID      ABAWD      DATE ARRIVED      DATE LEFT  ABS
STATUS   MO DA YEAR      WRK REQ      MO DA YEAR      MO DA YEAR

USER: D02 FNX: STAT MODE: E RPTGRP: 124 45 6789 PERIOD: 03 19 COMMAND: REP
DO: M IMS: 021 REPORTING ADULT: MICKEY      MOUSE
```

Enter Reach Up Participation of "P"

```

Reach Up Code 02 must be participating or deferred
03/13/19 13:12  HOUSEHOLD MEMBER QUESTION 01 ( MEMB . 01 )
PNL          PID          6577          (LAST UPDATED:  /  /  :  | ASPADA  )

          NAME          ASSIST ASKED          BIRTH DATE
** FIRST ** I **** LAST ***** MOD RU ME FS EP SF PS N MO DA YEAR *** SSN *** S
MICKEY      MOUSE          X          01 10 1960  124 45 6789

          *PROGRAM CASE MEMBER* *CITIZEN*
*** RELATION *** REL RUFA ME FS SF PSE US CTZ ID VET SEX MS GRD ETH RACE
SELF          01 1          Y EM EM          M M 12 N W

RUFA          REACH UP          WORK FS REGISTRATION * IMMIGRANT STATUS DATA *
DEDUCT CODE CAT PART SU/DET EXP CODE EFF DATE CODE / NBR STATUS
          02          P
          WORK READY CODE RUFA TYPE          WRK QRTS ENTRY DATE
          A

EMP          LAST PAID          ABAWD          DATE ARRIVED          DATE LEFT ABS
STATUS      MO DA YEAR          WRK REQ          MO DA YEAR          MO DA YEAR

USER: D02 FNX: STAT MODE: E RPTGRP: 124 45 6789 PERIOD: 03 19 COMMAND: REP
DO: M IMS: 021 REPORTING ADULT: MICKEY          MOUSE          3
  
```

```

+-----+
| Reach Up Participation          AS0D32FH |
| ----- |
| blank Volunteer no longer interested in participating. |
| P Registrant is interested in participating. |
| A Client needs assessment. |
| Y Active participant. |
| N Will not participate for a good cause. |
| F Deferred. |
| D Participation Denied. |
| T Terminated from program. |
+-----+
V CODE RUFA TYPE          WRK QRTS ENTRY DATE
  
```


Enter Work Ready Code of "AP"

```
Reach Up Code 02 must be participating or deferred
03/13/19 13:12 HOUSEHOLD MEMBER QUESTION 01 ( MEMB . 01 )
PNL          PID          6577          (LAST UPDATED: / / : | ASPADA )

          NAME          ASSIST ASKED          BIRTH DATE
** FIRST ** I **** LAST ***** MOD RU ME FS EP SF PS N MO DA YEAR *** SSN *** S
MICKEY      MOUSE          X          01 10 1960 124 45 6789

          *PROGRAM CASE MEMBER* *CITIZEN*
*** RELATION *** REL RUFA ME FS SF PSE US CTZ ID VET SEX MS GRD ETH RACE
SELF          01 1          Y EM EM          M M 12 N W

RUFA          REACH UP          WORK FS REGISTRATION * IMMIGRANT STATUS DATA *
DEDUCT CODE CAT PART SSU/DET EXP CODE EFF DATE CODE / NBR STATUS
          02 F
          WORK READY CODE RUFA TYPE          WRK QTRTS ENTRY DATE
          AP

EMP          LAST PRID          ABAWD          DATE ARRIVED          DATE LEFT ABS
STATUS      MO DA YEAR          WRK REQ          MO DA YEAR          MO DA YEAR

USER: D02 FNX: STAT MODE: E RPTGRP: 124 45 6789 PERIOD: 03 19 COMMAND: REP
DO: M IMS: 021 REPORTING ADULT: MICKEY          MOUSE          3
```

```
+-----+
|                                     ASHDDAWR | A
| Work Ready Codes                    |
|                                     |
| AP Application Phase (pending only) |
| RD Referred to DET (pending only)   |
| PW Pre Work Ready Phase              |
| EX Extension Phase (after 12 months |
|   in PW)                             |
| WR Work Ready Phase (after 12 months |
|   of PW or EX)                       | H
| EP Employment Phase (after 12 months |
|   of WR)                              |
| TP Transition Phase (system generated- |
|   not an option)                     | T
| AS Assessment Phase (system generated- |
|   not an option)                     |
|                                     |
| Place cursor on desired line and hit |
| enter to select code.                | T
+-----+
```

P-2201 APPLICATION (continued)

P-2201B Interview

Households must complete an interview at application (Reach Up rule 2211.2).

Scheduling Interview

Send the [ESD 202C, Benefits Interview Appointment Notice](#), via ACCESS when you receive the ESD 202. Allow the household five calendar days to complete the interview.

Note: The ADPC sends the ESD 202C for applications received by them.

Complete the interview as soon as possible after the application date to allow the household to receive benefits within 30-days of that date.

Who to Interview

Hold the interview with one of the following persons:

- Head of Household
- Spouse,
- Other responsible household member
- Authorized representative (Reach Up rule 2204)

Note: People being interviewed may bring anyone they choose to the interview.

How to Complete the Interview

Complete the interview by telephone. Make two cold call attempts to the household to complete the interview when they are not at the office.

Exception: Complete a face-to-face interview for the following reasons:

- Household or authorized representative request.
- Needed to resolve or clarify specific issues.

CATN if the interview was completed by telephone or face-to-face.

Prior to the Interview

Review ACCESS for household information known to the agency.

Interview Process

Review the ESD 202 by:

- going over each question and
- resolving any unclear or missing information with the person being interviewed.

Advise the person of the household's:

- Basic Reach Up facts including Family's Countable Months
 - Review the Reach Up Interview Talking Points found on the Reach Up Eligibility Worksheet (form [203RU](#))
- Processing timeframes
- How benefits are issued
- Rights and responsibilities
- Responsibility to report changes
- Verifications needed to determine eligibility

Provide the household with an [ESD 202V, Verification Request](#), via ACCESS listing the required verifications needed to determine eligibility and the due date.

Advise the household that the verifications must be returned within ten-days of the interview.

Forms

The following forms must be provided by the household

- [ESD 614FDP](#) Initial Family Development Plan (FDP)—one for each parent in the household
- [ESD 604](#) Reach Up/Reach First Screening Questionnaire—one for each parent in the household
- [ESD 137](#) Child Support Referral forms—one for each absent parent
- [ESD 137W](#) Child Support Waiver Request—if applicant wants to pursue a waiver from having to work with Office of Child Support
- [ESD 201DD](#) Direct Deposit form—if a checking account is available
- [ESD 210U](#) Pregnancy Certification—if no other child is in the home
- [ESD 202TANF](#) Closure letter from other state—if received benefits in another state

Missed Interview

Send Households who do not complete an interview within 5 days an ESD 202D, Notice of Missed Interview (NOMI) via ACCESS. The NOMI tells the household:

- they missed their interview appointment,

- they are responsible to reschedule the interview appointment, and
- the application will be denied on the 30th day if the interview is not completed.

Deny the application on the 30th day from the application date if the household misses their first interview and does not reschedule.

Households that complete their interview within the 30-day application processing period must have their eligibility determined.

BPS Support

Prior to the Interview

Review the [Interview Script](#) for Reach Up (red track).

Check following screens in ACCESS:

- Check **PERS D- Person Search**

```

10/27/15 12:15                                PERSON SEARCH DISPLAY                               ASPAHB
*** SSN *** ***** NAME ***** SEX BIRTH DATE DEATH DATE
SEARCH: XXX-XX-XXXX
MATCH : XXX-XX-XXXX ADAM M SMIT                M 05/15/1995 / /
  KNOWN AS:            CASE OF:           * CASE ID * DO/IM   PROGRAMS
- VHC APPLICANT       SMIT, ADAM         XXX-XX-XXXX Y SY2
- PA APPLICANT       SMIT, ADAM         XXX-XX-XXXX Y SY2 FS SF
- SELF               SMIT, ADAM         XXX-XX-XXXX Y SY2 FS ME SF
- MEMBER              SMIT, ABIGAIL       XXX-XX-XXXX Y 295 NO
- IV-D CHILD # 0     SMIT, ABIGAIL       XXX-XX-XXXX
- IV-D CHILD # 1     SMIT, ABIGAIL       XXX-XX-XXXX
-
-
-
-
-
-
USER: 084 FNX: PERS MODE: D  ID: XXX XX XXXX PERIOD: 10 15  COMMAND: _____
VALID COMMANDS: PERS HIST INSU MEDI MED FS PREM HIPS EXIT  DISP: 1
  
```

- Check **PERS D HIST- Person History** (shows if person was active in another HOH Reach Up Household)

01/28/16 09:25 PERSON HISTORY STATUS ASPAHC
 SSN: 666-74-8505 RACHEL E MENDLESON DOB: 08/16/1982 SEX: F
 UID: 475687 666-66-6666 RA MONTHS LEFT: 24
 RA MONTHS:

CAT-CODE	START	END	REM-RSN	REPORTING-GROUP	STATUS
----------	-------	-----	---------	-----------------	--------

*** REACH UP HISTORY ***

05 01 2014				666-74-8505	ACTIVE
		09 14 2011	26	666-74-8505	DENIED
02 01 2011	05 31 2011		66	666-74-8505	CLOSED
06 01 2010	01 31 2011		57	666-74-8505	CLOSED
09 01 2000	12 15 2000		57	666-74-8505	CLOSED
03 01 2000	06 30 2000		66	666-74-8505	CLOSED
06 01 1998	03 31 2000		66	666-74-8505	CLOSED
06 16 1997	05 31 1998		61	666-66-6666	CLOSED
11 01 1995	06 15 1997		57	666-66-6666	CLOSED
11 01 1991	10 31 1995		57	666-66-6666	CLOSED
04 01 1989	10 31 1991		57	666-66-6666	CLOSED
02 16 1985	04 15 1989		57	666-66-6666	CLOSED

USER: 084 FNX: PERS MODE: D RPTGRP: 666 74 8505 PERIOD: 01 16 COMMAND:
 VALID COMMANDS: PERS HIST INSU MEDI MED FS PREM HIPS EXIT

- Check **CASE D HIST- Case History** (shows if HOH was active on Reach Up)

08/28/15 08:28 *** CASE STATUS: HIST *** (ASPEBF)

ADDRESS: DO: J ST. JOHNSBURY
 13 APPLE ST IMS: SJ2 JDO NON-FINANCIAL
 ST JOHNSBURY VT 05819 REP FREQ: 12 LATEST STAT: 09 2015
 PHONE: 555-1684

*** PROGRAM PARTICIPATION HISTORY ***

*** RUFA ***

APPLIED 10/03/14 GRANTED 10/10/14 VER: 1 CLOSED 12/31/14 VER: 3 12/14
 SSF 12/01/14 12/31/14
 RUFA 10/10/14 11/30/14

APPLIED 12/01/12 DENIED 11/28/12 VER: 1
 APPLIED 11/20/12 DENIED 11/28/12 VER: 1

*** HEALTH CARE ***

APPLIED 05/01/14 GRANTED 07/23/14 VER: 1
 APPLIED 11/20/12 GRANTED 11/28/12 VER: 1 CLOSED 04/30/14 VER: 2 04/14

*** FOOD STAMPS ***

APPLIED 08/12/15 GRANTED 08/28/15 VER: 1

USER: 084 FNX: CASE MODE: D RPTGRP: 666 66 6666 PERIOD: 08 15 COMMAND:
 DO: J IMS: SJ2 RPTGRP NAME: AMANDA BERNIS

- Check **SPEC/C/CLOCK F10** – (Number of TANF months, 60+ months)

SSN:		NAME:			
TANF Months:	2	Total Months:	17	Vermont Countable Months:	2
Period	Funding Stream	Participation Other	Minor	Countable	
2004 03	T		05	Y	
2004 04	T		05	Y	
2017 06	S	PSE	05	N	
2017 08	S	PSE	05	N	
2017 09	S	PSE	05	N	
2017 10	S	PSE	02	N	
2017 11	S	PSE	02	N	
2017 12	S	PSE	02	N	
2018 01	S	PSE	02	N	
2018 02	S	PSE	02	N	
2018 03	S	PSE	02	N	
2018 04	S	PSE	02	N	
2018 05	S	PSE	02	N	
2018 06	S	PSE	02	N	
2018 07	S	PSE	02	N	

PF7-Previous PF8-Next CANC / EXIT :

- Check **STAT** panels (**STAT C PSUM** – Summary of panels)

```

01/28/16 13:40 *** PSUM: STATEMENT OF NEED PANELS CHECKLIST *** ASPAAUS
JENNIFER R SANTINO 666-45-4585 REL DOB
STAT
- ADDR 1450 RTE 15 APT 2 CAMBRIDGE VT 05444
- MEMB.01 JENNIFER R SANTINO 666-45-4585 01 11/24/1980
- MEMB.02 ROGER F BARRY 666-44-7744 02 09/08/1975
- MEMB.03 AMY P SANTINO CANE 666-41-7318 07 01/02/2001
- SCHL.01 AMY P SANTINO CANE
- DISA.01 ROGER F BARRY
- MEDI.01 ROGER F BARRY
- INSU.01 JENNIFER R SANTINO
- INSU.02 AMY P SANTINO CANE
- ABSP.01 MARVIN B CANE
- ABSP.02 JESSICA SANTINO
- BANK.01 ROGER F BARRY
- UNEA.01 AMY P SANTINO CANE
- UNEA.02 ROGER F BARRY

