STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families

B U L L E T I N NO.: 21-08

FROM: Tricia Tyo, Deputy Commissioner
Economic Services Division

DATE: 9/17/21

SUBJECT: Reach Up Services Procedures

CHANGES ADOPTED EFFECTIVE 09/01/21

INSTRUCTIONS

___X__ Maintain Manual - See instructions below.
_____ Proposed Regulation - Retain bulletin
and attachments until you receive
Manual Maintenance Bulletin: _____
_____ Information or Instructions - Retain
Until _____

MANUAL REFERENCE(S):

P-2315	P-2332	P-2333	P-2341
P-2346	P-2347	P-2354	P-2360
P-2370	P-2375	P-2376	

Reach Up Services procedures continue to be updated to match the formatting and language of the Reach Up procedures (P-2200), as well as removing outdated information. This batch of updates includes procedures around hazardous occupations, transporting clients, and transferring case files between districts. In addition, new procedures continue to be created on topics not covered in procedures before. The new topics include the federal Work participation rate (WPR) and work requirements, work experience (WKEX) and community service placements (CSP), job readiness activities, Good News Garage, different case management tasks, and electronic case files. Several desk aids and guidance documents have been incorporated into the procedures. The procedure around referrals to the Social Security Specialist has also been updated again. The procedures on sanction have been renumbered, but the text has not yet been updated.

Manual Maintenance

Text highlighted in gray has been updated.

Reach Up Services Procedures

Remove		Insert	
Nothing		P-2315	(21-08)
Nothing		P-2315A	(21-08)
Nothing		P-2315C	(21-08)
Nothing		P-2332	(21-08)
Nothing		P-2332A	(21-08)
Nothing		P-2332B	(21-08)
P-2346	(17-22)	P-2332C	(21-08)
Nothing		P-2333	(21-08)
Nothing		P-2333A	(21-08)
Nothing		P-2333B	(21-08)
Nothing		P-2333C	(21-08)
Nothing		P-2341	(21-08)
P-2375A	(12-06)	P-2347A	(21-08)
P-2375B	(18-08)	P-2347B	(21-08)
P-2370	(21-02)	P-2370	(21-08)
Nothing		P-2375A	(21-08)
P-2360	(16-30)	P-2375B	(21-08)
Nothing		P-2375C	(21-08)
Nothing		P-2375D	(21-08)
Nothing		P-2375E	(21-08)
Nothing		P-2375F	(21-08)
Nothing		P-2376	(21-08)
Nothing		P-2376A	(21-08)
Nothing		P-2376B	(21-08)
Nothing		P-2376C	(21-08)
Nothing		P-2376D	(21-08)
Nothing		P-2376E	(21-08)
Nothing		P-2376F	(21-08)
P-2354	(18-04)	P-2376G	(21-08)

P-2315 Work Participation Rate (WPR) and Work Requirements (B21-08)

Work Participation Rate (WPR)

Vermont receives funds through the federal Temporary Aid for Needy Families (TANF) program for the [Reach Up program](). TANF requires states to be accountable for meeting a federally set work participation rate (WPR). Calculating the WPR for a state is a complicated process. Part of the process is ensuring that a portion of the households receiving Reach Up benefits take part in a specific set of countable work activities.

In order to receive credit towards the WPR, the hours of participation must be monitored and documented. In Vermont, much of the WPR is met through the enrollment in the [Reach Ahead program]().

Meeting the federally set WPR preserves Vermont's federal funding level. The state would face financial penalties based on how short of the target rate we fell. Less federal money would mean lower benefits and services to households. Economic Services Division (ESD) and the Reach Up program are committed to meeting the federal work participation rates without compromising a commitment to providing service in ways that demonstrate professionalism, caring, respect, mutual responsibility, and hope.

P-2315 Work Participation Rate (WPR) and Work Requirements (continued)

P-2315A Work Requirements (B21-08)

Each household receiving Reach Up that has adults who are receiving Reach Up benefits, has a family work requirement. The work requirement is the number of hours the household must meet in countable and verified activities (see Reach Up Services procedure 2315C about activities) to count towards the Work Participation Rate (WPR). The work requirement depends on the family composition, and is a suggested goal in terms of number of hours to work towards.

Type of Family	Parent	Work Requirement
Two parents, neither parent receives SSI	One or both parents may contribute to the work requirement	35 hours per week combined or the combined number of hours they are able to work, whichever is less
Two parents with a child age 6 or older, one parent receives SSI	Work-eligible parent*	30 hours per week or the number of hours the parent is able to work, whichever is less
Two parents with a child under age 6, one parent receives SSI	Work-eligible parent*	20 hours per week or the number of hours the parent is able to work, whichever is less
Single parent with a child age 6 or older, does not receive SSI		30 hours per week or the number of hours the parent is able to work, whichever is less
Single parent with a child under age 6, does not receive SSI		20 hours per week or the number of hours the parent is able to work, whichever is less

Work-eligible parent means a parent who is not receiving SSI

[Reach Up Services rule 2343](#) also provides the chart showing the work requirements for families. Currently the Interpretive Memo facing page 2343 shows the correct work requirement chart until the rule itself can be updated.

See Reach Up Services procedure on Work Requirements and Goal Achievement P-2315B.

Case Manager Support

Checking Family's Work Requirement

ACCESS CASE/D/TIME will specify the family's work requirement.

In the screen shot directly above, the family's work requirement is 35 hours per week. This can be shared by the two parents included in the Reach Up household.

Confirming verified hours in ACCESS

ACCESS CASE/D/TIME F10 will show the hours the family is verified (Verifd) to have completed and the hours they are scheduled (Schd) to complete. Looking at the number of total hours entered in the bottom will indicate if the family is meeting their work requirement.

```
                        +----------Work Participation Rate Hours----------+
03/14/19 12:11    *  |_    Average Weekly Hours being reported to Feds |    )
The Work Requireme  |      for 01/2019                ANDREA           |
CSP/WKEX cannot ex  |     **Core Activities**      Verifd Schd         |
There are 2 RUFA m  | Unsubs Employment..........=  10    10           |
ANDREA has 6 month  | Subs Priv Employment.......=                     |
                    | Subs Public Employment.....=                     |
                    | Work Experience............=                     |
                    | OJT - On Job Training......=                     |
'X' TO VIEW WORK R  | Job Search & Job Readiness =                     | =HELP
X      NAME      M  | Community Service Programs =   4     3           | AGE
- -------------- -  | Voc Ed Training............=                     | ---
_ ANDREA        1 | |   **Non Core Activities**                       |
_ ADAM          1 | | Job Skills Trning rltd emp.=                     |
_                 | | Educ related to Emp/no HS..=                     |
_                 | | School Attendance/no HS....=                     |
_                 | | Deemed Hours...............=                     |
_                 | | ***** Total core hours.....=  14    13           |
_                 | |        Total non core hours.=                    |
_                 | |        Total countable hours= 14    13           |
USER: X85 FNX: CAS +----------------------------------------------------+
DO: Z IMS: D0L RPTGRP NAME:                                              3
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
               EXIT        EHRS  EMPL              WORK  CLCK  JSER  VocEd
```

In the screen shot directly above, the single parent is working 14 verified hours a Week, with a combination of 10 unsubsidized employment hours and 4 Coummunity Service Program (CSP) hours. This is not enough to meet the work requirement for a single parent.

If a family has verified hours that are entered, check that the hours were entered correctly prior to the 12th of the *following* month. This will help ensure the correct information is showing in ACCESS and will be correctly submitted towards the federal WPR.

For example: Hours reported and entered for the month of June, should be checked before July 12th, to make sure they are showing correctly. The night of July 12th, ACCESS will run a report showing all of the entered hours for the month of June.

Work requirements for pregnant persons

If employed, pregnant persons must continue employment (unless work requirement is modified or deferred due to a confirmed medical condition, including high risk pregnancy).

If unemployed, pregnant persons are not required to begin a new job.

A pregnant person with no other children in the household has a work requirement of 30 hours per week. If there are other children in the household, the work requirement follows the chart above and Reach Up Services rule 2343.

Follow the conciliation/sanction/closure process for a pregnant person who quits a job without good cause.

Minor parents (Reach Up Services rule 2336)

Minor parents do not have a work requirement but are required to participate in educational or training activities.

Minor parents who already have a diploma or its equivalent should be assessed and placed in appropriate activities to help them work towards their goals.

Work requirements for participants under 20 years old

Special consideration is given to participants under 20 years old that are participating in certain educational activities.

If a participant is under 20 years old (including minor parents) they will be counted towards meeting the WPR if they are:

- Maintaining "satisfactory attendance at a secondary school" or the equivalent; or
- Participating in an activity counted as "education directly related to employment" for at least 20 hours per week.

See Reach Up Services procedure P-2331A for more information on the categories of educational activities.

P-2315 Work Participation Rate (WPR) and Work Requirements (continued)

P-2315C Difference between Core, Noncore and Not Countable Activities (B21-08)

Federal requirements define what type of activities are countable and what activities are not countable towards the Work Participation Rate (WPR). They also outline which of the countable activities can be considered "core" hours of a household's work requirement, versus "non-core" activities. These definitions can be found in Reach Up Services rules 2350-2351.

These distinctions can be important to understand how to fit hours together and help the household meet the work requirement, but they may not fit with what the participant is motivated to take part in. Noncountable or non-core actitivities may be more related to accomplishing the participant's goal.

Core activities versus non-core activities

Participants with a work requirement of fewer than 35 hours must engage in 20 hours per week of core activities before hours of participation in non-core activities may count toward the work requirement.

Participants with a work requirement of 35 or more hours must engage in 30 hours per week of core activities before hours of participation in non-core activities may count toward the work requirement.

Work Requirement	Core Activity Hours Needed	Additional Hours of *Countable* Activities Needed (Core or Non- Core) to meet Work Requirement
20	20*	0
30	20*	10
35	30*	5

May be deemed to do fewer hours if FLSA hours are applied. See Reach Up Services procedures P-2332A on FLSA and P-2332B on Deeming.

Case Manager Support

The following charts show how specific activities in ACCESS are counted towards core, noncore, or not countable hours.

Job Search/Readiness

```
+Job Search/Readiness Activi+ ILY DEVELOPMENT PLAN ***              ASQWOHF1
|  _ Assessment            |      SSN:            Financial Status:
|  _ Career Ready 101      |                      Phase:
|  _ Employment Team/CWS   |                      Participation Code: 02 NE
|  _ Job Search            |                         Review Date: __ __ ____
|  _ Job Readiness Workshop | ustomer Service Clerk_
|  _ Necessary Treatment   |   KASTNER              FSM  Activty Matrix
|  _ Other- Description:   | N                          History History
|                          | *********************************************
|    _____   | Safety/Social & Emotional/Family Interac Click &
+--------------------------+                                          Comment
Interferes:

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

         Activity    Hrs/Wk    Start      Target    Act End date  Outcome
                                                     __ __ ____      _
                       __                            __ __ ____      _

    USER:      X: WORK MODE: D RPTGRP:          PERIOD:     COMMAND: _____
    DO:    I     REPORTING GROUP:
    Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
          Quit  Retrn Exit              Hours PB    PF          St/Sp Intrf
```
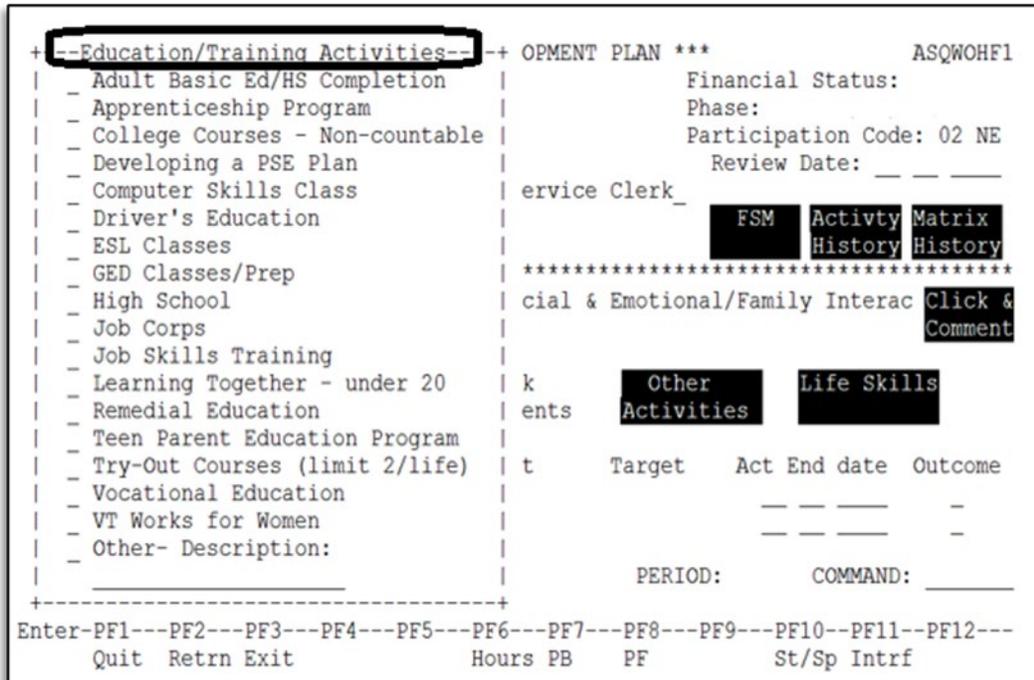
Job Search/Readiness	Core	Non-Core	Not Countable	Counts for
Assessment	X			Job Search and Job Readiness
Career Ready 101	X			Job Search and Job Readiness
Employment Team/CWS	X			Job Search and Job Readiness
Job Search	X			Job Search and Job Readiness
Job Readiness Workshop	X			Job Search and Job Readiness
Necessary Treatment	X			Job Search and Job Readiness
Other- Description	X			Job Search and Job Readiness

See Reach Up Services procedure P-2333 for more details on Job Readiness Activities.

