

STATE OF VERMONT  
AGENCY OF HUMAN SERVICES

**DCF**

**Department for Children and Families**

**BULLETIN NO.:** 19-18

**FROM:** Sean Brown, Deputy Commissioner  
Economic Services Division

**DATE:** 1/2/2020

**SUBJECT:** Reach Up/Reach Up Services Procedures

**CHANGES ADOPTED EFFECTIVE** 1/2/20

**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-2300TOC	P-2341	P-2351	P-2352
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The purpose of this bulletin is to remove the Reach Up services Table of Contents and procedure 2351. It also creates an assessment procedure and updates the procedure on Reach Up Supervisory Case Reviews.

**Manual Maintenance**

Highlighted in gray indicates a change has been made.

**Reach Up/ Reach Up Services Procedure**

<u>Remove</u>	<u>Insert</u>
P-2300TOC (19-08)	Nothing
P-2351 (15-24)	P-2341 (19-18)
P-2352 (18-12)	Nothing
	P-2352 (19-18)

## **P-2341 Assessment (Reach Up Services rule 2302.3)**

### **Overview of PHQ2/UNCOPE (19-18)**

The PHQ2 and UNCOPE are assessment tools used by the Reach Up program.

PHQ2 (Patient Health Questionnaire) screens for common mental health issues.

The UNCOPE (Used, Neglected, Cut Down, Objected, Preoccupied, Emotional) identifies possible risk of abuse and dependence for alcohol and other drugs.

### **Completing the PHQ2/UNCOPE**

The PHQ2/UNCOPE should be completed within 30 to 60 days of your first meeting with a participant. Sometimes it is best to wait a few meetings to build a relationship before asking a participant to complete the PHQ2/UNCOPE.

The PHQ2/UNCOPE can be given to a participant to complete themselves, or it can be verbally reviewed by the case manager with the participant.

If the participant has already disclosed to you that they have a substance use disorder, depression, or they are in treatment, do not rescreen. Make a note on the screening form and in case notes.

If a participant has a break in benefits, only do a rescreen if you have reason to believe things have changed, or if you think you might get different screening results and the participant is amenable to completing it again.

Do not rescreen ongoing participants unless there is a change in circumstances. If there is a change you can reassess at any time if the participant is willing. Examples of reasons to rescreen would include, but are not limited to:

- Participant gets a DUI,
- Participant is charged with possession,
- Participant discloses that they have a substance use or mental health barrier.

### **Scoring UNCOPE/PHQ2**

PHQ2 score of 3 or more indicates a need for further assessment.

UNCOPE score of 2 or more indicates a need for further assessment.

## **Next steps for the PHQ2/UNCOPE**

Discuss the results with the participant and find out if they are interested in addressing the mental health or substance use issue as one of their goals.

If yes, offer the participant:

- A referral to the designated substance use/mental health case manager for your district;
- A referral to another provider the participant is open to seeing; or
- Resources on the local provider network for the participant to follow up on their own.

If no, revisit the topic as appropriate during future meetings. Particularly if the participant is not successful in their stated goal, use motivational interviewing techniques to explore if their goal should be revised to include addressing this issue.

## **Family Support Matrix (FSM)**

Information entered into the FSM section of the WORK C panel in ACCESS is gathered through conversations with participants. You may use Stepping Stones to help guide your conversations. Entry should be based on your assessment of the participant's situation and may differ from what the participant is presenting.

There are 13 Participant Life "Domains" we need to report on in ACCESS.

- Shelter
- Transportation
- Food and clothing
- Finance
- Health and safety
- Child development and education
- Social and emotional
- Legal
- Community relations
- Adult education
- Adult employment
- Work skills and habits

From your conversation enter each item as S (strength), N (neutral) or I (interfere). Only update the domains you have received information about. If you are unsure of the status of some domains enter N for neutral (ACCESS will not allow you to leave the field blank).

The FSM should be updated each time there is a change in the participant's circumstance. Every time you meet with the participant, you should look at the FSM to nudge your memory about any potential changes. Enter a case note each time the FSM is updated.

## In House Literacy Assessment

Based on your interaction with the participant, did they demonstrate basic skills or understanding of reading, math and comprehension? Should be completed within 30 to 60 days of your first meeting with a participant. Do not rescreen ongoing participants unless there is a change in circumstances. Document your rational in your case notes and update the Literacy Assessment Date in ACCESS.

