

STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families

BULLETIN NO.: 19-08

FROM: Sean Brown, Deputy Commissioner
Economic Services Division

DATE: 4/23/19

SUBJECT: Reach Up Services Procedures

CHANGES ADOPTED EFFECTIVE 4/1/19

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):

TOC P-2345 P-2350

A procedure has been developed for Education Related Work Activities. In addition, the SSOM procedure is being removed as it has become obsolete. The Table of Contents is being updated to reflect these changes.

Manual Maintenance

Vertical lines in the left margin indicate significant changes.
Dotted lines in the left margin indicate changes in formatting rather than content.

<u>Remove</u>	<u>Reach Up Services Procedures</u>	<u>Insert</u>
TOC (P-2300) (18-08)		TOC (P-2300) (19-08)
Nothing		P-2345A (19-08)
Nothing		P-2345B (19-08)
P-2350 (18-08)		Nothing

P-2335 – P-2375	<u>Reach Up Services Procedures</u>
P-2335	[Reserved]
P-2340	[Reserved]
P-2342	[Reserved]
P-2343	[Reserved]
P-2344	Modifications or Deferments <ul style="list-style-type: none">A. Domestic Violence Modification or DefermentB. Medical Modification or Deferment of Work RequirementC. General Modification/Deferments Procedures
P-2345	Education related Work Activities <ul style="list-style-type: none">A. General Procedures for All Education ActivitiesB. Categories of Education Activities
P-2346	WKEX/CSP Hazardous Occupations
P-2347	Support Services <ul style="list-style-type: none">A. General ProcedureB. Writing a Support Services Check in ACCESSC. Stopping or Cancelling a Check
P-2348	[Reserved]
P-2349	Case Management Procedures for Post-60-Month Cases <ul style="list-style-type: none">A. Pending Reach Up application for those who have received 60 months of countable, cumulative assistance – How to proceed from the initial case management meetingB. Ongoing case management for active Reach Up Participant who has received the 60 months of countable, cumulative assistanceC. Fair HearingsD. Adding a Second Parent
P-2350	[Reserved]

P-2335 – P-2375 Reach Up Services Procedures

P-2351 Substance Abuse and Mental Health Screening

P-2352 Reach Up Supervisory Case Reviews

P-2354 Transferring Case Management Files Between Districts

P-2360 Transporting Reach Up Clients

P-2370 Case Management Procedures for Temporary Absence

P-2373 Good Cause

P-2374 Conciliation

P-2375 Sanctions
 A. Imposing Sanctions
 B. Sanctions in Households with Two Parents

P-2345 Education Related Work Activities

A. General Procedures for All Education Activities

Reach Up encourages participants to take part in educational-related activities. Allowing participants to focus on their education supports participants' long-term goals and models education for the next generation.

Scheduled hours

Find out general expectation of what is required to successfully complete the program.

This expectation may include, but is not limited to:

- the number of actual classroom hours
- how many study hours are required or advised
- credit requirements (may equate to hours)
- total number of hours required to complete curriculum
- semester or course start and end dates

The information can be provided by written statements or materials from the program, as well as information available online from the program's official website.

Ongoing supervision (oversight)

The case manager is the individual providing supervision/oversight of the participant's education, and through ongoing engagement ensures that the participant is attending classes and is achieving satisfactory progress.

Supervision/oversight should occur on a regular basis and may be in person, phone, email or text; though in person contact should be made a minimum of once per month.

Documentation of hours

Participants communicate the number of completed education activity hours to their Reach Up case manager in a timely way. Documentation must be obtained at least monthly and should be filed in the Reach Up case management file. Excused absences and holidays may be used for all education activities.

P-2345 Education Related Work Activities

A. General Procedures for All Education Activities (Continued)

- Make plan with participant about how they will document the number of hours they spent (in class, online, studying, etc) in the program, and how they will communicate those hours to their case manager. Include this plan on the participant's Family Development Plan (FDP).
- Documentation from the participant may take the form of Student Education reports completed by the participant, other attendance reports provided by the program (i.e CCV portal), emails or written correspondence from the participant, or verbal communication with the participant. If reported verbally, case managers should document the hours on a Student Education report.