Education/Training activities

```
+--Education/Training Activities--+ OPMENT PLAN ***              ASQWOHF1
|  _ Adult Basic Ed/HS Completion  |          Financial Status:
|  _ Apprenticeship Program        |          Phase:
|  _ College Courses - Non-countable |        Participation Code: 02 NE
|  _ Developing a PSE Plan         |             Review Date: __ __ ____
|  _ Computer Skills Class         | ervice Clerk_
|  _ Driver's Education            |                  FSM  Activty Matrix
|  _ ESL Classes                   |                       History History
|  _ GED Classes/Prep              | *************************************
|  _ High School                   | cial & Emotional/Family Interac Click &
|  _ Job Corps                     |                                 Comment
|  _ Job Skills Training           |
|  _ Learning Together - under 20  | k       Other       Life Skills
|  _ Remedial Education            | ents  Activities
|  _ Teen Parent Education Program |
|  _ Try-Out Courses (limit 2/life)| t     Target   Act End date  Outcome
|  _ Vocational Education          |               __ __ ____       _
|  _ VT Works for Women            |               __ __ ____       _
|  _ Other- Description:           |
|    _____       |       PERIOD:        COMMAND: _____
+---------------------------------+
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
     Quit  Retrn Exit            Hours PB    PF          St/Sp Intrf
```

Education/Training	Core	Non-Core	Not Countable	Counts for
Adult Basic Ed/HS Completion		X—however if under 20 and single HOH or married teen any hours entered will allow HH to meet WPR		Satisfactory attendance at secondary school
Apprenticeship Program	X			On-the-job training
College Courses – Non-countable			X	
Developing a PSE Plan			X	
Computer Skills Class		X		Job skills training directly related to employment
Driver's Education		X		Job skills training directly related to employment

Education/Training	Core	Non-Core	Not Countable	Counts for
ESL Classes		X—however if under 20 and single HOH or married teen an average of 20 hours per week entered will allow HH to meet WPR		Education directly related to employment
GED Classes/Prep		X—however if under 20 and single HOH or married teen an average of 20 hours per week entered will allow HH to meet WPR		Education directly related to employment
High School		X—however if under 20 and single HOH or married teen any hours entered will allow HH to meet WPR		Satisfactory attendance at secondary school
Job Skills Training		X		Job skills training directly related to employment
Learning Together – Under 20		X—however if under 20 and single HOH or married teen any hours entered will allow HH to meet WPR		Satisfactory attendance at secondary school
Remedial Education		X—however if under 20 and single HOH or married teen an average of 20 hours per week entered will allow HH to meet WPR		Education directly related to employment
Teen Parent Education Program		X—however if under 20 and single HOH or married teen any hours entered will allow HH to meet WPR		Satisfactory attendance at secondary school
Try-Out Courses (limit 2/Life) *no lifetime limit		X		Job skills training directly related to employment (College courses should be entered under Vocational Education when a core activity is

				needed for a participant to meet their work requirement)
Vocational Education	X			Vocational Education Training
VT Works for Women	X			Vocational Education Training
Other- Description			X	

See Reach Up Services procedure P-2331A for more information about categories of education activities.

Work placement activities


```
+-------------+-Work Placement Activities--+----More:    ++              ASQWOHF1
|  _ Corrections Work Crew                  | cial Status:
|  _ CSP Community Service Program          | :
|  _ CSP2 Community Service Program 2       | cipation Code: 02 NE
|  _ CSP3 Community Service Placement 3     | iew Date:  __ __ ___
|  _ Internship                             |
|  _ Learning Together as Work Experience   | SM  Activty Matrix
|  _ OJT - On the Job Training              |     History History
|  _ Providing Childcare                    | **********************
|  _ Self Employment                        | amily Interac Click &
|  _ Subsidized Private Employment          |              Comment
|  _ Subsidized Public Employment           |
|  _ Unsubsidized Employment                |     Life Skills
|  _ VISTA/AmeriCorps                       |
|  _ Work Study                             |
|  _ WIA Workforce Investment Act (Adult/Minor Parent) | ct End date  Outcome
|  _ WIA Workforce Investment Act (Youth)   |     __ __ ___   _
|  _ WKEX Work Experience                   |     __ __ ___   _
|  _ WKX2 Work Experience 2                 |
+-------------------------------------------+    COMMAND: _____
DO:   IMS:     REPORTING GROUP:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      Quit  Retrn Exit              Hours PB    PF        St/Sp Intrf
```

Work Placement Activities	Core	Non-Core	Not Countable	Counts for
Corrections Work Crew	X			Community service programs
CSP Community Service Program	X			Community service programs

Work Placement Activities	Core	Non-Core	Not Countable	Counts for
CSP2 Community Service Program 2	X			Community service programs
CSP3 Community Service Program 3	X			Community service programs
Internship	X			Unsubsidized Employment
Learning Together as Work Experience	X			Community service programs
OJT – On the Job Training	X			On-the-job training
Providing Childcare			X	
Self Employment	X			Unsubsidized Employment
Subsidized Private Employment	X			Subsidized Private Employment
Subsidized Public Employment	X			Subsidized Public Employment
Unsubsidized Employment	X			Unsubsidized Employment
VISTA/AmeriCorps	X			Unsubsidized Employment
Work Study	X			Unsubsidized Employment
WIA Workforce Investment ACT (Adult /Minor Parent)	X			On-the-job training
WIA Workforce Investment ACT (Youth)	X			On-the-job training
WKEX Work Experience	X			Work experience
WKX2 Work Experience 2	X			Work experience

See Reach Up Services procedures P-2330 about paid employment activities and P-2332 about WKEX and CSP activities.

Other Activities

```
+--------------------------[Other Activities]---------------More:      >+
|  _ Applying for Social Security Benefi  _ Probation & Parole Requirements  |
|  _ Arranging Child Care                 _ Substance Abuse Counseling       |
|  _ Children's Integrated Services       _ Substance Abuse Support Group     |
|  _ Conciliation                         _ Supporting PEP/Caregiver         |
|  _ Court/Legal Issues                   _ Voc Rehab Guidance/Counseling     |
|  _ Developing a Self-Employment Plan    _ VR Referral/Assessment            |
|  _ Doctors Appt. or Physical Therapy    _ Working with Family Services      |
|  _ Domestic Violence Counseling         _ Other Activity - Noncountable- De |
|  _ Domestic Violence Support Group      _____                |
|  _ Family Counseling                                                        |
|  _ Head Start(Home-based)                                                   |
|  _ Housing Search                                                           |
|  _ IFBS Intensive Family-Based Svs.                                         |
|  _ Mental Health Counseling                                                 |
|  _ Parenting Support Group                                                  |
+----------------------------------------------------------------------------+

              __                        __ __ ____     _

  USER:     FNX: WORK MODE: D RPTGRP:           PERIOD:        COMMAND: _____
  DO:   IMS:      REPORTING GROUP:
  Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
       Quit  Retrn Exit               Hours PB    PF           St/Sp Intrf
```
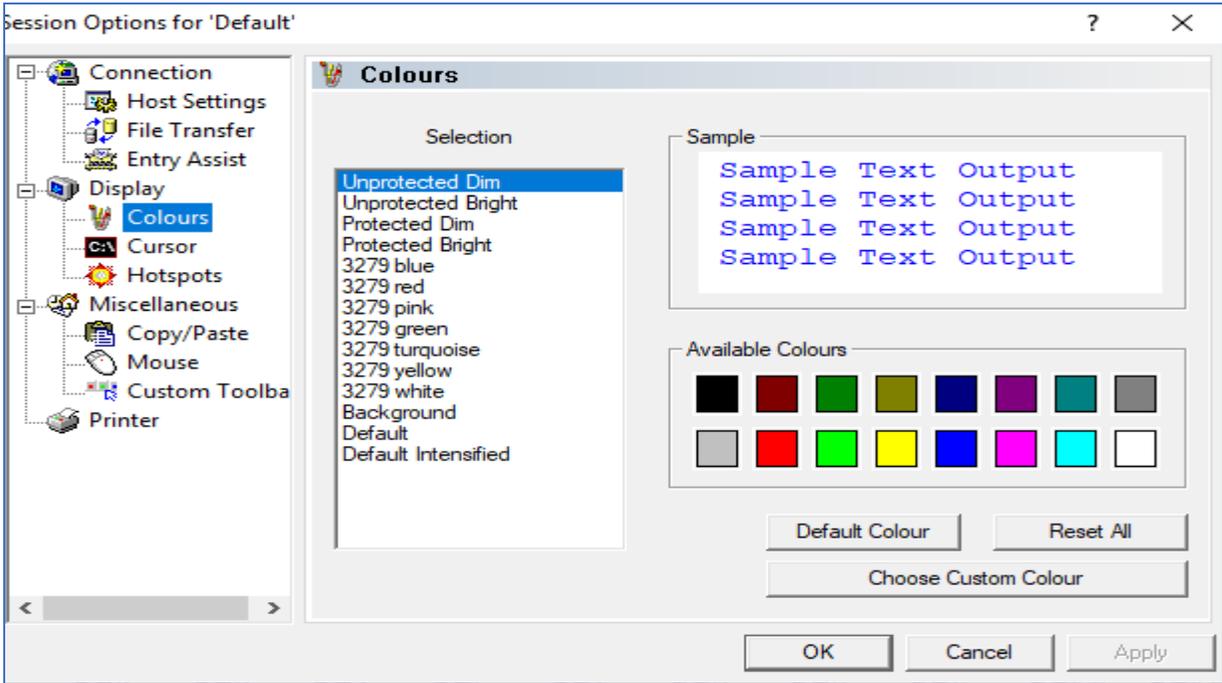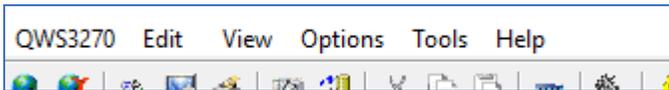
Other Activities	Core	Non-Core	Not Countable	Counts for
Applying for Social Security Benefits			X	
Arranging Child Care			X	
Children's Integrated Services			X	
Conciliation			X	
Court/Legal Issues			X	
Developing a Self-Employment Plan			X	
Doctors Appt. or Physical Therapy			X	
Domestic Violence Counseling			X	
Domestic Violence Support Group			X	
Family Counseling			X	
Head State (Home-based)			X	

Other Activities	Core	Non-Core	Not Countable	Counts for
Housing Search			X	
IFBS Intensive Family-Based Svs.			X	
Mental Health Counseling			X	
Parenting Support Group			X	
Probation & Parole Requirements			X	
Substance Abuse Counseling			X	
Substance Abuse Support Group			X	
Supporting PEP/Caregiver			X	
Voc Rehab Guidance/Counseling			X	
VR Referral/Assessment			X	
Working with Family Services			X	
Other Activity – Noncountable-Description			X	

Life skills activities


```
+------Life Skills Activities-------+ LOPMENT PLAN ***                    ASQWOHF1
|_ _  Arranging Childcare          |        Financial Status:
|  _  Driving Test Prep Activity   |        Phase:
|  _  Financial Management Workshop |        Participation Code: 02 NE
|  _  Life Skills Workshop         |           Review Date: __ __ ____
|  _  Rocking Horse Circle of Supp. | Service Clerk_
|  _  Transportation Planning      |                    FSM  Activty Matrix
|  _  Transportation Workshop      |                         History History
|  _  Vocational Exploration       |***************************************
|  _  VAL 'Essential Skills'       | ocial & Emotional/Family Interac Click &
|  _  VAL Basic Computer Classes   |                                  Comment
|  _  VT Works for Women Empl. Supp. |
|  _  VT Works for Women Mentoring | rk      Other       Life Skills
+---------------------------------+ ments  Activities

1 of 1      Activity  Hrs/Wk   Start     Target    Act End      Outcome
                                                    __ _        _

            _

USER:    FNX: WORK MODE: D RPTGRP:           PERIOD:
DO:   IMS:    REPORTING GROUP:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF1   -PF12---
      Quit  Retrn Exit              Hours PB    PF          St/Sp Incrl
```
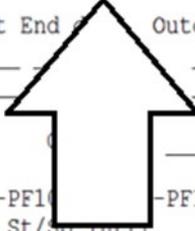
Life Skills	Core	Non-Core	Not Countable	Counts For
Arranging Childcare	X			Job Search and Job Readiness
Driving Test Prep Activity	X			Job Search and Job Readiness
Financial Management Workshop	X			Job Search and Job Readiness
Life Skills Workshop	X			Job Search and Job Readiness
Rocking Horse Circle of Support	X			Job Search and Job Readiness
Transportation Planning	X			Job Search and Job Readiness
Transportation Workshop	X			Job Search and Job Readiness
Vocational Exploration	X			Job Search and Job Readiness
VAL "Essential Skills"	X			Job Search and Job Readiness
VAL Basic Computer Classes	X			Job Search and Job Readiness
VT Works for Women Employment Support	X			Job Search and Job Readiness
VT Works for Women Mentoring	X			Job Search and Job Readiness

Because life skills activities are considered job readiness, see Reach Up Services procedure P-2333 for more details on Job Readiness Activities.

ACCESS tip on color

In ACCESS along the top ribbon of the screen, show the drop down menu for "Options" and select "Session". Under "Display" click on "Colours". The Selection "Protected Dim" will allow you to choose a color for non-core activities. The Selection "Protected Bright" will allow you to choose a color for core activities.

QWS3270   Edit   View   Options   Tools   Help

Session Options for 'Default'   ?   ✕

- Connection
  - Host Settings
  - File Transfer
  - Entry Assist
- Display
  - **Colours**
  - Cursor
  - Hotspots
- Miscellaneous
  - Copy/Paste
  - Mouse
  - Custom Toolba
- Printer

Colours

Selection

| Unprotected Dim |
| Unprotected Bright |
| Protected Dim |
| Protected Bright |
| 3279 blue |
| 3279 red |
| 3279 pink |
| 3279 green |
| 3279 turquoise |
| 3279 yellow |
| 3279 white |
| Background |
| Default |
| Default Intensified |

Sample

Sample Text Output
Sample Text Output
Sample Text Output
Sample Text Output

Available Colours

Default Colour   Reset All

Choose Custom Colour

OK   Cancel   Apply

P-2332 WKEX and CSP (B21-08)

Participants may take part in a work experience (WKEX) or a community service placement (CSP). The purpose of a WKEX or CSP is to improve the employability of a participant. A CSP is limited to public or non-profit organizations, while a WKEX can be held at any type of organization.

Case Manager Support

See the ACCESS Case Management Training Videos: Entering a WKEX/CSP in ACCESS and Entering Mid-Month Start WKEX CSP in ACCESS.

Entering a Work Experience (WKEX) or Community Service Placement (CSP) on the Family Development Plan
Step 1: Determine the participants FLSA by going to CASE/D/TIME.

Reminder: If the participant is in a WKEX/CSP, check the participant's FLSA after the second adverse action deadline* of the current month for the next month. Document the number of hours that is showing on CASE D TIME at that time. This will be considered the FLSA hours for the month, even if the number changes during the month.


```
05/19/16 11:05   *** WORK REQUIREMENTS AND TIME LIMITS ***   ( ASQEBI   )
The Work Requirement for this family is: 20 hours.
CSP/WKEX cannot exceed 10 hours per week.
There are 4 RUFA members in this household.
TONYA has 75 months of countable RUFA benefits through April 2016


'X' TO VIEW WORK REQUIREMENTS, 'H' FOR HISTORY         <SHFT+PF12>=HELP
X      NAME       M/RL     SSN      AGE X      NAME      ROLE    SSN     AGE
- ---------------- ----  ----------- --- - ---------------- ---- ----------- ---
_ TONYA           1/01                _                       - -
_                 1/05                _                       - -
_                 1/05                _                       - -
_                 1/05                _                       - -
_                        - -         _                       - -
_                        - -         _                       - -
_                        - -         _                       - -
USER:      FNX: CASE MODE: D RPTGRP:            PERIOD: 05 16 COMMAND: _
DO:   IMS:    RPTGRP NAME: TONYA                                         3
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
          EXIT          EHRS EMPL                WORK  CLCK  JSER
```

If the participant's FLSA is different than the prior month, update the JINC panel with the correct hours and have the participant sign a new FDP.

See the Reach Up Services Procedure P-2332A on FLSA for more information.

