

STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families

BULLETIN NO.: 19-12

FROM: Sean Brown, Deputy Commissioner
Economic Services Division

DATE: 10/24/19

SUBJECT: Reach Up Procedures

CHANGES ADOPTED EFFECTIVE 10/1/19

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):

P-2201	P-2210	P-2211	P-2215
P-2220	P-2231	P-2240	

Procedures were updated to provide clarification around how to handle an initial Reach Up approval for a household with a questionable member, as well as when the household has received out of state TANF benefits in the same month as approval. Clarification is also provided for adding household members to an existing Reach Up household, as well as setting up CVPs for sanctioned households. Recent changes to sharing information with OCS have been outlined. New written procedures were created to cover the current process of entering out of state TANF months in ACCESS and basic sanction information.

Manual Maintenance

Significant changes/additions are indicated by highlighting text in gray.

Reach Up Procedure

Remove

Insert

P-2201F	(19-04)	P-2201F	(19-12)
P-2210C	(19-04)	P-2210C	(19-12)

Remove (con't)

P-2211	(19-04)
Nothing	
P-2215A	(19-04)
P-2215B	(19-04)
P-2220A	(19-04)
P-2231C	(19-04)
Nothing	

Insert (con't)

P-2211A	(19-12)
P-2211B	(19-12)
P-2215A	(19-12)
P-2215B	(19-12)
P-2220A	(19-12)
P-2231C	(19-12)
P-2240	(19-12)

P-2201 APPLICATION (continued)

P-2201F Verification (Reach Up rule 2211.3) (19-12)

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.

Verification of a Questionable Household Member

If verification of a household member living in the home is all that is holding up the approval of an application, the grant can be approved for the rest of the household members, if information about the questionable household member would not cause the household to be ineligible or cause a potential decrease in the benefit amount.

For example, if the questionable household member has no countable income or resources, the grant can be approved for the rest of the household members.

P-2210 HOUSEHOLD COMPOSITION (continued)

P-2210C Shared Custody (Reach Up rule 2231) (19-12)

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, childcare providers, school personnel, medical providers.

Questionable Child in Household

If all that is holding up eligibility for the rest of the household is whether or not a child is in the household for 15 nights per month or more, approve the grant for the rest of the household while waiting on verification, if the household is eligible for Reach Up without the questionable child, and the child has no countable income or resources (see P-2201F).

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, childcare providers, school personnel, medical providers.

P-2211 OUT-OF-STATE TANF MONTHS

P-2211A Verifying Out-of-State TANF Months (Reach Up rule 2238) (19-12)

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.

BPS Support

To enter out of state TANF months enter SPEC C CLOCK.

```

                                TANF Clock                                ASQAMK2
                                SSN: (          ) SSN Name: (          )
Months on TANF in Vermont: 39                                Total months on TANF: 39
1  11/2008  11  11/2009  21  10/2010  31  09/2012
2  12/2008  12  12/2009  22  11/2010  32  10/2012
3  02/2009  13  01/2010  23  12/2010  33  11/2012
4  03/2009  14  03/2010  24  01/2011  34  12/2012
5  04/2009  15  04/2010  25  02/2011  35  01/2013
6  05/2009  16  05/2010  26  04/2011  36  02/2013
7  06/2009  17  06/2010  27  01/2012  37  03/2019
8  07/2009  18  07/2010  28  02/2012  38  04/2019
9  08/2009  19  08/2010  29  07/2012  39  05/2019
10 10/2009  20  09/2010  30  08/2012
Months on TANF out of state: 0                                ( see CATN for details )
Months  State ****                                Verified by                                on ****
  -      -
  -      -
  -      -
USER: 934 FNX: SPEC MODE: C RPTGRP: (          ) SSN PERIOD: 09 19 COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
      Quit      Exit                                PgBk  PgFd      RUFA
```

Enter the number of TANF months received out of state and the state abbreviation where they were received. Hit enter.