USER: 084 FNX: STAT MODE: D RPTGRP: 666 45 4585 PERIOD: 01 16 COMMAND:
DO: A IMS: GA1 REPORTING ADULT: JENNIFER R SANTINO
  
```

- Check last 6 months of **CATN** and **TODO's** (or to last application if prior to 6 months)

Interview Process

Reach Up Interview Talking Points found on the [203RU](#):

- Discuss differences between: Reach Up, Reach First, Reach Ahead and Post-Secondary Education Program.
- Explain to participants what to expect next (appt. with Case Manager) and what forms will be sent to them.
- Remind participants the importance of Case Management meeting and the rights and responsibilities.

Use [Reach First Flowchart](#) to determine if participant is appropriate for Reach First.

- Check CASE D HIST for RF in the last 12 months.
- Before ending interview clearly state if Reach First mandatory or eligible.
- After interview, enter CATN "Determined that [RU or RF or PSE] was most appropriate program."

P-2201 APPLICATION (continued)

P-2201C Domestic Violence (Reach Up rule 2207)

The Department is committed to helping Reach Up families experiencing the effects of domestic violence to address those effects and begin to overcome economic barriers to independence. The following information and script are designed to help workers when interacting with potential victims of domestic violence.

Guidelines for Interacting with Victims of Domestic Violence

Most victims of domestic violence find it very difficult to talk about it. For some victims, it is not safe to talk about domestic violence unless the discussion is very private.

These are guidelines to follow whenever talking about domestic violence with anyone who might have experienced it.

DON'T —

- Don't ask them how they can put up with it, don't ask why they don't just leave, and don't imply that they have brought the abuse on themselves or their family in any way.
- Don't press them to talk about domestic violence more than they are willing to, even if you are sure they have been abused.
- Don't pressure them to take steps that may lead to more violence. For example, don't pressure them to talk to a domestic violence program specialist, file a police report, or petition for a restraining order.
- Don't question their judgment or their value as a parent or blame them for the domestic violence.
- Don't slip a referral card or other information about domestic violence into their bag or tell them to take the handout Domestic Violence – You Don't Have to Face It Alone (form [ESD201DV](#)) with them. If their abuser sees that they have information about abuse, it might trigger more violence.
- Don't send them mail or leave messages for them that relate to domestic violence.
- Don't try to talk to their abuser about domestic violence.

DO —

- Do allow them to ask questions without assuming they are a victim.
- Do treat them with respect; allow them to maintain their dignity and be mindful of your words.
- Do make information available about services that may help them deal with domestic violence.
- Do take steps to protect their privacy and safety by offering to meet in a private office and keeping the information confidential.

REMEMBER—

- Their abuser may become more violent when they try to improve their situation by going to work or training. The abuser may make it difficult for them to work or attend training.
- For a variety of legitimate reasons, they may not know that they are a victim.
- Even if they are not experiencing domestic violence now, they may still be experiencing the effects of it. Children who have only witnessed domestic violence, for example, may have trouble learning or relating to other people.

Domestic Violence Script

Each household must be informed of the right to request a child support waiver (Reach Up rule 2235.2) and work requirements deferment (Reach Up Services rule 2360). Offer the parent the [ESD201DV](#) and follow the script below. Please note that, for simplicity's sake, the directions in the script refer only to parents, however, the script will be followed for all Reach Up applicants and participants, whether they are parents or other caretakers.

1. The department recognizes that domestic violence occurs at all income levels, including in families receiving benefits from us. We want the families we serve to know that we're aware they may be affected by domestic violence and are here to listen to them. We understand that some people don't know what domestic violence is and may not realize that what is happening in their life is considered to be domestic violence. So, we have prepared this brief information sheet for everyone to read.

[Hand the 201 DV to the parent (or other caretaker). If both parents are present give a copy to each of them. If anyone, including a child, accompanies the parent, continue to 2, which does not encourage discussion. If the parent is alone, skip to 3.]

2. I'll give you a few minutes to read it. *[Pause while the parent reads]*

[If the parent does not express a clear desire to discuss the notice or domestic violence, stop the discussion and continue with other interview topics unrelated to domestic violence.

If the parent does express a clear desire to discuss domestic violence, skip to 4.]

3. I'll give you a few minutes to read it here. Then, if you have any questions, we can talk about them. *[Pause while the parent reads it.]*

4. I can answer questions you have about the information you've just read or give you more information about the local domestic violence program and the services it offers to families affected by domestic violence. If you want to talk about your situation, everything you say will be kept strictly confidential unless it involves child abuse. I am required by law to report child abuse.

[If you are not in a private office, say the following.] If you'd be more comfortable talking about this in a more private space, tell me, and I'll arrange for us to move to one. [If the parent wants to talk in a private space, stop the discussion immediately and follow your district office's procedures to move the interview to a private space before going on with the discussion.]

Would you like to ask any questions or talk about this some more so that I can recommend some other agencies for your needs?

[If the parent indicates no, continue to 5. If the parent indicates yes, skip to 6.]

5. All right, that's fine. I would like you to know that we do have information about domestic violence programs here. You can request a waiver of the requirement to pursue child support. You may also talk to your case manager about a deferment from the work requirements because of domestic violence.

[Then stop the discussion and continue with other interview topics unrelated to domestic violence, unless the parent, upon hearing about the child support waiver and work requirements deferment, has questions about either of them.]

6. If you are requesting or thinking about requesting a child support waiver, it would be beneficial for me to learn more about your situation. What would you like to talk about?

[Allow the parent to lead the discussion, following the guidelines in this section for interacting with people who may have experienced the effects of domestic violence. If, at any point, the parent indicates a desire to stop the discussion or appears uncomfortable with the subject, stop the discussion and continue with topics unrelated to domestic violence.]

Provide the parent with information about the domestic violence programs, the child support waiver and Reach Up. Advise the parent that they may further discuss the work requirement deferment with their case manager. Talk about the child support waiver if it applies to the parent's situation, regardless of whether the parent asks about it. If, at any point in the discussion, the parent indicates that any member of his or her family may have experienced the effects of domestic violence, continue to 7 immediately.]

7. Are you safe now?

[If they are not safe, follow your district procedures for handling unsafe domestic violence situations. If you don't know what they are, ask your supervisor.]

Domestic Violence Script Flow

The department recognizes that domestic violence occurs at all income levels, including in families receiving benefits from us. We're very concerned about this and want the families we serve to know that we're aware they may be affected by domestic violence and are here to listen to them. We understand that some people don't know what domestic violence is and don't realize that what is happening in their life is considered to be domestic violence. So we have prepared this brief information sheet for everyone to read.

If anyone, including a child, accompanies the parent, continue to 2, which does not encourage discussion

1. Hand the 201 DV to the parent (or other caretaker). If both parents are present give a copy to each of them.

If the parent is alone, continue to 3

2. I'll give you a few minutes to read it.
[Pause while the parent reads it.]

3. I'll give you a few minutes to read it here. Then, if you have any questions, we can talk about them.

If the parent does not express a clear desire to discuss the notice or domestic violence, stop the discussion and continue with other interview topics unrelated to domestic violence. If the parent does express a clear desire to discuss domestic violence, skip to 4.

4. I can answer questions you have about the information you've just read or give you more information about the local domestic violence program and the services it offers to families affected by domestic violence. If you want to talk about your situation, everything you say will be kept strictly confidential unless it involves child abuse. I am required by law to report child abuse.

If you are not in a private office, say the following:

If you'd be more comfortable talking about this in a more private space, tell me, and I'll arrange for us to move to one.

If the parent wants to talk in a private space, stop the discussion immediately and follow your district office's procedures to move the interview to a private space before going on with the discussion.

Would you like to ask any questions or talk about this some more so that I can recommend some other agencies for your needs?

No

5. All right, that's fine. I would like you to know that we do have information about domestic violence programs here. You can request a waiver of the requirement to pursue child support. You may also talk to your case manager about the deferment from the work requirements because of domestic violence.

Then stop the discussion and continue with other interview topics unrelated to domestic violence, unless the parent, upon hearing about the child support waiver and work requirements deferment, has questions about either of them.

Yes

6. If you are requesting or thinking about requesting a child support waiver, it would be beneficial for me to learn more about your situation. What would you like to talk about?

Allow the parent to lead the discussion, following the guidelines in this section for interacting with people who may have experienced the effects of domestic violence. If, at any point, the parent indicates a desire to stop the discussion or appears uncomfortable with the subject, stop the discussion and continue with topics unrelated to domestic violence.

Provide the parent with information about the domestic violence programs, the child support waiver, and Reach Up. Advise the client that she may further discuss the work requirement deferment with her case manager. Talk about the child support waiver if it applies to the parent's situation, regardless of whether the parent asks about it. If, at any point in the discussion, the parent indicates that any member of his or her family may have experienced the effects of domestic violence, continue to 7

7. Are you safe now?

If s/he is not safe, follow your district procedures for handling unsafe domestic violence situations. If you don't know what they are, ask your supervisor

P-2201 APPLICATION (continued)

P-2201D Processing the Application

Review the household's:

- financial and non-financial eligibility requirements,
- verifications.

Processing Timeframes (Reach Up rule 2210)

All applications are processed as soon as possible. Process applications within ten days when all requirements have been met, but not later than 30-calendar days from the application date.

Verification Received

If verification is provided by the 20th day, the application will be processed by the 30th day. If the household provides the verification after the 20th day, the Agency is allowed 10 days to process the application, but should attempt to mail the notice of decision by the 30th day. If the application is not processed by the 28th day see below in Delayed Processing.

Anticipated Changes

Eligible Initial Month Only

Households eligible for the initial month but not eligible for future months receive benefits for the initial month only and then are denied.

Ineligible for Initial Month Only

Households ineligible for the initial month but eligible for the next month do not need to reapply. Begin the household's certification period the month of application, but issue benefits beginning the next month. Do not issue benefits for the initial month.

Delayed Processing

Review determinations of eligibility not completed within 30-days from the application date for the cause of the delay. CATN the reason for the delay.

ACCESS will create a 'Daily Edit' on the 26th day asking for a reason for the delay in processing. BPS must enter the reason in the STAT panel. ACCESS will default to an Agency caused delay if BPS doesn't enter a reason in the STAT panel. ACCESS sends the household a 28-day notice advising the household of the delay and the reason.

The household must receive a 28-day notice if an application has been pending 28 days and a decision is not expected to be made by the 30th day. If in doubt, send the 28-day notice.

Agency Caused Delays

- The Agency is "unable to schedule the initial appointment within 10 days from the application date." (Code A1)

Example: 202C was not mailed within 10 days from the application date.

- The Agency asked for information needed for only one program but delays processing applications for all programs. (Code A2)

Example: Utility provider information is requested for Supplemental Fuel and not provided, but the decision on Reach Up is delayed even though the utility information does not need to be provided for that program.

- The Agency was unable to process the application in a timely manner. (Code A2)

Example: All verification is received by the 20th day, but action did not occur by the 30th day.

- The household returned all verification requested; however, the Agency needs to request additional information. (Code A2)

Example: The household reports income from two sources and at the interview the Agency asks for verification of only one source. Later verification of the second source of income is needed.

Household Caused Delays

- The household missed an appointment within 10 days of the application. (Code C1)
- The household failed to provide verification by the requested deadline. However, if the client returned the verification by the 20th day it must be processed by the 30th day, or it is a department delay. (Code C2)

P-2201 APPLICATION (continued)

P-2201E Refusal to Cooperate (Reach Up rule 2211)

Deny households refusing to cooperate in completing the application process (interviewing or providing verification) at the time of refusal. Refusal to cooperate means the household is able to cooperate but shows the BPS they will not take required actions to complete the application process. Example: A household telling you they will not be interviewed shows refusal to cooperate.

Households are not found uncooperative when someone outside of the household fails to provide requested verifications

CATN Refusal

CATN the following information when a household has refused to cooperate:

- The action the household was asked to take,
- The reason the action is required to determine eligibility,
- The household is capable of completing the action,
- How the agency informed the household of the actions they need to take, and the dates they were informed, and
- The household has indicated verbally or in writing that it chooses not to take the action.

Once the denial notice is sent, the household must reapply for benefits.

The original application cannot be reopened unless households submit a new signed first page of the application, and request that the rest of the information be taken from a denied application already available in OnBase if the information is still accurate.

P-2201 APPLICATION (continued)

P-2201F Verification (Reach Up rule 2211.3)

Required verifications must be provided before approving the application.

Response to Request for Verification

No Contact by Household

If the household does not submit the necessary information and does not indicate that there are any problems in obtaining the information, the application will be denied based on the due date of the ESD 202V.

Allow 2 additional business days past the due date for the scanning and dispatching process through ADPC.

Contact by Household

If the household indicates that they are having difficulty in obtaining any or all the information:

- assist the household in obtaining the verification.
- determine if the household has good cause for not providing the information.

If there is good cause, keep the application pending an additional 30 days. Document the reason for the decision in CATN. If the information is received, grant back to the 30th day following the date of application. If the information is not received within the second 30 days, deny the application. The denial notice will state that the application will be reopened when the necessary verification or information is obtained, and the household can demonstrate that good cause continued. The information on the ESD 202 must be current before granting back to the 30th day following the date of the application. If the requested information is received more than 60 days after the date of application, a new ESD 202 is required.

If there is no good cause, document the explanation given for the failure to obtain verification and explain why the explanation does not represent good cause. Deny the application on the 30th day from date of initial application if

verification is still lacking.

NOTE: The District Management Team will determine if good cause exists in a specific case.

There may be extraordinary circumstances when verification is unlikely to be available and obtaining it is beyond the control of the household. In such cases the District Management Team may waive the requirement of verification.

Verification Received 31 to 60-Days from Application Date with Good Cause

If the application is denied on the 30th day (i.e. for other than an outright refusal), and the household provides the requested information and you later learn that a determination of good cause should have been made, grant the household back to the 30th day following the date of application. The information on the ESD 202 must still be current. If the requested information is received more than 60 days after the date of application, a new ESD 202 is required.

P-2201 APPLICATION (continued)

P-2201G Application Decisions (Reach Up rule 2216)

Approval

Provide eligible households the opportunity to receive benefits as soon as possible, but no later than 30-calendar days from the application date.

Issue a combined benefit when the household:

- applies after the 15th of the month, and
- is found eligible for the initial month and the following month.

Denial

Deny the application as soon as possible, but no later than 30-calendar days from the application date for households found ineligible for benefits.

Households must file a new ESD 202 if they wish to receive benefits. Since a signed signature page is considered an application, households can choose to submit a new signed first page of the application, and request that the rest of the information be taken from a previously submitted and acted upon application available in OnBase if the information is still accurate. There is no time limit to how long a previously submitted application can be used, as long as a new signature page is provided.

P-2201 APPLICATION (continued)

P-2201H Certification Periods/Reviews (Reach Up rule 2213.1)

Provide a 12-month certification period for Reach Up. A new Reach Up certification period can be shortened from 12 months to line up with an active 3SVT case (Reach Up rule 2214). Certification periods for Reach Up can never be more than 12 months.

Example: Case is already active 3SVT with review due 1/2019 and newly applies for Reach Up 10/27/18, line up the new Reach Up certification period with the existing certification period on the 3SVT end (1/2019).

Example: Case is already active 3SVT with a 24 month review due 1/2020 and newly applies for Reach Up 10/27/18 for a caretaker grant. Do not align Reach Up review with 3SVT. Instead keep the original 12 month certification (9/2019).

P-2202 TIME LIMITS

Households with 60 or More Months of Reach Up/Time Limits (Reach Up rule 2238)

Households who have received 60 or more countable months of Reach Up benefits must meet additional Reach Up Services (case management) requirements before being granted Reach Up and while receiving Reach Up benefits.

P-2202 TIME LIMITS (continued)

P-2202A Initial Application (Reach Up rules 2238.2)

Screening Requirements

Screen the ESD 202 and ACCESS to find out how many countable, cumulative months the applicant has received. If it is a 2-parent family, the name and number will appear for the parent with the greater number of months.

Inform the household of the number of months of Reach Up they have received if they have 60 months or more, or if they ask for this information.

Interview

Complete the interview with the household. Explain that benefits cannot be granted until:

- all required paperwork and verification is received; and
- the household has met with a Reach Up case manager; and
- the household has met the family work requirement with a Community Service Placement, employment, or other countable activities (or a combination) for two consecutive weeks, but no later than the 30th day following the date of application (unless the processing date is extended due to department delay or good cause); **or**
- the household has provided verification of a deferment and meets the criteria for the deferment.

Explain that if households are granted Reach Up and do not comply with Reach Up Services (case management) requirements and do not have a good cause reason for not complying, the household will not be eligible for benefits for two months (called a two-month break in benefits).

Out of State TANF Months

Verify financial assistance received in other states if the Household says they moved to VT in the last 12 months and/or has received financial assistance from any other state since October 1996.

Case Manager Appointment

Benefits cannot be approved until the household has met with a case manager.

Appointments are scheduled in the district office where the household resides, unless another office is requested. Use the District 60+ Month Calendar to find an agreeable time. An appointment must be offered within 3 business days of completing the interview but can take place later if the household requests.

Provide the household with the appointment information verbally and enter appointment information in CATN. A reminder can be sent using a blank notice in ACCESS or an [appointment reminder \(form 202APPT\)](#) if in office, but this is not required.

Missed Case Manager Appointment

If someone does not show up for their scheduled meeting, the case manager will call the household to see if they would like to reschedule. If all other necessary verification is received, the application would pend for 30 days and then could be denied.

Two Week Period of Compliance

Approval

If above conditions are met the Reach Up case manager will send an email to the District Management Team and Reach Up grant will be approved.

Denial

If above conditions have not been met by 30 days from the date of application (unless there is a department delay or good cause), the Reach Up case manager will send an email to the District Management Team and Reach Up grant be denied.

BPS Support

SPEC C CLOCK F10 (Shows individual participant's months—in a 2-parent household each participant will have their own clock)

Period	Funding Stream	Participation Other	Minor	Countable
2007 03	T		02	Y
2007 04	T		02	Y
2007 05	T	\$		
2008 01	T		02	Y
2008 02	T	Med	33	N
2008 03	T		02	Y
2008 04	T	Med	34	N
2008 05	T	Med	34	N
2008 06	T	Med	34	N
2008 07	S		02	Y
2008 08	S		02	Y
2008 09	S		02	Y
2008 10	T	Med	34	N
2008 11	T	Med	34	N
2008 12	S	Med	34	N

SSN: 666454585 NAME: JENNIFER R SANTINO

TANF Months: 30 Total Months: 67 Vermont Countable Months: 56

PF7-Previous PF8-Next EXIT :

Shows # of countable months

"Countable" column shows if a month was countable or not. Blank months aren't countable.

"Other" column shows why a code is non-countable.

"Other" Column Abbreviation	Meaning
CLK	There is a PERS HIST entry; but no CLOCK entry; no eligibility for the month; and no grant, or under \$10 for the month.
MP	Minor Parent
\$	The Reach Up grant was less than \$10
Baby	Young child deferment (no more than 12 of these months can be non-countable)
Medical	Medical deferment
Fam	Needed in the home deferment
DV	Domestic Violence deferment

CASE D TIME (shows household's months—based on parent that has more months)

01/28/16 10:30 *** WORK REQUIREMENTS AND TIME LIMITS *** (ASQEBI)
The Work Requirement for this family is: 30 hours.
CSP/WKEY cannot exceed 11 hours per week.
There are 3 RUFA members in this household.
RACHEL has 66 months of countable RUFA benefits through December 2015

'X' TO VIEW WORK REQUIREMENTS, 'H' FOR HISTORY <SHFT+PF12>=HELP

X	NAME	M/RL	SSN	AGE	X	NAME	ROLE	SSN	AGE
-	RACHEL E MENDL	1/01	666-74-8505	28	-			-	-
-	JASON F POWERS	1/05	666-66-6666	12	-			-	-
-	ALEXANDER L PO	1/05	666-78-9846	09	-			-	-
-					-			-	-
-					-			-	-
-					-			-	-
-					-			-	-

USER: 084 FNX: CASE MODE: D RPTGRP: 666 74 8505 PERIOD: 01 16 COMMAND:
DO: L IMS: GL1 RPTGRP NAME: RACHEL E MENDLESON 3
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
EXIT EHR5 EMPL WORK CLCK JUSER

P-2202 TIME LIMITS (continued)

P-2202B Break in Benefits (Reach Up rule 2238.2)

A household who does not follow through with Reach Up Services (case management) will not be eligible for two months after their Reach Up grant closes. Reach Up Supervisors or Case Managers will start the break and place a WARN and CATN in ACCESS listing the dates the household will not be eligible.

If it is a 2-parent family the break in benefits follows the parent who did not comply.

Reapplying after a Break in Benefits

The household must reapply if the Reach Up case was closed. Households can apply 30 days before their closure period ends.

Benefits will not be approved until:

- the two-month break in benefits due to non-compliance has passed; and
- all required paperwork and verification is received; and
- the household has met with a Reach Up case manager; and
- the household has met the family work requirement for two consecutive weeks, but no later than the 30th day following the date of application (unless the processing date is extended due to department delay or good cause); **or**
- the household has provided verification of a deferment and meets the criteria for the deferment.

P-2202 TIME LIMITS (continued)

P-2202C Eligibility Related Closure (Reach Up rule 2238.2)

Reapplying After Eligibility Related Closure

Requested information received before closure

Households that close for eligibility reasons (i.e. eligibility non-coop, failure to review, etc.) and provide the requested verification/application before the closure date can be approved. Two weeks of compliance is not a condition of approval.

Requested information received after closure

Households that close for eligibility reasons and provide the requested verification/application after the last closure date, must follow the same procedures for a new applicant who has received 60 or more months of Reach Up. Two weeks of compliance is a condition of approval.

P-2202 TIME LIMITS (continued)

P-2202D Fair Hearings (Reach Up rule 2238.2)

Fair Hearings Based on Eligibility Reasons

Follow regular Fair Hearing process if Fair Hearing is based on eligibility reasons.

Fair Hearings Based on 60 Month Requirements

Inform Reach Up case manager and Reach Up Supervisor through email that Fair Hearing was requested and why it was requested if Fair Hearing is based on 60-month requirements (i.e. closure due to not meeting work requirement, non-compliance, and/or 2-month break in benefits, denial based on failure to complete the 2 consecutive weeks of compliance).

P-2203 VERIFICATION AND CASE NOTES **(CATN)**

P-2203A Verification (Reach Up rule 2211.3)

Verification is used to confirm the accuracy of statements or information. Verification may be submitted by mail, fax, in-person or by telephone for collateral contact verifications.

Each item specifies the verification requirements at application, recertification, and reported changes.

Household Responsibility

The household has the primary responsibility to provide verification to support statements on the application and to resolve any questionable information.

If a household refuses to provide required verification or fails to respond to a request for verification without good cause, take the following actions:

- Applications: Deny for failure to cooperate; or approve benefits without the expense.
- Recipients: Close the case or adjust benefits as specified in the eligibility item that changed.

CATN why the action was taken.

Agency Assistance

If the household reports difficulty in getting verification, or requests help to get the verification the agency must offer to help.

Request for Verification

Request verification in writing. You may discuss the verification needed with the household, but you must follow up in writing. In the written verification request, allow at least 10 days for the verification to be returned. Use Form [ESD 202VCR, Verification Change Request](#).

Avoid requesting unnecessary verification, rejecting applications, or closing cases when verification is already available from electronic sources, imaging, or has been submitted as a hard copy.

Verification Sources

Sources of verification include:

- Written evidence
- Collateral contacts
- Home visits
- Automated resources

Written Evidence

The most common verification is written evidence of the household's circumstances, such as wage stubs, rental agreements, award letters, etc.

Collateral Contacts (Reach Up rule 2211.4)

A collateral contact may be used instead of written evidence. A collateral contact is an oral confirmation of the household's circumstances by a person outside of the household. Make the collateral contact by telephone or in person with anyone who can be expected to give reliable information. Acceptable collateral contacts include, but are not limited to:

- Employers (only as a last resort for Reach Up)
- Landlords
- Dependent care providers
- Community Service Agencies

Home Visits

Home visits are also an acceptable verification if written evidence or collateral contacts are not sufficient to make an eligibility determination. The home visit must always be scheduled in advance with the household. CATN why the home visit was completed.

Automated Resources

Use automated resources for verification, whenever possible. However,

- Give the household the opportunity to provide other verification if it disagrees with the automated information; and
- Do not delay timely authorization of benefits if automated resources are unavailable.

Automated matches are only used to obtain information on applicants, recipients, ineligible members whose income and resources are needed to determine household eligibility.

Income Eligibility and Verification System (IEVS)

IEVS has the following matches using the applicant's or recipient's SSN to obtain income and resource information. Household members, including a disqualified or ineligible household member, are included in the match request.

- Vermont Department of Labor
 - o Quarterly wage, run monthly
 - o Unemployment Compensation Benefits (UCB), ran twice a month
- SSA Beneficiary and Earnings Data Exchange (BENDEX), run monthly
 - o Retirement Survivors and Disability Insurance (RSDI) benefits
 - o Medicare Part A and Part B payer and premium amount
- State Data Exchange (SDX)
 - o Supplemental Security Income (SSI), run daily
- Internal Revenue Services (IRS)
 - 1099 income: Income reported to IRS that is not from wages such as, but not limited to: interest, dividends, cash prizes, royalties, pensions, annuities, contract income. The match is run monthly.

Review all information available from data exchanges within 10 days of notification of a match. Compare it to case record information and act on the information, as required.

Information provided by BENDEX, SDX, UCB, and SAVE is "verified upon receipt". Use this information without further verification unless the household disagrees with the information and provides alternate verification.

Quarterly wages and IRS information reported must be reviewed to determine if the income was unreported. If more information is needed, request verification from the household or third-party source. Allow at least 10 days for the household to return the information.

National Directory of New Hire (NDNH)

A monthly match on members 18 years of age or older from a national directory that identifies wage and income information.

P-2203 VERIFICATION AND CASE NOTES **(CATN) (continued)**

P-2203B Social Security Numbers (Reach Up rule **2234)**

If a person does not have a SSN, verification of application for a number must be furnished by the household. (See All Programs Procedure P-2122B.)

See also All Programs Procedure P-2160 for guidance on issuing temporary identification numbers in lieu of SSNs.

BPS Support

See [Temporary SSN Guidance](#) for more information.

P-2203 VERIFICATION AND CASE NOTES **(CATN) (continued)**

P-2203C Case Notes (CATN) (Reach Up rule 2203)

The goal of case notes is to establish a clear and complete record that follows the case actions. Complete case notes (CATN) to support eligibility, ineligibility, and benefit level determinations.

Provide a clear explanation in CATN of what you did and why you did it.

Information used to determine eligibility and benefit amount

- the source of information
- the verification that supports the information
- the method used to determine monthly income and expense amounts such as conversion, averaging, etc.
- why the information was used

Actions taken and the reasons to support those actions

- Interviews: who was interviewed, when the interview was completed, how completed (in-person or telephone).
- Collateral Contacts: who the collateral contact is, the telephone number, date of the contact, and the information the collateral contact provided.
- Questionable Information: Why is it questionable and how was it resolved?
- Differences: In order of the STAT, the resolution of any differences between information provided at the interview and the ESD 202, Application.

Medical Information

Medical information documented in CATNs should be limited to the information that is necessary to share with other staff for the purpose of processing eligibility or taking action on an individual's case.

P2204 APPLYING UNDER SANCTION

When approving benefits check budget to see if a sanction amount is showing. If it is, explore further to see if the sanction is still in effect.

Determine if Sanction is cured (Reach Up Services rule 2377.2)

Households that were sanctioned when closed remain sanctioned unless they have a full month break in benefits. Use the date of approval to determine if a full month (30 days) has passed.

If a case closed mid month, consider the 16th of the following month a “full month.” If the case closed at the end of the month, consider the next calendar month as a “full month.”

Example 1: Case closes in sanction on 2/15/19. If reapplying and approval will be 3/16/19 or beyond, sanction has been cured.

Example 2: Case closes in sanction on 2/28/19. If reapplying and approval will be 4/1/19 or beyond, sanction has been cured.

Sanction remains in place

Applying before the 16th of the month

If someone closes RU and then reapplies and is still sanctioned—if applying before the 16th, explain they must meet with a case manager before the 16th in order to receive any benefits for the month.

Applying after the 16th of the month

If applying after the 16th, benefit for the current month is forfeited and they must meet with case manager before the 16th of the following month in order to receive any benefits.

Informing Case Management

Eligibility staff should send an email to the District Management Team to inform them that there is a sanctioned applicant who is pending (or recently approved if all supporting documents/information is provided). Reach Up Supervisor (or their alternate if out) should inform the RU Case Manager to reach out to the sanctioned participant to set up a meeting.

Sanctioned applicant in office

If the applicant is in the office meeting with Eligibility staff, and a case manager or RU supervisor is not available to meet with the applicant at that time, the face to face meeting with Eligibility can count as the sanction meeting and benefits can be released. Participants should then be encouraged to meet with their case manager as soon as possible to create a plan to cure their sanction.

P-2210 HOUSEHOLD COMPOSITION

P-2210A Determining the Reach Up Household (Reach Up rule 2240)

In order to determine the Reach Up Household, follow these steps:

- Identify the dependent eligible child or children.
- Identify the siblings related to the dependent child by blood, marriage (step-siblings), or adoption in the household, who meet age requirements.
- Identify parent(s) of the dependent child or children in the household, and any parent(s) of the related siblings to the dependent child(ren).

These are the required members of the Reach Up Household.

Example: Single Parent, One Child With Income

A mother has three children; ages 18, 15, and 10; by two different fathers, both absent. Her oldest child receives monthly Social Security benefits (SSDI) based on the noncustodial parent's disability. The mother wants to apply for Reach Up for the two other children.

- The two younger children are eligible children, because they are under 18.
- The oldest child, who is 18 and is scheduled to graduate before his 19th birthday, is a sibling to these two by blood through the mother.
- The mother is the parent in the household, and is related to all the children

The mother and her three children must be included in the Reach Up Household, and the income and resources of all members, including the Social Security (SSDI) received by the eldest child, must be considered as available to the family.

Example: Unmarried Parents; Child-in-Common; Half Siblings

The household consists of two unmarried parents, Mother and Father. The mother has two minor children, Jane and John by a previous marriage. The father, who is working part-time, has a child of his own, Peter, by a previous marriage. The parents, in addition to the children listed above, have a child in common, Mary.

The mother is applying for Reach Up for her two children from her previous marriage.

- Jane and John are eligible children because they are under 18.
- Mary is related by blood to Jane and John. Mary is an eligible dependent child. Therefore, Mary must be included in the Reach Up Household.
- Peter is related to Mary by blood therefore, he must be included in the Household as a sibling of an eligible dependent child.
- Mother is eligible as the parent of Jane, John, and Mary the eligible dependent children.
- Father is eligible as the parent of Mary and Peter.

The Reach Up household is Mother, Father, John, Jane, Mary, and Peter.

Special Circumstances

Termination of Parental Rights

Termination of parental rights does not sever the legal relationship between siblings. The children remain siblings unless they are adopted by different parents.

Example: Caretaker household with half siblings, one with terminated parental rights

Bill has been living with his grandmother, Lena. Lena is receiving a child only Reach Up grant for Bill. Both of Bill's parents have had their parental rights terminated. Jen and Bill have the same birth mother and different fathers. Jen's parents have not had their parental rights terminated. Jen has moved in with Bill and Lena.

Bill and Jen can be on the same Child Only Reach Up grant because they remain siblings.

Children receiving SSI

Siblings of a child receiving SSI do not get pulled into the same household because the SSI child is not in the assistance group (unless their shared parent is in household).

Example: Eric receives SSI and lives with his father, Jim. Jim takes on care of

Eric's two half siblings Cecilia and Zoey (shared mother, different fathers than Eric).

Jim is able to receive a Child Only Reach Up grant for Cecilia and Zoey because Eric is not on the grant.

P-2210 HOUSEHOLD COMPOSITION (continued)

P-2210B Minor Parents

Living With Parents (Reach Up rule 2231.2, Reach Up Services rule 2336)

A minor parent living in the household of their parents may apply for Reach Up on behalf of themselves and their child. This is true even if the minor parent is the only child in the household. The grandparents' income and resources are not considered.

Example: Minor Parent Living with Parents

The household consists of two parents with two minor children. One of the minor children, age 15, has a child. She will pay her parents (now referred to as grandparents) \$400 a month in rent once she gets Reach Up. She applies for Reach Up for herself and the child. She has no income but her father earns \$1200.00 a week. The grandparents own their own home outside Chittenden County and pay \$800.00 a month in mortgage payments.

The minor parent and her child are eligible for Reach Up. Her \$100 month shelter expense will be considered for the budget—but none of the grandparent's income (the \$1200/week) will be counted.

Living With Foster Parents or in DCF Custody (Reach Up rule 2263.4)

A minor parent who is committed to the care and custody of DCF is not eligible for Reach Up benefits if he/she has foster parents receiving foster care payments on their behalf. In order to be eligible for Reach Up, the foster care payments must be terminated. The minor parent, foster parents and DCF need to choose whether foster care payments (for the minor parent only) or Reach Up benefits (for the minor parent and child) would be more advantageous. If Reach Up is chosen, the minor parent's and child's needs should be budgeted as room/board.

There are some instances where a minor parent does not live with foster Parents but lives on her own and receives payments from DCF. In order to be eligible for Reach Up, these payments need to be terminated.

Foster Care Special Circumstances

If the other parent of the minor parent's child lives in the same household with the minor parent and the minor parent's foster parents, the other parent and child can receive a Reach Up grant on their own.

Example: Sam lives with his uncle and aunt who receive a foster care stipend for him. Sam and Sally just had a baby, Suzannah. All three are now living with Sam's uncle and aunt.

Sally and Suzannah can receive a Reach Up grant on their own. Sam can continue to receive a foster care stipend through his uncle and aunt. Ask during reviews if the foster care stipend continues. When payment ends, Sam should be added to the Reach Up grant.

BPS Support

Consult [ESD AOPS](#) if household composition is questionable

Entering above Foster Care Special Circumstances in ACCESS

Remove the X under RU on Sam's MEMB panel and place a 6 under his RU Case Memb. Put through background.

Code Sam a 9 under RUFA Case Member and add a UNEA for SSI income with a \$0.01 of income.

Add a DISA panel with D E 99 99 9999.

Enter a CATN and a WARN on case explaining why this was done and reminding BPS to check at every review if foster care payments are still being received on Sam's behalf.

Do not add an ABSP panel, as Office of Child Support (OCS) will not consider him to be absent.

P-2210 HOUSEHOLD COMPOSITION (continued)

P-2210C Joint Custody (Reach Up rule 2231)

One Parent Applies for Reach Up (Other Parent is Not Seeking Benefits)

Determine if child spends 15 nights per month in the applying parent's household.

- If the parent reports that the child spends at least 15 nights per month in the parent's household, no further verification is necessary.
- If the parent reports that the child spends less than 15 nights per month in the parent's household, the child is not considered to be living in the same household as the parent, and therefore, is not eligible to receive Reach Up in the parent's household.

Conflicting Information

If the department receives information indicating that the child does not spend at least 15 nights per month in the household, obtain copies of any Parental Rights and Responsibilities Agreement (PR&R).

- If the PR&R gives the applicant parent physical custody at least 50% of the time, the child is considered to be living in the household with the parent.
- If there is no PR&R, the applicant parent must provide collateral statements that the child spends at least 15 nights per month in the parent's household. These statements could include, but are not limited to:
 - Collateral statements from neighbors, child care providers, school personnel, medical providers.

Both Parents Apply for Reach Up

If either parent indicates the child does not spend at least 15 nights per month in the household, the child is not considered to be living in the same household as the parent, and therefore, is not eligible to receive Reach Up in the parent's household.

If both parents claim the child spends at least 15 nights per month in their household obtain copies of the latest PR&R and determine physical custody.

- If both parents share 50%/50% custody, grant benefits to the parent who applies first.
- If one parent has more than 50% custody, grant benefits to that parent.
- If one parent states the PR&R does not accurately reflect where the child is living, explain they can provide collateral statements and recommend they return to court to update the PR&R. Send questionable situations to ESD AOPS for further guidance.
- If there is no PR&R, both parents must provide collateral statements that the child spends at least 15 nights per month in the parent's household. These statements could include, but are not limited to:
 - Collateral statements from neighbors, child care providers, school personnel, medical providers.

P-2210 HOUSEHOLD COMPOSITION (continued)

P-2210D Eligibility of Pregnant Women (Reach Up rules 2231 and 2240)

Pregnant Women Who Are Not Minors or High-Risk Pregnancy

Pregnant women with no children may be eligible for Reach Up within 30 days of their due date. Count the day before the due date as day one. Pregnancy must be verified.

If the other parent of the unborn child lives in the same household as the pregnant woman, the other parent cannot be on the grant before the birth of the child. The other parent's needs are not included in the Reach Up budget, however income and resources of the other parent must be used to determine eligibility.

- If the application date is 30 or less days from when the household will become eligible, ACCESS is programmed to deny for the month of application and grant for the following months.
- Deny the application if the application date is more than 30 days from when the household will become eligible. Add a note to the denial letter letting the household know her first day of potential eligibility and explain that she must reapply.

Pregnant Woman Under the Age of 18

A pregnant minor is potentially eligible for Reach Up when the expected delivery date falls within the month of application or in the three months period after the month of application. Once Reach Up is granted, eligibility is not affected if the woman turns 18 before her expected delivery date.

Pregnant Woman Unable to Work Due to High-Risk Pregnancy

A pregnant woman that is 18 years of age or older and claims that she is unable to work due to a high-risk pregnancy is potentially eligible for Reach Up when the expected delivery date falls within the month of application or in the three-month period after the month of application.

NOTE: If the pregnant woman applies within 30 days of the due date, a high-risk determination is not necessary.

- If the pregnant woman is receiving social security disability benefits, a high-risk pregnancy can be assumed.

P-2210 HOUSEHOLD COMPOSITION (continued)

P-2210E Caretaker Household (Reach Up rule 2241)

Dependent children living with a caretaker who is not the child(ren)'s parent, may be eligible for a Caretaker Reach Up grant. Legal guardianship is not necessary to be considered a caretaker.

Child support forms must be provided for all absent parents of the child(ren). Caretakers can complete the forms with as much information that they have available.

Caretaker and Parent in the same household

Caretaker as the legal guardian

If the caretaker is the legal guardian and a birth parent moves into the household with the caretaker and the child(ren), it is up to the caretaker to decide if the parent should be included in the Reach Up grant or not. The caretaker remains the payee of the grant in either case.

Caretaker not the legal guardian

If the caretaker is not the legal guardian and a birth parent moves into the household with the caretaker and the child(ren), the birth parent must be included in the Reach Up grant.

Child Only Grant

Shelter expenses will be used to determine the Reach Up benefit. Encourage the caretaker to "charge" the children a shelter expense to maximize the grant (\$490 outside Chittenden County; \$540 within Chittenden County). See Procedure 2214B on Caretaker Shelter.

Caretaker Applying for No Other Programs

Questions on the ESD 202 should be answered as if the child is answering the questions. The children's resources and income must be indicated.

Caretaker Applying for 3SVT or Supplemental Fuel

Questions on the ESD 202 must be answered for everyone in the household. Clarify income and resource information for the child so the Child Only Reach Up grant can be correctly determined.

Caretaker Applying for Reach Up for their own children at same time

Two separate applications are not necessary, but the application should be scanned into both cases in OnBase.

Take lots of notes on the application and/or put "stickies" in the case in OnBase so that it is clear who the application is for.

Needy Caretaker Grant

Only one caretaker may be included in a Reach Up household, even if the children have more than one caretaker (for example, two grandparents). However, income and resources of the caretaker's spouse must be included in the budget. Questions on the ESD 202 must be answered for the caretaker, a spouse (if there is one) and the children.

Include the rent the caretaker pays (do not include the rent "charged" to the children for this budget).

Compute Reach Up budget for children and caretaker and compare countable income to payment maximum for household size.

Determine if the caretaker should be included in the Reach Up household. If the caretaker's income is too high to qualify for a Reach Up grant, the caretaker should not be included in the household.

Caretakers can choose whether to be included on the Reach Up grant. If the caretaker is included on the Reach Up grant, he or she will be required to work with a Reach Up case manager.

BPS Support

Caretaker Household Examples

Example: Caretaker with no Spouse or Children of their own (biological, step or adopted)

A child with SSA income of \$250 lives with an aunt who is her caretaker.

- The aunt applies for Reach Up on behalf of the child.
- The aunt does not live with a spouse or her own children.
- The aunt's only resource consists of \$1200 equity in a car.
- She has a job earning an average of \$450/month.
- She has no unearned income.
- She pays \$575 a month rent and charges the child \$490. She lives outside Chittenden County.

STEP #1 - DETERMINE IF THE CHILD IS ELIGIBLE

Basic Needs for one	\$475
Rent charged by caretaker (use max housing allowance)	+\$400
Special Housing Allowance	+ \$90
Total Needs	= \$965
Ratable Reduction	X .496
Payment Standard	= \$478
Child's unearned income (SSA)	- \$250
Reach Up grant for child	= \$228

Since the child's unearned income is less than the payment standard of \$478 a month, the child is eligible for a child only grant.

STEP #2 - DETERMINE IF THE CARETAKER IS NEEDY

Compute Reach Up earned income:

Gross income	\$450.00
Earned Income disregard	-\$250.00
	= \$200
X .25 of \$200 =	- \$50
Countable earned income	= 150

Compute Reach Up budget for caretaker and child:

Basic Needs for two	\$680
Rent payed by caretaker (use max housing allowance)	+ \$400
Special Housing Allowance	+ \$90
Total Needs	= \$1170
Rateable Reduction	X .496
Payment Standard	= 580
Child's unearned income (SSA)	- \$250
Countable earned income	- \$150
Reach Up Grant	= \$180

The combined income of the caretaker and child is less than the Reach Up payment standard so she is needy and could receive a Needy Caretaker grant.

The Caretaker in this household can decide which type of grant she would like to receive, a Child Only grant of \$228 or a Needy Caretaker grant of \$180.

P-2210 HOUSEHOLD COMPOSITION (continued)

P-2210F Ability to Work

If one or both parents in a household say they are not able to work, enter a Disability panel (DISA) for them with a review date 60 days out.

Name of Disabled Person	Disability Factor	Medical Decision	Review Date
JASMINE BENNET	W	E	01 01 2017

Katie Beckett Date
Mo Year

Disability Factor: Medical Decision:
D - Disability E - Medically Eligible
W - RU & FS Temporary Deferment I - Medically Ineligible
B - Blind P - Provisionally Eligible
X - Not relevant to any factor

USER: 084 FNX: STAT MODE: D RPTGRP: 666 66 6666 PERIOD: 01 16 COMMAND:
DO: M IMS: GMI REPORTING ADULT: JASMINE BENNET 3

Indicate a Disability Factor of "W" for Reach Up related. Case managers will update as needed.

P-2210 HOUSEHOLD COMPOSITION (continued)

P-2210G Mandatory Youth (Reach Up Services rule 2337)

Inform District Management team if 16 or 17 year old child in the Reach Up household is no longer a full time student.

Out of school youth (known as Mandatory Youth) are required to work with a Reach Up case manager. If they do not participate, the youth can be sanctioned and their needs will be removed from the Reach Up grant.

If they are the only household member (parent(s) on SSI or child only caretaker grant) the household must be closed.

BPS Support

To remove the Mandatory Youth from the household the case manager or Reach Up Supervisor will have to "sanction" the youth.

Go to CASE C SANC and select the youth (a WORK screen will have to be entered for the youth to show up on the CASE C SANC screen).

Enter a code "M". No meeting information is stored for a mandatory youth.