*Second adverse action is typically scheduled between the 19-21st of the month and shows up on the calendar like this:


```
| 20                    | 21
| ADVERSE ACTION        | DA
| APPROVAL DEADLINE     | RE
| & 12-DAY NOTICE       | IN
| MAIL DATE FOR FS, FS  | IN
| CASH-OUT, EP AND      | ME
| 100% & 60% RU.        |
| *********             |
| QRF EXTENDED          |
```

Step 2: Select Work Placements on the Work Screen

```
05/19/16 11:09        *** FAMILY DEVELOPMENT PLAN ***              ASQWOHF1
Participant: TONYA               SSN:           Financial Status: Active
Phone#:                                         Phase: EP  06/01/2016
                                                Participation Code: 02 NE
Date FDP Signed:  05 16 2016                      Review Date: __ __ ____
Employment Goal:  13-2011.01 Accountant_____
Case Manager:                              FSM  Activty Matrix
Location:                                       History History
**************************************************************************
Strengths/Supports: *Shelter/Health & Safety/Child Devl & Educ    Click &
Interferes:                                                        Ccmment

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

1,2 of 7     Activity    Hrs/Wk   Start      Target   Act End date  Outcome
Job Search               10    04/17/2016  09/01/2016  __ __ ____      P
CSP Community Service Pro  10  04/19/2016                              _

USER:      FNX: WORK MODE: C RPTGRP:          PERIOD: 05 16 COMMAND: _____
DO:   IMS: GA1 REPORTING GROUP: TONYA
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
     Quit  Retrn Exit  Print Goal  Hours PgBk  PgFd  CMH   St/Sp Intrf C&C
```

Step 3: Place an "X" next to the appropriate activity WKEX or CSP and hit enter.

```
+-------------Work Placement Activities------More:   ++          ASQWOHF1
|   Corrections Work Crew                   | cial Status: Active
| X CSP Community Service Program           | : EP  06/01/2016
|   CSP2 Community Service Program 2        | cipation Code: 02 NE
| _ CSP3 Community Service Placement 3      | iew Date: __ __ ____
| _ Internship                             |
| _ Learning Together as Work Experience   | SM  Activty Matrix
| _ OJT - On the Job Training              |     History History
| _ Providing Childcare                    | *********************
| _ Self Employment                        | Educ       Click &
| _ Subsidized Private Employment          |            Ccmment
| _ Subsidized Public Employment           |
| _ Unsubsidized Employment                |       Life Skills
| _ VISTA/AmeriCorps            _          |
| _ Work Study                             |
| _ WIA Workforce Investment Act (Adult/Minor Parent) | ct End date  Outcome
| _ WIA Workforce Investment Act (Youth)   |                         P
|   WKEX Work Experience                    | 04 29 2016              _
| _ WKX2 Work Experience 2                 |
+------------------------------------------------+ 5 16 COMMAND: _____
DO:   IMS:     REPORTING GROUP: TONYA
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
     Quit  Retrn Exit           Hours PB     PF       St/Sp Intrf
```

Step 4: Select F5

```
05/23/16 12:53 JOB INCOME          QUESTION 22 ( JINC . 02 )
                                   LAST UPDATED: 05/19/16 11:11 BY      ¦ ASPAFA

Social Security #:            Work Requirement:    hours         Group: 3
NAME OF PERSON               PROJECTED                   COUNTABLE
WITH JOB INCOME              MTG/NOT MTG                    CODE
TONYA                        N

Elig Specialist:
Case Manager:                              POLICY REFERENCE: _____
                 ***** EMPLOYMENT INFORMATION *****
TOTAL HRS       MEETS WORK               HOURLY          GROSS MONTHLY
PER WEEK        REQUIREMENT              WAGE               INCOME
   6               N          Work      0000000
                PROJECTED     Placement
START DATE      END DATE      Type                    INC      EMP
05 02 2016                    CSP                     F7       F5
* EITC AMOUNT *      FOLLOWUP
$$$$$ ¢¢        DATE   STATUS         EMPLOYER NAME/PHONE
00000 00                              CVOEO_____
                                     ( 802 ) - 527 7392
USER:    FNX: WORK MODE: C RPTGRP:       PERIOD: 05 16 COMMAND:
DO:   IMS: GA1 REPORTING ADULT: TONYA                         3
```

NOTE: The COUNTABLE CODE field should be left blank. Remove any codes that you see in this field as they may cause hours to be counted incorrectly.

Step 5: Enter the WKEX or CSP name, address, phone number, the job title, and start date.

You will need to verify the information by placing a "V" by CM. Then hit F8.

```
05/23/16 12:54      EMPLOYMENT INFORMATION FOR JINC . 0        ASPAFA1

NAME:            TONYA         SSN:
                               VERIFIED: ES    UPDATED:  20160504
                                         CM  V UPDATED:  20160519
EMPLOYER INFO: CVOEO_____
               5 LEMNAH DRIVE_____  Work Placement Type: CSP
               _____
               ST ALBANS_____ VT 05478___
          PHONE ( 802 )- 527 7392            INC      JCB
                                             F7       F6
          JOB TITLE(S)    STARTING
*******************    MO DA YEAR
1) ADMIN ASSISTANT     05 02 2016    PROJ END       ACTUAL END
2)                                   MO DA YEAR     MO DA YEAR
3)

DAY    PAY    SCHD HRS   HRLY WAGE  OCCUP.   INDUST.
PAID   FREQ   PER WK     $$$$$ ¢¢   CODE     CLASS.
              010                    20       5
          PF8=Hours
USER:    FNX: WORK MODE: C RPTGRP:        PERIOD: 05 16 COMMAND:
DO:   IMS:     REPORTING ADULT: TONYA
```

Step 6: Enter the scheduled hours the participant will be participating in their CSP or WKEX per week.

Note: You will not be able to enter scheduled hours before the CSP/WKEX start date. The Average Weekly Scheduled Hours are the hours the participant is scheduled to attend their CSP/WKEX for the month divided by the number of weeks in the month.

```
05/23/16 12:54        EMPLOYMENT INFORMATION FOR JINC . 0           ASPAFA1

NAME:              TONYA              SSN:
                                     VERIFIED: ES    UPDATED:  20160504
                                             CM  V UPDATED:  20160519

EMPLOYER INFO: CVOEO_____
               5 LEMNAH DRIVE_____      Work Placement Type: CSP

                              Hours for 05/201
                  ****** Verified *******            ****** Scheduled ******
       Week Ending: 05/07 05/14 05/21 05/28          05/07 05/14 05/21 05/28
       CSP2          10    00    00    00              10    10    10    10
          Excused    00    00    00    00
          Holiday    00    00    00    00

          Average Weekly Scheduled Hours: 010

DAY   PAY      SCHD HRS    HRLY WAGE   OCCUP.   INDUST.
PAID  FREQ      PER WK     $$$$$ ¢¢    CODE     CLASS.
               010                     20        5
              PF8=Hours
USER:      FNX: WORK MODE: C RPTGRP:          PERIOD: 05 16 COMMAND:
DO:    IMS: GA1 REPORTING ADULT: TONYA
```
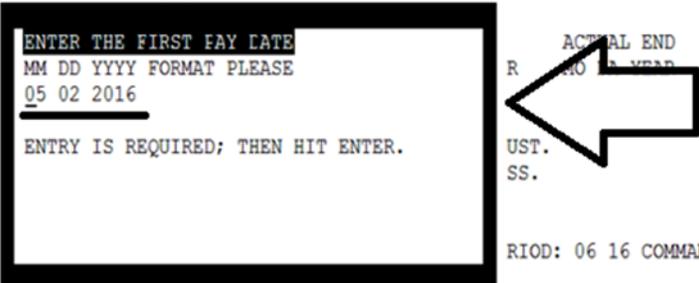
(See below for information on how to enter a CSP/WKEX that does not start the first week of the month.)

Step 7: Place curser on the "Day Paid" and enter "IRR" for irregular.

```
06/02/16 09:50        EMPLOYMENT INFORMATION FOR JINC . 03          ASPAFA1

NAME:                            SSN:
                                 VERIFIED: ES     UPDATED:  20160504
                                         CM  V UPDATED:  20160524

EMPLOYER INFO: CVOEO_____
               5 LEMNAH DRIVE_____      Work Placement Type: CSP2

               ST ALBANS_____  VT 05478____
       PHONE ( 802 )- 527 7392                   INC        JOB
                                                 F7         F6

          JOB TITLE(S)      STARTING
*********************      MO DA YEAR
1) ADMIN ASSISTANT        05 02 2016     PROJ END      ACTUAL END
2)                                       MO DA YEAR    MO DA YEAR
3)

DAY   PAY      SCHD HRS    HRLY WAGE   OCCUP.   INDUST.
PAID  FREQ      PER WK     $$$$$ ¢¢    CODE     CLASS.
IRR            010                     20        5
              PF8=Hours
USER: '    FNX: WORK MODE: C RPTGRP:          PERIOD: 06 16 COMMAND:
DO:    IMS:      REPORTING ADULT: TONYA
```

Hint: Press "Shift-F12" for a list of options. Always enter "IRR" for a WKEX or CSP.

```
06/02/16 09:49        EMPLOYMENT INFORMATION FOR JINC . 03          ASPAFA1

NAME:                              SSN:
                                   VERIFIED: ES    UPDATED:   20160504
                                         CM  V UPDATED:   20160524

EMPLOYER INFO: CVOEO_____
               5 LEMNAH DRIVE_____      Work Placement Type: CSP2

               ST ALBANS         VT 05478
                                                  INC         JOB
                                                  F7          F6

    PAY DAY:                    AS0DFABN
    ---------
                                          OJ END       ACTUAL END
    Valid entries are ? and SUN, MON, TUE,  DA YEAR     MO DA YEAR
    WED, THU, FRI, SAT, IRR. This will be
    used to check the validity of the
    actual first date paid.                 .   INDUST.
                                                CLASS.
               010                       20     5
            PF8=Hours
USER:     FNX: WORK MODE: C RPTGRP:              PERIOD: 06 16 COMMAND:
DO:    IMS: GA1 REPORTING ADULT: TONYA
```

Step 8: Place curser on "PAY FREQ" and enter "I" for Irregular.

```
Job Ends. Check INSU. Close with appropriate reason if insurance also ends.
06/21/16 13:01        EMPLOYMENT INFORMATION FOR JINC . 01          ASPAFA1

NAME:                              SSN:
                                   VERIFIED: ES  V UPDATED:   20160502
                                         CM    UPDATED:   20160602

EMPLOYER INFO: VT ADULT LEARNING___
               5 LEMNAH DR_____      Work Placement Type: CSP

               ST ALBANS         VT 05478____
          PHONE ( 802 )- 524 9210                INC         JOB
                                                 F7          F6

          JOB TITLE(S)      STARTING
********************       MO DA YEAR
1) VOLUNTEER              04 19 2016    PROJ END       ACTUAL END
2)                                      MO DA YEAR     MO DA YEAR
3)                                                     04 29 2016

DAY   PAY    SCHD HRS    HRLY WAGE  OCCUP.   INDUST.
PAID  FREQ    PER WK     $$$$$ ¢¢    CODE    CLASS.
IRR   I        010       00000 00     30      5
            PF8=Hours
USER:     FNX: WORK MODE: C RPTGRP:              PERIOD: 06 16 COMMAND:
DO:    IMS:    REPORTING ADULT: TONYA
```

Hint: Press "Shift-F12" for a list of options. Always enter "I" for a WKEX or CSP.

```
06/02/16 09:49        EMPLOYMENT INFORMATION FOR JINC . 03            ASPAFA1

NAME:                                SSN:
                                     VERIFIED: ES    UPDATED:  20160504
                                         CM  V UPDATED:  20160524

EMPLOYER INFO: CVOEO_____
               5 LEMNAH DRIVE_____      Work Placement Type: CSP2

          ST ALBANS        VT 05478___
 ┌──────────────────────────────────────┐       ┌──────┐   ┌──────┐
 │                                        │       │ INC  │   │ JOB  │
 │ PAY DAY:              ASODFABN         │       │ F7   │   │ F6   │
 │ --------                               │       └──────┘   └──────┘
 │                              OJ END        ACTUAL END
 │ Valid entries are ? and SUN, MON, TUE, │  DA YEAR    MO DA YEAR
 │ WED, THU, FRI, SAT, IRR. This will be  │
 │ used to check the validity of the      │
 │ actual first date paid.                │
 └──────────────────────────────────────┘    .   INDUST.
                                                  CLASS.
               010                    20      5
          PF8=Hours
 USER:     FNX: WORK MODE: C RPTGRP:          PERIOD: 06 16 COMMAND:
 DO:   IMS:     REPORTING ADULT: TONYA
```

Step 9: Enter the Occupation Code

```
06/02/16 09:49        EMPLOYMENT INFORMATION FOR JINC . 03            ASPAFA1

NAME:                                SSN:
                                     VERIFIED: ES    UPDATED:  20160504
                                         CM  V UPDATED:  20160524

EMPLOYER INFO: CVOEO_____
               5 LEMNAH DRIVE_____      Work Placement Type: CSP2

          ST ALBANS_____ VT 05478____
   PHONE ( 802 )- 527 7392                     ┌──────┐   ┌──────┐
                                               │ INC  │   │ JOB  │
            JOB TITLE(S)     STARTING          │ F7   │   │ F6   │
********************         MO DA YEAR         └──────┘   └──────┘
1) ADMIN ASSISTANT          05 02 2016     PROJ END      ACTUAL END
2)                                         MO DA YEAR    MO DA YEAR
3)

DAY    PAY      SCHD HRS    HRLY WAGE  OCCUP.    INDUST.
PAID   FREQ     PER WK      $$$$$ ¢¢   CODE      CLASS.
               010                     20        5
          PF8=Hours
 USER:     FNX: WORK MODE: C RPTGRP:          PERIOD: 06 16 COMMAND:
 DO:   IMS:     REPORTING ADULT: TONYA
```

Hint: Pressing "shift-F12" will give you a list of all occupation codes available. Use F7 and F8 to navigate forward and backward.

```
Job Ends. Check INSU. Close with appropriate reason if insurance also ends.
06/21/16 13:01      EMPLOYMENT INFORMATION FOR JINC . 01          ASPAFA1
                  EMPLOYMENT INFORMATION HELP
N                                                  7

           OCCUPATIONAL CODE       ASHD17FB     UPDATED:   20160502
                                                UPDATED:   20160602
E   00  - Professional, Technical, Managerial
    07  - Health Services (Nurses, Etc.)         acement Type: CSP
    09  - Education (Teachers, Etc.)
    20  - Clerical
    25  - Sales                                  INC        JCB
    30  - Domestic Services (Private Homes)        F7        F6
    31  - Food Service
    32  - Lodging Service
*   33  - Barbering, Cosmetology                    ACTUAL END
1                                                  MO DA YEAR
2   34  - Recreation                               04 29 2016
3
    20 Enter Choice or place cursor on selection
D              then press ENTER                  T.
P                                                  .
I   PF2 EXIT Without Update    PF7 BACK  PF8 FWD

USER:    ` FNX: WORK MODE: C RPTGRP:          PERIOD: 06 16 COMMAND:
DO:   IMS:      REPORTING ADULT: TONYA
```