Study hours

The case manager may count all study hours reported by the participant, as long as they do not exceed the number of study hours required or advised by the educational program. All study time is "supervised study time" because the hours are monitored and documented by the case manager.

Documentation of satisfactory progress

Participants demonstrate they are making satisfactory progress in the program.

- Set clear deadlines for when documentation of progress in course must be submitted. Include these deadlines on the participant's FDP.
- Documentation of progress from the participant may take the form of Grade Point Average (GPA), email from advisor or program, letter from program to participant.

P-2345 Education Related Work Activities (Continued)

B. Categories of Education Activities

Educational activities can be counted under several categories in ACCESS.

Vocational Education

Vocational Education is a core activity. In ACCESS the following activities pull into the Voc Ed Category:

- Vocational Education
- VT Works for Women

Voc Ed Twelve Month Limit

Federal law limits participation in this activity to no more than 12 months (cumulative) for any individual. The 12 month limit applies to everyone, but ACCESS will only count TANF months.

CASE D TIME F12 will count TANF Voc-Ed months. Only verified months will count. Any number of hours entered will count as a month. SSF months will not show in F12.

In two parent households F12 shows TANF funded months with Voc-Ed hours for both parents. The 12 months is an individual tally, not a household limit.

```
03/14/19 14:05   *** WORK REQUIREMENTS AND TIME LIMITS ***   ( ASOERI )
The Work Requirement for this family --Fed Vocational Education Months--+
CSP/WKEX cannot exceed 14 hours per week.
There are 5 RUFA members in this household.
KAREN has 43 months of countable RUCS.

      KAREN                                TIMOTHY
      09/01/18                             09/01/18
      10/01/18                             10/01/18
      11/01/18                             02/01/19

'X' TO VIEW WORK REQUIREMENTS, 'H' TO VIEW WORK REQUIREMENTS, 'H'
X      NAME      M/RL      SSN      PAGE
-----
KAREN
TIMOTHY

      KAREN has used 3 Voc-Ed months
      TIMOTHY has used 3 Voc-Ed months

USER:          FNX: CASE MODE: D RPTGRP:          PERIOD: 12 18 COMMAND:
DO: Z IMS: DOL RPTGRP NAME:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
      EXIT      EHRS EMPL      WORK CLCK JSER VocEd
```

P-2345 Education Related Work Activities

B. Categories of Education Activities (Continued)

F12 months may be out of order—this is an issue with the clock data in ACCESS but should not impact the count.

```
03/14/19 13:50 *** WORK REQUIREMENTS AND TIME LIMITS *** ( ASQEBI )
The Work Requirement for this family is: 20 hours.
CSP/WKEX cannot exceed 20 hours +---Fed Vocational Education Months---+
There are 3 RUFA members in this |
ADRIENNE has 24 months of counta | ADRIENNE
| 07/01/13
| 08/01/17
| 04/01/18
| 05/01/18
'X' TO VIEW WORK REQUIREMENTS, | 08/01/13
X NAME M/RL SSN | 09/01/13
-----|-----|-----|-----|-----|-----|
| 10/01/13
| 11/01/13
| 12/01/13
| 01/01/14
| 04/01/14
| 05/01/14
| ADRIENNE has used 12 Voc-Ed months |
-----+-----+
USER: FNX: CASE MODE: D RPTGRP: PERIOD: 01 19 COMMAND:
DO: Z IMS: D0L RPTGRP NAME:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
EXIT EHR$ EMPL WORK CLCK JSER VocEd
```

Timeframes that the program runs can help to determine which months should have a Vocational Education activity listed. If the program begins the last week of the federal calendar month and the participant has not used their 12-month time limit, wait until the following month to begin using Vocational Education as an activity for the participant.

Remedial Education as Voc Ed

Basic education, remedial education, and ESL (more commonly referred to as ELL—English Language Learner classes) that are embedded in the program may be counted if required for successful completion of the Voc Ed training program.