```
01/24/19 15:22          *** CASE SANCTIONS SCREEN ***          (ASPEBH)
BPS:  D02 / ROBERT          DT LST MOD: 00 00 0000
FSCM: D02 / ROBERT WILLIAMS,          MOD BY:
-----+-----+-----+-----+-----+-----+-----+-----+
SANC | START SANCTION CODES | ASHD32AA | IT |
RSN  | 1 - Adult requested Fair Hearing AFTER sanction started | | ? |
M    | 2 - Minor Parent failed approved living | | |
    | 3 - Failed job search requirements | | |
    | 4 - Refused job or work placement | | |
---- | 5 - Quit job or work placement | | ACT |
FAM  | 6 - Dismissed from job or work placement without good cause | | AMT |
    | 7 - Failed to comply with Reach Up requirements | | |
    | M - Mandatory Youth failed to comply with Reach Up | | |
CONS | H - Mandatory Youth requested Fair Hrng AFTER sanction started | | |
    | F - Sanctions on hold: Fair Hearing requested before sanction | | |
    | started. Use for adult or youth. | | |
    | YOUR SELECTION: M | | |
USER +-----+-----+-----+-----+-----+-----+-----+
DO: Z IMS: D02 RPTGRP NAME: 
```

Approve the decrease in ELIG.

```

01/24/19 16:06          RUFA Results - Budget          ASP1VA0
PERIOD: 02 19 VER: 2 OF 2          PERIOD: 2 19 VER: 1
PROC: 01 24 19 16:05          PROC: 01 07 19 13:35
NET SELF EMPLOY INCOME:    $
GROSS EARNED INCOME:      +$
WORK EXPENSES:            -$
EARNED INCOME DISREGARD:  -$
DAY CARE EXPENSES:       -$
UNEARNED INCOME:         +$
RUFA Income:              =$
BASIC NEED STANDARD:      $ 475.00
SHELTER EXPENSES:        +$
TOTAL NEEDS:              =$ 475.00
PAYMENT STANDARD: 49.6%   $ 235.60
REACH UP Sanction Amt:   -$ 75.00
RUFA Grant:               =$ 160.00
RECOUPMENT:              -$ 160.00
RUFA Grant Less Recoup:   =$
Parent Share Offset Amt: -$
RUFA Reduced Grant Amt:  =$ 160.00
INCOME TEST: GROSS: PASSED    NET: PASSED    GROSS: PASSED NET: PASSED
USER: 934 FNX: ELIG MODE: C RPTGRP:          PERIOD: 02 19 COMMAND:
DO: Z IMS: D02 RPTGRP NAME:                   PANEL: 3

```

This case went from a household of 2, to a household of 1. The head of household/participating parent happens to be sanctioned in this household also.

P-2211 OUT-OF-STATE TANF MONTHS

Verifying Out-of-State TANF Months (Reach Up rule 2238)

Verify Out-of-State TANF months and enter them into ACCESS. ACCESS keeps track of the total number of months. Obtain information for each parent in the household.

Initial Application

Review ESD 202 to see if members of Household report moving to Vermont in last 12 months or receiving benefits in another state. Clarify this information during interview even if the household has answered no on the ESD 202.

Check in ACCESS to see if reported states have already been contacted for this person and verified. If the states are not listed, contact the state(s) identified by using the [National Directory of TANF Contacts](#). States can supply the information over the phone or by completing the Out of State TANF Verification Request (form [ESD 202TANF](#)).

If successful in reaching the state that day, update information in ACCESS and CATN.

If unable to obtain the information that day, send the state the 202TANF by fax, email or mail. Also send the household an ESD202V stating this information has been requested with a 10-day deadline.

Enter a clear CATN how the 202TANF is sent (i.e fax, e-mail, or mail) and the date it is due back.

202TANF Not Returned

Enter the information provided by the household during the interview and record that the information was verified via self-declaration.

202TANF is returned, either by the due date or at a later date

Update the household information based on the documentation provided from the other state(s) and CATN that the information was verified via the form.

202 TANF is returned and household received 60 plus months in another state(s)

Send an email to the Reach Up case manager and Supervisor that this household has received over 60 months of TANF benefits. The household will be required to comply with the requirements for households that have received 60 or more months of Reach Up.

Recertification

If participant completes the ESD 202 at review and reveals at this time that they have received TANF in other states, follow the procedure listed above.

P-2212 RESOURCES

P-2212A Vehicles (Reach Up rule 2283.5)

A vehicle means anything subject to registration by the DMV. The vehicle does not have to be registered.

Examples include: cars, trucks, jeeps, motorcycles, campers, van, snowmobile, or motorboat.

Consider the salvage value of a *non-operable* vehicle.

Excluded Vehicles

Exclude one operable vehicle for *each* adult in the household. Also exclude one vehicle for each child of driving age to use for school or work.

Always exclude the vehicles with the greatest value first.

Leased vehicles are not counted as they are not owned.

Countable Value

Consider the equity in all remaining vehicles. Equity means the Fair Market Value less the amount owed on the vehicle.

Determining Fair Market Value (FMV)

Look online at [NADA "blue book"](#) value.

An appraisal from a licensed dealer may be required if a vehicle could be classified as an antique or classic.

Note: If a vehicle is too old to be listed in the blue book, but not old enough to be considered an antique or classic, accept the participant's estimate of value.

BPS Support

Entering CARS Panel in ACCESS--STAT C CARS

```
01/27/16 15:35 VEHICLE RESOURCE QUESTION 18 ( CARS . 01 )
(LAST UPDATED: / / : | ASPAEC )

          VEHICLE      AMOUNT  COUNTABLE  BLUE BOOK
          TYPE        OWED     CODES      VALUE
NAME OF PERSON OWNING VEHICLE ***** $$$ $$ ¢¢  RUFA  FS  $$$ $ ¢¢
.ANDREA M SEAMAN          00HONDACIVIC  01500 00  T    A   03200 00
```

Enter Countable Code under
RUFA on CARS panel

```
USER: 084 FNX: STAT MODE: C RPTGRP: 666 66 6666 PERIOD: 01 16 COMMAND:
DO: M IMS: GM1 REPORTING ADULT: .ANDREA M SEAMAN 3
```

```
01/27/16 15:35 VEHICLE RESOURCE QUESTION 18 ( CARS . 01 )
(LAST UPDATED: / / : | ASPAEC )

          VEHICLE      AMOUNT  COUNTABLE  BLUE BOOK
          TYPE        OWED     CODES      VALUE
NAME OF PERSON OWNING VEHICLE ***** $$$ $$ ¢¢  RUFA  FS  $$$ $ ¢¢
.ANDREA M SEAMAN          00HONDACIVIC  01500 00  AS0DECRD
```

COUNTABLE CODE - RUFA

T - USED AS TRANSPORTATION. POLICY ALLOWS FOR ONE VEHICLE PER ADULT,
MAXIMUM TWO PER HOUSEHOLD, TO BE EXCLUDED AS A RESOURCE. CLIENTS
MUST PICK WHICH VEHICLE(S) TO EXCLUDE.

N - EXCLUDED, CHECK CURRENT POLICY!

Y - EQUITY VALUE COUNTED AS A RESOURCE. USE THIS CODE FOR ALL NON-
EXCLUDED VEHICLES, INCLUDING JUNK VEHICLES WITH A SALVAGE VALUE.

```
USER: 084 FNX: STAT MODE: C RPTGRP: 666 66 6666 PERIOD: 01 16 COMMAND:
DO: M IMS: GM1 REPORTING ADULT: .ANDREA M SEAMAN 3
```

Enter code "N" for SSI recipient's car or car belonging to child of driving age. Exclude both.

Enter code "T" for adult participants.

P-2212 RESOURCES (continued)

P-2212B Real Property (Reach Up rule 2282)

Real property is defined as land or buildings including mobile homes.

Occupied By Household

Exclude as a resource if it is occupied as a home by the household.

Not Occupied By Household

If the property is not occupied as a home- equity may be excluded from resources for 6 months if the household is making a good faith effort to sell.

Determining Good Faith Effort

Consider:

- Whether the property has been advertised for a reasonable period or is listed for sale with a real estate agent.
- Whether the sale price is reasonable based on an appraisal of the fair market value or its value as listed for property tax purposes.

Property Sale Reimbursement Agreement

Household must sign a Property Sale Reimbursement Agreement (form [ESD 108P](#)) and agree that the proceeds from the sale will be used to repay Reach Up received.

- Balance from sale to be counted as a resource.
- At end of the 6 months, if the property has not sold and the recipient continues a good faith effort to sell, exclude for another 3 months- but only with the approval of a member of the District Management team.
- Count full equity value as a resource if the property has not sold by then.

BPS Support

Entering Real Property in ACCESS--STAT C PROP

```
01/27/16 15:39 PROPERTY RESOURCE QUESTION 19 ( PROP . 01 )
(LAST UPDATED: / / : ; ASPAEE )

NAME OF PERSON WHO OWNS PROPERTY DESCRIPTION OF ASSESSED VALUE AMOUNT OWED COUNTABLE CODE
ANDREA M SEAMAN *** PROPERTY ** 100N.Main Essex 90000 00 70000 00 S

EXEMPTION REVIEW MONTH
MM CCYY
-
```

COUNTABLE CODE
C - COUNTABLE
F - FUTURE RESIDENCE
H - CURRENT OR TEMPORARILY UNINHABITABLE RESIDENCE
I - INCOME-PRODUCING, NOT COUNTABLE FOR FS OR SSI-ME
J - JOINT OWNERSHIP, NOT COUNTABLE FOR RUFA, ME OR FS
M - INCOME OR HOME GOODS PRODUCING, NOT COUNTABLE FOR SSI
P - INCOME PRODUCING, NOT COUNTABLE FOR FS
S - FOR SALE

USER: 084 FNX: STAT MODE: C RPTGRP: 666 66 6666 PERIOD: 01 16 COMMAND:
DO: M IMS: GM1 REPORTING ADULT: ANDREA M SEAMAN 3

Only goes up to \$99,999.
Will need 2nd panel if value is over.

CATN information about property and create a future todo to check back on status of property in 6 months and then 3 months if extended.

P-2212 RESOURCES (continued)

P-2212C Jointly Owned Resources (Reach Up rule 2280)

If a member of a household's name appears on a resource (e.g., a bank account or a property deed) and they claim ownership of a smaller portion of the asset than policy indicates how it should be counted, do the following:

Ask the household to complete (with all other owners) the Jointly Held Liquid Resource Statement ([ESD 208L](#)) or the Jointly Held Non-Liquid Resource Statement ([ESD 208N](#)) for each asset.

Accept alternate forms of verification if they contain the necessary information and signatures.

If relevant information is not provided the claim will be counted as a resource.

Liquid Assets

Liquid Assets include:

- Cash on hand
- Cash in savings accounts or checking accounts
- Stocks, bonds, mutual union shares
- Certificates of Deposits (CD)
- Credit union shares
- Promissory notes
- Mortgages which are payable to the household and negotiable
- Similar properties

Non-Liquid Assets

Non-Liquid Assets include all other property which cannot be easily converted to cash.

P-2213 INCOME (Reach Up rule 2270)

A household's financial eligibility is determined by comparing the household's total net income to the household's total basic need requirements.

To determine a household's eligibility and benefit amount you must count all earned income and unearned income not specifically excluded per rule 2276 (Excluded Income).

The income tests are applied at application, interim report, recertification and whenever there is a change that causes redetermination of eligibility.

Countable and non-countable income types:

Type of Income	Reach Up	3SquaresVT & Fuel
Adoption Subsidy	Not Countable.	Countable.
AmeriCorps (State/National)	Not Countable.	Not Countable.
AmeriCorps VISTA	Not Countable.	Varies, See Rule
Child Support	Countable (<i>disregard first \$50</i>)	Countable.
Education Grants/Scholarships	Not countable in most cases (<i>see rule 2276</i>).	Not countable if Title IV Funds.
Employment as Temporary Census	Countable.	Not Countable.
Employment Stipends	Not Countable	Varies - see Income.
Employment Stipends *LUND Replication \$1 per day	Not Countable	Not Countable.
Federal Work Study	Not countable in most cases (<i>see rule 2276 C</i>).	Not countable if Title IV Funds.
Foster Care	Not countable in the household income, but foster child cannot be on grant.	Counted if child active. Not countable if child is not included in the benefit household.
IRA	Countable unless not available to the individual (<i>see rule 2283.4</i>).	Countable- mandatory to withdraw from this if 70 ½ years old+.
Job Corps Stipend	Not Countable.	Not Countable.

P-2213 INCOME (continued)

P-2213A Earned Income (Reach Up rule 2274)

Earned Income is gained from the performance of service, labor, or work. Earned income includes, but is not limited to salaries, wages, commission, tips, self-employment or payments for services.

How to Count Wages/Salary

Use the gross monthly income from the past 30 days before the application and divide by the number of pay periods. To determine the monthly income for the application month, multiply this amount by 4.3 if paydays are weekly, 2.15 if pay periods are bi-weekly, or 2 if paydays are semi-monthly.

If the income from 30 days prior to the month of application is not representative of current or future monthly income, request verification from the employer of the current or future anticipated income. Collateral statements from the employer are also acceptable if the other methods are unsuccessful.

New or Changed Income

When a participant reports a new income or changes to the ongoing income, ask for verification.

Base the income estimate on verification received during the 10 days when the participant was supposed to verify income (or the first paystub if the participant will not receive their first pay within those 10 days and the employer will not give a statement).

If a participant submits wage verification for a partial week and a full week and the hours vary from the first to the second week, ask the participant if hours will generally vary.

- If yes, average the wages from both pay stubs and convert to a monthly amount.
- If the participant says the first partial week was not representative, verify it with the employer. If the employer confirms, use the full week's wage for the estimate. Convert to a monthly amount by multiplying by 4.3.

- If the hours do not vary, use the full week's wage stub and multiply by 4.3 for the estimate.

If the participant submits a wage stub for a partial week, and it is the only wage stub they have received:

- If it is representative (for example, a State employee who will be working 8 hours a day, 5 days a week, may not initially receive a full paycheck), make the estimate by multiplying the verified hourly wage by the number of hours to be worked and convert to a monthly amount.
- If it is not representative, request a statement from the employer.

Decrease and Increase in Income

If a participant reports a change in income, ask for verification. When verification is submitted, recalculate the monthly income by averaging and converting to a monthly figure.

Issue the supplement immediately if the employer is clear on the reduction and it is an ongoing situation.

Example: *Participant reports and verifies on 8/3 that her hours have decreased, and wages will change from \$150 a week to \$100 a week. The employer verifies that this is an ongoing change. The first decreased check will be received 8/18. Therefore, her checks for August will be \$150, \$150, \$100 and \$100. The average is \$125, so the new monthly income for August is \$537.50 ($\125×4.3). Issue the supplement. In September, the monthly income will be \$430 ($\100×4.3).*

Entering Ongoing Job Income in ACCESS

Entering Income: When using paystubs, income should be entered exactly as it appears on the paystubs. Do not drop cents.

On the JINC panel, enter:

- The actual dates paid in the "MO DA YEAR" field
- Hours worked in the "HOURS" field.
- The gross wages (place zeros for gross wages if participant has some weeks with no earnings) in the "GROSS WAGES" field or "TIPS/COMMISSION" field.

- The day the participant gets paid in the "DAY PAID" field.
- How often the participant is paid (weekly, bi-weekly, etc.) in the "PAY FREQ" field.