Step 10: Enter the Industrial Class.

```
06/02/16 09:49      EMPLOYMENT INFORMATION FOR JINC . 03          ASPAFA1

NAME:                              SSN:
                                   VERIFIED: ES    UPDATED:  20160504
                                     CM  V UPDATED:  20160524

EMPLOYER INFO: CVOEO
               5 LEMNAH DRIVE              Work Placement Type: CSP2

               ST ALBANS        VT 05478
      PHONE ( 802 )- 527 7392                   INC        JOB
                                                F7         F6
          JOB TITLE(S)     STARTING
********************     MO DA YEAR
1) ADMIN ASSISTANT      05 02 2016    PROJ END      ACTUAL END
2)                                    MO DA YEAR    MO DA YEAR
3)

DAY    PAY      SCHD HRS    HRLY WAGE   OCCUP.    INDUST.
PAID   FREQ       PER WK    $$$$$ ¢¢    CODE      CLASS.
                  010                   20          5
 _
               PF8=Hours
USER:      FNX: WORK MODE: C RPTGRP:          PERIOD: 06 16 COMMAND:
DO:   IMS:      REPORTING ADULT: TONYA
```

Hint: Hit shift F12 will give you a list of all industrial classes available. Use F7 and F8 to navigate forward and backward.

```
06/21/16 13:26        EMPLOYMENT INFORMATION FOR JINC . 03         ASPAFA1

   NA        EMPLOYMENT INFORMATION HELP
                                                       PDATED:  20160504
               INDUSTRIAL CLASSIFICATION   ASHD17FD    PDATED:  20160621
   EM
         0  - Transportation and Public Utilities      ement Type: CSP2
         1  - Wholesale Trade
         2  - Retail Trade
         3  - Finance, Insurance, Real Estate       C         JOB
         4  - Government                             7         F6
         5  - Services
   **    6  - Agricultural, Forestry, Fishing, Mining
   1)    7  - Manufacturing                             ACTUAL END
   2)    8  - Construction                              MO DA YEAR
   3)    9  - Other and Unknown

   DA    5 Enter Choice or place cursor on selection
   PA            then press ENTER

         PF2 TO EXIT WITHOUT UPDATING

   US                                                : 06 16 COMMAND:
   DO:    IMS:     REPORTING ADULT: TONYA
```

Step 11: After entering all required information hit Enter.

```
06/21/16 13:36        EMPLOYMENT INFORMATION FOR JINC . 03         ASPAFA1

   NAME:                              SSN:
                                      VERIFIED: ES    UPDATED:  20160504
                                          CM  V UPDATED:  20160621

   EMPLOYER INFO: CVOEO_____
                  5 LEMNAH DRIVE_____      Work Placement Type: CSP2

                  ST ALBANS_____  VT 05478____
            PHONE ( 802 )- 527 7392              INC          JOB
                                                 F7           F6

             JOB TITLE(S)      STARTING
   ********************       MO DA YEAR
   1) ADMIN ASSISTANT        05 02 2016    PROJ END      ACTUAL END
   2)                                      MO DA YEAR    MO DA YEAR
   3)

   DAY    PAY     SCHD HRS    HRLY WAGE   OCCUP.   INDUST.
   PAID   FREQ      PER WK    $$$$$ ¢¢    CODE     CLASS.
   IRR    I         010                   20       5
                  PF8=Hours
   USER:    FNX: WORK MODE: C RPTGRP:          PERIOD: 06 16 COMMAND:
   DO:    IMS:     REPORTING ADULT: TONYA
```

Step 12: A box will generate asking for the first pay date. Enter the date the participant began the WKEX/CSP. Then hit enter.

```
06/21/16 13:36      EMPLOYMENT INFORMATION FOR JINC . 03          ASPAFA1

  NAME:                              SSN:
                                     VERIFIED: ES    UPDATED:  20160504
                                          CM  V UPDATED:  20160621

  EMPLOYER INFO: CVOEO_____
                 5 LEMNAH DRIVE_____      Work Placement Type: CSP2
                 _____
                 ST ALBANS_____  VT 05478____
             PHONE ( 802 )- 527 7392                    INC       JOB
                                                        F7        F6
           JOB TITLE(S)     STARTING
  ****
  1) A  ENTER THE FIRST PAY DATE                      ACTUAL END
  2)    MM DD YYYY FORMAT PLEASE              R        MO    YEAR
  3)    05 02 2016
        _____
  DAY   ENTRY IS REQUIRED; THEN HIT ENTER.   UST.
  PAID                                        SS.
  IRR

  USER                                       RIOD: 06 16 COMMAND:
  DO:
```

Step 13: Do not enter any information on the "INCOME INFORMATION FOR JINC" Panel. Hit "Enter" to return to the WORK/C screen (on some cases you will need to hit enter multiple times).

```
06/21/16 13:47      INCOME INFORMATION FOR JINC . 03          ASPAFA3

  NAME:                              SSN:

                  HOURS       GROSS WAGES    TIPS/COMMISSION   PAY   PAY
       MO DA YEAR  HHH         $$$$$ ¢¢         $$$$$ ¢¢       FREQ  DAY

  1. _
  2.
  3.                                                           I
  4.
  5.
         TOTALS:                                      EMP       JCB
         MONTHLY:                                     F5        F6

  **EITC AMOUNT:  $$$$$ ¢¢         VERIFIED: ES    UPDATED:  20160504

  FUTURE START:     /   /             CM  V UPDATED:  20160621


  USER:     FNX: WORK MODE: C RPTGRP:        PERIOD: 06 16 COMMAND:
  DO:   IMS:     REPORTING ADULT: TONYA
```

Entering a WKEX or CSP that Does Not Start the First Week of the Month on a Family Development Plan:

Step 1: Enter the CSP/WKEX by following the steps above in the month the CSP/WKEX begins. Enter all other activities the participant will participate in for the month.

```
05/23/16 12:54        EMPLOYMENT INFORMATION FOR JINC . 0          ASPAFA1

NAME:                   TONYA            SSN:
                                         VERIFIED: ES    UPDATED:  20160504
                                               CM  V UPDATED:  20160519

EMPLOYER INFO: CVOEO_____
               5 LEMNAH DRIVE_____      Work Placement Type: CSP

                          Hours for 05/201_
                  ****** Verified *******        ****** Scheduled ******
        Week Ending: 05/07 05/14 05/21 05/28     05/07 05/14 05/21 05/28
        CSP2           10    00    00    00                    20    20
            Excused    00    00    00    00
            Holiday    00    00    00    00

            Average Weekly Scheduled Hours: 010

DAY    PAY      SCHD HRS     HRLY WAGE   OCCUP.   INDUST.
PAID   FREQ     PER WK       $$$$$ ¢¢    CODE     CLASS.
                010                       20       5
                PF8=Hours
USER:       FNX: WORK MODE: C RPTGRP:            PERIOD: 05 16 COMMAND:
DO:     IMS: GA1 REPORTING ADULT: TONYA
```

Step 2: Proceed to the following month (Example if the participant starts their CSP/WKEX in May proceed to June). Update their Scheduled Hours and Average Weekly Scheduled Hours.

```
05/24/16 08:23        EMPLOYMENT INFORMATION FOR JINC . 02         ASPAFA1

NAME:                   TONYA            SSN:
                                         VERIFIED: ES    UPDATED:  20160504
                                               CM  V UPDATED:  20160504

EMPLOYER INFO: CVOEO_____
               5 LEMNAH DRIVE_____      Work Placement Type: CSP2

                          Hours for 06/2016
                  ****** Verified *******        ****** Scheduled ******
        Week Ending: 06/04 06/11 06/18 06/25     06/04 06/11 06/18 06/25
        CSP2           __    __    __    __        20    20    20    20
            Excused    __    __    __    __
            Holiday    __    __    __    __

            Average Weekly Scheduled Hours: 20

DAY    PAY      SCHD HRS     HRLY WAGE   OCCUP.   INDUST.
PAID   FREQ     PER WK       $$$$$ ¢¢    CODE     CLASS.
                020                       20       5
                PF8=Hours
USER:       FNX: WORK MODE: C RPTGRP:            PERIOD: 06 16 COMMAND:
DO:     IMS:    REPORTING ADULT: TONYA
```

Step 3: Print the FDP in the month with correct hours in the JINC panel. Example: if the participant starts their CSP/WKEX the third week in May you will print the participant's FDP in June.

Example: If Tonya started her CSP the week of 5/21 and was doing 20 hours per week, enter 20 hours in the week of 5/21 and 5/28. ACCESS will calculate the "Average Weekly Scheduled Hours" as 10 (40 total hours divided by 4 weeks

= 10 hours per week). When the FDP prints, the hours for the activity will be 10 hours per week NOT the 20 hours per week Tonya is scheduled to attend. This will need to be changed or Tonya will sign an incorrect FDP. To get the correct hours to print, go to the following month (since she started in May proceed to June) and update the JINC with the proper hours. In this case change the "Scheduled" hours to 20 and the average hours to 20 then print their FDP. Remember this is only if the participant starts their CSP/WKEX on any week other than the first week of the month.

Entering ongoing WKEX and CSP hours into ACCESS

Step 1: Select Work Placements on the WORK screen in the month the hours were completed.

```
05/19/16 11:09        *** FAMILY DEVELOPMENT PLAN ***              ASQWOHF1
Participant: TONYA              SSN:              Financial Status: Active
Phone#:                                          Phase: EP  06/01/2016
                                                 Participation Code: 02 NE
Date FDP Signed:   05 16 2016                       Review Date:  __ __ ____
Employment Goal:   13-2011.01 Accountant_____
Case Manager:                                    FSM  Activty Matrix
Location:                                             History History
*********************************************************************
Strengths/Supports: *Shelter/Health   Safety/Child Devl & Educ      Click &
Interferes:                                                         Comment

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

1,2 of 7      Activity    Hrs/Wk    Start     Target    Act End date  Outcome
Job Search                  10    04/17/2016 09/01/2016   __ __ ____     P
CSP Community Service Pro   10    04/19/2016                             _

USER:      FNX: WORK MODE: C RPTGRP:         PERIOD: 05 16 COMMAND: _____
DO:    IMS: GA1 REPORTING GROUP: TONYA
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      Quit  Retrn Exit  Print Goal  Hours PgBk  PgFd  CMH   St/Sp Intrf C&C
```

Step 2: Place an "X" next to the appropriate activity (WKEX or CSP) and hit enter.

```
+-------------Work Placement Activities------More:    ++           ASQWOHF1
|                                                | cial Status: Active
X CSP Community Service Program                  | : EP  06/01/2016
|                                                | cipation Code: 02 NE
|  _ CSP3 Community Service Placement 3          | iew Date: __ __ ____
|  _ Internship                                  |
|  _ Learning Together as Work Experience        | SM  Activty Matrix
|  _ OJT - On the Job Training                   |     History History
|  _ Providing Childcare                         | *********************
|  _ Self Employment                             | Educ         Click &
|  _ Subsidized Private Employment               |              Comment
|  _ Subsidized Public Employment                |
|  _ Unsubsidized Employment                     |       Life Skills
|  _ VISTA/AmeriCorps              _             |
|  _ Work Study                                  |
|  _ WIA Workforce Investment Act (Adult/Minor Parent) | ct End date  Outcome
|  _ WIA Workforce Investment Act (Youth)        |                 P
|    WKEX Work Experience                        | 04 29 2016
|  _ WKX2 Work Experience 2                      |                 _
+------------------------------------------------+ 5 16 COMMAND: _____
DO:   IMS:      REPORTING GROUP: TONYA
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      Quit  Retrn Exit             Hours PB     PF         St/Sp Intrf
```

Step 3: Select F5

```
05/23/16 12:53 JOB INCOME          QUESTION 22 ( JINC . 02 )
                                   LAST UPDATED: 05/19/16 11:11 BY     ¦ ASPAFA

Social Security #:              Work Requirement:   hours        Group: 3
NAME OF PERSON                 PROJECTED                       COUNTABLE
WITH JOB INCOME                MTG/NOT MTG                     CODE
TONYA                          N                               A

Elig Specialist:
Case Manager:                                 POLICY REFERENCE: _____
                    ***** EMPLOYMENT INFORMATION *****
TOTAL HRS      MEETS WORK              HOURLY         GROSS MONTHLY
PER WEEK       REQUIREMENT             WAGE               INCOME
   6              N          Work     0000000
               PROJECTED    Placement
START DATE     END DATE     Type                  INC      EMP
05 02 2016                  CSP                    F7       F5
* EITC AMOUNT *    FOLLOWUP
$$$$$ ¢¢        DATE   STATUS          EMPLOYER NAME/PHONE
00000 00                               CVOEO_____
                                       ( 802 ) – 527 7392

USER:     FNX: WORK MODE: C RPTGRP:        PERIOD: 05 16 COMMAND:
DO:   IMS: GA1 REPORTING ADULT: TONYA                         3
```

Step 4: Select F8

```
05/24/16 15:42      EMPLOYMENT INFORMATION FOR JINC . 02         ASPAFA1

NAME:           TONYA          SSN:
                               VERIFIED: ES _ UPDATED:  20160504
                                         CM  V UPDATED:  20160523
EMPLOYER INFO: CVOEO_____
               5 LEMNAH DRIVE_____    Work Placement Type: CSP

               ST ALBANS_____ VT 05478____
         PHONE ( 802 )– 527 7392             INC       JCB
                                             F7        F6
         JOB TITLE(S)    STARTING
******************** MO DA YEAR
1) ADMIN ASSISTANT   05 02 2016   PROJ END     ACTUAL END
2)                                MO DA YEAR    MO DA YEAR
3)

DAY   PAY    SCHD HRS   HRLY WAGE  OCCUP.   INDUST.
PAID  FREQ     PER WK   $$$$$ ¢¢   CODE     CLASS.
              010                   20        5
              PF8=Hours
USER:     FNX:      WORK MODE: C RPTGRP:     PERIOD: 05 16 COMMAND:
DO:   IMS: GA1 REPORTING ADULT: TONYA
```

Step 5: Enter the verified hours according to the Participant Attendance Report or other verification. Make sure to correctly enter excused and holiday hours as they are reported.

```
05/24/16 15:42       EMPLOYMENT INFORMATION FOR JINC . 02          ASPAFA1

NAME:              TONYA          SSN:
                                  VERIFIED: ES    UPDATED:  20160504
                                       CM  V UPDATED:  20160523
EMPLOYER INFO: CVOEO
            5 LEMONE DRIVE            Work Placement Type: CSP

                       Hours for 05/2016
              ****** Verified *******     ****** Scheduled ******
  Week Ending: 05/07 05/14 05/21 05/28    05/07 05/14 05/21 05/28
  CSP2          10    00    00    00        10    10    10    10
    Excused     00    00    00    00
    Holiday     00    00    00    00

    Average Weekly Scheduled Hours: 010

DAY   PA      SCHD HRS    HRLY WAGE   OCCUP.   INDUST.
PAID  FREQ    PER WK      SSSSS       CODE     CLASS.
              010                      20        5
         PF8=Hours
USER:     FNX: WORK MODE: C RPTGRP:          PERIOD: 05 16 COMMAND:
DO:    IMS:    REPORTING ADULT: TONYA
```

Reminder: See the Reach Up Services Procedure P-2332A on FLSA for more information.

P-2332 WKEX and CSP (continued)

P-2332A Fair Labor Standards Act (FLSA) (B21-08)

Federal regulations require states to comply with the Fair Labor Standards Act (FLSA) when assigning TANF participants to unpaid work activities.

This limits the number of hours a participant receiving Reach Up can be required or permitted to be placed in a Community Service Placement (CSP) or Work Experience (WKEX). The number of hours allowed is based on the benefit received and minimum wage. This ensures that participants are not being asked to voluntarily work and be compensated at a rate lower than minimum wage.