A pop-up box will then appear to enter additional information which will be stored in CATN.

```

TANF Clock
SSN: 0 Name:
Months on TANF in Vermont: 39 Total months on TANF: 39
-----Out of State TANF-----
Enter comments for CATN below
Out of State Tanf: 5 months in New Hampshire
Participant received 5 months of TANF in NH
-----

-----
USER: 934 FNX: SPEC MODE: C RPTGRP: PERIOD: 09 19 COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Quit Exit PgBk PgFd RUFA
  
```

After typing what should appear in CATN, hit enter again. The name of the person who entered the information will appear with the date.

```

TANF Clock
SSN: Name:
Months on TANF in Vermont: 39 Total months on TANF: 44
1 11/2008 11 11/2009 21 10/2010 31 09/2012
2 12/2008 12 12/2009 22 11/2010 32 10/2012
3 02/2009 13 01/2010 23 12/2010 33 11/2012
4 03/2009 14 03/2010 24 01/2011 34 12/2012
5 04/2009 15 04/2010 25 02/2011 35 01/2013
6 05/2009 16 05/2010 26 04/2011 36 02/2013
7 06/2009 17 06/2010 27 01/2012 37 03/2019
8 07/2009 18 07/2010 28 02/2012 38 04/2019
9 08/2009 19 08/2010 29 07/2012 39 05/2019
10 10/2009 20 09/2010 30 08/2012
Months on TANF out of state: 5 ( see CATN for details )
Months State **** Verified by on ****
  5 NH 934 Christine Dorer 09/20/2019
-----
-----
USER: 934 FNX: spec MODE: c RPTGRP: PERIOD: 09 19 COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Quit Exit PgBk PgFd RUFA
  
```

The number of months and state can be deleted if entered in error. Enter an additional CATN to explain why the information was deleted.

P-2211 OUT-OF-STATE TANF MONTHS (con't)

P-2211B Initial Benefit When Out of State TANF Already Received (Reach Up rule 2233) (19-12)

If a Reach Up applicant states that they have already received a TANF benefit from another state in the same month they are applying for Reach Up, they may still be eligible for Reach Up in that month, if the benefit amount was lower in the state they moved from.

Determining the amount of Out of State TANF benefit

Use information provided from the other state. See P-2211A for more information about verifying information). If the information is not returned by the other state, ask the applicant to self report the amount of TANF they already received for the month from the other state.

Determining Eligibility for Reach Up Initial benefit

Enter one-time unearned income panel (UNEA) for the amount of benefit received in other state for the month it was received. Then approve benefits, which may either reduce the Reach Up benefit in first month or make them not eligible in that month, but eligible in subsequent months.

The UNEA is countable for Reach Up, 3SVT and Fuel.

P2215 CHILD SUPPORT (Reach Up rule 2235)

P2215A Assignment of Child Support Rights (19-12)

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:

- *Which program is approved (Reach Up/PSE)*

- *137 Status in OnBase (137 is available in OnBase/137 being scanned to OnBase)*
- *If applicant is requesting a waiver include: Waiver has been requested.*

If there are more than one ABSP also indicate:

- *Name of HOH*
- *Number of 137s*
- *Initials of each ABSP*

Examples of CATN/TODO to FMU:

Reach Up is approved. 137 is in OnBase.

Or

PSE is approved. 137 is being scanned to OnBase today. Waiver has been requested.

Or *(if multiple ABSPs/137s)*

Chris Dorer (HOH/CP SSN) has been approved Reach Up. Two 137s available in OnBase for BS and JJ.

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.

Changes to Reach Up household

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.

ABSP joins Reach Up household

If the absent parent of a child joins the Reach Up household, delete the ABSP panel, and send a TODO to the OCS worker indicated on the CATN C screen.

```
08/15/19 12:07          CASE ACTION LOG          ASPATC
TYPE OF CONTACT: c Person Contacted:
MSG: ABSP panel for Bob Smith has been deleted as he has joined the RU HH.
-----
List IVD Cases?
CS Worker: 614
CS Supv: 781
BPS Supv: 090
Case Mgr:
RU Supv:
SF Worker: GR1

*** REMINDER FUNCTION ***
Reminder Date: *M DD YYYY ('*' in first M = Today's date)
Send Reminder to workers: 614
-----
Of the above entry (if any) OR of the following:
Msg:
-----
USER: 934 FNX: CATN MODE: C RPTGRP:          PERIOD: 08 19 COMMAND:
DO: R IMS: GR1 REPORTING ADULT:
F8= 'MORE'  Shift-F3= 'EXIT'  Shift-F12= 'HELP'
```

Child ages out of Reach Up Household

When a child ages out of the Reach Up household and the Reach Up benefit is adjusted, ACCESS will automatically delete the ABSP panel if the child is the only one listed on it. Send a TODO to the OCS worker indicated on the CATN C screen letting OCS know the child is no longer on Reach Up.

```
08/15/19 12:07          CASE ACTION LOG          ASPATC
TYPE OF CONTACT: c Person Contacted:
MSG: Child John Smith has been removed from the RU HH as of 8/31/19. He is
now 18.
-----
List IVD Cases?
CS Worker: 614
CS Supv: 781
BPS Supv: 090
Case Mgr:
RU Supv:
SF Worker: GR1

*** REMINDER FUNCTION ***
Reminder Date: *M DD YYYY ('*' in first M = Today's date)
Send Reminder to workers: 614
-----
Of the above entry (if any) OR of the following:
Msg:
-----
USER: 934 FNX: CATN MODE: C RPTGRP:          PERIOD: 08 19 COMMAND:
DO: R IMS: GR1 REPORTING ADULT:
F8= 'MORE'  Shift-F3= 'EXIT'  Shift-F12= 'HELP'
```