```

12/07/18 14:45      INCOME INFORMATION FOR JINC . 01      ASPAFA3
NAME: WHITE      SNOW      SSN: 151-31-8978
      MO DA YEAR      HOURS      GROSS WAGES      TIPS/COMMISSION      PAY      PAY
      MO DA YEAR      HHH      $$$$$ c¢      $$$$$ c¢      FREQ      DAY
1. 09 01 2018      005      00250 00      B      THU
2.
3.
4.
5.
      TOTALS:      5      250.00      EMP      JOB
      MONTHLY:      10      537.50      F5      F6
**EITC AMOUNT:      $$$$$ c¢      VERIFIED: ES V UPDATED: 20181207
FUTURE START:      /      /      CM      UPDATED: 20181207
USER: 430 FNX: STAT MODE: D RPTGRP: 151 31 8978 PERIOD: 12 18 COMMAND: BACK
DO: Z IMS: D02 REPORTING ADULT: SNOW      WHITE

```

ACCESS will automatically:

Total the monthly gross wages.

Figure the appropriate income (using 4.3 or 2.15, or actual amount received).

Place the figure on the 3rd panel of ELIG.

Rounding Rules for Hours Worked:

0.5 and above is rounded to the next highest number

0.4 and below is rounded to the next lowest number

Paystub Format:

Paystub shows hours in this format, with a colon

Hours – 30:15

The colon indicates that the participant worked 30 hours and 15 minutes. Since this is less than a half hour, this would be rounded **down** to 30 hours.

Hours – 30:30

The colon indicates that the participant worked 30 hours and 30 minutes. Since this is at least *half* an hour (**or 0.5 hour**), this would be rounded **up** to 31 hours.

Paystub shows hours in this format, with a period

Hours – 30.15

The period indicates that the participant worked 30.15 hours. This would be rounded **down** to 30 hours.

Hours – 30.3

The period indicates that the participant worked 30.3 hours, which is still less than 30 ½ hours. This would be rounded **down** to 30 hours as well.

Hours – 30.5

The period indicates that the participant worked 30.5 hours, which is 30 ½ hours. This would be rounded **up** to 31 hours

P-2213 INCOME (continued)

P-2213B Unearned Income (Rule 2271):

Unearned Income is cash or contributions received by a person for which they do not perform work or provide a service. (i.e. Alimony Payments, Social Security, Unemployment Compensation, Worker's Comp, Child Support, \$70 HUD Fuel and Utility subsidy or \$30 utility-only subsidy, Pension plans. etc.)

The full amount of received and available unearned income is countable, except for disregards/excluded income listed in rule 2276.

Social Security Unearned Income

To verify SSA, SSDI, or SSI, check the INFC function in ACCESS. (SDX.01)

SSA (Social Security retirement) - Countable Unearned income.

SSA is for individuals who have paid social security taxes through history of employment. Regular social security retirement, or Survivor benefits for children or spouses, or Benefits for children/spouses whose parent/spouse is disabled and receiving SSDI.

SSDI (Social Security Disability) - Countable Unearned income.

For individuals who have paid social security taxes through history of employment. If individual receives a combination of SSI and SSDI, they can't get Reach Up. (Rule 2210.2)

SSI (Supplemental Security Income) - Partially countable if received by a parent.

SSI provides benefits to adults and children who have limited income and resources and are: Age 65 or older; Blind or Disabled. This benefit is paid when an individual didn't pay enough social security taxes to receive the full Social Security benefit- either retirement (SSA) or disability (SSDI).

Social Security Income notes

Someone can get both SSI and SSA/SSDI benefits.

Anyone who receives any SSI is not eligible to be on the Reach Up grant. Most income and all resources don't count. If a family member is on SSI and working, their job income is NOT counted.

Counting \$115 of SSI

Reach Up counts up to \$115 per household of adults' SSI income.

Children's SSI income is NOT countable.

Any combination of adult SSI income over \$115 is not countable.

If adult's SSI is less than \$115, we count only up to that lesser amount.

ACCESS will figure this automatically.

SSI 1619(b) Status

Disabled individuals who received SSI/AABD and became gainfully employed, can be granted 1619(b) status by the Social Security Administration. They shall continue to be considered SSI recipients during any months in which their 1619(b) status remains in effects, whether or not they receive a SSI benefits.

These individuals, and their income, are excluded from the Reach Up household and budget while they have 1619(b) status.

Unemployment Insurance (UI)

In order for a household to be eligible for Reach Up, they have to pursue all other forms of income, including unemployment. All Reach Up applicants who have left a job in the last 60 days are required to apply for UI benefits. Reach Up participants who have left a paying job and could be eligible for Unemployment Insurance benefits (UI) need to apply for UI or their Reach Up could be closed.

Before denying or closing a case check with Department of Labor (DOL) to see if the household has applied for Unemployment.

It is up to the household to inform us if they start to receive Unemployment, and to keep up with their weekly claims.

Enter an Unearned Income (UNEA) panel in ACCESS after confirming that the household did apply. As long as the UNEA is entered, ACCESS will automatically run a tape match if they start receiving something. If the UNEA switches to \$0 but there is money left in the claim send a VCR asking the household to explain what is happening.

Fuel and Utility Subsidy (Reach Up rule 2271F)

Families in subsidized housing, who pay for fuel and/or utilities out of their own pocket, have their rent reduced by the housing authority in the form of a Fuel and Utility Subsidy. This rent reduction/subsidy is considered unearned income. Either \$70 or \$30 is added back into the Reach Up budget as unearned income. This ensures that the value of any Fuel and/or Utility subsidy is counted in the grant calculation.

\$70.00 – for a family with a subsidized housing fuel or fuel-and-utility subsidy or
\$30.00 – for a family with a utility-only subsidy.

The following table demonstrates the different subsidy scenarios

Heat & Util included in rent (not getting the subsidy.)	\$0 Fuel and Utility Subsidy considered as Unearned Income.
Heat not included in rent. (Paying on own, rent reduced accordingly. Rent reduction considered unearned income.)	\$70 Fuel and Utility Subsidy considered as Unearned Income.
Utilities not included in rent. (Paying on own, rent reduced accordingly. Rent reduction considered unearned income.)	\$30 Fuel and Utility Subsidy considered as Unearned Income.
Neither heat or utilities included in rent. (Paying on own, rent reduced accordingly. Rent reduction considered unearned income.)	\$70 Fuel and Utility Subsidy considered as Unearned Income.

BPS Support

Checking 1619b status in ACCESS

Option 1: Check the UNEA panel where the SSI income would be listed. On the bottom of the screen, you would see "1619B MED CONT" if the participant has an approved 1619B status.

```

12/08/17 08:50 UNEARNED INCOME      QUESTION 28 ( UNEA . 01 )
                                     (LAST UPDATED: 10/31/17 16:19 ; ASPAFI )
                                     AVG MONTHLY
NAME OF PERSON                       INCOME AMT   RECEIPT DATE
RECEIVING UNEARNED INCOME           SSSSS cc   MO DA YEAR  TYPE  REC
C      G      0 01                   02 01 2017  02   Y

                                     AMOUNT      PROCESS DATE STATUS VER
SDX:    0 00                   10 26 17   N01   V

SDX STATUS
N01 - Not Eligible For SSI/AABD Payment.
      Recipient's Countable Income Exceeds Title XVI Payment
      Amount And His/her State's Payment Standard.
TRN CODE:07 TERMINATION
UNEARNED INCOME TYPE
02 - SSI-AABD
                                     1619B MED CONT
USER: 430 FNX: STAT MODE: D RPTGRP   PERIOD: 11 17 COMMAND: -
DO: H IMS: GH1 REPORTING ADULT:

```

Option 2: Check the INFC screen for the SSI recipient. Under Medical eligibility you would see "1619B Med Cont." if the participant has an approved 1619B status.

```

12/08/17 08:52      View SDX History      ASPWJH
Name:                SSN:
Payee                Resid
Addr:                Addr:

Onset of disability: 04/06/2008
Run date  Tot paid  Transaction  Medicaid eligible  Payment status
Tape ID   Tot elig  Trans dt    MED eff dt         Code
- 10/26/17  0.00  Termination  1619B MED Cont.   Excess Income
  1217U2D   0.00   10/25/2017   08/01/2008       N01
- 10/06/17  0.00  Termination  1619B MED Cont.   Excess Income
  1117U4P   0.00   10/05/2017   08/01/2008       N01
- 08/29/17  0.00  Termination  1619B MED Cont.   Excess Income
  1017U3H   0.00   08/28/2017   08/01/2008       N01
- 08/17/17  0.00  SVES Info    1619B MED Cont.   Excess Income
  SV17229   0.00   08/10/2017   08/01/2008       N01
- 08/11/17  25.04  Intra Add/Name/Amt  1619B MED Cont.   Excess Income
  0917U5U   0.00   08/10/2017   08/01/2008       N01
- 01/13/17  25.04  Chg-othr than Addr  Eligible          Current Pay
  0117U1B   25.04   11/21/2016   08/01/2008       C01
User: 430 Fnx: INFC Mode: D Rptgrp:   Period: 11 17 Command:
DO: Z IMS: 430 Rptgrp name:

```

If the participant states that they have been approved for the 1619B status but ACCESS is not showing it, please contact the Social Security office to clarify.

P-2213 INCOME (continued)

P-2213C Self-employment (Rule 2274)

Self-employment is counted as earned income. Self-employment income will be determined by the client's most recent tax return unless the tax return is not indicative of the current situation, a tax return has not been filed, or the client has earned income not subject to taxation. In these circumstances, the department will use the client's records and other available sources to determine self-employment income.

Self-employment income should be verified at application, interim report, recertification and whenever there is a change reported.

Allowable Self-employment expenses (Rule 2274.3)

Business expenses, which are deducted from gross receipts to determine adjusted gross earned income, are limited to operating costs necessary to produce cash receipts, such as:

- Office or shop rental;
- Taxes on farm or business property;
- Hired help;
- Interest on business loans;
- Cost of materials, stock, inventory, or livestock for resale required for the production of this income.

Disallowed Self-Employment expenses (Rule 2274.3)

- Payments on the principal of the purchase price of income producing real estate and other capital assets such as buildings, equipment, animals, etc.
- Expenses and net losses from previous years.
- Depreciation, depletion, and section 179 expenses.
- Penalties and fines.
- Money set aside for owner's retirement from Federal, State and Local Income Taxes.
- Entertainment expenses
- Personal transportation

Self-Employment Income – Tax Return is available

If the participant provides tax returns from the previous year that accurately show current income, see “Determining Self- Employment Income Using Tax Forms Procedural Handbook” on determining countable self-employment income by using the appropriate tax forms.

Information from most recent tax return forms may be “adjusted” to predict current income.

Example: The participant reports that milk price support income has decreased by 25% from the previous year. Current year farm expenses will approximate last year’s farm expenses. Verify the milk price support decrease (i.e. call the USDA for verification).

Last year’s income from dairy products (IRS Schedule F – milk income)
=\$50,000.

Last year’s farm expenses, not including depreciation = \$ 25,500.

Current year projected income (0.75 x 50,000) =\$ 37,500

Current year farm expense (not including depreciation)-\$ 25,500

Countable Income =\$ 12,000

\$12,000/ 12 months = \$ 1,000/month farm income projected for the current year.

Self-Employment Income- Tax Return Not Available

Self-Employment Fact Sheets are available for calculating farm income (204F), rental income (204R), and business income (204B).

If the participant hasn’t filed for taxes or previous year’s tax returns don’t represent current income/expenses, the appropriate business fact sheet can be used to verify current and ongoing income/expenses.

The participant can also provide a statement of predicted monthly income/expenses and will need to complete Interim Report every six months with current self-employment income/expenses verifications.

Calculating Self-Employment from Fact Sheets

Ask the participant to provide verification or complete the factsheet from the time the business has been in operation. Use the average income/expense data to calculate their ongoing income.

Example: Participant had a catering business for 7 months since 1/1/20xx and is applying for Reach Up. This participant would have to provide verification of their income and expenses for the last 7 months. The total of the income and expenses would be divided by 7, to determine the monthly income.

P-2213 INCOME (continued)

P-2213D Income from Providing Daycare (Reach Up rule 2274.4)

If payment received is:

Weekly: multiply by 4.3.

Bi-monthly: multiply by 2.15.

Monthly: use **monthly** figure.

Meal Deductions:

A participant who is providing day care for other children in their own home can deduct the cost of meals and snacks for the children from earned income as a business expense. To receive this deduction the assistance group must report the number of children receiving meals; the number of days on which meals were provided; and the type of meals provided. Use the following standard deductions or actual documented expenses, if higher.

Breakfast	\$1.31 per day
Lunch only	\$2.46 per day
Dinner only	\$2.46 per day
Snack	\$.73 per day

Need to know if the childcare provider is receiving a state reimbursement for food. If so, deduct the reimbursement from the expenses.

Other Business Expenses:

Can be counted if documented, such as a portion of the rent, toys, non-meal related supplies.

In cases that have documented non-meal related expenses, complete the following:

1. Manually calculate the total monthly meal expense using either the standard deduction table or the actual verified expenses (whichever is higher).
2. Calculate the monthly total for non-meal related expenses.
3. Add the two expenses together (meal and non-meal) and enter the total in the ACTUALS field on the DCIN panel. For these cases the entries in the meals fields will be disregarded and the amount in the ACTUALS field used.

```

12/21/15 13:15 DEPENDENT CARE INCOME QUESTION 24 ( DCIN . 01 )
                                (LAST UPDATED: 12/21/15 13:15 | ASPAFC )

PERSON WITH INCOME                INCOME  AMOUNT      NUMBER OF MEALS PROVIDED:
FROM BABYSITTING                  FREQ   $$$$$$ ¢¢  BREAKFAST LUNCH DINNER SNACKS
DIANNA M GARNER                   M      1450 00      200      200      240      240

                                MONTHLY AMOUNT    MONTHLY NUMBER OF MEALS:
                                $$$$$$ $$      BREAKFAST LUNCH DINNER SNACKS
                                1450 00        200      200      240      240

COUNT RECUR                      EXPENSE          ACTUAL          ***** WARNING! *****
CODE  (Y-N)      EXPENSE  AMOUNT  EXPENSES  (RUFA, MED, TCC WILL USE THE
-      Y          FREQ   $$$$$$ $$  $$$$$$ $$ 'TABLE' OR 'ACTUAL', WHICH-
                                EVER IS HIGHER.  FS & SF WILL
COUNTABLE CODES:                USE 'TABLE' IF 'ACTUAL' IS
BLANK - ALL PROGRAMS              BLANK OR ZEROES.  IF 'ACTUAL'
A - RUFA, RUFA-ME, TCC            FIELD IS COMPLETED, FS & SF
F - FS                             WILL USE 'ACTUAL').
M - SSI-ME
S - SF
USER: 084 FNX: STAT MODE: C RPTGRP: 666 39 8792 PERIOD: 12 15 COMMAND:
DO: B IMS: SB2 REPORTING ADULT: DIANNA M GARNER

```

P-2213 INCOME (continued)

P-2213E In-Kind Income (Reach Up rule 2270.2)

In-kind income is income other than money. The most common type of in-kind income is when a landlord provides shelter rent-free or at a reduced rate.

A portion of this income is counted in the Reach Up budget.

BPS Support:

How to calculate In-Kind Income as Shelter

1. Determine the amount of the in-kind income:

The in-kind income is either the actual value of the work as determined by the landlord/employer, OR The maximum shelter allowance, whichever is LESS (\$450/400)

Example:

Mr. Bradley and his son rent an apartment in Rutland valued at \$800 a month. Mr. Bradley helps the landlord with maintenance of the apartment complex. The landlord reduces the rent by \$300 a month.

Enter the amount of shelter incurred (Market value) in RENT: Enter \$800 in RENT panel.

2. Determine how much of the in-kind income to count in the budget:

Multiply in-kind income X's the ratable reduction (.496).

In-Kind income	\$300
Ratable Reduction (Must be calculated manually)	X .496
Countable in-kind income	= \$148.80

On the INKD panel:

Enter \$ 148.80 in the Equiv Amount field.

Enter a "Y" in the Recur field of the INKD panel.

Earned In-kind Income

x .496

12/21/15 13:09 EARNED INKIND INCOME QUESTION 23 (INKD . 01)			
(LAST UPDATED: / / : ASPAFB)			
	CLAIMED	EQUIV	
	VALUE	AMOUNT	RECUR?
NAME OF PERSON WITH INKIND INCOME	\$\$\$\$ ¢¢	\$\$\$\$ ¢¢	(Y-N)
DANIEL W SARTWELL	<u>00300 00</u>	<u>00148 80</u>	<u>Y</u>
USER: 084 FNX: <u>STAT</u> MODE: <u>C</u> RPTGRP: <u>666 77 4474</u> PERIOD: <u>12 15</u> COMMAND: _____			
DO: B IMS: 377 REPORTING ADULT: DANIEL W SARTWELL 3			

This will allow ACCESS to count \$148.80 as earned income.

P-2213 INCOME (continued)

P-2213F Room and Board Income (Reach Up rule 2274.3)

Income from Room and Board means that the participant is renting out a room and providing meals for one cost. The income for this type of business is entered on the RBIN panel in ACCESS.

Business expenses for the cost of Room and Board are either Standard Deduction or the Actual Documented Expenses, whichever is the higher amount.

Standard Deduction

ACCESS		Group Size					
Code	Type	1	2	3	4	5	6+
1	Room Only	180	330	472	600	723	867
2	2/3 Board	128	235	336	427	514	617
3	Board Only	192	352	504	640	771	925
4	Room and 2/3 Board	308	565	808	1027	1237	1484
5	Room and Board	372	682	976	1240	1494	1792

Actual Documented Expense

The actual documented amount of business expenses for room and/or board as long as the amount does not exceed the income received from the roomers and boarders.

BPS Support

Watch: [ACCESS Training Video's](#) on how to enter an RBIN panel.

P-2213 INCOME (continued)

P-2213G Lump Sum Income (Reach Up rule 2270.1)

Lump Sum is a large amount of money received while the individual is on Reach Up. (e.g. inheritance, lottery, unemployment comp., child support.)

Child Support Lump sum is counted differently than all other types of lump sum. Please see the end of this procedure for Child Support Lump Sum calculations.

Participants can withdraw from Reach Up prior to receiving a Lump Sum payment in order for it to count as a resource the following month.

Excluded Lump Sum Income

Some lump sum payments are excludable, including:

- Income tax refund (treated as a resource).
- Vermont and Federal EITC (Earned Income Tax Credit).
- Insurance or similar payments from a third party- for medical bills, funeral costs, used to repair or rebuild a home which, for example, burned down.
- Renters rebate, property tax rebate.

See Rule 2276 for extended list of Excludable Lump Sum.

Allowable Expenses for Lump Sum

Non-excluded lump sums are considered unearned income; however, participants are allowed to spend their lump sum income on eligible expenses to reduce or avoid disqualification from the Reach Up program.

See Rule 2270 for a full list of allowable expenses.

Proof must be provided that the lump sum payment was used for the allowable expenses.

Lump Sum less than Reach Up grant

If a family receives a lump sum while active on Reach Up, it is considered a change in unearned income. If the amount they receive as a lump sum is less than their grant, the budget is recalculated with the unearned income and the grant reduced as appropriate or an overpayment is set up.

Lump Sum more than Reach Up grant

If they receive a lump sum more than their grant for the month, the grant will need to be closed and a lump sum closure disqualification period will need to be determined. 10-10-10 rules apply to Lump Sum Cases (except for child support lump sum).

Lump Sum Income Disqualifies the Family for Reach Up

Determine the number of full months the family will be disqualified from Reach Up by dividing this total income by the total need standard applicable to the family.

Any remaining income will be applied to the first month of eligibility after the disqualification period.

The disqualification period begins the day after the participant's benefits should close. Do not include the month the income was received.

Close the grant as soon as possible.

If lump sum is not reported by the household within 10 days, or the Department does not act on the information within 10 days there may be an overpayment. Any months of the disqualification period prior to the actual closure will be considered an overpayment and recoupment will need to be established.

Send notice of closure with the Notice of Decision Closure/Denial Due to Lump Sum (form [ESD 220C-DLS](#)) and add a WARN to the case.

Lump Sum as a Resource

- A lump sum payment received when the participant is not on Reach Up is a resource.
- Payments from the conversion of an existing asset to cash (i.e. cashing in IRA, selling car) are not considered lump sum – they are a resource.

A Lump Sum can be Income or a Resource

Some lump sum payments may look like income but were in fact “earned” at an earlier period, and so are treated as a resource when processing a case.

Example 1: Bill is on Reach Up and was laid off from his job at a wood chip processing plant in March. He received \$3,000 in severance pay and \$1,200 payout for accrued vacation leave on March 1st.

Because the severance pay is not for a previous period, count it as income. The accrued vacation leave was earned at an earlier period and is considered a resource.

Bill has until March 10th to report this income. ESD has 10 days to process the change (the earlier the better). ESD must give Bill 10 days of notice that his benefits will be closing.

Example 2: Sharon is on Reach Up and received a \$6,000 lump sum payment of SSDI (Social Security Disability) benefits in April. Sharon’s award letter indicated that her disability was approved for a fixed period and she will now receive ongoing benefits. The letter shows that \$5,300 is for a prior period, but \$700 of the payment is for the current month.

Count the portion of the lump sum paid for prior months as a resource in April. Count the \$700 portion that is not for a previous period as Sharon’s income.

Child Support Lump Sum

When participants are on Reach Up, they agree to assign their Child Support rights to Economic Services, therefore all child support (minus the up to \$50 family bonus) is subject to being used by Economic Services. This means that participants who receive a child support lump sum, do not qualify for the 10-10-10 day reporting rule. Child support lump sum will be counted from the time that it was received.

BPS Support

Calculating a Lump Sum Disqualification Period

The RUFA tab on the ESD Calculator will calculate the Lump Sum disqualification for you.

Example 1: Reports Lump Sum within 10 days

A Reach Up household of 2 living in Putney has net unearned income of \$300. Their total needs are \$1080 a month (Basic needs \$680 + shelter deduction \$400 = \$1080).

On August 1st, the participant received \$3800 in inheritance. (The regular unearned income has been calculated in the participant's benefits and is not calculated with the lump sum payment.)

1. The participant has 10 days to report receiving a lump sum payment. In this case, participant would have until August 10th, to report this income.
2. ESD has 10 days to process the change, but the sooner, the better. Take the total lump sum \$3,800 and divide by the total needs (\$1080).

$$\$3,800 / \$1080 = 3.52 \text{ months.}$$

The period of disqualification is for 3 months. The 0.52 of the lump sum will count as income if the participant reapplies after the 3 months of disqualification (See step 5 below).

The disqualification period begins the day after the participant's benefits should close (according to the 10-10-10 rule) from 9/1 through 11/30. Do not include the month the income was received (August).

If benefits close mid-month, the disqualification period begins on the 16th of the month.

3. BPS sends notice of change 10 days before the budget change caused by the lump sum can take place.

The only time an overpayment is processed is if the participant did not report the change within 10 days or ESD did not process the change within 10 days. (Client or agency error rule 2225)

4. When the participant provides receipts for allowable spending of their lump sum, the disqualification period needs to be recalculated.
5. When the participant reapplies on 12/1/2018, the 0.52 months of the lump sum will have to count as income in December.

To calculate take the total need and multiply it by the disqualified months: $\$1,080 \times 3 = \$3,240$. This means \$3,240 is going to cover 3 months of benefits.

Since the participant received \$3,800 as a lump sum income, subtract the money that's being used to cover the 3 months:

$\$3,800 - \$3,240 = \$560$. This means that \$560 will be added as unearned income in December.

If they reapply after the first month after disqualification (in this case, January or later), consider no income from lump sum.

Example 2: Reports Lump Sum after 10 Days

The participant above received their lump sum payment on 8/1/17, but they do not report the change until 8/17/17 (past the 10 days for reporting changes).

The change is processed on 8/28/17, which does not allow us to close the benefits until 9/15/17.

If the participant had reported the change within 10 days of receiving the lump sum payment, we would have closed their benefits on 8/31/17.

We will need to process an overpayment for September.

Calculating a Child Support Lump Sum Disqualification Period

Example: Pat is on Reach Up and is receiving \$535/ month as a benefit. Pat and the absent parent have a child support order for \$200/month. The absent parent was not able to pay the child support for 4 months, creating \$800 in arrears.

The Office of Child Support (OCS) collects a large sum of money \$2,000 from the absent parent on 1/1. After the current obligation (\$200) and child support

arrears are paid off (\$800), Pat receives the additional \$1,000. This payment is issued as a D3 payment.

Even though, Pat is entitled to the extra child support payment, the \$1,000 would be counted as unearned income from 1/1.

To calculate the lump sum, take the family's income and divide it by the total need: 680 (basic need) + 400 (shelter deduction) = 1080.

$$\$1,000 / \$1080 = 0.925$$

Because the lump sum received is not enough to cover the total need for the month, we would not close the benefit. However, we would count the \$1,000 as unearned income for January and an overpayment would have to be calculated.

P-2214 DEDUCTIONS

P-2214A Shelter Expenses

Shelter expenses may be self-reported, unless questionable. Enter clear case notes (CATN) regarding shelter.

During An Interview

When reviewing shelter information during an interview ask for the following:

- landlord's name and mailing address
- mortgage company's name and mailing address
- property tax payment information (due dates and address of town clerk)
- lot rent payment information (name and mailing address of lot owner)
- home insurance company name and mailing address

Exploring Money Mismanagement

Explore if the household is current on their shelter expense, and if the answer is no, find out details about the situation. Money mismanagement can be explored if the household is more than two months behind on payments. Vendor payments can be offered for any household. More information can be found in the Protective Payments Procedure P-2231B.

Property Tax

Use gross property tax if the household owns their home.

Use net property tax if a household does not own their home but is responsible for paying the net property taxes as part of their rental agreement.

Town Code

Use correct Town Code on the address panel (ADDR) in ACCESS. The code will determine which maximum monthly housing allowance (\$400 outside Chittenden County, \$450 within Chittenden County) is used in the Reach Up budget.

Subsidized Housing

Subsidized housing can include:

- Section 8 housing
- Project Based housing
- Public housing

Subsidies may be attached to the person, a unit, a landlord, or a property/structure.

ACCESS allows for the maximum shelter amount if subsidized housing is indicated.

Fuel and Utility Allowance

Reach Up budgets will include \$70 of "unearned income" if the household has a fuel or fuel/utility allowance (subsidy) used in the calculation of their rent by the housing authority.

Reach Up budgets will include \$30 of "unearned income" if the household has a utility allowance (subsidy) used in the calculation of their rent by the housing authority.

Allow for the actual amount of allowance or subsidy received if the household indicates theirs is less than the standard amount.

If the Fuel/Utility amount is not indicated on the application or is "Unknown", find out the actual amount of allowance paid by calling the landlord or the Housing Authority.

Verification of Public Assistance

When a Reach Up household applies for public housing, the housing authority sends a "Verification of Public Assistance" form to Economic Services Division (ESD) Central Office to be completed and returned. A budget is completed using the rental maximum, and the resulting grant amount is reported.

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

Basic Needs (3)	\$ 891.00
Shelter Standard (outside Chittenden County)	<u>+ 400.00</u>
TOTAL	1291.00
(Ratable Reduction)	<u>x .496</u>
	640.33
 Benefit	 \$640

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

Questionable Subsidized Housing

A Shelter Expense Statement ([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.

GA/EA Clients and Residents of Shelter/Transitional Housing

Reach Up households receiving General/Emergency Assistance and/or living in a shelter or a transitional housing program may receive the full housing allowance (\$400 or \$450 depending on the county).

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.

Adverse Weather Conditions (AWC)

If someone is housed under Adverse Weather Conditions (AWC) for one night in a month, they would receive the housing allowance for that month.

Special Housing Allowance

If the household is paying or required to save more than \$400 or \$450 (depending on county) they may qualify for the special housing allowance as well. This situation is rare.

Vermont Rental Subsidy

Reach Up households receiving Vermont Rental Subsidy will also receive the full housing allowance (\$400 or \$450 depending on county).

BPS Support

Entering Property Taxes on HOME panel

For households applying for 3SVT, enter the net property tax on a HOME panel coded T (T-Taxes)

Add a second HOME panel that shows the difference between the net property taxes and the gross property taxes. This panel must be coded as R (R-RUFA REPAIRS ALLOWED FOR).