Determining a Participant's Allowable Work Hours (FLSA)


```
08/27/       11:27    *** WORK REQUIREMENTS AND TIME LIMITS ***      ( ASQEBI    )
The Work Requirement for this family is: 30 hours.
CSP/WKEX cannot exceed 6 hours per week.
There are 3 RUFA members in this household.
        has 105 months of countable RUFA benefits through July 2020



'X' TO VIEW WORK REQUIREMENTS, 'H' FOR HISTORY              <SHFT+PF12>=HELP
X      NAME       M/RL     SSN       AGE X       NAME       ROLE     SSN      AGE
- -  --------  ----  ------   - -- - --------------  ----  ----------- ---
_              1/01                   _                          - -
_              1/05                   _                          - -
_              1/05                   _                          - -
_                      - -            _                          - -
_                      - -            _                          - -
_                      - -            _                          - -
_                      - -            _                          - -
USER: 934 FNX: CASE MODE: D RPTGRP:              PERIOD: 08 20 COMMAND: _
DO: R IMS: GR1 RPTGRP NAME:                                              3
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
             EXIT          EHRS   EMPL              WORK   CLCK  JSER  VocEd
```

On CASE/D/TIME determine the participant's work <u>requirement</u>.

```
08/27/20 11:27    *** WORK REQUIREMENTS AND TIME LIMITS ***      ( ASQEBI   )
The Work Requirement for this family is: 30 hours.
CSP/WKEX cannot exceed 6 hours per week.
There are 3 RUFA members in this household.
          has 105 months of countable RUFA benefits through July 2020


'X' TO VIEW WORK REQUIREMENTS, 'H' FOR HISTORY              <SHFT+PF12>=HELP
X      NAME       M/RL      SSN       AGE X       NAME       ROLE      SSN       AGE
- -------------- ---- ------------ --- - -------------- ---- ----------- ---
_                1/01             105  40  _                          - -
_                1/05                     _                          - -
_         SUSIE  1/05                     _                          - -
_                                         _                          - -
_                          - -            _                          - -
_                          - -            _                          - -
_                          - -            _                          - -
_                          - -            _                          - -
USER: 934 FNX: CASE MODE: D RPTGRP:             PERIOD: 08 20 COMMAND: _
DO: R IMS: GR1 RPTGRP NAME:                                          3
Enter-PF1---PF2---PF3---PF4--     --PF7---PF8---PF9---PF10--PF11--PF12---
                 EXIT      EHRS  EMPL            WORK  CLCK  JSER  VocEd
```

Determine the participant's <u>allowed CSP/WKEX hours</u>. This is the same as FLSA hours.

Example: Participant has a 30-hour weekly work requirement; CSP Weekly Work Requirement (FLSA) indicates 6 hours.

Participant could only be placed in a CSP or WKEX up to **6 hours** per week and the remaining hours made up with other activities. See Reach Up Services procedure 2332B on Deeming for more information.

Employed participant and FLSA

If a participant is working, they can combine employment and CSP/WKEX hours to meet their full work requirement.

Example: Participant has a 30-hour weekly work requirement; is working 22 hours per week; CSP Weekly Work Requirement (FLSA) indicates 16 hours.

Participant could be placed in a CSP or WKEX for up to a maximum of 16 hours, however they would only need to work 8 hours at a CSP or WKEX to meet their full work requirement.

Case Manager Support

CASE/D/TIME should be looked at once per month. For the current month, use the number that shows when creating the plan with the participant. Document the number in case notes, and consider this the FLSA hours for the month, even if the number changes later in the month.

For determining the following month's FLSA hours, it is best practice to check after the second adverse action deadline* of the current month. Document the number of hours that is showing on CASE D TIME at that time. This will be considered the FLSA hours for the month, even if the number changes during the month.

*Second adverse action is typically scheduled between the 19-21st of the month and shows up on the calendar like this:

Example: Second adverse action in August is scheduled for the 20th. After the 20th, check CASE D TIME in period 09 (September) and use this number to determine the FLSA for the entire month.

P-2332 WKEX and CSP (continued)

P-2332B Deeming (B21-08)

If the hours allowed by FLSA are less than a participant's core work requirement, and the number of allowed FLSA hours are met, then the participant is "deemed," or credited with meeting the full core requirement.

There is no partial deeming. If FLSA allowable hours are not met, then zero hours are deemed toward the core work requirement.

See Reach Up Services procedure P-2332A for more information on FLSA.

Participant meets allowable FLSA hours

Example: Single parent has a 30 hour a week work requirement, which is made up of 20 core hours and 10 hours that can be core or non-core.
FLSA allowable hours = 18 hours.
If the participant does the allowed 18 hours they will get deemed or credit for the full 20 core hours. They will still need to meet an additional 10 hours in either a core or non-core activity to meet their full requirement.

Two parent household meets allowable FLSA hours

Example: Two parent household has a 35-hour work requirement, which is made up of 30 core hours and 5 hours that can be core or non-core.
FLSA allowable hours = 25 hours.
If the participants do the allowed 25 hours (either one parent does the full 25, or the two parents split the 25 hours) they will get deemed or credit for the full 30 core hours. They will still need to meet an additional 5 hours in either a core or non-core activity to meet their full work requirement.

Participant does not meet allowable FLSA hours

Example: Single parent with a child 6 years old or older has a 30 hour a week work requirement, which is made up of 20 core hours and 10 hours that can be core or non-core.
FLSA allowable hours = 18 hours.
If the participant only works 17 hours at their CSP, they will not be deemed to the 20 core hours. Excused or holiday hours could be used to help the participant meet their FLSA hours, and then be deemed to the core number of hours.

Work Requirement	Core Activity Hours Needed	Additional Hours of *Countable* Activities Needed (Core or Non- Core) to meet WR
20	20*	0
30	20*	10
35	30*	5

If FLSA hours are met and are less than the core hours, participant may be deemed.

CASE D TIME F10

CASE D TIME F10 should show the number of deemed hours credited to a participant.

```
                    +-------------Federal Requirements--------------+
03/04/19 10:17   *  |_     Average Weekly Hours being reported to Feds |    )
The Work Requireme  |       for 03/2019                              |
CSP/WKEX cannot ex  |     **Core Activities**        Verird Schd     |
There are 2 RUFA m  |  Unsubs Employment..........=                  |
        has 23 mo   |  Subs Priv Employment........=                 |
                    |  Subs Public Employment.....=                  |
                    |  Work Experience............=                  |
                    |  OJT - On Job Training......=                  |
'X' TO VIEW WORK R  |  Job Search & Job Readiness =                  | =HELP
X     NAME       M  |  Community Service Programs =   16     16      |  AGE
- -------------- -  |  Voc Ed Training............=                  |  ---
                 1  |    **Non Core Activities**                     |
                 1  |  Job Skills Trning rltd emp.=                  |
                    |  Educ related to Emp/no HS..=                  |
                    |  School Attendance/no HS....=                  |
                    |  Deemed Hours..............=     4             |
                    |  ***** Total core hours....=    20    16       |
                    |        Total non core hours.=                  |
                    |        Total countable hours=   20    16       |
USER: 310 FNX: CAS  |                                                |
DO: Z IMS: 310 RPT  +----                                 -----------+       3
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
                   EXIT         EHRS   EMPL              WORK   CLCK   JSER
```

In the screen shot above, the household has a 20 hour per week work requirement. Their FLSA was 16 hours. They participated in a CSP for an average of 16 hours per week and were deemed the additional 4 hours up to their core hours.

```
                +----------------Federal Requirements-----------------+
03/04/19 13: |_      Average Weekly Hours being reported to Feds      |   )
The Work Req |        for 03/2019                                      |
CSP/WKEX can |      **Core Activities**       Verifd Schd  Verifd Schd |
There are 3  |  Unsubs Employment..........=                          |
     A has 5 |  Subs Priv Employment.......=                          |
             |  Subs Public Employment.....=                          |
             |  Work Experience............=                          |
             |  OJT - On Job Training......=                          |
'X' TO VIEW  |  Job Search & Job Readiness =                          | =HELP
X      NAME  |  Community Service Programs =    6     12      6    12  |  AGE
- ---------- |  Voc Ed Training............=    5      5              |  ---
_            |     **Non Core Activities**                            |
_            |  Job Skills Trning rltd emp.=                          |
_            |  Educ related to Emp/no HS..=                          |
_            |  School Attendance/no HS....=                          |
_            |  Deemed Hours...............=   18                     |
_            |  ***** Total core hours.....=   29     17      6    12 |
_            |        Total non core hours.=                          |
_            |        Total countable hours=   29     17      6    12 |
USER: 310 FN |                                                        |
DO: Z IMS: 3 +--------------- ----  --------------------------------+        3
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
                 EXIT          EHRS  EMPL                WORK  CLCK  JSER
```

This screen shot shows a two-parent household with a 35 hours per week requirement. The FLSA was 12 hours. Both participants took part in CSPs for 6 hours each. An additional 18 hours were deemed to bring them up to their 30 core hours. (And one parent also took part in 5 hours per week of Vocational Education which brought their total countable hours up to 35).

P-2332 WKEX AND CSP (continued)

P-2332C Hazardous Occupations (B21-08)

Reach Up utilizes a variety of WKEX and CSP settings with the understanding that all occupations have hazards. Occupations that create extraordinary hazards should be avoided (i.e., logging provides little or no control of the hazardous work site and extreme potential injury). Common trades and their controlled risks need to be worked with to allow a good fit between participants and future employment opportunities. Utilizing reputable organizations and businesses for WKEXs and CSPs is perhaps more important than the actual occupation the participant will be engaged in.

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

It is important to consider any relevant VT Labor Laws such as child labor, an example of which can be found here: https://labor.vermont.gov/sites/labor/files/doc_library/WH-30-Information-for-Employer-Child-Labor-Law.pdf.

Driving at WKEX and CSP placements

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

Hazardous occupations

The following list are considered hazardous occupations by the VT Department of Labor for minors under the age of 18. If any of the following occupations are being considered for Reach Up participants of any age, send inquiries to Reach Up Central Office so State of Vermont (SOV) Risk Management can be consulted.

- Manufacturing and storing explosives.
- Motor vehicle driving and outside helper.
- Coal mining.
- Logging and sawmilling.
- Power-driven woodworking machines.

- Exposure to radioactive substances.
- Power-driven hoisting apparatus.
- Power-driven metal forming, punching, and shearing machines.
- Mining, other than coal mining.
- Slaughtering, or meatpacking, processing, or rendering.
- Power-driven bakery machines.
- Power-driven paper-products machines.
- Manufacturing brick, tile, and kindred products.
- Power-driven circular saws, band saws, and guillotine shears.
- Wrecking, demolition, and shipbreaking operations.
- Roofing Operations.
- Excavation Operations.

P-2333 Job Readiness Activities (B21-08)

General Procedures for Job Readiness Activities (Reach Up Services rule 2350.6)

For Reach Up, job readiness includes a variety of activities including resume and application preparation; preparing for job interviews; job search and job search training. Activities are designed to improve the participant's employment prospects and must be supervised to some extent daily. Life skills training and necessary treatment may also be considered job readiness activities (see Reach Up Services procedures P-2333B and P-2333C).

Job readiness is an appropriate activity for any participant whose goal includes seeking unsubsidized employment or developing skills that will prepare them to seek, obtain, perform and maintain a job.

Documentation of attendance in job readiness activities should be provided to a member of the Reach Up team (such as Job Coach, case manager) as often as agreed upon in the participant's plan, but no less than once per month.

The Participant Attendance Report (form 625AR) can be used, or any other equivalent written documentation.

Counting Job Readiness Hours for the Federal Work Participation Rate (WPR)

Limits on the number of hours used for job readiness

Job Readiness activities are countable and core activities. However, federal law limits how many hours can count towards the Work Participation Rate (WPR).

Job readiness hours are limited per participant as follows:

- Up to 180 hours per year for a 30 or 35 hour/week work requirement; and
- Up to 120 hours per year for a 20 hour/week work requirement

Examples of how job readiness limits may be used with a 30 or 35 hour work requirement:

- 30 hours each week for a total of 6 weeks in a rolling calendar year
- 15 hours each week for a total of 12 weeks in a rolling calendar year
- Variety of hours per week until total number of hours equals 180 in a rolling calendar year

Examples of how job readiness limits may be used with a 20 hour work requirement:

- 20 hours each week for a total of 6 weeks in a rolling calendar year
- 10 hours each week for a total of 12 weeks in a rolling calendar year
- Variety of hours per week until total number of hours equals 120 in a rolling calendar year

Limit on consecutive weeks of job readiness

Job Readiness activities can only count towards the WPR for 4 consecutive weeks in a row, then requires a one week break before resuming the activities again until the total number of hours are used.

Case management support

For more information on what type of verification is needed for Job Readiness Activities, see the Verification Documentation Desk Aid.

CASE D TIME F11

CASE/D/Time F11 in ACCESS will show the amount of job search, job readiness, life skills and necessary treatment hours a participant has used.

Entering job readiness activities on the FDP

Step 1: Getting to Work Screen.

Enter "WORK" for the Function (FNX)

Enter "C" for the Mode

Enter the participant's Social Security Number **Note:** In a two parent household make sure to enter the SSN of the participant taking part in Job Readiness.

Current month and current year. Hit enter when done.

Step 2: Select "Job Search/Readiness" or "Life Skills" blocks

Double click or click once and "enter"

Job Search/Job Readiness includes the following:

```
 _   Assessment              |
 _   Career Ready 101        |
 _   Employment Team/CWS     |
 _   Job Search              |
 _   Job Readiness Workshop  |
 _   Necessary Treatment     |
 _   Other- Description:     |
     _____ |
```

Life Skills includes the following (not all selections are available in each district):

```
+--------Life Skills Activities--------+
| _ _   Arranging Childcare            |
|   _   Driving Test Prep Activity     |
|   _   Financial Management Workshop  |
|   _   Life Skills Workshop           |
|   _   Rocking Horse Circle of Supp.  |
|   _   Transportation Planning        |
|   _   Transportation Workshop        |
|   _   Vocational Exploration         |
|   _   VAL 'Essential Skills'         |
|   _   VAL Basic Computer Classes     |
|   _   VT Works for Women Empl. Supp. |
|   _   VT Works for Women Mentoring   |
+--------------------------------------+
```

Step 3: Select the Job Readiness activity the participant is taking part in.

Place an "X" on the line next to the activity, in this case "Job Search" and press enter

```
+Job Search/Readiness Activi+ ILY DEVELOPMENT PLAN ***                ASQWOHF1
|  _ Assessment              |      SSN: XXX-XX-XXXX  Financial Status: Active
|  _ Career Ready 101        |                        Phase: EP  12/01/2015
|  _ Employment Team/CWS     |                        Participation Code: 02 NE
|  X Job Search              |                            Review Date: __ __ ____
|  _ Job Readiness Workshop  | ustomer Service Clerk_
|  _ Necessary Treatment     | .      ̄              FSM    Activty  Matrix
|  _ Other- Description:     | S                          History  History
|                            | ***********************************************
+----------------------------+ Transportation/Health & Safety/Child Dev Click &
Interferes:                                                              Comment

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

1 of 1          Activity    Hrs/Wk    Start      Target    Act End date  Outcome
Job Search                    30    12/06/2015  01/02/2016  __ __ ____      P
                                                            __ __ ____      _
USER:      FNX: WORK MODE: C RPTGRP: XXX-XX-XXXX PERIOD: 12 15 COMMAND: _____
DO: A IMS: GA1 REPORTING GROUP: Name of HOH
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
       Quit  Retrn Exit                   Hours PB     PF          St/Sp Intrf
```

Step 4: Entering specific activity information.