## Case Manager Support

### Entering FSM in ACCESS

Pull up case in ACCESS CASE D panel by entering SSN of participant (SSN can be of HOH or 2<sup>nd</sup> parent depending whose FSM you are updating).

a. FNX->WORK MODE->C SSN for participant you are updating the FSM

```
09/14/17 09:29          IV-A SELECT FUNCTION          SYSTEM  ASTCAL
----- Function Codes (FNX) -----
ABWD - ABAWD Food Stamp History
APPL - Application
CASE - Case Status Display
CAFN - Case Action Log
CATS - Cost Allocation/Time Study
EDS - Medicaid Management System
ELIG - Eligibility Results/Approval
FIAT - Fiat Eligibility
FUEL - Supplemental Fuel
GAEL - General Assistance
IDEA - System Change Request
INFC - Interfaces
INQB - Benefit History
INQD - Benefit Disbursement History
IV-D - IV-D Select Function
JFIP - Jobs For Independence
LOGO - Logoff
----- Function Codes (FNX) -----
MAIL - Send or Read Mail
MANA - Managed Care Maintenance
MONY - Financial Subsystem
NAME - User Name/Number Lookup
PCOL - Premium Collections
PERS - Person Search
PMGT - Premium MGT Report
PREM - Premium Management
QUAL - Quality Review
RECO - Recoupment Schedule
REPT - Report Selection
SPEM - Special Functions
STAT - Statement of Need
SUBS - Substitute Reporter/Payee
TODO - Daily To-Do Report
UNLK - Releases Locked Cases
VEND - Vendor Search
-----
USER: T05 FNX WORK MODE: C RETGRP: 666 00 7422 PERIOD: 09 17 COMMAND: FB = MORE
Connected to 159.105.21.130 port 23
23/17 09:29 IBM-3278-2
```

Enter "WORK" for function (FNX)

Enter "C" for mode.

Enter the SS# for the participant whose Family Development plan you are creating

Enter current month and year.  
Hit enter when done.

b. Move cursor on to FSM box and double click.

```

10/16/17 13:45      *** FAMILY DEVELOPMENT PLAN ***      ASQWOHF1
Participant: SARAH L JOHNSON      SSN: 666-00-7422 Financial Status: Pending
Phone#: 802 555 0000 CELL      Phase: WR 08/01/2017
      Participation Code: 02 NE
Date FDP Signed: 02 02 2017      Review Date: _ _ _ _
Employment Goal: 99-9999.00 Unsubsidized Employment
Case Manager: PCC R64 VACANT RU CASE MAN      FSM      Activity      Matrix
Location: EARLY ED SERVICES      History      History
*****
Strengths/Supports: *Transportation/Health & Safety/Legal/Adult Educat      Click &
Interferes:      Comment

      Job Search/      Education/      Work      Other      Life Skills
      Readiness      Training      Placements      Activities

1,2 of 4      Activity      Hrs/Wk      Start      Target      Act End date      Outcome
Job Search      _ _ _ _      _ _ _ _      09/03/2017      09/16/2017      _ _ _ _      P
CSP Community Service Pro      _ _ _ _      09/01/2017      _ _ _ _      -

USER: T05 FNX: WORK MODE: D RPTGRP: 666 00 7422 PERIOD: 10 17 COMMAND:
DO: Z IMS: D00 REPORTING GROUP: SARAH L JOHNSON
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Quit Retrn Exit      Print Goal      Hours PgBk      PgFd      CMH      St/Sp      Intrl C&C
  
```

c. The "Assessment Began" does NOT need to be updated at this time. If you get stuck because the FDP date is "Prior to the Assessment Date"—change the Assessment Began date to match the actual FDP Signed date. If you cannot get off of the screen, contact COPS.

```

10/16/17 13:48      *** ASSESSMENT PANEL ***      ASQWOHA1
Participant: SARAH L JOHNSON      SSN: 666-00-7422 Phone#: 802 555 0000 CELL
Financial Status: Pending SP Sex: F Age: 45 Last Grade: 16 Phase: WR 08/01/2017
Assessment Began: 10 03 2017      Case Manager: PCC R64 VACANT RU CASE MAN
***** Family Assessment Summary*****FDP***** Last Updated:10 3 2017
Shelter      I Homeless/living      -
Transportation      S      -      In-House      Completed
Food & Clothing      N      -      Lit/Assess: Y      10 03 2017
Finances      N      -
Health & Safety      S      -      Referrals and Other Agencies
Child Devl & Educ      I No child care av      -      Providing Services
Social & Emotional      I Mental health is      -
Family Interactions      I no family in U.S      -
Legal      S      -
Community Relations      N      -
Adult Education      S      -
Adult Employment      I needs child care      -
Work Skills & Habits      S      -      Referral      FDP      Matrix
      History      History
USER: T05 FNX: WORK MODE: C RPTGRP: 666 00 7422 PERIOD: 10 17 COMMAND:
DO: Z IMS: D00 REPORTING GROUP: SARAH L JOHNSON
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Quit Retrn Exit      PgBk      PgFd      CMH      Rfrls
  