P-2345 Education Related Work Activities

B. Categories of Education Activities (Continued)

College Courses as Voc Ed

College courses can qualify as Voc Ed and should be encouraged particularly if the number of scheduled hours (including study time), on their own or combined with other core activities will reach the participants work requirement. If the participant's work requirement will not be met, consider using a Job Skills Training activity (see below).

Voc Ed may be appropriate in the rare occasion that a participant is pursuing their masters or doctorate.

Voc Ed Deferment

Participants may qualify for a Voc Ed Deferment if they have already used their 12-month limit of Voc Ed and the following criteria is met:

1. The program they are taking part in is full time
2. The total length of the program is 2 years or less
3. The participant is within 12 months of completion

Code these participants an 02 and continue to enter verified hours in ACCESS.

Sometimes it is appropriate to continue to support a participant who has used their 12-month limit in Voc Ed, and who does not qualify for the Voc Ed Deferment.

Example: A participant is taking a full course load of college classes—4 three credit classes. Each class meets for 3 hours per week. The college has provided a statement that 1 hour of homework/study time per 1 hour of classroom time is necessary for successful completion of the classes. The participant has already used up their 12-month TANF limit of Voc Ed. Encourage them to apply for PSE now. If participant pursues PSE, continue to count the classroom and study hours (combined 24 hours per week) as part of Vocational Education or enter it as Job Skills training (see below). If participant does not wish to pursue PSE, determine countable activity for engagement.

P-2345 Education Related Work Activities

B. Categories of Education Activities (Continued)

Job Skills Training Directly Related to Employment

Job Skills training is a non-core activity. This means in order to help the participant meet their work requirement these activities must be paired with core work activities such as a Job Search, WKEX or CSP.

In ACCESS the following activities pull into the Job Skills category:

- Computer Skills Class
- Drivers Education
- Job Skills Training
- Try Out Courses

If a participant is taking part in other activities that meet their core hour requirement, consider using verified Job Skills training to make up the additional non core hours needed to meet their work requirement.

Try Out Courses

Try out courses no longer have a lifetime limit of two. Participants may have taken college level classes in the past and may have different interests or experiences now that motivate them to take additional courses.

Education Directly Related to Employment

Education Related to Employment is a non-core activity for most participants. Hours will only count towards the federal WPR for participants without a high school diploma or GED. This means in order to help most participants meet their work requirement these activities must be paired with core work activities such as a Job Search, WKEX or CSP.

In ACCESS the following activities pull into the Education Related to Employment category:

- ESL (ELL) Classes
- GED Classes/Prep
- Remedial Education.

P-2345 Education Related Work Activities

B. Categories of Education Activities (Continued)

Under age 20 Special Circumstances for Education related to Employment activities

If the participant is under 20 years old *and* a single Head of Household *or* a married teen, Education Related to Employment will count as core hours and an average of 20 verified hours entered each week will allow the household to be counted in the federal WPR.

Satisfactory Attendance at Secondary School

Satisfactory Attendance at Secondary School is a non-core activity for most participants. Similar to Education Related to Employment, hours will only count towards the federal WPR for participants without a high school diploma or GED. In ACCESS the following activities pull into the Satisfactory Attendance at Secondary School category:

- Adult Basic Ed/High School Completion
- High School
- Learning Together—Under 20,
- Teen Parent Education Program

Under age 20 Special Circumstances for Attendance at Secondary School activities

Similar to above, if the participant is under 20 years old *and* a single Head of Household *or* a married teen, Satisfactory Attendance at Secondary School will count as core hours, but in for this activity any number of verified hours entered in a month (even 1 hour) will allow the household to be counted in the federal WPR.

Education Deferment

Participants may qualify for an Education Deferment if they are 20 years or older and taking part in 15 hours per week (including study time) of GED Classes/Prep, Remedial Education, High School Completion. This deferment has a lifetime limit of 18 months (cumulative).

Code these participants a 42 and continue to enter verified hours in ACCESS.