-Start Date: Date participant will start (remember the federal calendar always starts on a Sunday).
-Target Completion: Date the participant expects to complete the activity (remember the federal calendar always ends on a Saturday). Last day of the month can provide a clean ending if exact date is not known.
-Scheduled Hour/wk.: Number of hours participant will take part in activity per week.
-Support Sves: indicate any support services being offered to the participant that pertain to their activity (example: childcare).


```
+Job Search/Readiness Activi+ ILY DEVELOPMENT PLAN ***                ASQWOHF1
|  _ Assessment              |      SSN: XXX-XX-XXX   Financial Status: Active
|  +-------------Job Search-------------+   Phase: EP  12/01/2015
|  | Related Interfere (use PF11 to enter |  Participation Code: 02 NE
|  |              if applicable)          |      Review Date: __ __ ____
|  |                                    | Clerk_
|  |                    MM DD CCYY      |              FSM    Activty  Matrix
|  | Start Date:........ 12 06 2015     |                     History  History
|  | Target Completion:. 01 02 2016     | ***********************************
|  | Scheduled Hours/Wk: 30             | ealth & Safety/Child Dev  Click &
Int| Support Svs:                       |                           Comment
|  |                                    |
+--+------------------------------------+        Other       Life Skills
   Readiness        Training       Placements   Activities

1 of 1          Activity    Hrs/Wk    Start      Target    Act End date  Outcome
Job Search                    30    12/06/2015  01/02/2016  __ __ ____      P
                                                            __ __ ____      _
USER:      FNX: WORK MODE: C RPTGRP: XXX-XX-XXXX PERIOD: 12 15 COMMAND: _____
DO: A IMS: GA1 REPORTING GROUP: Name of HOH
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
       Quit  Retrn Exit                   Hours PB     PF          St/Sp Intrf
```

Step 5: View after hitting "ENTER" once.

```
12/03/15 10:18          *** FAMILY DEVELOPMENT PLAN ***              ASQWOHF1
Participant: Name                 SSN: xxx-xx-xxxx   Financial Status: Active
Phone#: 999-999-9999                                Phase: EP  12/01/2015
                                                    Participation Code: 02 NE
Date FDP Signed:   12 02 2015                        Review Date:  __ __ ____
Employment Goal:   43-4051.00 Customer Service Clerk_
Case Manager: PTH                              FSM   Activty Matrix
Location:     PATH / ST. ALBANS                      History History
*************************************************************************
Strengths/Supports: **Shelter/Transportation/Health & Safety/Child Dev Click &
Interferes:                                                             Comment

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

1 of 1       Activity   Hrs/Wk    Start       Target    Act End date  Outcome
Job Search               30     12/06/2015  01/02/2016   __ __ ____      P
                                            __ __ ____   _

USER:     FNX: WORK MODE: C RPTGRP: xxx-xx-xxxx    PERIOD: 12 15 COMMAND: _____
DO: A IMS: GA1 REPORTING GROUP: Name of HOH
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
       Quit  Retrn Exit  Print Goal  Hours PgBk  PgFd  CMH   St/Sp Intrf C&C
```

P-2333 Job Readiness Activities (continued)

P-2333A Job Search (B21-08)

Participants that take part in job search must provide documentation of their job search efforts and contacts they have made during job search. This information should be provided to a member of the Reach Up team (such as Job Coach, case manager) as often as agreed upon in the participant's plan, but no less than once per month.

The Reach Up Job Search Log (form 643JOB) can be used, or any other equivalent written documentation.

Reviewing the job search

The job search documentation should be reviewed by a member of the Reach Up team. Ask the participant for further documentation for any contact that is incomplete or questionable.

A member of the Reach Up team is responsible for daily supervision of job search. Daily supervision does not necessarily mean there is daily contact, but that there is an agreed upon plan (what job search will look like) which is documented in case notes. There should be some form of contact between the participant and a member of the Reach Up team on a weekly basis to make sure the job search is continuing.

Sample Job Search Log Page 1

VERMONT
Department for Children and Families
Economic Services Division

Do NOT scan in

Reach Up Job Search Log

Participant: _____ Jane Doe _____ Weekly hours required: __20__ Week ending: __08/07/2021__

Last 4 SSN: ___0000___ Employment goal: Dog Trainer _____

Copy Distribution: White – Case Worker; Yellow – Participant

Date of activity (mm/dd/yy)	Activity type (examples: resume preparation, in person or phone interviews, online search, completing applications, discussion with someone in this field, etc.)	Business or employer's name and contact information	Type of position applied for	Comments	Length of activity (15 min, 1 hour, etc.)	Travel Time (does not include to and from home)	Numb case n app
08/02/21	Online Job search	Indeed	various	looked up jobs online	2	0	
08/03/21	Worked on resume			updated and formatted resume	1	0	
08/04/21	Complete Application	Fido's Doggie Daycare 802-123-4567	Play Superviser	completed application	1	0	

Sample Job Search Log Page 2

Clean dogs place	assistant dog groomer	Met groomer, asked about training	30 min	30 min	1
Petco	associate	picked up application	15 min	0	.25

Total Case Manager Approved Hours:_____11.25_____

can be included in the Length of Activity. Travel time to and from home is not countable.*
r differ from hours entered by participant, Case Manager should enter case note to explain.***

The Job Search Log (or equivalent written documentation) should include the following:

- The participant's name
- Dates the job search took place
- The length of time each job search effort took
- The type of job search effort that was made (reviewing websites or newspapers, obtaining or completing applications, taking part in interviews, etc).
- Specific employer's name and contact information when appropriate

Meetings with a Job Coach and/or Employment Specialist who is a member of the Reach Up team may be documented on the Job Search Log as well if job search efforts were made during the meeting (but do not double count the time spent job searching as CWS/Employment Team time).

For more information on what type of verification is needed, see the Verification Documentation Desk Aid.

Job search for self-employment

A person receiving Reach Up could potentially use job search to look for and/or increase self-employment hours. These efforts can be documented on a job search log (or equivalent documentation).

Job search hours can be used to look for self-employment when the business is established and produces net income. The business should be viable in the current market. Also, their work skills (both general and skills specific to the area of work desired) should be adequate to be self-employed.

The search for self-employment may be combined with the search for traditional employment as back up.

Consider if self-employment has been unsuccessful in the past or if basic work skills are lacking before counting job search hours to look for self-employment.

The self-employment should not be commission based or purely seasonal if there is not a plan for supporting oneself throughout the year. Those jobs should be reviewed as seasonal jobs.

For more information on what type of verification is needed, see the [Verification Documentation Desk Aid](#).

P-2333 Job Readiness Activities (continued)

P-2333B Necessary Treatment (Reach Up Services rule 2350.6) (B21-08)

Necessary Treatment is a countable activity defined as substance use treatment, mental health treatment or rehabilitation activities such as physical therapy, for those who are otherwise employable.

Meeting the work requirement with necessary treatment

Documented hours of necessary treatment should either meet the participant's work requirement or be used in addition to other activities to meet the participant's work requirement. If the treatment would not help the participant meet their work requirement, it can still be supported, but should be documented as an activity such as doctor's appointments/physical therapy, mental health counseling or substance use counseling, etc. These activities would not count towards the participant's work requirement.

Example: A participant has a 20 hour per week work requirement. They are in a Community Service Placement (CSP) for 17 hours per week and substance use counseling 3 hours per week. By placing them in necessary treatment as an activity this participant would be meeting their work requirement.

Necessary treatment federal limits and work requirements

Because necessary treatment is counted as a job readiness activity, it has the same federal limits as mentioned in the Reach Up Services procedure P-2333 about job readiness activities. Participants will only be able to count 4 consecutive weeks towards their work requirement, then they will need to take a one-week break and participate in activities that do not fall under job readiness activities.

After the one-week break, they can return to necessary treatment for additional 4-week periods. If applying the one-week break would hinder the participant's treatment/recovery, then they should not be required participate in other activities. Instead allow the participant to continue with their plan and accept that the work requirement will not be met for that period or consider using excused absences if possible.

Example 1: A participant has a 20 hour per week work requirement and is in a CSP for 18 hours and in necessary treatment for two hours per week. If after the participant has been in necessary treatment for 4 consecutive weeks, and the participant's FLSA and schedule will allow for the participant to increase their

hours at their CSP for one week, ask the participant to do 20 hours for one week at their CSP.

Example 2: A participant has a 30 hour per week work requirement. They are in a CSP for 21 hours and participating in necessary treatment for 9 hours per week (such as an Intensive Outpatient Program or IOP). It would not be possible to schedule the additional 9 hours in another activity without interrupting the participant's treatment schedule. In this case do not require a one-week break, instead allow the participant to continue with their original plan.

Documentation of necessary treatment

For a participant to use necessary treatment a qualified medical and/or mental health provider must provide documentation stating treatment is essential for the participant to return to work or continue working.

This can be indicated on a Temporary Medical Deferment form (210TMD), a Necessary Treatment form (641NT), or a statement from the participant's provider.

Project up to 6 months of hours based on the documented treatment schedule verified by the medical and/or mental health provider on the participant's Family Development Plan (FDP).

Example: The participant's provider indicated the participant should be in counseling once per week for 4 months. Schedule 1 hour per week under necessary treatment for 4 months on the participant's FDP.

Necessary treatment and MRT

Participants with documented hours of necessary treatment do not need to be sent on to the Medical Review Team because the participants would not be requesting a modification or deferment. They would only be requesting to count necessary treatment towards their work requirement.

Ongoing verification of necessary treatment

Once the need for necessary treatment has been documented and the hours are scheduled in the participant's FDP, ongoing treatment can be verified by the provider on a monthly basis. This information can be gathered via phone, email, form 641NT, a Treatment Log form (641TL) or any other documentation provided by the participant's provider.

If information is gathered via phone or in person, it can be useful to record the hours on a 641TL, explain the information was verified by the provider and file the document in the case file.

Document the participant's attendance in case notes. Weekly attendance does not need to be collected.

Example: A participant is attending weekly counseling. At the end of the month contact the provider to confirm the participant attended as scheduled and document this information on form 641TL and in case notes. Then enter the information in ACCESS.

P-2333 Job Readiness Activities (continued)

P-2333C Life Skills Activities (B21-08)

Life skills are the skills that a person must possess in order to successfully live in today's world. Life skills, like necessary treatment, can count as job readiness and follow the same limits on the number of hours and consecutive weeks that can count towards the federal Work Participation Rate (WPR).

See Reach Up Services Procedure P-2333 about job readiness actvities.

Life skills include the following (not all selections are available in each district):

```
+------Life Skills Activities-------+
|_ _  Arranging Childcare           |
|  _  Driving Test Prep Activity    |
|  _  Financial Management Workshop |
|  _  Life Skills Workshop          |
|  _  Rocking Horse Circle of Supp. |
|  _  Transportation Planning       |
|  _  Transportation Workshop       |
|  _  Vocational Exploration        |
|  _  VAL 'Essential Skills'        |
|  _  VAL Basic Computer Classes    |
|  _  VT Works for Women Empl. Supp.|
|  _  VT Works for Women Mentoring  |
+-----------------------------------+
```

Life skills activities may not include the actual process of looking or preparing for employment but can lay the groundwork to allow for successful job search and employment in the future.

Arranging childcare

Arranging childcare is located under life skills activities as well as in the "other activities" tab in ACCESS. Only the activity listed under life skills will count as job readiness.

P-2341 Good News Garage Cars (B21-08)

Good News Garage (GNG) provides vehicles to Reach Up participants who need reliable transportation to gain and retain employment.

Purchasing vehicles supports the mission of Vermont's Reach Up Program to help income eligible adults overcome obstacles such as the lack of transportation, while improving their finances and/or retaining, employment.

If one of the participant's goals is to get a car, explore with the participant the cost associated with owning a vehicle and saving for future expenses. Reference Tools for Car Conversations or Your Money, Your Goals for additional resources.

- Due to limited resources, a second vehicle cannot be issued to a household. If a household has a working vehicle, or have received a GNG car in the past, they are not eligible to receive a GNG vehicle. In rare circumstances an exception can be made. This request should be sent to AHS.DCFReachUpGNGCars@vermont.gov.

GNG Initial Screen Questions

The case manager asks the participant three questions to determine if they are eligible for a GNG vehicle:

- Do they have a valid VT driver's license?
- Will they be able to pay $360 in taxes if selected?
- Would this be their first GNG vehicle?

If the participant answered no to any of the above questions, the participant is not eligible for participation in the program at this time. They can work on the above issues to potentially be eligible in the future.

- If they have a valid license in another state, they will need to obtain a VT license before they are eligible.
- They need to have a plan to save $360 to cover the taxes for the GNG vehicle. The plan can include, but is not limited to, borrowing from family or friends, using incentives, their next paycheck, etc.
- Due to the limited resources if they have received a GNG in the past they are not eligible to receive a second vehicle. If there are extenuating circumstances a RU Supervisor can send a detailed email to AHS.DCFReachUpGNGCars@vermont.gov and the RU GNG Team will decide if a second vehicle can be issued.

If the participant answered yes to all three questions, move to the next step.

Transportation Points System

Complete the Transportation Points System form ([602TPS](#)). Determine the participant's points based on:

Urgency

5 points- At risk of losing current job or job offer. Unable to accept advancement opportunity at current job or new job.

4 points- Unable to attend Voc Ed/PSE/Education activity.
Participant is unable to commit to or complete education related activity due to limited or no transportation.

3a. points- Unable to get to necessary appointments or to get children to childcare/appointments.
3b. points- Unable to accept more hours or fulfill full schedule at current job. Not at risk of losing employment.

2 points- Detrimental to the participant's health or safety.
Their physical or mental health is in jeopardy if they do not receive a car.

1 point- No urgency.
Their current transportation is reliable (R2G, borrowing a vehicle that is available when needed, etc.)

Barrier

5 points- Current resource is not available (no transportation available).
All transportation resources have been explored. A Ready to Go (R2G) ride request has been submitted to determine if R2G can accommodate the need.

4 points- Current resource does not fully meet the participant's employment or education obligation.
Participant transportation is not able to fulfill their required work or educational commitment.
Example: Participant is using R2G to get to work. Their schedule often changes and R2G is unable to accommodate OR Participant is unable to attend class on Friday because of transportation.

3 points- Current resource is time limited (borrowing a car, car unable to be inspected, car dying).

2 points- Current resource is costly (R2G, taxi, paying a friend).

If the participant is using R2G/bus and able to get to their education or work activity as scheduled, they would be scored as a 2 not 4 as the resource is costly but is meeting their need.

1 point- Current resource is reliable and available (but participant does not have their own vehicle).
The participant can accomplish their daily tasks with their current transportation, but they do not own a vehicle and would like to.

Activity (Need)

5 points- Employment.
Participant is actively employed.

4 points- Voc Ed/PSE/Education.

3 points- Job Search.
Participant is seeking employment. A job offer is considered Job Search until they are officially hired.

2 points- WKEX/CSP.

1 point- Other.