```

- d. If "I" is entered, ACCESS will automatically give a popup box with list of possible interferences—enter an X next to the interfere that is most appropriate (if no X is entered, the domain will revert back to "N").

```

10/16/17 15:16          *** ASSESSMENT PANEL ***                      ASQWOHAI
Participant: SARAH L JOHNSON      SSN: 666-00-1111  Phone#: 802 555 1111 CELL
Financial Status: Denied SP Sex: F Age: 27 Last Grade: 12 Phase: AP 07/12/2017

Assessment Began:                      Case Manager: PCC
***** Family Assessment Summary*****FDP***** Last Updated: 07 12 17
Shelter                          N                               -
Transportation                    S                               -           In-House      Completed
Food & Clothing                   N                               -           Lit/Assess:  _  _  _  _
Finances                          N                               -
Health & Safety                    N                               -           Referrals and Other Agencies
Child Devl & Educ                   I                               -           Providing Services
Social & Emotional                 N                               -
Family Interactions               N                               -
Legal                             N                               -
Community Relations               N                               -
Adult Education                   N                               -
Adult Employment                  N                               -
Work Skills & Habits              N                               -
USER: T05 FNX: WORK MODE: C RPTGRP: 666 00 1111 PERIOD: 10 17 COMMAND:
DO: Z IMS: 084 REPORTING GROUP: SARAH L JOHNSON
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Quit  Retrnr Exit                      PgBk  PgFd  CMH  Rfrls
  
```

```


10/16/17 15:16          *** ASSESSMENT PANEL ***                      ASQWOHAI
Participant: SARAH L JOHNSON      SSN: 666-00-1111  Phone#: 802 555 1111 CELL
Financial Status: Denied SP Sex: F Age: 27 Last Grade: 12 Phase: AP 07/12/2017

Assessment Began:                      Case Manager: PCC
***** Family Assessment Summary*****FDP***** Last Updated: 07 12 17
Shelter                          N                               -
Transportation                    S                               -           In-House      Completed
Food & Clothing                   N                               -           Lit/Assess:  _  _  _  _
Finances                          N                               -
Health & Safety                    N                               -           Referrals and Other Agencies
Child Devl & Educ                   I                               -           Providing Services
Social & Emotional                 N                               -
Family Interactions               N                               -
Legal                             N                               -
Community Relations               N                               -
Adult Education                   N                               -
Adult Employment                  N                               -
Work Skills & Habits              N                               -
USER: T05 FNX: WORK MOD           |                               ND:
DO: Z IMS: 084 REPORTIN          |                               ND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Quit  Retrnr Exit                      PgBk  PgFd  CMH  Rfrls
  
```

```

+----Interferes for Child Devl & Educ----
| - Child has IEP
| - Disabled child
| X No child care available
| - Serious behavioral problems
| - Serious developmental delays
| - Other enter comments below
  
```

- e. Domains listed as strengths will automatically be pulled into the FDP when printed. Domains listed as neutrals are not sent to the FDP. ***It is recommended that domains listed as interferes not be sent to the FDP.***

 <p><b>VERMONT</b> AGENCY OF HUMAN SERVICES</p>	<p><b>Department for Children and Families Economic Services Division</b></p>								
<p>APPLICATION/DOCUMENT PROCESSING CTR 280 STATE DRIVE WATERBURY VT 05676-9944</p>	<p>Questions? Call ESD Benefit Service Center at <b>800-479-6151</b></p>								
<p><b>Family Development Plan for .</b></p>									
<p><b>Employment Goal:</b> Social/Human Svc Aide</p>	<p><b>Participant Phone</b></p>								
<p>Note: You are currently deferred from the work requirement. This deferment ends on 08/31/2019. At that time, you will be required to meet your full work requirement.</p>									
<p><b>Family Strengths and Supports:</b></p>									
<p>Transportation, Child Development and Education and Legal.</p>									
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Activity</th> <th style="text-align: center;">Hours</th> <th style="text-align: center;">Start</th> <th style="text-align: center;">Target</th> </tr> </thead> <tbody> <tr> <td>Employment Team/CWS</td> <td style="text-align: center;">01</td> <td style="text-align: center;">08/14/2019</td> <td style="text-align: center;">11/30/2019</td> </tr> </tbody> </table>		Activity	Hours	Start	Target	Employment Team/CWS	01	08/14/2019	11/30/2019
Activity	Hours	Start	Target						
Employment Team/CWS	01	08/14/2019	11/30/2019						
<p><b>Tasks:</b></p>									





- g. It is best practice to hit Enter one more time to return to WORK C screen and check the FSM to make sure your changes were saved.