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) **(19-12)**

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.
- If the waiver request was not indicated on the original 137, do the following:
 - If in person, ask the household to correct the 137, initial the change and sign the 137 with a new date.
 - If over the phone, add a sticky note to the 137 document in OnBase, indicating that a waiver has been requested.
- 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
|-----
```

P-2220 CHANGE PROCESSING (continued)

P-2220A Action on Unscheduled Changes (Reach Up rule 2254) (19-12)

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

A new ESD 202 is required and an interview must be completed when adding an additional parent, spouse or civil union partner of a parent, or a Reach Up essential person 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, if the change is reported within 10 days.
- For increased shelter costs, the first of the month in which the change occurred.
- For decreased income, the first of the month.

In most cases, if action cannot be taken on the change within the same month, approve the benefit change for the first full month after the change. If the addition of a household member will cause an increase in the benefit, an underpayment may need to be issued (see BPS support below).

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.

BPS Support

Adding a new household member to a Reach Up household

Change reported timely

If the change is reported timely (within 10 days), the household member should be added to the household's benefit as of the date of arrival--enter this date as DATE ARRIVED on MEMB panel.

DATE ARRIVED
MO DA YEAR

Change not reported timely

If not reported timely (more than 10 days), the household member will be added to the household's benefit as of the date reported—enter the date reported as the DATE ARRIVED on MEMB panel.

Change to benefit in current month

If the entered date of arrival is within the current month, ACCESS will prorate the benefit for the correct number of days.

Change to benefit in previous month

If the entered date of arrival is in the previous month, districts will have to determine what the benefit amount should have been in the previous month and submit form to the Claims Unit for an underpayment.

P-2231 PROTECTIVE PAYMENTS (continued)

P-2231C Sanction (Reach Up rule 2226.4, Reach Up Services rule 2375.4) (19-12)

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

After a sanction is entered by a Reach Up case manager or supervisor, a TODO will be sent to the BPS. Make sure a 606 Sanction Authorization is available and signed by both the case manager and the supervisor (or designee) before approving the change in ELIG C RUFA.

ACCESS will determine household's benefit after sanction has been applied.

Determine what the household's housing costs are, including; rent, mortgage, property taxes, allowable maintenance and repairs, and room and board.



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:        'CHGA'
DISPLAY ALT PAYEE OR CVP: 'DSPP'      DISPLAY ALT REPORTER:       'DSPP'
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 the Issuing Benefits through CVP procedure (P-2231E).

P-2240 Sanctioned Households (Reach Up Services rule 2375) (19-12)

Sanction Basics

A Reach Up household that does not participate with Reach Up Services requirements may be sanctioned. This means fiscal sanctions are imposed by reducing the Reach Up benefit.

Sanctions are specific to the individual participant. If a sanctioned participant leaves one household and joins another Reach Up household, the sanction follows them to the new household.

Sanctions are not available to participants in households that have received 60+ countable months of Reach Up.

Counting Sanction Months

Sanctions must last a minimum of one whole month. Once a sanction has been entered, the earliest it can end is after the benefit amount has been reduced for at least one month, unless good cause is found.

Sanctions are cumulative. If a Reach Up household closes after the sanction notice is sent, but before the sanction is imposed, the sanction still counts toward the participant's cumulative total.

If the household is closed and then reapplies for Reach Up benefits within 30 days of their closure, the sanctioned participant remains sanctioned. See Applying Under Sanction procedure (P-2204).

Sanction Forgiveness

During the first 60 months of receiving Reach Up benefits, a participant may have all previous sanctions forgiven by complying with Reach Up Services requirements for twelve consecutive months.

If sanctions are forgiven, any subsequent sanctions start over at the \$75 level. This is done automatically by ACCESS.

Sanction Amounts

The amount of the sanction depends on the number of cumulative months the participant has been sanctioned.

- \$75 per sanctioned participant, per month for 1 – 3 cumulative months.
- \$150 per sanctioned participant, per month for the 4th cumulative month and beyond.

Housing Protection

The Reach Up household's housing costs are protected during the first six months of sanction.

In combination with the household's other countable income, the Reach Up benefit cannot be reduced below whichever is less:

- The household's actual housing costs; or
- The housing standard (\$450 in Chittenden County; \$400 elsewhere).

A household may be eligible for another six-month housing protection period after:

- They have participated in Reach Up Services requirements for 36 consecutive months without sanction; or
- Reach Up has been closed for 36 months.

Entering an Initial Sanction

After a sanction is entered by the Reach Up case manager or supervisor, a TODO should be received indicating the start of the sanction must be approved to decrease the Reach Up benefit. Make sure a 606 Sanction Authorization is available and signed before approving the change in eligibility.

Releasing Sanctioned Benefits

Once sanctioned, a participant must meet with their Reach Up case manager to have their benefits released each month until the sanction is ended. If more than one participant in a Reach Up household is sanctioned, all sanctioned participants must meet with their case manager(s) before the benefit can be issued.

If a sanctioned participant does not come in for their meeting by the 16th of the month, Reach Up closes at the end of the month and the current month's benefits are forfeited.

Shelter Information Needed for Sanction Release

Sanctioned benefits must first pay for a sanctioned participant's housing expenses. Shelter information for the household should have been gathered during the interview or requested by the case manager when the sanction was put in place.

If shelter information is not available or is questionable, request the information, or verification of the information with an ESD VCR.

Confirm or update landlord or mortgage information.

If VCR is not responded to, but the participant has met with their case manager, issue sanctioned benefit (including the shelter allowance in the budget) and remove shelter from the budget for future payments.

Household No Longer Has Shelter Expense

At any point after a sanctioned participant has met with their case manager, if they report they no longer have a shelter expense, issue the sanctioned benefit (including the current shelter allowance in the budget) and remove the shelter expense from the budget for future payments.

BPS Support

CASE D SANC

01/28/16 11:48 *** CASE SANCTIONS MENU SCREEN *** (ASPEBH)

Mark 'X' beside a name for full CASE/SANC panel.
Mark 'H' to view person's Sanction History.

X	RL	MEMBER	AGE	CURRENTLY SANCTIONED
X	01	RACHEL E MENDLESON	21	Y
-				
-				
-				
-				
-				

* * THE EARLIEST A NEW SANCTION CAN BEGIN IS 03/01/16 * *

USER: 084 FNX: CASE MODE: D RPTGRP: 666 74 8505 PERIOD: 09 12 COMMAND: _____
DO: A IMS: GA1 RPTGRP NAME: RACHEL E MENDLESON

CASE D SANC will show Y if a participant is sanctioned for the time period selected.

Enter an X in the field to the left of the participant's name to find out more details about the sanction.

Press enter (after X has been entered next to participant's name)