Additional Information

Include the following in the additional information section on the 602TPS:

- Family members in household (include children's ages)

- Average daily commute (include childcare and essential appointments)

- Able to operate standard transmission
By answering yes to this question, you are stating the participant can drive both a standard and automatic vehicle.
By answering no to this question, you are stating the participant can only drive an automatic.

- Summary of participant's transportation need.
In the summary briefly explain the participant's current transportation. Include their struggles and success. Indicate if they are using public transportation or R2G. If they are using public transportation or R2G include the participant's experience. If they are not using public transportation or R2G please explain why.

Submitting the Transportation Points System Form

Submit the 602TPS electronically. The form must be typed (not handwritten). Save the form in the following format: date, document type, and participant's initials.

Example: *8.21.21602TPSMB*

Attach the form to an email and send to AHS.DCFReachUpGNGCars@vermont.gov. If the form is not completed correctly it will be returned.

Do not print, then scan and save this document. The original document is required for the participant to be added to the list. This will allow for the document to be edited if necessary.

Save a copy of the 602TPS in the 4th brad of the electronic case file.

Enter a case note after submitting a 602TPS for the participant.

Prioritizing the GNG list

The participant will be added to a state-wide list of applicants and prioritized by total points.

GNG will notify the RU GNG Team when a vehicle is available. The participant with the highest points will be selected to receive a vehicle.

- The goal is to place 65 vehicles 10/1 to 9/30 (federal fiscal year). To spread the vehicles out throughout the 12 months we will try and place 5-6 vehicles per month.
- When selecting the participant, the type of vehicle available will be taken into consideration. (i.e., large family size, # of children, transmission type, 4Wheel drive).
  - If GNG has a van available, the participant with the highest points and family size in need of van would be selected to receive the vehicle.
  - If GNG has a standard transmission available, the participant with the highest points that can drive a standard vehicle would be selected.

If participants have the same number of points the vehicle will be selected by:

- Highest total points;
- Highest urgency score;
- Highest barrier score;
- Highest activity score; and
- Date added to the list.

If there is still a tie, the RU GNG Team will consult with RU Central Office for decision.

Keeping participant points updated

Email AHS.DCFReachUpGNGCars@vermont.gov within 5 business days if the participant's points change. A new 602TPS may be requested.

Reviewing the GNG prioritization list

The RU GNG Team will email the list to Reach Up Supervisors quarterly for review.

- Confirm the points are the same or provide an updated 602TPS for any participant on the list that has had changes that were not previously reported.
- Review license expiration dates and update for those who have expired since the 602TPS was submitted.
- If the RU GNG Team does not receive any correspondence about the participants on the list, they will remain unchanged on the list.
- If the RU GNG Team asks for any specific updates—respond as soon as possible. Participants will be placed "on hold" and will not be able to receive a vehicle until the case manager provides the updated information.
  - o If a participant has closed, but it is expected they will return to Reach Up/PSE/Reach Ahead, they will also be "on hold" for approximately 30 days until they reopen.

Requesting special prioritization on the GNG list

A Reach Up Supervisor or Operations Director can ask the RU GNG Team to consider a participant that does not have the highest points if there are extenuating circumstances. The RUS/Operations should submit the 602TPS, if not already received, and a detailed email of why the individual should receive the next available vehicle. This should be sent to AHS.DCFReachUpGNGCars@vermont.gov . The Team will review each request and let the Supervisor or Operations know the outcome.

Participant is selected for GNG vehicle

If a participant is chosen to receive a GNG vehicle, the RU GNG Team will send an email to the case manager/Reach Up supervisor.

Complete the Car Authorization form (602RTP) and email the completed form to GNG.

Inform the participant they were selected to receive a GNG vehicle.

Once GNG receives the Car Authorization form (602RTP), they will begin the placement process, which takes up to 8 days. It can take longer in certain situations.
- GNG will run a license check to ensure the participant holds a valid license and can legally operate a vehicle.
- GNG will contact the participant to arrange a date/time to pick up the vehicle.
- GNG will provide the participant with all the information needed for insurance. They will verify that the participant has required Automotive Insurance.

At this point, work with the participant to find insurance.
- Collision is not required, **however highly recommended**.
- Support services should be used to help with the cost of insurance. With the participant, review their budget to see if collision is affordable.

On the date of the vehicle pick up, GNG will educate the Reach Up participant on their new vehicle, the warranty that goes with the purchase, and child safety seat instruction.

GNG will send the completed Car Authorization form (602RTP) to the RU GNG Team, which will then send a check to GNG for the registration and title.

- Case managers do not need to issue a check for the registration and title.

GNG Warranty Information

Review with the participant the important GNG car warranty information below, specifically regarding any repairs.

One Year Limited Warranty on Good News Car Garage

The Warranty applies to the owner and vehicle given by GNG ONLY.

The Warranty is non-transferrable and terminates if the vehicle is sold or modified during the warranty period.

Repairs not specifically authorized by Good News Garage (or partner garage) are not covered under the warranty.

During the first 3 months or 3,000 miles of ownership, whichever comes first, Good News Garage will repair the vehicle and/or at GNG's option, authorize and pay for a garage near the participant to repair their vehicle if they have mechanical problems or a break down. This includes towing the vehicle if necessary.

Warranty of the power train may be extended for an addition 3 months or 3,000 miles IF when they reach the expiration of their 3-month/3,000-mile warranty they contact GNG and authorize GNG to provide a free Vehicle Wellness check and a free oil change. Failure to complete the authorized inspection effectively ends the warranty at 3 months or 3,000 miles, whichever comes first.

Warranty of the power train may be extended for an addition 3 months or 3,000 miles IF when they reach the expiration of their 6-month/6,000-mile warranty they contact GNG and authorize GNG to provide a free Vehicle Wellness check and a free oil change. Failure to complete the authorized inspection effectively ends the warranty at 6 months or 6,000 miles, whichever comes first.

Warranty of your power train may be extended for an addition 3 months or 3,000 miles IF when they reach the expiration of their 9-month/9,000-mile warranty they contact GNG and authorize GNG to provide a free Vehicle Wellness check and a free oil change. Failure to complete the authorized inspection effectively ends the warranty at 9 months or 9,000 miles, whichever comes first.

If the 9-month/9,000-mile Vehicle Wellness check is authorized and completed this Warranty becomes void after 12 months or 12,000 miles, whichever comes first.

This warranty is intended to support responsible vehicle ownership. Repairs will be focused on vehicle safety and reliability using Vermont State Inspection standards as a guide.

P-2347 SANCTIONS

P-2347A Imposing Sanctions (21-08)

1. Case Manager/lead:
    a. completes a Sanction Authorization (606)
    b. specifies what the client didn't do
    c. explains why the sanction will be imposed
    d. lists the rule cite(s) relied on to make this determination.
    e. enters the sanction meeting date on the Sanction Authorization (606).
    f. routes the Sanction Authorization (606) to the Reach Up Supervisor, or their designee, for review.

2. Reach Up Supervisor or their designee:
    a. reviews the Sanction Authorization (606)
        1) What were the participant's circumstances?
        2) Was good cause explored?
        3) Is the paperwork complete?
        4) Did the case manager/lead follow the rule at 2375.1?
    b. approves or reverses the 606.
        1) If the decision is to approve, the team leader signs off on the Sanction Authorization (606) on the district director/designee line
        2) If the decision is to reverse it is recorded in the case file and e-mailed or discussed with CM in person.

3. Reach Up Supervisor makes 3 copies of the 606. Original copy goes to the case manager/lead for them to complete their steps in ACCESS (see step 4) and for the case management file. Second copy goes to the Case Manger to give to the BPS that specializes in Reach Up after attaching their two case management sanction letters that were generated in Step 4 and the third copy is sent to be scanned into OnBase.

    For Contracted Case Managers who have had a sanction approved, the Supervisor keeps the two copies of the 606 and completes the steps in number 4 below.

4. The Case Manager enters the sanction date and time on CASE C SANC which generates an appointment letter. The Case Manager also goes to SPEC C FORMS and chooses the REASON FOR SANCTION letter and fills this in with the details including rule cite of why client is being sanctioned. A CATN should be entered that a sanction has been entered for Month/Year and participant must meet with their case manager to receive any benefits.

5. The Case Manager attaches the Sanction Appointment letter and Reason for Sanction letter to the second 606 and brings it to the BPS that specializes in Reach Up.

6. The BPS approves the decrease in benefits on Elig C RUFA.

7. The BPS takes the 2 letters that were attached to the 606 given to them from the Case Manager and gets the other two letters they generated and mails them together to the sanctioned participant:

    Starting the sanction
    An appointment letter
    An eligibility notice
    A reason for sanctions notice

P-2347 SANCTIONS (continued)

P-2347B Sanctions in Households with Two Parents (21-08)

Sanctions are applied at the individual level. In a two-parent household, both parents can be sanctioned for not participating in activities and requirements that are on their own signed Family Development Plan (FDP). If one parent is sanctioned, the other parent should be encouraged to meet the work requirement but is not required to if their own FDP indicates a different plan. This may mean one parent is engaged, and the second parent may remain sanctioned.

Even if the non-sanctioned parent is meeting the family work requirement of 35 hours (with 30 hours in "core" activities), the parent that is sanctioned may remain sanctioned until they meet with their case manager and update their own FDP.

Case managers should consider what is preventing the sanctioned parent from participating in activities and attending appointments. Offering home or community visits, phone check ins, and referrals to other services may help the parent lift the sanction. A family meeting with both parents is encouraged whenever appropriate.

P-2370 SOCIAL SECURITY SPECIALIST REFERRAL (B21-08)

Referrals can be made for Reach Up participants to work with a Social Security Specialist (SSS) that contracts with the Division. The SSS will help the participant apply for Social Security.

Before a referral is made

Three-way meetings between the participant, the SSS, and the Reach Up case manager are encouraged whenever possible. Obtain verbal permission from the participant to share their name and contact information with the SSS. Set up an informational meeting to talk through what it really means to apply and what is needed to successfully apply.

If participant is not connected to a medical provider or not able to provide medical records, try to refer to other resources such as Vermont Chronic Care Initiative (VCCI) to help find providers.

Making the referral

The following is needed for making a referral to the SSS:

- Participant's goal is to apply for Social Security, and they would like to be supported by the SSS.

  o Obtain verbal permission from the participant for the referral to be made. Best practice it to indicate this on an ESD Authorization of Confidentiality (201WC) and then save in the electronic file.
  o A wet signature on a release is not needed because VABIR is considered a Business Associate and HIPAA protected information can be shared without a release.

- A completed Social Security Specialist Referral form created by VABIR.

- Verification from participant's health provider that their disability is expected to last more than one year. This may include a completed Temporary Medical Deferment form (210TMD)--if the participant is engaged with multiple providers consider getting 210TMDs from each provider.

  o Do not let the verification hinder the referral, but if there is a question if medical records will be able to be collected this should be discussed during a three-way meeting between the participant, the SSS, and the case manager.

- If someone insists on applying but does not have verification from a provider, a referral can still be made, though this should be the exception not the rule. Receiving a denial from Social Security may be the encouragement needed for the participant to get into treatment.

- The latest Medical Review Team (MRT) decision <u>if available</u> and related to the disability for which the participant is applying for benefits.

- Print out of INFC D WAGE information from ACCESS showing all work history

  - Preferred with the referral but can be provided at a later point if needed. Having print out makes applying easier because it provides information needed versus relying on the participant to provide it. It may be more accurate than what the participant provides.

Quick referral

Some cases may qualify as a "quick referral". Speak to the SSS to learn more about this process.

Role of Social Security Specialist

Once a referral is received the Social Security Specialist (SSS) will call the participant to schedule an appointment. The SSS will notify the case manager of the appointment date via email. The SSS will send an email to the case manager when the participant attends the appointment.

It is the responsibility of the SSS to obtain a signed copy of the release (form 1696) for the Social Security Administration (SSA) Most SSSs have an individualized version which lists their name and contact information. SSS are the authorized representatives for participants with SSA.

- The case manager may assist in obtaining a signed copy of the form 1696 for the SSS if they are meeting in person, and the participant has already completed their application for Social Security. This can help speed up the ability of the SSS to check the status of the existing application.

The SSS will meet with the participant to complete the function report and submit the application. This can take one to several appointments depending on the participant's disability and needs.

The SSS will provide updates to the case manager via email around the participant's follow through with scheduling meetings and attending appointments, as well as where the participant is in the SS application process (appeal pending, recent denial, etc.).

During the period between when the application is submitted and then reviewed for eligibility, the SSS will not need to meet with the participant, however a minimum of monthly contact should be made with the Reach Up Supervisor or case manager to let them know that the application is still pending. Some SSS will provide the update for the entire SSS caseload to the supervisor, others will reach out to the case managers individually.

Participant does not respond

If the participant does not respond after three consecutive attempts, the SSS will contact the case manager for them to follow up in terms of Reach Up process. The referral to the SSS will be considered closed at that time. The case manager may re-refer after participant has demonstrated ability to follow through with appointments with case manager, treatment providers, etc.

Home visits

SSS can take part in home visits with participants but must be accompanied by a Reach Up case manager.

After the application is turned in

After the application is completed and submitted, it can take three to six months for SSA to look at the application. Most applications are sent to the Boston SSA office. The participant will receive paperwork via mail that must be completed and a phone call from the Boston office (area code 617). The SSS will remind the participant and the case manager of this process, but unfortunately does not get a copy of the mailing.

Certain scenarios can require an "in-state" decision. This includes if the participant is homeless or has absolutely no access to a phone. The local SSA office handles these applications. They are limited in the number of in-state application they can accept.

When a determination on an application or appeal has been reached, the SSS will notify the participant and the case manager of the decision and next steps if any.

Steps in the application process

Initial application – once submitted, SSA/DDS has 120 days to make a determination. If SSA/DDS requests a supplemental psychological or medical evaluation it is vital that the participant attend the scheduled evaluation. Not attending a scheduled evaluation will usually result in a denial. The SSS will inform the case manager if a supplemental evaluation is ordered. The case

manager may need to provide support services to assist participant in attending evaluation.

Reconsideration – if the initial application is denied, the participant and SSS must submit a request for reconsideration within 60 days of the date on the denial letter. The SSS will communicate with the case manager around needs for additional work/treatment/activities to help prevail in the reconsideration. Once filed, SSA/DDS has 120 days to make a determination.

Administrative Law Judge (ALJ) Hearing – the SSS will provide a list of attorneys and representatives and the participant will choose who will represent them in the ALJ phase. The SSS will track the appeal at the ALJ level but is not typically involved beyond the referral to a rep and doing a regular check in with the SSA around hearing dates and hearing results. The ALJ hearing will be set by either videoconference or in a location within 75 miles of the participant's home. It can take 18 to 24 months to have a hearing, depending on the ALJ backlog.

Hearing by the Appeals Council – handled by the attorney/representative. Lengthy waiting periods at this level.

Federal Court Review – same as above.

Expectations for Participant Engagement in the Process

Participants who have the goal of applying for disability and agreed to work with the SSS, should create a plan with their case manager to support this goal.

It is advised that during the application process, participants continue to engage in treatment of their stated disability. They can also explore what is possible regarding work activities while awaiting a decision. Progressive employment has been shown to be very effective with disability determinations and can also help the participant see what they are truly capable of.