### Entering In-House Literacy Assessment in ACCESS

1. FNX->WORK MODE->C SSN for participant you are updating the In-House Literacy Assessment

The screenshot shows the ACCESS system main menu. The user has entered 'T05 FNX WORK MODE: C RPTGRP: 666 00 7422 PERIOD: 09 17'. Below the terminal window, four callout boxes provide instructions:

- Enter "WORK" for function (FNX)
- Enter "C" for mode.
- Enter the SS# for the participant whose Family Development plan you are creating
- Enter current month and year. Hit enter when done.

2. Move cursor on to FSM box and double click.

The screenshot shows the Family Development Plan (FDP) screen for Sarah L Johnson. The participant's information is displayed, including SSN: 666-00-7422 and Financial Status: Pending. The screen features several menu options, with 'FSM' circled in red. Below the menu options is a table of activities.

1,2 of 4	Activity	Hrs/Wk	Start	Target	Act End date	Outcome
Job Search			09/03/2017	09/16/2017		P
CSP Community Service Pro			09/01/2017			-

At the bottom of the screen, the user has entered 'Z IMS: D00 REPORTING GROUP: SARAH L JOHNSON' and the command line shows 'Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---'.

3. Please a Y next to "In-house Lit/Assess" and the date completed.

```
10/16/17 13:48          *** ASSESSMENT PANEL ***          ASQWOHA1
Participant: SARAH L JOHNSON      SSN: 666-00-7422  Phone#: 802 555 0000 CELL
Financial Status: Pendin SP Sex: F Age: 45 Last Grade: 16 Phase: WR 08/01/2017

Assessment Began: 10 03 2017      Case Manager: PCC R64 VACANT RU CASE MAN
***** Family Assessment Summary*****FDP***** Last Updated: 10 3 2017
Shelter                I Homeless/living      -
Transportation         S                      -
Food & Clothing        N                      -
Finances               N                      -
Health & Safety        S                      -
Child Devl & Educ      I No child care av    -
Social & Emotional     I Mental health is    -
Family Interactions    I no family in U.S    -
Legal                 S                      -
Community Relations   N                      -
Adult Education        S                      -
Adult Employment      I needs child care    -
Work Skills & Habits   S                      -
Referrals and Other Agencies Providing Services

In-House Completed
Lit/Assess: Y 10 03 2017

Referral History   FDP   Matrix History
USER: T05 FNX: WORK MODE: C RPTGRP: 666 00 7422 PERIOD: 10 17 COMMAND:
DO: Z IMS: D00 REPORTING GROUP: SARAH L JOHNSON
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
Quit Retrn Exit          PgBk PgFd CMH Rfrls
```

# **P-2352 Reach Up Supervisory Case Reviews**

## **Overview of Reach Up Supervisory Case Reviews (19-18)**

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

### **Selecting Cases for Review**

Each Reach Up Supervisor selects number of cases asked for by Central Office.

Reviews must be completed by the last business day of the month each month.

Cases should be chosen by the supervisor at random from every case manager in the district, including contracted case managers.

Choose different case manager's cases to review each month until everyone has had a case reviewed and continue in this manner.

### **Tracking SCRs**

Log the review on the "Supervisory Case Review Tracking Sheet" located on the shared drive in the SCR folder (Y:\AHS ALL SHARE\ESD\SCR).

Scan or save the original document to the share drive.

### **Role of the Operations Director**

District Operations Directors will choose 3 of the case reviews that the Reach Up Supervisor has completed to review and log that on the "Supervisory Case Review Tracking Sheet".

### **Use of Form 242CR-RU**

Form 242CR-RU is completed by the Reach Up Supervisor for each Supervisory Case Review.

### ***Identifying information***

*Date completed:* Actual date the supervisor is completing the SCR.

*Month of review:* Should be same month as the date completed. Best practice is to review 4-6 months back in the case, or as long as the case manager has held the case if shorter than 4-6 months.

***Intake (only for cases opened in previous 12 months)***

Initial appointment scheduled within 30 days from the time the case manager was assigned the case.