```
10/29/18 11:57 HOMEOWNER EXPENSE QUESTION 32 ( HOME . 01 )
(LAST UPDATED: / / : | ASPAGG )

NAME OF PERSON          EXPENSE          EXPENSE AMT      EXPENSE
PAYING MORTGAGE, TAXES OR INSURANCE  TYPE          $$$$$$ @@      FREQ
-
MONTHLY EXPENSE AMT
$$$$$$ @@

HOMEOWNER EXPENSE TYPE:          EXPENSE-FREQ:
M - MORTGAGE                    M - MONTHLY
T - TAXES                        Q - QUARTERLY
R - RUFA REPAIRS ALLOWED FOR    S - SEMI-ANNUAL
L - TRAILER LOT RENTAL          A - ANNUAL

USER: 034 FNX: STAT MODE: C RPTGRP
DO: T IMS: ST2 REPORTING ADULT: 3
```

Example: Net property taxes are \$2000 annually. Gross property taxes are \$3000 annually. Add HOME panel for \$2000 annually as countable property taxes. Add a second HOME panel for \$1000 annually, for R-RUFA REPAIRS ALLOWED FOR. This way, 3SVT budget will show \$2000 annually for property taxes and the RUFA budget will show \$3000 annually for property taxes.

Add a WARN to the case. Example: RUFA counts gross prop taxes. Workaround HOME panel has been added.

Entering HOME Expenses for Non-Home Owners

If household does not own the home but is responsible for taxes and lot rent in lieu of or in addition to a monthly rent amount, include the total monthly amount on a RENT panel, rather than using HOME panels. Write a clear CATN indicating how RENT amount was determined.

Entering Subsidized Housing Fuel and Utility Allowance

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 (household may or may not pay for utilities, but definitely pays their own heat) ACCESS enters \$70 automatically in budget.

If an "S" or a "P" is entered in TYPE and the RENT panel indicates heat only is included (household does not pay for heat but pays for their own utilities) ACCESS enters \$30 automatically in budget.

```
10/29/18 14:37 RENTAL EXPENSE          QUESTION 31 ( RENT . 01 )
                                     (LAST UPDATED: 04/12/18 15:33 ; ASPAGF )

NAME OF PERSON WHO PAYS THE RENT      INCL IN RENT      RENT AMT      MONTHLY
FUEL  UTIL      FREQ      $$$$$$  ¢¢      $$$$$$  ¢¢
Y     N          M          150 00          150 00

*** SUBSIDIZED/PUBLIC HOUSING ***      (COMPLETE BELOW IF DIFFERENT)
Y/N TYPE BDRMS  RUFA SUBSIDY      FS / SF      FS / SF      FS / SF
Y  P          STD  ACT      HH  USED  INKIND      RENT AMT      MONTHLY
          30          M          $$$$$$  ¢¢      $$$$$$  ¢¢
          M          150 00          150 00

***** R V P   D A T A *****

RVP CODE: C          RENT AMT: $ 00150 00          ARREARAGE
*****
LANDLORD NAME: BRISTOL FAMILY HOUSING          TOTAL ARREARS: 00000 00
LANDLORD C/O:          AMT TO BE PAID: 00000 00
LANDLORD STREET: 142 MERCHANTS ROW
CITY, STATE, ZIP: RUTLAND          VT 05701          BALANCE LEFT:
USER: 934 FNX: STAT MODE: D RPTGRP:          PERIOD: 10 18 COMMAND:
DO: Y IMS: GY1 REPORTING ADULT:
```

GA/EA Clients and Residents of Transitional Housing

Enter a RENT panel for the Head of Household.

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.

In the "RENT AMT" section of the RENT panel, enter the maximum shelter amount (\$400 or \$450 depending on county).

If the household 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.

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

Do not enter a UTIL panel for these households.

Vermont Rental Subsidy

Follow the SOP [VRS RU 2/1/18](#) located on the intranet.

Questionable Room Rent

- If lease agreement is between the room renter and the person receiving the rent 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 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.

Questionable Shelter at Recertification

For a review application, if shelter is questionable remove the shelter from the budget and send out a request for information (RL2) to the participant stating: "If the shelter verification 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]."

P-2214 DEDUCTIONS (continued)

P-2214B Caretaker Shelter (Reach Up rule 2241)

Caretakers can receive a larger child only Reach Up grant if they report a shelter expense for the child they are caring for.

Encourage caretakers to “charge” the child the maximum shelter allowance plus the special needs housing allowance (\$490 outside of Chittenden County, and \$540 inside Chittenden County).

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

Enter a clear CATN to document what was reported.

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.

BPS Support

Entering Shelter Expense for a Non-Needy Child Only 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."

- 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.
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 example C.

- 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-2214 DEDUCTIONS (continued)

P-2214C Dependent Care Expenses (Reach Up rule 2275)

Allow dependent care expenses for household members who are incapacitated adults not on the grant and for children not living in the home (and for whom the case manager cannot authorize childcare—this is rare).

Mileage reimbursement

Use the State of Vermont's current mileage reimbursement rate for travel to and from allowable dependent care.

BPS Support

Use the ESD Calculator found on the [ESD Intranet](#) to calculate dependent care mileage.

Enter allowable dependent care expenses on top section of DCEX panel (similar to child support/alimony paid out of the home if court ordered).

DCEX - F10 Change who is paying the daycare or child support cost

If entered in the bottom section, it will not pull into the Reach Up budget.

Reach Up uses this top section for allowable DCEF

```
01/27/16 16:10  DEPENDENT CARE EXP QUESTION 28 ( DCEX . 01 )
                  (Last Updated: 10/07/15 09:47 ASPAGA/ASQAGA4

      Name of person paying for dependent care, child support or alimony
                DIANNA M GARNER

Enter frequency and amount of      CSUP Pd Monthly      Alimony Pd Monthly
child support or alimony paid      F $$$$ $ $$$$ $ $ F $$$$ $ $$$$ $

Reason day care is needed
      S

      Name(s) of people cared for      Tot Pd Tot/Mo      Note: Enter only day
      1 TYLER L GARNER                  W 014 63          care expenses over and
      2 KAYLEIGH EMMONDS                W 014 63          above what SRS pays.
      3
      4

USER: 084 FNX: STAT MODE: C RPTGRP: 666 39 8792 PERIOD: 01 16 COMMAND:
DO: M IMS: GM1 REPORTING ADULT: DIANNA M GARNER
```

If household is active 3SVT as well as Reach Up, send to ESD AOPs for review before entering. If entered in the top section, it will affect 3SVT and Reach Up budget.

P2215 CHILD SUPPORT (Reach Up rule 2235)

P2215A Assignment of Child Support Rights

Child support must be pursued from any birth or adoptive parent that is not in the household. These parents are considered the "Absent Parent" (ABSP) or "Non Custodial Parent" (NCP). This includes all cases where only one birth or adoptive parent is in the home, regardless of that person's marital status.

Example: A woman is married to her second husband and lives with her two children from her first marriage. Pursue support from her first husband, the birth father of her children.

Caretakers must agree to pursue any support for children they are caring for. The Office of Child Support (OCS) can clarify how this process works for caretakers.

Do not pursue support when the noncustodial parent is a stepparent who is divorced, legally separated, or living apart from the applicant/recipient.

Determining who to list as Head of Household

If household is applying and only one parent has a child or children with an absent parent, and that parent is not the Head of Household according to the application, ask if the household minds if that parent is listed in ACCESS first. If they agree, enter a voluntary withdrawal for the Head of Household and APPL the household under the other parent's name. Ask the Application & Document Processing Center (ADPC) to mirror the documents in both cases.

If the family does not want us to switch the Head of Household in our system, see below under Signing the Child Support Authorization (137)

Example: Pat and Sam are newlyweds. Pat's son is 5 years old from a previous marriage. When the family submitted their application, Sam was listed as the Head of Household. Since Sam is not the birth parent, it would be easier for OCS to direct the payments to the department if Pat was the Head of Household.

Determining who to list as the Absent Parent

Ask the household to list any and all possible absent parents to the child.

OCS will assist the household through the process of identifying the birth parent if necessary.

If the household claims they cannot identify a parent, ask them for the names of all potential parents, complete 137's for each of them, and create an ABSP panel for each possibility in ACCESS.

Deceased Absent Parent

Initial Reach Up applications must have one Child Support Authorization (137) that indicates ABSP is deceased. Ask the household if they would like to work with OCS to pursue parentage of the deceased absent parent. There are times when a child may be eligible for survivors benefits if parentage is established.

Enter code 3 for Absent Parent Assign Code on the ABSP panel. Enter a CATN and a WARN on case. If the household is interested in working with OCS, send an email to AHS.DCFOCS137Submission@Vermont.gov.

If household has been on Reach Up before, and a copy of the original Child Support Authorization is available in OnBase, print the original 137 that indicates parent is deceased and then rescan with current date to demonstrate it has been documented. Enter a new CATN and update WARN as needed.

Absent Parent Removal Reasons

Certain individuals have been ruled out as having an obligation to a child. This occurs when someone has had their parental rights terminated, or when OCS has determined through DNA testing that an individual is not considered a parent.

OCS enters the correct removal reason. The child's name will have to be removed from the absent parent panel, or the panel should be deleted if there are no other children listed.

New Child Support Authorizations (137) will need to be collected if there are other potential parents.

For households where parental rights have been terminated, enter 1 or more

ABSP panels using the name "Unknown Unknown" with a temporary social Security number. Code the Absent Parent Coop Code 7 for a lifetime waiver.

Assigning child support rights to the department

Signing the form [Child \(and Medical\) Support Authorization \(137\)](#) assigns child support rights of the parent/caretaker to the Department for Children and Families (DCF). It is also an application to work with the Office of Child Support (OCS).

If the household refuses to assign support attempt to get the refusal in writing. The document will then be scanned into OnBase. Make a note in CATN and deny the application.

Children receiving SSI

Signing the Child Support Authorization (137) does NOT assign child support rights related to a child that receives SSI. However, cooperation with OCS is required for any child of an individual receiving Reach Up, regardless of whether the child is included in the Reach Up household. In addition, OCS collects information about all children living with the custodial parent to ensure that they distribute child support correctly.

Child support received while applying for Reach Up

Explain that until a decision is made on the grant, the household may use any child support received for living expenses but must report it to the department. All support received after a grant has been made must be forwarded to the department.

Past due child support

Any past-due support owed to the household by any noncustodial parent prior to application may be used after the household is approved to reimburse the department for any benefits paid to the household or to pay off any money owed to the department that accumulated while the household was on benefits. Amounts more than the department's reimbursement will be paid to the household.

Requesting a child support waiver

Explain what a waiver of cooperation is. Households can request a waiver by marking off Waiver Request in Section 8 of the Child Support Authorization (137), and completing a [Waiver of Cooperation for Child and Medical Support \(form 137W\)](#). See procedure 2215B for more information.

Signing the Child Support Authorization (137)

If a waiver is not requested, the Head of Household should complete the Child Support Authorization (137).

If ESD knows missing information about the Absent Parent, add the information onto the Child Support Authorization (137) itself, or by adding a note to the document in OnBase and update the ABSP panel correctly. Indicate in the note what information was completed by the department.

If the household marked the waiver box incorrectly, have the household cross it out, initial and date the change; or collect a new Child Support Authorization (137) where the waiver box is not checked off.

Two parent household absent parent associated with second adult

The birth parent must co-sign the Child Support Authorization (137) if they are not the Head of Household but are included in the Reach Up household.

Example: Tom and Jane are not married but have a child (Rowan) in common. Jane also has a child (Maya) that lives with them from a previous relationship. They apply for Reach Up with Tom as the Head of Household (listed first on the application). Tom and Jane must both sign the Child Support Authorization (137) for Maya's absent parent, Bill.

Minor parents

If the applicant is a minor, their guardian must also sign and date the Child Support Authorization (137) for the paperwork to be considered valid by OCS.

Legal caretakers and parents living together

In households where the caretaker remains the payee because they have legal guardianship and have agreed to add the birth parent to the Reach Up benefit,

the Child Support Authorization (137) will have to be completed and signed by all parties that have either a legal or parental relationship to the child.

Example: Melissa took in her niece Shelley of whom she has legal custody per court order; she has a Reach Up child only grant. Shelley's mom, Renee moved into Melissa's home. Melissa agrees to have Renee added to the Reach Up household but remains the payee of the benefit. Child Support Authorization should be signed by both Melissa and Renee.

Assigning a temporary SSN for an absent parent

If a Social Security number of the absent parent is unknown, a temporary (666) number will have to be assigned.

Follow the local district procedure for obtaining a temporary SSN. Do not assign a temporary number until you have thoroughly checked for a known number (either a Social Security number or a previously assigned temporary number) for the absent parent.

Places to look:

- Look up the Head of household or custodial parent's name in PERS D to see if the noncustodial parent is listed.
- Look up the Head of household or custodial parent's name in CUST D (this is the child support side of ACCESS) to see if the noncustodial parent is listed.
- Look up the child in PERS D to see if the noncustodial parent is already listed from another case.

Sharing information with OCS

When a Reach Up/PSE case is approved, enter a CATN in ACCESS and send a copy of the CATN/TODO to the OCS Record Center worker number FMU.

Include the following information in the CATN/TODO:

- *137 Status in OnBase (137 is available in OnBase/137 being scanned to OnBase).*
- *If more than one ABSP indicate number of 137s.*
- *If applicant is requesting a waiver include: Waiver has been requested.*

The CATN/TODO should only be sent to FMU. Delete the worker number that pre-populates in the "Send Reminder to workers" field and replace it with "FMU".

Do not send 137s via email to OCS as of 6/1/19, and do not enter the CATN/TODO while the case is pending Reach Up/PSE.

Example:

```
05/22/19 13:35                CASE ACTION LOG                ASPATC

TYPE OF CONTACT: C Person Contacted: D_ _____

MSG: Reach Up is approved. 137 is in Onbase. _____
_____
_____

List IVD Cases?
CS Worker: 621
CS Supv: 648
BPS Supv: 183
Case Mgr:
RU Supv:
SF Worker: GN1

*** REMINDER FUNCTION ***

Reminder Date: 05 22 2019 ('*' in first M = Today's date)
Send Reminder to workers: FMU _____

Of the above entry (if any) OR of the following:
Msg: _____
_____

USER: 430 FNX: CATN MODE: C RPTGRP:                PERIOD: 05 19 COMMAND: _____
DO: N IMS: GN1 REPORTING ADULT:
F8= 'MORE' Shift-F3= 'EXIT' Shift-F12= 'HELP'
```

*If the ESD worker number is left in the reminder section it will not send to the OCS worker number.

Reach First applications

If a household is granted Reach First, collect a 137 and scan to OnBase. Enter information in an ABSP panel and enter code 4 in the Absent Parent Assign Code. Do not enter the CATN/TODO to OCS when the case is approved.

If a case transitions from Reach First to Reach Up request a new 137 using a 202V. If Reach Up is approved enter a CATN and send a copy of the CATN/TODO

to the OCS worker number FMU when transfer is complete. Indicate if 137 form is available in OnBase or is being scanned. Indicate if a Waiver has been requested.

Adding a child with an absent parent

If, at some future date, a child whose parent is absent enters the household, a new 137 must be obtained using a 202V for the new absent parent before the child is added to the benefit.

If the child is added, enter a CATN and send a copy of the CATN/TODO to the OCS worker number FMU, that a new child has been added to a Reach Up benefit. Indicate if 137 form is available in OnBase or is being scanned. Indicate if a Waiver has been requested.

Unborn children with absent parent

Unborn Children should not have the 137's gathered until that child is born.

When the birth of the child is reported, mail the 137's to the parent with a 202VCR with a 10-day time frame to return the 137's.

Inform OCS as done above for adding a new child.

137 for new baby not returned

If the 137's are not returned, deny the case if that is the only child on the benefit. If there are other children, do not add the needs of the newborn child to the Reach Up benefit.

Checking absent parent information at time of recertification

At every annual recertification check that a Child Support Authorization (137) is available in OnBase. If one is not available, request a new one using a 202RL2.

Review with the household the current information about the absent parent available in ACCESS, such as:

- an address or employment change for the absent parent.
- a change in the financial circumstances of the absent parent.

- Social Security Number of the absent parent if previously unknown.
- a divorce since last review.
- court orders since last review.
- the addition of a child of the same noncustodial parent.

A source of information to assist in this check would be the “common update” (COMM) screen in ACCESS. To view this screen, type in the command COMM/D and the head of household and/or custodial parent’s SSN and C as the tenth digit. This will give the latest information OCS has on the absent parent such as his/her most recent employment. Review the information on the screen with the household.

If any information from the household is more current than what OCS has on COMM or what is in the ABSP panel, send a TODO or email message to the OCS worker.

BPS Support

Absent parent assignment code