```
01/28/16 11:54          *** CASE SANCTIONS SCREEN ***          (ASPEBH)
BPS:  GA1 / ADO FINANCIAL          DT LST MOD: 12 03 2012
FSCM: 666 / SANDY CASEMANAGER          MOD BY: 310

      SSN: 666-74-8505  NAME: RACHEL E MENDLESON

SANCTION START  -----MEETING WITH CASE MANAGER-----  SANCTION END  FORFEIT
RSN ---DATE---  SCHED DATE  TIME  HELD DATE  WAIVER  RSN ---DATE---  RU ?
 7  09 01 2012   09 03 2012  09 30  - - - - -  -  - - - - -  -
                    (hh mm)

-----UNFORGIVEN SANCTION HISTORY-----
----- CURRENT SANCTION INFORMATION -----  -----START-----  -----END-----  FULL ACT
HOUSING PROTECTION IN EFFECT? Yes  RSN  DATE  RSN  DATE  AMT AMT
FAMILY HOUSING PROTECTED MONTHS:    7  11 01 2012  Z  01 01 2013  75  75
SANCTION $ AMT APPLICABLE: 75
MONTHS ON RU SINCE JULY 2001: 4
CONSECUTIVE MONTHS OF COMPLIANCE: 0
TOTAL MONTHS OF SANCTIONS *: 0
* Next sanction not included in count.

USER: 084 FNX: CASE MODE: D RPTGRP: 666 74 8505 PERIOD: 09 12 COMMAND: _____
DO: A IMS: GA1 RPTGRP NAME: RACHEL E MENDLESON 3
```

CASE D SANC should show:

- When the sanction started;
- When the sanction meeting is scheduled;
- If the meeting was held or waived;
- The unforgiven sanction history; and
- The full sanction amount, and the actual sanction amount (if housing protection was in place).

BPS Sanction Process