*Assessment process began in first 60 days:* Case notes indicate case manager using an accepted assessment tool within the first 60 days of working with the participant.

*Initial FDP signed and dated in file:* 614 FDP

*FSM (Family Support Matrix) updated with case manager perspective:* Case notes indicate which FSM domains were discussed with participant. Case notes indicate case manager reasoning behind why certain domains are considered Strength, Neutral or Interfere.

## **Assessment**

*UNCOPE/PHQ2 (604SUPP):* Completed during initial appointment or within 30 days of the initial appointment if not appropriate at first meeting. If not in file, case manager should complete. Can be rescreened if changes in participant's life warrant rescreen. Concerns should be followed up with referrals.

For new applicants who have already been screened with UNCOPE/PHQ2 in file, only do a rescreen if there is reason to believe things have changed, or to expect different screening results and the participant is willing to complete it again.

If participant is currently in treatment, screening does not have to be completed, but case notes should clearly indicate why screening was not done and what type of treatment participant is in.

*Documentation of goal-setting tool:* Case notes indicate an accepted tool (such as the Stepping Stones) was used to identify participant goals.

*Evidence of participant driven goal setting:* It should be clear in case notes that the goal-setting process and selection of goals for prioritization was participant driven.

*FSM is current:* S, N and I indicators match the latest information available from case notes. If certain domains have not been discussed, domain is left N for Neutral. Assessment Began Date does not need to be updated.

## **Family Development Plan**

*Signed and dated:* Matches date signed in ACCESS.

*Current:* Includes at least one current activity.

*Matches documented goal planning conversations in case notes:* Activities include tasks and are written with strength-based language. When possible, goals use existing ACCESS activities, with specifics spelled out in the tasks.

*Hand-written FDP matches ACCESS:* Activity name, dates and hours.

### ***Activities and support services***

*Participation code:* The code in ACCESS is appropriate given the current needs of the participant and aligns with activities.

*Realistic highest capacity:* Goals include things that are achievable and move the participant forward while providing realistic and achievable levels of challenge. Goals are measurable and include a set timeline. Back-up person is identified to help hold the participant accountable.

*Activities are up to date and reflect participant progression:* Goals build on each other. Participant is making progress. When goal is not met, case notes indicate discussion on how to meet goal, or goal is changed.

*Appropriate modifications/deferments:* FDP includes activities to help improve or resolve identified obstacles. Appropriate codes are used. Deferments end on last day of month whenever possible.

*Appropriate referrals:* Case notes provide clear identification of services providers and next steps.

*Appropriate use of support services, including incentives:* Ensure support service discussions are in case notes and indicate when approved or denied. Documentation is available in case file—estimates, receipts, ACCESS check issuance.

*Scheduled/verified hours entered:* Timesheets are entered by the 12<sup>th</sup> of the following month. Participants are held accountable for late timesheets when appropriate. Hours are entered correctly.

*Appropriate planning for transportation:* Ensure transportation is addressed in case notes with use of transportation survey or other tools as appropriate. Good News Garage and Ready to Go resources are accessed when appropriate.

### ***Contact with Participant***

*Evidence of key RU frameworks:* Case notes reflect case manager's knowledge of and use of key frameworks and best practices in conversations and actions with participant.

*Frequency of contact meets intensity of need:* Minimum of monthly contact with case manager, more as situation requires. Text messaging and email utilized when available.

*Home/community meetings offered:* Offered and participant preferences documented.

*Case notes:* Entered for each contact with participant. Notes are legible, up to date with no big gaps in time. Language is professional and relevant. Include summary of discussions around Reach Up requirements (for example: time limits, conciliation process, mandatory youth, young child deferments). Good cause and use of excused absences are noted. Participant's goals and plan should be clearly stated in notes.

### ***Conciliations, sanctions and 60-month closures***

*Good Cause:* Pursued and documented, if good cause is found conciliation/sanction is removed.

*Conciliation forms:* Resolution matches reason for conciliation.

*Sanction forms:* 606 is signed and dated; Reasons letter is available. Sanction entered into ACCESS

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

### ***Miscellaneous***

CATN notes used appropriately.

*Case file maintenance:* Documents are in appropriate brads and in chronological order.

Appropriate Releases of Information have been obtained for all appropriate referrals and other community partners.

TODOs in ACCESS are up to date.

Next Steps/Due Date section of the spreadsheet. Issues in need of follow up are noted. For example, no UNCOPE or PHQ2 was found in the file. This should be highlighted as a next step with a due date for the Reach Up Supervisor to follow up on.