```
+-----+
|                                             ASHADMCR
| ABSP Assign Codes
|
| 1 Assigned.
| 2 Refused Assignment - case closed or denied.
| 3 Absent Parent Deceased - no IV-D case.
| 4 No assignment needed- R First or R Ahead.
|
| Place cursor on desired line and hit enter
| to select code.
+-----+
```

Absent parent removal reasons

```
ASHADMCT
Removal Reasons

D1 ON ANFC - OVER AGE FOR 4D
D2 ON IV-D - OVER AGE FOR PA
D3 CHILD WITH AP OR OTHER REL
D4 EMANCIPATED MINOR
D5 AP EXCLUDED BY BLOOD TEST
D6 ADOPTED
D7 TERMIN OF PARENTAL RIGHTS
D9 OTHER

Press enter to continue.
```

4D = Child Support side of ACCESS
PA = TANF funded public assistance

Removal reasons D1, D3, and D9 are only informational and will allow you to continue. All other codes will require the child to be removed from the panel, or for the panel to be deleted.

P2215 CHILD SUPPORT (continued)

P2215B Waiver of Cooperation (Reach Up rule 2235.4)

Requesting a Waiver

If the household claims in the interview or on the Child (and Medical) Support Authorization (form 137) that due to domestic violence it is not in the best interest of the child to pursue the establishment of paternity or support, you will:

- Enter Absent Parent Coop Code 2 (pending waiver) on the ABSP panel.
- Offer the parent the paperwork [Domestic Violence You Don't Have to Face it Alone \(form 201DV\)](#).
- Explain that the decision to grant or deny a waiver of cooperation is up to the District Management team.
- When appropriate refer participant to contact the District DV Liaison.
- Consider using the Absence Questionnaire (202AQ) to gather information from the household. Ignore question 6 which is obsolete at this time.
- Have the household complete and sign a Waiver of Cooperation for Child Support (form 137W).
- When possible, review the 137W with the household and discuss what supporting information is available. Offer to help if the household has difficulty getting the information without assistance. OCS has access to some records.
- Make sure a copy of the Child Support Authorization 137 is scanned into OnBase. The 137W and other supporting documents should not be scanned to OnBase but maintained in the District's Classified file.
- Inform OCS through CATN/TODO when the Reach Up is approved (see P-2215A for the process). OCS will suspend collection activity for households that request a waiver.

Send a written request for the 137W and allow 10 days as the due date. Allow 2 additional business days past the due date for the scanning and dispatching process through the Application & Document Processing Center (ADPC).

- The household will be granted 5 additional business days if there is a delay in obtaining information.

Making decision on a waiver request

When all available evidence has been collected or the last deadline has been reached, whichever comes first, complete the Waiver of Cooperation for Child Support Supplement (form 137WS) and complete the top of the Notice of Decision-Waiver Request (form 220W).

Send the 220W, the 137W, 137WS, 137, 202AQ (if available), and the household's information to the designated member of the District Management Team for decision.

The District Management Team designee reviews the waiver request packet. Decisions on whether the waiver should be granted or denied should be made using the guidance found at rules 2235.3 and 2235.4 which includes if the waiver should be permanent or reviewed annually. If there are questions or the Management Team is considering denying the waiver, they should call the household member to see if there is any further information that would support the waiver being approved rather than denied.

When the decision has been made, the District Management Team designee completes the 220W, mails the original to the household, and sends a copy of the decision to OCS via email.

The District Management Team designee then enters the appropriate Absent Parent Coop Code in ACCESS, 1-waiver denied and parent is cooperating, 3-waiver was granted and needs a review date or 7-waiver granted and it is permanent, no review needed.

A clear CATN should be entered regarding the Waiver decision.

Waiver denials

A new 137 is not required by OCS if a waiver has been requested, the request was denied and the denial notice of decision has been sent to the participant and OCS.

Waiver request not pursued

If the household decides not to pursue a waiver after checking the waiver box on the 137, OCS will need to have the household indicate that a waiver is not being pursued. It is not enough that ESD emails or CATNs this information.

Ask the household to either:

- initial and explain on the original 137 that a waiver is NOT being requested or
- complete a new 137 with the waiver box not checked.

Keep the Absent Parent Coop Code as 02 (pending waiver) while waiting for new 137. If a new 137 is not provided, follow the process to officially deny the waiver.

Fair Hearing request on waiver decision

If a household requests a Fair Hearing based on the child support waiver decision, email OCS of the request. Enter a CATN explaining that a Fair Hearing request has been made on the waiver decision.

OCS will wait for 90 days following a denial before working a case to make sure the decision is not being appealed.

Waiver Reviews

At each regularly scheduled eligibility review, review the circumstances of the waiver.

No change to waiver

If there have been no changes, and the household wishes to continue with the waiver, no new forms or supporting material are required. Update the review date to align with the next eligibility review date.

Waiver circumstances changed

If a change has occurred (for example, the household is now in contact with the absent parent) and you believe the waiver request needs to be evaluated again, follow the same procedures as for an initial waiver. The household does not need to resubmit information already in the case record. Since the District Management Team designee has a copy of that information, you do not need to attach it. Encourage the household to submit any new information (for example, new or continuing threats) and include that information with the required forms.

Reapplying for Reach Up with waiver

Reach Up households granted a child support waiver who then close and re-open with a break in benefits, must still complete a new 137 and request the waiver by checking the box on the 137. However, supporting documentation does not

need to be completed. Write on the 137WS that the participant had a waiver in place.

The District Management Team designee can extend a new waiver approval based on the previously provided documentation. A new Notice of Decision-Waiver Request (form 220W) must be sent to the household and to OCS via email.

Example: Participant applied for Reach Up on 1/20/18 and requested a child support waiver. A 137W was sent to the participant and returned. Waiver was granted with a yearly review and Reach Up was approved 2/1/2018. Waiver granted through 1/31/19.

At the end of July (7/31/18), participant's Reach Up is closed, as they did not return their Interim Report. On 8/1/2018, participant re-applies and new 137 is completed. Participant marks "waiver requested" on the 137 again. At this time, the department can still see that the previous waiver was approved (ABSP panel with code 3 or 7) and writes on the 137WS that waiver has already been approved through 1/31/19 in this case. The District Management Team Designee completes a new 220W based on the waiver information that was provided in 1/2018. The new 220W is sent to both participant and OCS.

BPS Support

Absent Parent Coop Codes

```
-----More: +
|                                     ASHADMCs
| ABSP Coop Codes
|
| 1 Cooperating.
| 2 Requested Waiver (pending) - no CS collected.
| 3 Waiver Granted - needs review date, no CS collected.
| 4 Not cooperating - 25% grant reduction;Med Support Denial/Close.
| 5 R First or R Ahead- no assignment of support required.
| 7 Waiver Granted - permanent, no CS collected.
|
| Place cursor on desired line and hit enter
|-----
```

P2215 CHILD SUPPORT (continued)

P2215C Answering questions about child support (Reach Up rule 2272)

If OCS or ESD staff receive a call from a household indicating that they have not received their child support or they do not understand how their child support is affecting their Reach Up budget, double check to see if the household is receiving Reach Up or if their Reach Up has recently closed. Then check whether the case is currently TANF (Federally funded Reach Up) or SSF (Solely State funded Reach Up).

TANF funded Reach Up grants

- OCS transfers only the amount owed to ESD in a month; any additional collections are distributed by OCS directly to the family.
- OCS will determine if child support paid to arrears is owed to TANF (Public Assistance-PA) arrears.
- Questions about child support for TANF cases should be directed to OCS.
- OCS transfers any overage to the family within 48 hours of when it is collected.
- Child support collected that is more than the Reach Up grant or more than the monthly child support obligation will be sent to the household as a IV-D D3 payment. Money will go onto the household's OCS Relia Card.

This may include: child support for a child on SSI, child support for a child no longer in the Reach Up household, arrears owed to the household.

Solely State Funded (SSF) Reach Up grants

- OCS transfers all the child support collected to ESD in a month.
- Because ESD is responsible for disbursing child support for SSF cases, ESD must answer any questions regarding how the child support was disbursed in SSF cases. If household call OCS they will be referred to the ESD Benefits Service Center (800-479-6151).
- For SSF cases, ACCESS determines the total amount of child support collected that has been transferred to ESD during the current month. At the end of the month, ACCESS compares the amount received to the current child support obligation plus any arrearage and sends any excess amount to the household

at the beginning of the next month.

Distribution to Families

This process is essentially the same process whether a family is TANF or SSF. The only exception is that for TANF families after OCS transfers the money owed to ESD, OCS transfers any overage to the family within 48 hours of when it is collected. SSF families must wait until the beginning of the next month to receive their overage in what is called a "Disposal".

P2215 CHILD SUPPORT (continued)

P2215D Child support payments and the Reach Up budget (Reach Up rule 2272)

Child support payments begin

At the end of every month, ACCESS will see if OCS has begun receiving current support payments on behalf of a Reach Up household. If so, an eligibility version for the first month of a family bonus and parent share will be created and require approval. The child support will be held and will impact Reach Up benefits two months later.

Example: Effective 8/1 the household has Reach Up benefit of \$500. OCS receives \$200 support on both 8/5 and 8/19 for a total of \$400. The entire amount is held. On 9/1, Reach Up ELIG for October requires approval and shows a parent share of \$350 (\$400 minus the \$50 family bonus which is disregarded), and a corresponding decrease in the Reach Up benefits.

This changes the Reach Up payment from \$500 to \$150 and changes the grant to 100% payment cycle. Since the total of the Reach Up and the child support payments still equals the Reach Up entitlement of \$500 plus the excluded family bonus, 3SquaresVermont has no change. Approve the change to the Reach Up eligibility and send a notice. On 10/1, the client receives the \$50 family bonus, parent share of \$350 and Reach Up benefit of \$150 for a total of \$550.

Child support payment changes

Child support changes

No approval or notice is needed when the amount of child support received in a month by OCS increases or decreases but does not exceed the Reach Up benefit. Since the Reach Up is offset by the amount of child support, the household will see no loss of net income.

Example: Child support received in October is \$30 less than the previous month, Reach Up will be increased by \$30 two months later for December 1st when that support is received by the household.

Child support stops

If no support is received one month, but resumes the next month, no notice is needed.

If support is not received for consecutive months, ELIG will be auto-approved for Month 4.

Example: OCS receives no support in December and January. On February 1st, ELIG for March is auto-approved and a notice printed in the D.O. saying that April will be paid as 60%/40%.

In either of the above situations, if any other change requiring a notice occurs, the notice will continue to refer to the benefit and will not refer to any change in support payments.

Reach Up closes

When Reach Up closes, OCS will have held two months of support payments. ACCESS is programmed to use these payments (over \$50 per month) to reimburse the state for Reach Up paid in the first two months of the current direct payment cycle.

Example: OCS began receiving support of \$150 a month in January. Reach Up payments were decreased by \$100 beginning two months later in March. Reach Up is closed effective May 31st due to earned income.

Child support collected in April and May will be compared to Reach Up that was paid in January and February. If there is an excess after the Reach Up is reimbursed, any remainder will be sent to the household for receipt in June through a second type of "Disposal" payment.

If the household also receives 3SquaresVermont, this support will be excluded as lump sum income.

If Reach Up is reinstated before the closure, the household will immediately be returned to 100% Reach Up benefit payment cycle, and the grant notice will give this information.

BPS Support

See Reach Up Guidance [How Child Support Works](#) and the Child Support training available through LINC (slides from training available [here](#)).

P2215 CHILD SUPPORT (continued)

P2215E Child Support Sanction (Reach Up rule 2235.2)

If a parent or caretaker fails to cooperate as determined by OCS (2235.2), a 25 percent reduction will be applied to the Reach Up grant.

A notice will be generated that notifies the household why their grant is being reduced, and that they must contact OCS.

The 25 percent reduction is removed when OCS notifies ESD that the household is cooperating.

Not cooperating for SSI related child support

If a parent or caretaker does not cooperate with OCS related to a child that receives SSI, ESD should not set up an OCS sanction. Inform OCS of this decision.

Benefits close with child support sanction

Benefits closed 30 days or less

If the household reapplies and is granted 30 days or less after the closure, the 25 percent reduction remains in place on the case, until the household cooperates with the OCS.

Benefits closed for more than 30 days

If the household reapplies and is granted more than 30 days after the closure, the 25 percent reduction is removed from the case. Email OCS to let them know the sanction has been removed. OCS will inform if a new sanction should be put in place.

P-2220 CHANGE PROCESSING (Reach Up rule 2214)

The department must act on all known changes. Changes in a household's situation become known to the department when:

- reported by the household, or
- information is received from other sources.

P-2220 CHANGE PROCESSING (continued)

P-2220A Action on Unscheduled Changes

Unscheduled changes are those that are reported outside of the Interim Report or Recertification.

Allow the household ten days from the date the change is reported to provide required verifications.

The date a change is reported is the date:

- the household reports the change by telephone,
- the household reports the change in-person,
- information is received from another source regarding a household change, or
- a written notice is received in the office, including the [ESD 200, Change Report](#).

Inform the participant in writing that their grant will be closed if they do not provide necessary verification without good cause within those ten days.

CATN the date the change is reported and the actions taken.

Act on changes within ten days of the date the verification was received.

ACCESS generates the ESD 220, Notice of Decision, to inform the household of the effect of the change on their benefits.

If a notice is not computer generated, the manual notice must contain the old and new amounts of income, expenses, or household members used to compute the benefit amount.

Adding a New Household Member who is a Parent

A new ESD 202 interview is required and an interview must be completed when adding an additional parent to the household, except if the additional parent receives SSI and their needs will not be included on the grant.

Change of Address

Households reporting a change of address must also report the shelter expenses for the new address. Verification of shelter expenses is not required unless questionable.

Act within ten days to change the address and determine the new benefit amount based on the shelter expenses for the new address, when all information is provided.

Shelter Expense Information Needed

If shelter expense information is not provided with the address change:

- Call the household to get the needed information about the new shelter expenses.
- If the household cannot be reached or the information provided is questionable, send the household form [ESD 202VCR, Verification Change Request](#), to request the shelter expense information. Allow the household ten days to respond.
- Keep the existing shelter expenses while waiting for the household to respond to the VCR.

Budget the shelter expenses for the new address within ten days from the date the information is provided.

Household Fails to Provide Shelter Expense Information

Change the shelter expense to \$0 if the household fails to provide the requested information by the ESD 202VCR due date.

Minimum wage increase

Participants are responsible to report a change in their income. If we become aware a participant has received an increase in pay, we would request updated paystubs. If necessary process an overpayment.

When Changes in Benefits are Disbursed

Increases in benefits

Increases are effective as soon as the action is taken in ACCESS, except for certain situations listed under "Other effective dates" below. A notice will be mailed.

Other effective dates

- For adding a new household member, including through childbirth or adoption, the arrival date or birthdate.
- For increased shelter costs, the first of the month in which the change occurred.
- For decreased income, the first of the month.

If action cannot be taken on the change within the same month, approve the benefit change for the first full month after the change.

Decreases in benefits

Decreases are effective on the 1st or the 16th of the payment month. Action must be taken and a notice mailed at least 10 days prior to the effective date of the change.

P2220 CHANGE PROCESSING (continued)

P2220B Closures and Reinstatements

Closures

Closures are effective on the 1st or the 16th of the payment month. Action must be taken and a notice must be mailed at least 10 days before the closure.

The dates of closure in ACCESS will be the 15th or the last day of the month. The first day of ineligibility will be the 16th or the first day of the next month.

Closures on ACCESS must be properly coded to produce the correct closure reason on the Notice of Decision (ESD 220).

The closure notice must contain the old and new income amounts, expenses, or household members used to determine eligibility. If an ACCESS notice is not available, include the information on a manual notice.

Change in Circumstances

For a change in circumstances which will result in closure (Example: the only eligible child leaves the household) enter the appropriate information in ACCESS to close case.

Death of the Head of Household

Enter the date of death in the date left field on the person's member panel. Close the case before creating a new case for the remaining household members. If there is another responsible parent or caretaker in the household, APPL the case in that household members name. Use the review date from the original case and ask ADPC to mirror the most current documents into the new HOHs case.

Whereabouts Unknown

When a household's mail is returned by the Post Office as undeliverable with no forwarding address noted, enter 888 in the town code field on the STAT Address

panel. This entry will automatically close the case and issue a Notice of Decision through ACCESS.

Household Requests Closure of Assistance

When a household calls and says "I want my case closed", determine if they really want all programs closed or only a specific program. Explore the reason they want their assistance closed and enter a clear CATN. Enter withdrawal code on STAT panel.

Reinstatements

If case is closing because verification was not submitted, and the household submits the required verification before the effective date of closure, reinstate the grant using the date the information was received. Make sure the original review date remains the same.

Example: households' benefits were scheduled to close effective 8/31. Verification was provided 8/31. Reinstate the case by APPL it for 8/31, the date the information was received. A new application, new support forms, etc., are not required. Confirm that the review date has not changed.

As long as the household did not request a fair hearing before the effective date of closure, the grant can be reinstated at the new amount (i.e., based on the newly-verified income, shelter costs, etc.). (See All Programs Fair Hearing Procedures P-2127.)

If verification is provided after the effective date of closure, the household must reapply.

P-2225 RECERTIFICATION (Reach Up rule 2213)

The Review Reminder Letter will be printed automatically by ACCESS. Buildings and General Services (BGS) will send out the Notice with the ESD 202 Application to all households who will be recertified in the next month.

Failure to Complete Required Review

When a household does not complete their required recertification either by not completing an interview, not returning the 202 Application, or not providing requested verification, benefits will end.

Enter the appropriate non-cooperation code before the adverse action deadline for the month of review.

BPS Support

STAT C STAT Non-Coop Code

```
11/27/18 08:06          STAT HEADER ( STAT )
                        (LAST UPDATED: 10/01/18 00:46 | ASPACA )
EB DISCOVERY: 00 00 0000          RECEIPT DATE: 04 30 2018
FS RECEIPT: 04 30 2018 TYPE R          FS INTERVIEW DATE: 04 30 2018 METHOD P
VERIF STATUS      REVIEW      EXPEDITED      WITHDRAWAL CODE      >30 DAYS CD
RUFA FS SF      FREQ      FS REASON      RUFA FS SF EP PSE      RUFA FS
V      V      V      12

PARENT SHARE      FAMILY      FS/SF      REFUGEE ENTRY DT      MEDICAI      NON-COOP CODE
OFFSET      BONUS      GF      (Y-N) MM DD YYYY      INELIG RSN      RUFA FS SF
-

REPORTING STATUS      APPR'D LIVING      FS      EITC REC'D? N      PSE      SCHOOL
THIS MO      LATEST      ARRANGEMENT      REV LETTER      MM/YYYY      CLOSURE CD      MEALS
00 0000

***** REVIEW DATES *****
RUFA      FS      ?      ME      EP      SF
NEXT REVIEW: 03 2019 03 2019 Y      03 2019
COMPLETED: 04 25 2018 09 17 2018 12 31 2015 08 27 2018

USER: 934 FNX: STAT MODE: C RPTGRP:          PERIOD: 11 18 COMMAND:
DO: A IMS: SA2 REPORTING ADULT: \ T
```


Enter code "I" Failed or Refused to be Interviewed or Complete Review

```
NON-COOP CODE - RUFA                                AS0DCACB
-----
BLANK Cooperating.
  S Refused to pursue other sources of income or resources.
  N Refused or failed to provide information.
  Q Refused to provide information to Quality Control.
  I Failed or refused to be interviewed or complete review
  X On strike.
  E Refusal of UP to participate in employment search.

NOTE: All non-blank codes will result in RUFA closure/denial.

Valid non cooperation codes for Reach Ahead are
N and I.
```

ACCESS will then automatically generate a notice.

P-2225 RECERTIFICATION (continued)

P-2225A Interview (Reach Up rule 2213)

An interview is required at recertification.

Use the [ESD 202C, Benefits Interview Appointment Notice](#), when you receive the ESD 202. Send an ESD 202D, Notice of Missed Interview (NOMI) via ACCESS if the interview is not completed within 5 days. See P-2201B for more information.

During the interview follow these steps:

- Check the ESD 202 for the participant's signature, even if not all necessary questions have been answered, or all verification has been provided.
- If any necessary verifications are not provided, mail the participant an ESD 202RL2 (Verification Review Letter) with a specific date when the information must be received for the benefits to continue.
- Utilize the ESD 201DV (Domestic Violence Notice – You Don't Have to Face it Alone) and follow the script at P-2201 K.

If no interview has been completed by adverse action of the review month, enter a Non Coop Code on the STAT panel. A Notice of Decision will be created by ACCESS.

P-2225 RECERTIFICATION (continued)

P-2225B Response to Request for Verification (Reach Up rule 2211.3)

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.

Good cause reason provided

Send a 10-day notice of termination and let the household know that the benefit will be reinstated if they provide the information and demonstrates that “good cause” continued. Document in CATN the reasons for the decision that there was “good cause.” When time allows, the 10-day notice of termination should be sent in time to stop benefits from being given after the recertification period has ended.

If there is proof for good cause, the household may be reinstated back to the date of closure. Before reinstating, determine that the information on the ESD 202 is still current. If the requested information is received more than 60 days after the original request for proof, a new ESD 202 is required.

Good cause not provided

Document in CATN the explanation the household gave for not proving “good cause” and why it doesn’t prove good cause. Send the household a 10-day notice of termination. When time allows, the 10-day notice of termination should be sent in time to stop benefits from being given after the recertification period has ended.

NOTE: Possible “good cause” reasons are listed in Reach Up rules 2211.3. The list is not meant to be cover all reasons, and it is up to the District Management Team to determine if good cause exists in a specific case.

There may be extraordinary circumstances when proof is unlikely ever to be available and getting it is outside the control of the household. In these cases, the District Management Team may remove the requirement of verification.

P-2225 RECERTIFICATION (continued)

P-2225C Certification Periods

Provide a new 12 month certification period for Reach Up. The new Reach Up certification period can be shortened from 12 months to line up with an active 3SVT case. Do not extend the Reach Up certification period to more than 12 months.

Example: case is active 3SVT, line up the new RUFA certification period with the existing certification period on the 3SVT end.

Reach Up household completes their review for the month of August. If 3SVT is scheduled for a review in January, the New RUFA certification period can end in January also.

P-2225 RECERTIFICATION (continued)

P-2225D Recertification Notices

Documentation for a recertification is the same as an application.

P-2230 BENEFITS

P-2230A New applications after mid month closure (Reach Up rule 2216.2)

Households that close mid-month and then reapply within the same month are entitled to a percentage of the grant they are eligible to receive for the remainder of the month.

These benefits must be manually determined and issued through the COPS unit.

Example: A household received \$260 on 6/1/18 in RUFA benefits, and then closed 6/15/18. They reapplied for benefits on 6/19/18.

The benefit amount for the remainder of the month would be \$174. Since this amount is less than what they already received (\$260), ACCESS will not issue any more benefits for that month. A percentage of \$174 should be issued to the household.

This will only happen in the in the second half of the month (15th-30th/31st).

BPS Support

Determining benefit amount

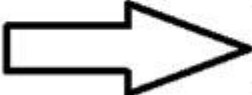
To determine the benefit amount, use the Money Payment chart found in [Reach Up rule 2216.2](#). Begin counting the first day the household does not receive benefits. Count the number of days closed until the date of approval. Use the number of days closed to determine the percentage of benefit the household should receive for the month from the Money Payment chart.

Multiply the total monthly benefit by the percentage. This will give the percentage of monthly benefit the household is eligible for.

Subtract what the household already received for the month from the household's percentage of monthly benefit amount they are eligible for.

Email COPS to have the remaining benefit amount issued to the household.

Example: If benefits close on 6/15/17 and the household reapplies and is approved for benefits again on 6/20/17, count 4 days (6/16, 6/17, 6/18, and 6/19). If the household was closed for 4 days we would use 90% shown in the chart below.



Effective Date	Percentage	Effective Date	Percentage	Effective Date	Percentage
1	100	11	67	21	33
2	97	12	63	22	30
3	93	13	60	23	27
4	90	14	57	24	23

If the monthly benefit is \$434 multiple by 90% which equals \$391. The household would be eligible for \$391 for the month of June. Since the household received \$260 on 6/1/18, subtract \$260 from \$391, which is \$131. The household would be eligible for \$131 in benefits for the remainder of the month. Email COPS and they will manually issue the \$131.

P-2230 BENEFITS (continued)

P-2230B Minimum Benefit (Reach Up rule 2255)

ACCESS will not issue a benefit amount less than \$10. A notice will be created automatically.

P-2231 PROTECTIVE PAYMENTS (Reach Up rule 2221, 2222, 2226) (including Vendor Payments)

Protective payments include management of the Reach Up benefit by someone outside of the Reach Up household to meet the needs of the family.

Payments will either be:

- made to a Protective Payee
- Controlled Vendor Payments (CVPs)
- Rent Vendor Payments (RVPs)

CATN all protective payment information clearly including what type of protective payment is being used, if a payee is involved, agreements to pay any arrears, and any changes.

Protective payments may be related to the following:

- Protective Payments (examples include: Temp Absence of parent, court ordered)
- Money Mismanagement
- Sanctions
- Participant Request

Protective Payees

Protective payees may be court appointed, or a person suggested by the participant and approved by the department. This person receives the Reach Up benefit for the participant and disburses the money to cover current expenses (shelter, basic needs, other needs), and sometimes past due expenses. To avoid conflict of interest, ESD staff and vendors of goods and services who deal directly with the participant should not be protective payees.

Vendor Payments

If a protective payee is not available, vendor payments are started.

Send a letter to the landlord informing them

- that payments will be made on behalf of the participant
- start of payments
- end of payments
- if arrears will also be paid

Rent Vendor Payment (RVP)

RVPs are used if only rent is to be vendored.

RVP payments go out automatically through ACCESS (60% of rent on the 1st, 40% of rent on the 16th). Any remaining benefits are issued to the participant in a 60/40 split.

Controlled Vendor Payment (CVP)

CVPs are used:

- if more than rent is to be vendored (for example rent and electricity to are to be paid)
- if case is sanctioned

Districts develop their own way of tracking CVP payments, often a list is kept on the share drive. After the second adverse action in the month, issue benefits for the following month.

CVPs cannot be more than the benefit amount.

CVPs can be less than the benefit amount but this is limited to budget for a one-time expense (such as property taxes or mortgage insurance). In those specific cases, carry forward any unspent balance for the following month when the larger expense is due.

Arrears payments

Payments must be made to current expenses first, then if agreed by the participant payments can be made to arrears. If arrears payments are to be made, have participant sign a Protective Payment Agreement ([form 207](#)).

BPS Support

RVP Payments in ACCESS

If only current rent is to be paid through RVP, enter code C on the RENT panel.

```
02/13/18 10:27 RENTAL EXPENSE      QUESTION 31 ( RENT . 01 )
                                     (LAST UPDATED: 01/05/18 09:42 | ASPAGF )

NAME OF PERSON WHO PAYS THE RENT      INCL IN RENT      RENT AMT      MONTHLY
                                     FUEL  UTIL      FREQ  $$$$ ¢¢      $$$$ ¢¢
                                     Y    N          M          66 00          66 00

**** SUBSIDIZED/PUBLIC HOUSING ****      (COMPLETE BELOW IF DIFFERENT)
Y/N TYPE BDRMS  RUFA SUBSIDY      FS / SF      FS / SF      FS / SF
Y  S          STD  ACT    HH  USED  INKIND      RENT AMT      MONTHLY
                                     FREQ  $$$$ ¢¢      $$$$ ¢¢
                                     M          0 00          0 00

***** R V P  D A T A *****
RVP CODE: C          RENT AMT: $ 00066 00      ARREARAGE
*****
LANDLORD NAME: Vermont State Housing Auth.____  TOTAL ARREARS: 00000 00
LANDLORD C/O: _____  AMT TO BE PAID: 00000 00
LANDLORD STREET: 1 Prospect St. _____
CITY, STATE, ZIP: Montpelier _____ VT 05602 _____  BALANCE LEFT:
USER: 934 FNX: STAT MODE: C RPTGRP:          PERIOD: 02 18 COMMAND:
DO: Z IMS: D02 REPORTING ADULT:
3
```

If an arrears payment will also be made, enter code A on the RENT panel.

```
02/13/18 09:38 RENTAL EXPENSE      QUESTION 31 ( RENT . 01 )
                                     (LAST UPDATED: 01/05/18 09:42 | ASPAGF )

NAME OF PERSON WHO PAYS THE RENT      INCL IN RENT      RENT AMT      MONTHLY
                                     FUEL  UTIL      FREQ  $$$$ ¢¢      $$$$ ¢¢
                                     Y    N          M          66 00          66 00

**** SUBSIDIZED/PUBLIC HOUSING ****      (COMPLETE BELOW IF DIFFERENT)
Y/N TYPE BDRMS  RUFA SUBSIDY      FS / SF      FS / SF      FS / SF
Y  S          STD  ACT    HH  USED  INKIND      RENT AMT      MONTHLY
                                     FREQ  $$$$ ¢¢      $$$$ ¢¢
                                     M          0 00          0 00

***** R V P  D A T A *****
RVP CODE: A          RENT AMT: $ 00066 00      ARREARAGE
*****
LANDLORD NAME: Vermont State Housing Auth.____  TOTAL ARREARS: 00320 00
LANDLORD C/O: _____  AMT TO BE PAID: 00050 00
LANDLORD STREET: 1 Prospect St. _____
CITY, STATE, ZIP: Montpelier _____ VT 05602 _____  BALANCE LEFT:
USER: 934 FNX: STAT MODE: C RPTGRP:          PERIOD: 02 18 COMMAND:
DO: Z IMS: D02 REPORTING ADULT:
3
```

Sending letter to landlord in ACCESS

For start or end of CVPs or RVPs issue a letter to the landlord through SPEC/C/FORMS.

```
02/13/18 10:28 Automated Forms Issuance ASQAMFMO

- 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 Reminder Notice (Form 202V2) (HEALTH CARE ONLY)
- Verification Change Request (Form 202VCR)
- Notice of Decision (Form 220)
R Controlled Vendor Payment Start - (A = Arrearage R = Rent only)
- Controlled Vendor Payment End - (A = Arrearage R = Rent only)

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

- Blank Letter
USER: 934 FNX: SPEC MODE: C RPTGRP: PERIOD: 02 18 COMMAND:
DO: Z IMS: D02 RPTGRP NAME SHIFT-F12= HELP
```

Instead of entering an X on this screen, enter "R" if only current rent is to be vendored. Enter "A" if vendors will include current rent and a payment towards arrears.

P-2231 PROTECTIVE PAYMENTS (continued)

P-2231A Protective Payment (Reach Up rule 2226)

“Protective payment” is a category of protective payments in general. This category usually involves Temporary Absence of a parent, but may include other scenarios such as court ordered vendor payments or payee status.

Can be set up through a protective payee or through CVPs.

Protective Payment Agreement (form 207)

Protective Payment Agreement ([form 207](#)) must be signed by the participant and the protective payee (if there is one) to set up protective payee status, or just the participant to set up Protective Payment CVPs/RVPs.

If only rent is to be vendored, and a protective payee is not set up, enter RVPs on the RENT panel.

Protective Payee Notice

Participants and their protective payee will be issued a notice automatically through ACCESS when the Payee Status starts and when it stops. The notice will mention the signed Protective Payment Agreement.

Protective Payee AND Protective Vendor Payments

In rare occasions where a protective payee and Protective Payment CVPs are set up, Place a WARN on case to clearly indicate that after shelter costs are paid through CVP, the remainder of money should be sent through check to the protective payee in a 60/40 split.

If only one of the types of protective payment end, send a blank letter through SPEC C FORMs indicating which protective payment remains in effect based on Protective Payment Agreement.

BPS Support

To set up a Protective Payee follow the same steps outlined in [SOP 2104 Entering an Alternate Payee in ACCESS](#) with the following exceptions:

```

ENTER SUBSTITUTE REPORTER-PAYEE *** (ASPANB)

FIRST MI LAST MOD): SALLY_ FIELD
C-O OR APT, BLDG, TRLR NUMBER :
STREET OR RFD AND BOX NUMBER : 100 ANY STREET
CITY, STATE, ZIP, COUNTRY : SOME TOWN VT 05641
TELEPHONE (AC + NUMBER) AND EXTENSION : 802 123 4567 EXT

SUBS REPORTER (Y OR N) AND START DATE : N
SUBS PAYEE (Y OR N) AND START DATE : Y 01 18 2019

SUBSTITUTE PAYEE REASON CODE (ANSWER
IF SUBSTITUTE PAYEE RESPONSE IS YES) : 1 1. PROTECTIVE PAYEE
2. MONEY MISMANAGEMENT
3. NON-COOPERATION WITH IV-D
6. RECIPIENT REQUEST

EBT ALTERNATE PAYEE STATUS: 1C
DOES THE HEAD HOUSEHOLD RETAIN ACCESS TO BENEFITS ? N

USER: 934 FNX: SUBS MODE: C RPTGRP: PERIOD: 01 19 COMMAND:
DO: Z IMS: 934 RPTGRP NAME:

```

1. ACCESS has been updated to indicate "Protective Payee" (instead of "WIN Non Coop"). Enter Substitute Payee Reason Code "1".
2. The Head of Household should not retain access to benefits if a Protective Payee is set up. Enter "N" in this field.

To set up Protective Payment related CVP

Enter SUBS C

```

CURRENT SUBSTITUTE REPORTER-PAYEE STATUS ASPANA
** THERE ARE 0 ALTERNATE REPORTERS PHONE START-END-DATE
00 00 00

** THERE ARE 0 EBT ALTERNATE(s) AND 1 CVP'S FOR THIS CASE

RENT IS NOT VENDORED THIS PERIOD

COMMANDS:
CVP CREATE OR MODIFY: 'CVP' CREATE ALT PAYEE - REPORTER: 'ALT'
CHANGE ALT PAYEE: 'CHGP' CHANGE ALT REPORTER: 'CHGR'
DISPLAY ALT PAYEE OR CVP: 'DSPP' DISPLAY ALT REPORTER: 'DSPR'
USER: 934 FNX: SUBS MODE: C RPTGRP: PERIOD: 11 18 COMMAND:
DO: Z IMS: 934 RPTGRP NAME:

```

Then enter CVP in command

```

                CURRENT SUBSTITUTE REPORTER-PAYEE STATUS      ASPANA
** THERE ARE  0 ALTERNATE REPORTERS                PHONE      START-END-DATE
                                                                00 00 00

** THERE ARE  0 EBT ALTERNATE(S)      AND  1 CVP'S FOR THIS CASE

                RENT IS NOT VENDORED THIS PERIOD

COMMANDS:
CVP CREATE OR MODIFY:      'CVP'      CREATE ALT PAYEE - REPORTER:  'ALT'
CHANGE ALT PAYEE:        'CHGP'      CHANGE ALT REPORTER:      'CHGR'
DISPLAY ALT PAYEE OR CVP:  'DSPP'      DISPLAY ALT REPORTER:    'DSPR'
USER: 934 FNX: SUBS MODE: C RPTGRP:      PERIOD: 11 18 COMMAND: CVP _
DO: Z IMS: 934 RPTGRP NAME:

```

Select reason 1 "Protective Payment" and 99 99 9999 as the end date. The earliest possible start date will autofill if after adverse action. Otherwise enter current date as start date.

```

                CVP CASE MAINTENANCE                        (ASPANC)

ENTER NEW CVP DATA

1. PROTECTIVE PAYEE                5. ELIZABETH LUND HOME / HANNAH HOUSE
2. MONEY MISMANAGEMENT            6. CLIENT REQUEST
3. IV-D NON-COOPERATION          7. MINOR PARENTS NOT COOPERATING
4. SANCTIONED

CVP REASON-CODE: 1
START DATE: 01 01 2019                END DATE: 99 99 9999

TO DELETE A FUTURE CVP CASE ENTER 'DEL' IN COMMAND LINE
TO ADD A FUTURE CVP CASE ENTER 'ADD' IN COMMAND LINE

USER: 934 FNX: SUBS MODE: C RPTGRP:      PERIOD: 11 18 COMMAND: _
DO: Z IMS: 934 RPTGRP NAME:

```

To write checks follow Issuing Benefits through CVP in P-2231E.

P-2231 PROTECTIVE PAYMENTS (continued)

P-2231B Money Mismanagement (Reach Up rule 2226.1)

Determine if non-payment of bills threatens the loss of services and thereby jeopardizes the health and safety of children in the household.

Money Mismanagement Letter

When suspected money mismanagement is reported, send a VCR with a Money Management Letter ([form 202MM](#)) and a due date of 10 days.

If the participant responds determine if there is good cause (Reach Up rule 2226.1B)

If money mismanagement is established and a protective payee can be found, payments are made to the payee only. No CVPs are allowed.

If no protective payee can be found, then CVP/RVP should be used. Current rent should be paid.

Money Mismanagement and Arrears

Participants cannot be forced to make additional payments toward arrears, though they can be encouraged to do so.

If arrears payments are to be made, have participant sign a Protective Payment Agreement (form 207) as well.

BPS Support

To set up Money Mismanagement related CVP

Enter SUBS/C

```
                CURRENT SUBSTITUTE REPORTER-PAYEE STATUS      ASPANA
** THERE ARE  0 ALTERNATE REPORTERS                PHONE      START-END-DATE
                                                                00 00 00

** THERE ARE  0 EBT ALTERNATE(s)      AND  1 CVP'S FOR THIS CASE

                RENT IS NOT VENDORED THIS PERIOD

COMMANDS:
CVP CREATE OR MODIFY:          'CVP'      CREATE ALT PAYEE - REPORTER:  'ALT'
CHANGE ALT PAYEE:              'CHGP'     CHANGE ALT REPORTER:         'CHGR'
DISPLAY ALT PAYEE OR CVP:      'DSPP'   DISPLAY ALT REPORTER:        'DSPR'
USER: 934 FNX: SUBS MODE: C RPTGRP:          PERIOD: 11 18 COMMAND:  _
DO: Z IMS: 934 RPTGRP NAME: |
```

Then enter CVP in command.

```
                CURRENT SUBSTITUTE REPORTER-PAYEE STATUS      ASPANA
** THERE ARE  0 ALTERNATE REPORTERS                PHONE      START-END-DATE
                                                                00 00 00

** THERE ARE  0 EBT ALTERNATE(s)      AND  1 CVP'S FOR THIS CASE

                RENT IS NOT VENDORED THIS PERIOD

COMMANDS:
CVP CREATE OR MODIFY:          'CVP'     CREATE ALT PAYEE - REPORTER:  'ALT'
CHANGE ALT PAYEE:              'CHGP'     CHANGE ALT REPORTER:         'CHGR'
DISPLAY ALT PAYEE OR CVP:      'DSPP'     DISPLAY ALT REPORTER:        'DSPR'
USER: 934 FNX: SUBS MODE: C RPTGRP:          PERIOD: 11 18 COMMAND:  CVP_
DO: Z IMS: 934 RPTGRP NAME: |
```

Select reason 2 "Money Mismanagement" with 99 99 9999 as the end date. The earliest possible start date will autofill if after adverse action. Otherwise enter current date as start date.

CVP CASE MAINTENANCE

(ASPANC)

ENTER NEW CVP DATA

- 1. PROTECTIVE PAYEE
- 2. MONEY MISMANAGEMENT
- 3. IV-D NON-COOPERATION
- 4. SANCTIONED

- 5. ELIZABETH LUND HOME / HANNAH HOUSE
- 6. CLIENT REQUEST
- 7. MINOR PARENTS NOT COOPERATING

CVP REASON-CODE: 2

START DATE: 01 01 2019

END DATE: 99 99 9999

TO DELETE A FUTURE CVP CASE ENTER 'DEL' IN COMMAND LINE
TO ADD A FUTURE CVP CASE ENTER 'ADD' IN COMMAND LINE

USER: 934 FNX: SUBS MODE: C RPTGRP:
DO: Z IMS: 934 RPTGRP NAME:

PERIOD: 11 18 COMMAND:

To write checks follow Issuing Benefits through CVP P-2231E.

P-2231 PROTECTIVE PAYMENTS (continued)

P-2231C Sanction (Reach Up rule 2226.4, Reach Up Services rule 2375.4)

Reach Up participants that are sanctioned must have their shelter expenses paid through CVPs. ACCESS prevents the grant from being disbursed without action by Eligibility.

Sanction with protective payee

If money mismanagement is not an issue but a protective payee is set up place a WARN on case to clearly indicate that after shelter costs are paid through CVP, the remainder of money should be sent through check to the protective payee in a 60/40 split.

Protective payee in place before sanction

In cases where a protective payee exists before a sanction is put in place, added text can be made at the bottom of the related Eligibility letter reminding them that the additional money will be sent to the protective payee based on the Protective Payee agreement they signed.

Sanction in place before protective payee

In cases where the sanction is in place before the protective payee is established, send a blank letter through SPEC C FORMS reminding the participant that the shelter will be paid through vendor payments due to the sanction and the remainder of the money will be sent to the payee.

Sanction with money mismanagement and protective payee

The one exception to this is if money mismanagement is also determined **and** a protective payee is in place. Then CVPs would not be set up and payments would be made to the protective payee. Currently protective payees are rare.

BPS Support

See pages 258-263 of the RUFA Binder found [here](#).

ACCESS will automatically set up a CVP for reason code 4 "Sanctioned" when the sanction is entered in CASE C SANC.

To check if a Sanction related CVP is set up

Enter SUBS C

```
                CURRENT SUBSTITUTE REPORTER-PAYEE STATUS      ASPANA
** THERE ARE  0 ALTERNATE REPORTERS                PHONE      START-END-DATE
                                                    00 00 00

** THERE ARE  0 EBT ALTERNATE(S)      AND  1 CVP'S FOR THIS CASE

                RENT IS NOT VENDORED THIS PERIOD

COMMANDS:
CVP CREATE OR MODIFY:      'CVP'      CREATE ALT PAYEE - REPORTER:  'ALT'
CHANGE ALT PAYEE:         'CHGP'      CHANGE ALT REPORTER:         'CHGR'
DISPLAY ALT PAYEE OR CVP: 'DSPP'      DISPLAY ALT REPORTER:        'DSPR'
USER: 934 FNX: SUBS MODE: C RPTGRP:      PERIOD: 11 18 COMMAND:  _
DO: Z IMS: 934 RPTGRP NAME: |
```

Then enter DSPP in command

```
                CURRENT SUBSTITUTE REPORTER-PAYEE STATUS      ASPANA
** THERE ARE  0 ALTERNATE REPORTERS                PHONE      START-END-DATE
                                                    00 00 00

** THERE ARE  0 EBT ALTERNATE(S)      AND  5 CVP'S FOR THIS CASE

                RENT IS NOT VENDORED THIS PERIOD

COMMANDS:
CVP CREATE OR MODIFY:      'CVP'      CREATE ALT PAYEE - REPORTER:  'ALT'
CHANGE ALT PAYEE:         'CHGP'      CHANGE ALT REPORTER:         'CHGR'
DISPLAY ALT PAYEE OR CVP: 'DSPP'      DISPLAY ALT REPORTER:        'DSPR'
USER: 934 FNX: SUBS MODE: C RPTGRP:      PERIOD: 02 18 COMMAND:  DSPP
DO: Z IMS: 934 RPTGRP NAME: |
```

SUBS C DSPP will show the history of CVPs for the case

```
          SUBSTITUTE PAYEE STATUS ASPANG
OCCURRENCE          1  OF          1  PROG ASPANG

CASE IS CVP BY REASON OF (CODE) :          4  SANCTIONED

                                     START DATE
                                     01 01 2019

                                     END DATE
                                     99 99 9999

TO CHANGE THIS CVP ENTER 'CHGC' IN COMMAND LINE

USER: 934  FNX: SUBS  MODE: C  RPTGRP:          PERIOD: 12 18  COMMAND: _
DO: Z  IMS: 934  RPTGRP NAME:
```

Hit enter to see additional occurrences. This case only had one CVP.

To write checks follow Issuing Benefits through CVP P-2231E.

P-2231 PROTECTIVE PAYMENTS (continued)

P-2231D Participant Request

Reach Up participants may request that their benefits be paid through a protective payee or CVPs.

If a protective payee is available, a Protective Payment Agreement should be signed.

For CVPs, it is best practice to have a signed statement from the participant. CVP payments and past due payments can also be outlined on the Protective Payment Agreement.

Ending voluntary protective payments

Unlike the other reasons for Protective Payments, participants can request an end to any of these voluntary protective payments through verbal or written request.

BPS Support

To set up participant request CVP

Enter SUBS C

```

                CURRENT SUBSTITUTE REPORTER-PAYEE STATUS      ASPANA
** THERE ARE  0 ALTERNATE REPORTERS                PHONE      START-END-DATE
                                                    00 00 00

** THERE ARE  0 EBT ALTERNATE(S)      AND  1 CVP'S FOR THIS CASE

                RENT IS NOT VENDORED THIS PERIOD

COMMANDS:
CVP CREATE OR MODIFY:          'CVP'      CREATE ALT PAYEE - REPORTER:  'ALT'
CHANGE ALT PAYEE:              'CHGP'     CHANGE ALT REPORTER:        'CHGR'
DISPLAY ALT PAYEE OR CVP:      'DSPP'     DISPLAY ALT REPORTER:       'DSPR'
USER: 934 FNX: SUBS MODE: C RPTGRP:      PERIOD: 11 18 COMMAND:  _
DO: Z IMS: 934 RPTGRP NAME: |
```

Then enter CVP in command

```

                CURRENT SUBSTITUTE REPORTER-PAYEE STATUS      ASPANA
** THERE ARE  0 ALTERNATE REPORTERS                PHONE      START-END-DATE
                                                    00 00 00

** THERE ARE  0 EBT ALTERNATE(S)      AND  1 CVP'S FOR THIS CASE

                RENT IS NOT VENDORED THIS PERIOD

COMMANDS:
CVP CREATE OR MODIFY:          'CVP'      CREATE ALT PAYEE - REPORTER:  'ALT'
CHANGE ALT PAYEE:             'CHGP'     CHANGE ALT REPORTER:         'CHGR'
DISPLAY ALT PAYEE OR CVP:     'DSPP'     DISPLAY ALT REPORTER:        'DSPR'
USER: 934 FNX: SUBS MODE: C RPTGRP:          PERIOD: 11 18 COMMAND: CVP_
DO: Z IMS: 934 RPTGRP NAME:

```

Select reason 6 "Client Request" and 99 99 9999 as the end date. The earliest possible start date will autofill if after adverse action. Otherwise enter current date as start date.

```

                CVP CASE MAINTENANCE                          (ASPANC)

ENTER NEW CVP DATA

1. PROTECTIVE PAYEE
2. MONEY MISMANAGEMENT
3. IV-D NON-COOPERATION
4. SANCTIONED
CVP REASON-CODE: 6
START DATE: 01 01 2019

5. ELIZABETH LUND HOME / HANNAH HOUSE
6. CLIENT REQUEST
7. MINOR PARENTS NOT COOPERATING

END DATE: 99 99 9999

TO DELETE A FUTURE CVP CASE ENTER 'DEL' IN COMMAND LINE
TO ADD A FUTURE CVP CASE ENTER 'ADD' IN COMMAND LINE

USER: 934 FNX: SUBS MODE: C RPTGRP:          PERIOD: 11 18 COMMAND: _
DO: Z IMS: 934 RPTGRP NAME:

```

To write checks follow Issuing Benefits through CVP in P-2231E.

P-2231 PROTECTIVE PAYMENTS (continued)

P-2231E Issuing benefits through CVP

BPS Support

Check eligibility screen for RUFA benefit amount (ELIG/C/RUFA). If ELIG is pending, ACCESS will not issue a payment.

```
02/13/18 10:38 RUFA Eligibility for 03 18 Processed: 02 13 18 10:26 ASP1VA0
RUFA Entitlement Amount: 610.00 Last Proc: Ver: 1 OF 1
RUFA Grant Less Recoup: 610.00 Result: ELIGIBLE Method: COMPUTED
Parent Share Offset Amt: Payment Method: EBT CASH
RUFA Reduced Grant Amt: 610.00
RUFA Payment Schedule Rufa Type:
First Date Second Date Reco RA MTD
SO Scheduled this action:
AMOUNT AVAILABLE FOR CVP: 610.00
Month-to-date RUFA Paid:
Action Required
Approval Code: GA Reco Amt:
User: 934 FNX: ELIG Mode: C Rptarn: Period: 03 18 Command: -
DO: Z IMS: D02 Rptgrp Name: Panel: 1 3
```

If it says "Approve CVP", approve the pending ELIG. If pending status is related to Sanction, check CASE/D/SANC to verify whether or not the participant needs to meet with their case manager prior to issuing benefit.

Check CVP in SUBS/C/CVP—if there is 99/99/9999 in the end date field, this is a CVP case.

```

CVP CASE MAINTENANCE                                (ASPANC)

UPDATE CURRENT CVP DATA

1. PROTECTIVE PAYEE                                5. ELIZABETH LUND HOME / HANNAH HOUSE
2. MONEY MISMANAGEMENT                             6. CLIENT REQUEST
3. IV-D NON-COOPERATION                           7. MINOR PARENTS NOT COOPERATING
4. SANCTIONED
CVP REASON-CODE: 4
START DATE: 10 01 2018                               END DATE: 99 99 9999

TO DELETE A FUTURE CVP CASE ENTER 'DEL' IN COMMAND LINE
TO ADD A FUTURE CVP CASE ENTER 'ADD' IN COMMAND LINE

USER: 934 FNX: SUBS MODE: C RPTGRP:                PERIOD: 10 18 COMMAND:
DO: Z IMS: 934 RPTGRP NAME: P

```

Review current RENT screen, as well as CATNs, to confirm rent/mortgage amount and name and address of landlord/mortgage company. Check OnBase for shelter related information.

Go to CHCK/C in the month you are issuing the benefit.

```

3/25/18 10:44                                IV-A SELECT FUNCTION                                SYSTEM  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                       PREL - Presumptive Eligibility
FUEL - Supplemental Fuel                      PREM - Premium Management
GAEL - General Assistance                     QUAL - Quality Review
IDEA - System Change Request                  RECO - Recoupment Schedule
INFC - Interfaces                             REPT - Report Selection
INQB - Benefit History                        SPEC - Special Functions
INQD - Benefit Disbursement History           STAT - Statement of Need
IV-D - IV-D Select Function                   SUBS - Substitute Reporter/Payee
JFIP - Jobs For Independence                 TODO - Daily To-Do Report
LOGO - Logoff                                UNLK - Releases Locked Cases

~~~~~
USER: 934 FNX: CHCK MODE: C RPTGRP:           PERIOD:  --  --  COMMAND:
                                                F8 = MORE

```

MONY Checkwrite Submenu comes up—enter CVP in the program field and date range for the payment period.

```
Valid programs: RUFA,CC,CVP,EP,EXPD,FS,LUND,ORNT,RCHP,TCC,WORK,& PSE
ASPSA1
***** M O N Y   C H E C K W R I T E   S U B M E N U   * * * * *

Reporting Group: 5
Program: CVP_
Period
** From **      *** To ***
MM DD CCYY    MM DD CCYY
03 01 2018    03 31 2018

Reach Up Client SSN: _____

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

CVP Checkwrite Budget Screen appears—place X in the “Mark Here for New Check” field.

```
11/30/18 15:14          CVP CHECKWRITE BUDGET SCREEN          ASQSAA2B
FROM PREV 0.00      TOT 12/18 ENTL 337.00  CURR LEFT 337.00  TOT LEFT 337.00
CPT INFO ABOUT THIS CHECK      VENDOR #/NAME      LAST MO  THIS MO  CK DT
X  <== MARK HERE FOR NEW CHECK

USER: 934      RPTGRP:          FNX: CHCK      MODE: C      COMMAND:
RPTGRP NAME:          DO: Z
```

CVP Checkwrite Entry Screen appears—enter information for this check

```

3/25/18 15:23          CVP CHECKWRITE ENTRY SCREEN          ASQSAA2A

INFO ABOUT THIS CHECK: April Rent 1.
CHECK WILL BE DATED: 03 30 2018 2.
CHECK AMOUNT: 00198 00 3.
EBT FOOD: _          VENDOR NMBR: _____
                                5.
CLIENT NAME:          VENDOR NAME: VSHA
ADDRESS:              ADDRESS: 1 Prospect St
                                Montpelier _____ VT
                                05602 _____

6.
MEMO:
100% of April Rent for "Participant Name"
____
____
____
____

USER: 934      RPTGRP:
RPTGRP NAME:   FNX: CHCK      MODE: C      COMMAND: APP
DO: 7

```

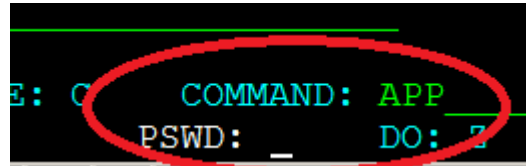
1. Info About This Check: Offer brief description i.e. "April Rent"
2. Check Will Be Dated: Typically, 1 or 16. If the 1st or the 16th falls on a weekend, issue the benefit on the work day before the weekend. For example, if the 1st is on Saturday, issue the check for Friday before—in the case above 4/1/18 was a Sunday, so the check was issued the Friday before, 3/30/18.
3. Check Amount: Amount of benefit to be issued via check.
4. Client Fields: Self populates with participant name and address. If check is being issued to participant do not enter Vendor fields.
5. Vendor Fields: Enter name and address where you want the check to be delivered.
6. Memo: indicate account numbers or other identifying information that will help identify the payment.
7. Enter APP and hit enter

ACCESS will ask for your MAP password to approve and process the payment.

```
PLEASE ENTER YOUR PASSWORD TO APPROVE THIS CHECK
11/30/18 15:44 CVP CHECKWRITE ENTRY SCREEN
```

```
INFO ABOUT THIS CHECK: April Rent
```

Use the same 4 digit password you enter on the VT MAP screen when signing into ACCESS



```
E: C COMMAND: APP
PSWD: _ DO: 7
```

ACCESS returns to the CVP Checkwrite Budget Screen (see above). Place X in the "Mark Here for New Check" field. Repeat above steps to issue the remaining benefit. If no further checks are required enter CANC in Command.

Once you have completed the check issuance, verify the amounts through INQD and enter a CATN documenting the payments have been entered.

P-2270 SPECIAL HOUSEHOLD SITUATIONS- **Temporary Absence (Reach Up rule 2230.3)**

Reach Up benefits can continue for a household if temporary absence is granted by the department. The absence must be more than 30 days, but not expected to last more than 180 days. Reunification must be the goal.

Absence of Parent/Caretaker:

- inpatient or outpatient care from a hospital,
- substance abuse treatment facility,
- other medical treatment institution.

Absence of Child:

- custody of Family Services Division (FSD);
- receiving care from a hospital, substance abuse treatment facility, or other medical institution;
- child is incarcerated;
- voluntary agreement to place the child in someone else's care; or
- substantially similar circumstances

Example of a voluntary placement:

Mom has been experiencing an increase in mental health symptoms and is considering checking into Brattleboro Retreat for a period of time. Mom is supported by her mental health clinician and her primary care provider. Family Services is not involved. Provider(s) writes letter of support stating that it is in Mom and child's best interest, the child be separated from Mom and returned within 180 days. Child can stay temporarily with maternal grandmother, but Mom continues to need financial assistance so she can maintain her apartment. Case may be eligible for Temporary Absence.

Shared or Conditional Custody

Shared custody and Conditional Custody Orders (CCO) do not require Temporary Absence unless the child(ren) is out of the home more than 50% of the time.

Homelessness

Participants separated because of homelessness may be eligible for Temporary absence if the goal is to reunify within 180 days.

Reporting Temporary Absence

The participant is responsible for reporting all changes in their household, but if reported by Family Services Division (FSD), Economic Services must act on the information.

Family Services can either provide:

- form [FS201FC-M](#) indicating if household is receiving Reach Up
- an email to ESD stating that a child(ren) was removed and that the current case plan includes reunification

If the participant tells their case manager about the absence and it is not already reported, the case manager must let Eligibility know.

Assumption of continued benefits

It can be assumed that participants will want their Reach Up benefit continued. If participants decide they do not want Temporary Absence, voluntary withdrawal will be entered as soon as possible.

Temporary Absence not reported

If a temporary absence is not reported and Reach Up benefits have been ongoing, use the actual left date to determine how much of the 180 days remains.

Determining Eligibility

Reunification within 180 days must be the goal to be eligible for temporary absence.

A [Waiver of Confidentiality](#) (201WC) is not necessary to approve the temporary absence but can be requested to help coordinate the case. If a case manager is assigned, the case manager can obtain a release after temporary absence is granted.

District Management Teams will decide who is responsible for determining temporary absence eligibility in their own office.

Benefits Programs Specialist (BPS) gives all information to their District Management Team designee to make the decision if the grant will remain open, needs to be closed, or should be approved or denied.

New Reach Up applicants

New Reach Up applicants, and current participants adding an absent child that is not already on the Reach Up grant, can also apply/add the child to grant requesting temporary absence eligibility. Look at the date of the first Reach Up benefit as the start of the 180-day period.

FSD related cases

The most common Temporary Absence cases involve FSD custody. In these cases, unless clearly indicated on a received [FS201FC-M](#), contact should be made with the local FSD office to ensure that the current plan includes reunification. District offices may have different methods for making this contact and may include District Management, Eligibility or Case Management staff.

- If child is placed in out of state care but the plan is to reunify the child with their family in Vermont, the household may be eligible for temporary absence. This is true even if another state has custody of the child.

The FSD social worker assigned to the family, the parent/caretaker's Reach Up case manager, and Eligibility will work together to assist the family.

In cases of a child only Reach Up grant, case management will not be set up and communication will remain between FSD and the District Management Team. Request that FSD inform the management team if the court order goal no longer includes reunification.

Non-FSD related cases

Accept the participant's statement regarding their plan for reunifying. If it is questionable ask the participant to provide statements from others who are familiar with the families' circumstances.

Granting Temporary Absence

CATN all information in ACCESS. Enter a WARN and set up a future TODO that indicates when the maximum of 180 days will be reached.

The absent household member will remain active for Reach Up. The absent household member must be removed for 3SVT and Supplemental Fuel. The full Reach Up grant that the household is receiving must be counted for 3SVT and Supplemental Fuel.

If a case manager is assigned, inform them of the following:

- If the absence is expected to last more than 180 days.
- Any change to the parent/caretaker's plan for the child to return home at the end of the absence, or for the parent to return home.
- Indications or reports that it is no longer the parent/caretaker's intent to maintain a home or be responsible for the child during the absence.
- Changes in the parent/caretaker's living situation.
- Information regarding the child's incarceration, medical care, or DCF custody status, or the parent/caretaker's inpatient or outpatient care from a hospital, substance abuse treatment facility or other medical institution.
- Changes affecting the parent/caretaker's eligibility for Reach Up.
- Changes in the designated responsible adult (caretaker) and alternate payee if applicable.

Temporary Absence of Parent/Caretaker

If the parent/caretaker is the one that is absent from the home, they must assign a protective payee and complete a form [207 Protective Payment Agreement](#) otherwise the benefit will close. The parent who is temporarily absent should not retain access to benefits.

If housing costs are included in the Reach Up budget, vendor payments will be set up. Housing includes rent, mortgage, property taxes, insurance, allowable maintenance and repair.

A protective payee may apply for 3SVT and Supplemental Fuel for themselves and the child(ren) if income eligible. They should not gain access to the temporarily absent parent/caretaker's 3SVT or Supplemental Fuel benefit. If the

protective payee is also caring for the child(ren) outside of the child(ren)'s typical house they may also be eligible for a caretaker benefit.

Caretaker Grant for Child(ren) (if applicable)

A caretaker may receive a child only Reach Up benefit at the same time that a parent is receiving a temporary absence benefit.

Ending Temporary Absence

If an FSD custody case and FSD reports to Economic Services at any point that the court approved plan for the family no longer includes reunification as a goal prior to the 180th day, the BPS reports this to the District Management Team designee who will send an email to [Reach Up Central Office](#) for review of the household.

Cases that are closing prior to the 180th day for other eligibility related reasons should be treated as any ongoing Reach Up household.

Cases which are not reunited within 180s days should be closed as soon as possible after the 180th day.

Continuation or Reopening Under Temporary Absence

Case closes for Eligibility related non-coop

If verification comes in before the closure date, the household would be reopened with no changes to the temporary absence eligibility.

If verification comes in after the closure date, the participant must reapply. Use the date of the first Reach Up benefit as a starting point for the remaining time period:

- If the child(ren) will return to the household within 30 days case can be approved.
- If the child(ren) will not return to the household within 30 days, BPS or Case Manager should determine if the goal is still reunification. Consider how much of the 180 temporary absence period the household has already utilized.

Example: A household was approved and had been on Reach Up for 120 days under temporary absence eligibility before closing for not returning an Interim Report. If they reapply the next month, subtract 120 from 180 days to determine the time frame for when the child must return to the home (180 – 120 = 60 days remaining of temporary absence eligibility).

Case Closed in Error

If we close a temporary absence case in error offer the household an underpayment for the months they were closed in error or extend the 180 days.

Example: A household was closed for not returning the non-mandatory 201WC form. Contact the household to see if they would like to have an underpayment issued or have their case reopened and 180-day time frame extended.

Sanctioned cases

If reopened case is about to be sanctioned—make sure to allow 10 days for household to receive notice of reduced sanction amount (sanction may need to be put in place for following month depending when case is reopened).

BPS Support

The 180 Day Temporary Absence Calculator can be found on the RUFA tab of the ESD Calculator located on the [ESD Intranet Homepage](#).

Temporary Absence of Child(ren)

Enter left date on the child(ren)'s MEMB panel in ACCESS with code 6 "allowable for RU." Left date will be the first day that the child is consecutively absent, or the first day that the child is consecutively not in the household 50% of the time or more.

Entering code 6 on the MEMB panel will remove child(ren) from the 3SVT and SF budgets Approve the changes in 3SVT and SF ELIG.

Enter a UNEA panel countable for 3SVT and SF just for the portion of the Reach Up grant that isn't being counted and write "RU Temp Absence" in the description field.

Example: Reach Up benefit is \$640. The 3SVT and SF budget is only counting \$426.70 (because of the person being removed for RUFA). A UNEA panel needs to be created for \$213.30 (\$640-426.70).

Temporary Absence of Parent/Caretaker

In two parent households, enter a left date on the parent's MEMB panel in ACCESS with code 6 "allowable for RU". Left date will be the first day that the parent is consecutively absent. Follow instructions above to count full RUFA grant amount in 3SVT and SF budgets.

For single parent households, enter a left date on the parent's MEMB panel in ACCESS with a code 6 "allowable for RU" and approve closure of 3SVT and SF benefits, unless parent is maintaining eligibility on their own. If parent is remaining active on 3SVT or SF, a left date on the child(ren)'s MEMB panel with a code 6.

Setting up Protective Payee

See [SOP 2104 Entering an Alternate Payee in ACCESS/Processing a 139AP form](#) and follow directions with information from form [207 Protective Payment Agreement](#).

When selecting EBT Alternate Payee Status select 1C "Cash Only First Alternate"

Setting up Child Only Caretaker Grant

Use the caretaker's real SSN if they are not already or have never received Reach Up for themselves, and they do not have their own children in the household. Otherwise follow District process to obtain a temporary SSN for the caretaker.

Follow District process to obtain a temporary SSN for the child(ren). Keep all other information the same. Indicate "no" when ACCESS asks if this child(ren) is really the other child(ren) in temporary absence household. Do not merge SSNs.

Create WARN and enter CATN that this child(ren) is also open in temporary absence household.

When closing child only caretaker benefit, **contact COPS** if a temporary SSN was used so COPS can merge the cases.

Ending Temporary Absence

If household is reunified within 180 days:

- Remove the left date and code 6 on the MEMB panel
- Remove the UNEA panel for "RU Temp Absence"
- Add the child(ren) back to 3SVT/SF household effective the date of return (if applicable)
- Remove the temporary absence WARN
- Enter CATN indicating child(ren)'s name and date of return
- Contact COPS if a temporary SSN was used in a Child Only Caretaker benefit and COPS will merge the SSNs as needed
- If a protective payee was assigned follow the directions for "Removing or Making Changes to an Existing Alternate Payee" in the [SOP 2104](#)

P-2271 Special Household Situations-Lund Residential Program

Families who are eligible for Reach Up and stay at Lund can qualify to get benefits to cover the cost of Lund. Reach Up benefits will be paid to the Lund Residential Program for the participant, outside of ACCESS.

Lund Residents must complete the ESD 202 Application, an interview, and provide all necessary verifications needed before the benefit can be approved.

All Lund cases are approved by Benefit Programs Specialists who manage Lund cases (Lund BPS). Their worker number and phone number will be listed in the case warning.

Lund BPS will have weekly contact with a Lund Residential worker to prepare for any upcoming needs: initial applications, departures, interim (temporary) reports, and reviews. Documents will be sent directly to the Lund BPS to process.

Approving Reach Up benefits for Lund Residents

When the interview has been completed and all verifications (example: Child Support Form 137) have been received, Lund BPS approves the Reach Up benefit. Processing Lund cases should be a priority and benefits should be approved no later than 3 days after all the required verifications have been submitted.

Approve the Reach Up benefit paid to Lund for a partial month, even if the participant already received a benefit themselves, prior to moving into Lund.

Example: Participant receives regular Reach Up benefit in October, and then on 10/16 moves into Lund. Approve Reach Up Lund benefit from 10/16 as we have to pay Lund for her stay. Do not wait until 11/1 to pay the benefits.

LUND and 3SVT benefits

Lund Residential program provides meals for their residents and if the household has been receiving 3SVT benefits, their 3SVT grant should close.

Closing Reach Up benefits for Lund Residents

When leaving or discharged from Lund, the Reach Up Lund benefit will stop. The Lund Residential program must verify the participant's leave date (when the participant physically left) and the discharge date (the last day that the Reach Up grant covered the participant's costs) before the participant can start receiving their own Reach Up benefit.

Approve a child's benefit in a different household within the same month if the child leaves Lund. The money paid to Lund is for the mother not the child, so this is not a duplicate benefit.

Example: If Mom and Baby were at Lund in November and Lund received the full November Reach Up benefit. Baby then went to live with Grandma as of 11/13. Approve the Reach Up grant for the child in Grandma's household as soon as 11/13. Do not wait until 12/1.

Reapplying for Reach Up benefits outside of Lund

If the participant wants to get benefits on their own they need to re-apply using the ESD 202 application. The Lund BPS will help the participant in the process. Participants are eligible for pro-rated benefits after they complete a new interview and provide all necessary verifications.

If the participant leaves the program suddenly and then re-applies for benefits on their own, the District receiving the new application must send the Lund BPS a copy of the ESD 202 application. The Lund BPS processes the case together with the District that received the new application.

If the participant sent in their new application before physically leaving the Lund residential program, the 3SVT application should be denied and re-approved from the day that they left the program.

BPS Support (specific to Lund BPS)

Follow the [Reach Up Lund Case Worksheet](#).

Updating ACCESS for new Lund Residents

Transfer the case location to Burlington: GB1, by entering SPEC/C/XFER.

Ask a Supervisor to have the case locked for their specific worker's number.

Update Mailing Address to:

C/O LUND Family Center
P.O. Box 4009
Burlington, VT 05406

Update Physical Address to:

LUND Family Center
76 Glen Road
Burlington, VT 05401

Update phone number to: 802-864-7467. If participant has a phone, enter it as an alternate number.

Enter all applicable panels and add an Institution Panel, by entering STAT/C/INST.

Enter code 30 for INST TYPE and fill in the admission date as the ASSOCIATED DATE

```
INST Panel Tip: get HELP for ASSOCIATED DATE field using <SHIFT>+<F12>
03/06/17 08:21      INSTITUTION      Question 02 ( INST. 01 )
                      ( Last updated:  /  /      :      ; ASPADB )

PERSON NAME          LTC APPLICATION DATE  #DAYS
MINNIE MOUSE                MM DD YYYY              0

INST TYPE            INST DESCRIPTION          ASSOCIATED DATE
30                   ERROR - NO DESCRIPTION FOUND    01 01 2017

CLINICAL NEED ASSESSMENT:  LEVEL OF CARE          DETERMINATION DATE
                                     MM DD YYYY

LONG TERM CARE EXPENSE DEDUCTIONS  AMOUNT  REVIEW MONTH
Health Insurance Premiums:        $$$$$$ €€          MM YYYY
Spousal Allocation:                _____          ____
Non-covered Medical Expenses:      _____          ____
Home Maintenance/CMA:              _____          ____
Legal Dependents:                  _____          ____

Press <Shift>+<F10> to Choose Another Member of the Household
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Place a WARN on the case by entering WARN/C with 99/99/9999 as an end date.

The WARN should state: "LUND cases are locked and changes can only be made by worker XYZ. Please contact worker XYZ with any changes or questions at 123-1234 or by email."

To close the 3SVT benefit, enter STAT/C/RBEX. For Room and Board Expense Type, enter 3-Board, 3 Meals.

Remove all household members who are not moving with the participant to Lund, by entering a leave date on the member's panel.

Check INQD/D/Reach Up to make sure that no Reach Up benefit was issued directly to the participant through ACCESS.

Reapplying for Reach Up benefits outside of Lund

Delete the INST panel.

Calculate the benefit the household is entitled to by using manual budgets. Email the prorated benefit amount to the COPS unit who will adjust the Reach Up grant for the month. The pro-rated benefit will be issued to the participant through Controlled Vendor Payments. Continuing benefits can be approved through ELIG/D/RUFA in ACCESS.

Email a Supervisor to remove the restriction from the case. This will allow other BPS to make changes to the case.

Remove the case WARN about the participant residing at LUND.