SSS Referral and Medical Review Team

When submitting a request to the Medical Review Team (MRT), indicate that a referral has been made to the SSS. Provide a synopsis of the level of engagement the participant has had with the specialist.

Please Note: The SSS provides application assistance and does not confirm if the participant is following through with treatment/engagement activities. This task is completed by the case manager.

P-2375 Case Management (B21-08)

P-2375A Case Notes

Individual case notes should give a clear description of the interaction with the participant, provider, or team member, and actions taken because of the contact. This includes households receiving Reach Ahead.

When multiple case notes in a file are read, it should summarize the history of the participant with Reach Up. Give a clear picture of their goals, what they have accomplished, obstacles they have overcome and/or may continue to face, what is going on currently, and next steps.

Case notes will be recorded in the participant's case note folder on the share drive. Case notes should be written within 2 business days of the interaction.

Format and qualities of good case notes

Case notes should:

- Be written in complete sentences;

- Be typed;

- Refer to the person writing the note as "I" (not "this case manager" or "this worker");

- Use professional and courteous language;

- Be relevant to the goals of the participant and their family;

- Use abbreviations minimally, if at all. If used, they should only be commonly known statewide abbreviations (ESD, FSD, etc.). Remember, files may leave the district, so district specific abbreviations should be avoided.

- Demonstrate at least monthly contact, and follow up support related to specific goal steps;

- Be easy to read so that another person reading the case notes would understand what is going on for the family; and

- Provide verification and explanation of issues that could come up in a Fair Hearing, such as reasons for conciliation and sanction.

What should be included in case notes

Case notes should include the following:

- Name, date, type of contact (phone, in-person, etc.)—time of day can also be useful;

- Initials or name of person writing case note (write out full name when case is assigned and writing first case notes; in bigger districts, it can be easier to include the full name; if staff with similar initials is working with participant—utilize 2nd or 3rd letter in name to make sure it is clear who is writing--ex. CDor, PegH);

- Notable observations re: behavior, appearance, etc.;

- Purpose of meeting or contact;

- Topic of discussion;

- Summary of what the participant said, and what you said in return;

- Any new goal, obstacles and/or accomplishments identified by the participant;

- Reference to the specific stage of the goal achievement process;

- Notation of tools used, such as Stepping Stones, goal planning tools, etc.;

- Referrals made;

- Reasons for modifying/deferring (if applicable);

- Support services issued or offered;

- Notation of paperwork received or not received (medical documents, time sheets, job search logs, etc.);

- Notes about issues of non-participation, conciliation/sanction, good cause, when letters are mailed;

- Excused Absences granted or not, and why;

- Conversations with community partners and other team members, with partners/team members identified by full name, title and associated organization at least once on each page. After they can be identified by initial. You may add a header to the top of the page that identifies all team members by full name, title, and organization then only use initials.

- Changes made in ACCESS including the DISA code/review date and information entered on the Family Support Matrix (FSM) screen;

- Plans and next steps for both case manager and participant;

- Status of Family Development Plan (FDP), including if it was updated, reviewed, agreed to, and if it will be sent to participant or available in Notices only.

- Next meeting date and topic of next meeting; and

- Reference to call(s) made to Child Abuse Hotline if child abuse is suspected, and the intake number if available.

What should not be included in case notes

Case notes should not include the following:

- Opinions, judgments, or speculation about the participant (for example, "She's not motivated", or a case manager's "diagnosis");

- An email correspondence entered as a substitute for written notes;

- Irrelevant information (for example, detailed information about "small talk" conversations);

- Statements that you would not want the participant to read or hear.

Specific Content in Case Notes

Domestic Violence

When domestic violence is involved, describe the general nature of the discussion with participant (i.e., for safety planning, resource options, referrals). Consider that documentation of specific elements of the adult victim's location or details of their safety plan (if they are fleeing or planning to flee the abuser), may increase risk to the family. Use general terms, not specific details about safety plans or exact location of safe housing.

Calls made to Child Protective Services

When a call has been made to child protective services, provide a brief description of concern, identify which supervisor was consulted in making decision of next steps and if an official report was made or not.

Fair Hearings and Consultation with Assistant Attorney General's (AAG) Office

No documentation of consultation with the AAG's office should be included in case notes as they are protected attorney/client communications. If specific documentation was requested from a participant or the AAG, that could be indicated in case notes.

Case Manager Support

Example of a Case Note that Needs Improvement #1

9/15/20	I met with Mary this morning. She was 15 minutes late and I think she was late because she came in with her boyfriend and he was complaining that the coffee they just bought was cold. We talked about Mary's mom who is ill and she has to take care of her. Her mom is going into the hospital this afternoon for a heart procedure. The procedure is outpatient, but she will be very groggy so Mary is going with her to bring her home. During the procedure the doctor will give her a sedative in order to complete the procedure. In the past the sedative has made her sick and Mary is afraid that will happen again. Because of this Mary would like an Excused Absence from her CSP this afternoon. Mary talked a lot about other things that are worrying her: her dog is old, her teenager is giving her trouble and her youngest is getting bullied at school. Mary seems to worry a lot and I think she may have an anxiety disorder. She denies this, but I really think she needs to see a therapist.

Improved Case Note #1

9/15/20 E.O. (ESD)	I met with Mary this morning. She was 15 minutes late; but acknowledged she was late. Mary mentioned some things that have been worrying her lately: her mom is going into the hospital this afternoon for a heart procedure, her dog is old, her teenager is giving her trouble and her youngest is getting bullied at school.

	Acknowledged she has a lot going on and asked what she would like to focus on. Mary stated that she would feel a lot better if she could get some help with her youngest son, who has some special needs. Explored what that help might look like. She would like someone to talk to about the issues her son has, especially someone who can come to the home and get to know her and her son, and help her talk to the school. Asked if she would like some information about Vermont Family Network that could help her find this type of resource. Mary agreed.
	Mary's short term goal: Get some help with her youngest son
	Mary's steps to get there: Mary plans to call Vermont Family Network tomorrow at 10am when her kids are at school. If she ends up needing to be at the hospital for her mom, she will step out to the car and make the phone call.
	Support I will provide: I will check in with her at the end of the day to find out how the phone call went and what options are available.
	Mary also asked if she could be excused from her CSP this afternoon (scheduled for 3 hours), to be with her mom. She already informed the supervisor at the site supervisor. EA granted.
	Next meeting scheduled for 9/22/20.

Example of a Case Note that Needs Improvement #2

9/21/20	Had to call client because I realized I had a doctor appointment scheduled for the same day as our initial appointment. Spoke to her by phone and we agreed to hold a phone meeting next Tuesday 9/29 instead.

| 9/29/20 | Spoke to client for first appointment. She told me all about the issues she is having with her landlord. He never fixes anything in the apartment and with winter coming she is really worried that her heating bill will skyrocket. She has lived in the same apartment for 4 years and she is also worried that the landlord is going to raise the rent. Since she lost her job she is not going to be able to pay her rent. She has enough saved up to pay the rent this month and next. She wants to find employment ASAP. She is also really stressed about her kids' virtual learning, as she does not have good internet and it is already an issue when they both have to be online for classes at the same time.

I told her she needs to focus on one thing at a time and since she is at risk of not paying rent, she should probably focus on the job situation. I also told her to call the school and find out if they can help with the internet connection. We added these to her FDP and we will meet again on 10/25/20. |
|---|---|

Improved Case Note #2

9/21/20 CD phone	Realized personal conflict with initial phone meeting. Spoke to Jen via phone and rescheduled for Tuesday 9/29/20 @ 10am. I will call her.
9/23/20 CD Mail	Printed appointment letter and mailed to Jen. Sent copy of Stepping Stones tool with note to look over the life areas on the paper and think about what she might like to focus on. Explained we would talk about it more during meeting.
9/29/20	Texted reminder of 10am appt to Jen.

Spoke to Jen via phone. Acknowledged awkwardness of meeting over the phone and asked if she had any concerns to start out with. She shared some concerns she had about her landlord, and the potential that she might not be able to pay rent for long. She would like to find work. She also explained the difficulty she has |

had with her internet connection and her children attending virtual school.

I explained a bit about the Reach Up program and how we would work together to find out what items she would like to focus on. I asked if she had received the appointment letter and the Stepping Stones tool. She could not find it, so I just reviewed the life areas that are listed on the tool . I asked her to think about the things she had talked about already, as well as everything else going on in her life, and what she would like to start with today. She decided she wanted to focus on getting her kids a better set up so they could participate in school more easily. She visualized what it would be like if this happened. I asked questions and she was able to come up with the following plan which she also wrote down.

- Contact TDS (internet provider) to find out more about service options tomorrow 9/30/20 from 9-9:30am when her kids are usually doing their outdoor PE activity.
    o Find phone number from bill
    o Ask to speak to representative—explain concerns, find out options, costs

- Contact school tonight between 8:30-8:45pm after kids are in bed via email to find out what other parents are doing and who to talk to about concerns.
    o Will set alarm on phone so she remembers to email school

I will check in with her at the end of the week via text to review the plan. Jen will let me know if she has any problem completing the plan, so we can review and revise if necessary. We will meet next in two weeks on 10/13/20 @ 10am for a phone meeting. Explained I would email her a copy of the FDP and asked that she get back to me if she agrees to the plan as I wrote it down.

P-2375 Case Management (continued)

P-2375B Transporting Reach Up Participants (B21-08)

Use of Personal Vehicles to Transport Participants

Case Managers are not required to transport participants, and are encouraged to utilize other forms of transportation including Ready to Go, transportation authorizations, and mileage reimbursement as appropriate.

Case Managers who choose to transport participants in their personal vehicle must have appropriate insurance of at least 100/300 for liability. Transporting clients is restricted to conducting State business and when the transport of the individual is related to business activities of the Department, i.e. pursuing a goal on the individual's Family Development Plan.

Use of Fleet Vehicles to Transport Participants

Case Managers who choose not to transport participants in their personal vehicles are allowed to request the use of a Fleet Vehicle by using the Fleet Management Services Reservation Request: http://bgs.vermont.gov/business_services/fleet/forms/reservations.

Vehicles owned by the State used to conduct official State business would allow for the transport of clients related to those business activities, again pursuing a goal on the individual's Family Development Plan.

Transporting Participants' Children

Children may be transported in a case manager's personal vehicle or a fleet vehicle, pursuant to the above guidelines, if the child is in a child safety restraint system that meets the following criteria of 23 V.S.A. §1258(a):

- All children under the age of one, and all children weighing less than 20 pounds, regardless of age, shall be restrained in a rear-facing position, properly secured in a federally approved child passenger restraining system, which shall not be installed in front of an active air bag.
- A child weighing more than 20 pounds, and who is one year of age or older and under the age of eight years, shall be restrained in a child passenger restraining system.
- A child eight through 17 years of age shall be restrained in a safety belt system or a child passenger restraining system.

P-2375 Case Management (continued)

P-2375C Correspondence (B21-08)

When planning your work with a participant, ask how they prefer to communicate (for example: phone, email, text) and document their preference in case notes.

Text or Email

Avoid abbreviations: maintain professional language.

Tone: it is okay to be quick and to the point, but never overly informal. Tone can be lost or easily misinterpreted in text and email. Try to use the same tone of voice you would use in a face-to-face meeting with a person who receives Reach Up.

Response time: While it may seem obvious, how and when you answer text messages sets precedents with people. To prevent round the clock text messages, only send and respond to messages during regular office hours.

Avoid benefit discussions: While you may want to alert a person who receives Reach Up that their paperwork is due via text message, always be sure that notification has gone out by mail. This makes it easier to maintain a paper trail.

Mail

Each district team should establish a plan with their Reach Up Supervisor and Operations Director to handle mail in the office. If someone is not going to be in the office for some time, have a plan for who is going to scan documents to them and ensure that outgoing mail is being sent.

Documentation

All correspondence must be documented in case notes. Paraphrase the main idea of what was conveyed.

Only emails and text messages that provide good cause or verification must be saved.

P-2375 Case Management (continued)

P-2375D Signatures on Reach Up Documents(B21-08)

There are many forms and agreements that require a signature for the Reach Up program. The type of signature that is required depends on the type of document.

Types of signatures

Verbal Agreements/Signatures

Verbal agreements/signatures are acceptable for the following:

- Reach Up services related forms that are not releases, such as Family Development Plans (FDPs) and conciliation resolutions; and
- Releases that are not authorizing the disclosure of HIPAA protected information as well as substance use treatment records.

Electronic Signatures

Electronic typed signatures, with or without authentication measures, are acceptable for the following:

- The forms listed above; and
- Eligibility related paperwork, such as 202 Applications, Interim Reports (IRs), employment information forms, etc.

Typed signatures for these forms are acceptable because they do not contain authorizations to release HIPAA-protected info.

Physical Signatures

Physical signatures (sometimes referred to as "wet" signature) are required for any releases that authorize the potential release of HIPPA protected information.

This includes the following:

- Waiver of Confidentiality (form 201WC) when HIPAA protected information and/or substance use treatment records may be shared;
- Referrals to mental health and substance use treatment providers; and
- Releases included with Reach Up related medical forms such as the 210TMD and 660MRR.

A picture of the signed form is acceptable, similar to a fax or photocopy.

Case Manager Support

Signing Documents Using Electronic signatures

The following instructions refer to signing the Family Development Plan (FDP) electronically, however these practices can be used to sign other documents.

Signing Using PDF

1. Open Notices and find the FDP you would like to send to the participant. Save the FDP to your computer and attach to an email. (The FDP will save as a PDF.)

   a. There is an ACCESS video available that will help (Printing FDP from Notices).

2. Participant would open the PDF (they may need to save the document to their computer especially if they do not have Adobe).

3. Click on Fill & Sign.
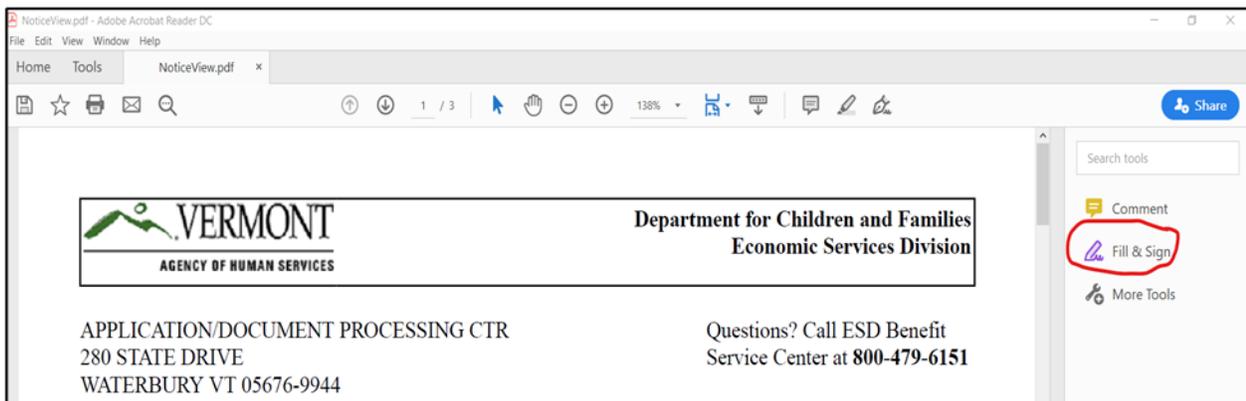
4. Click where you want to sign.
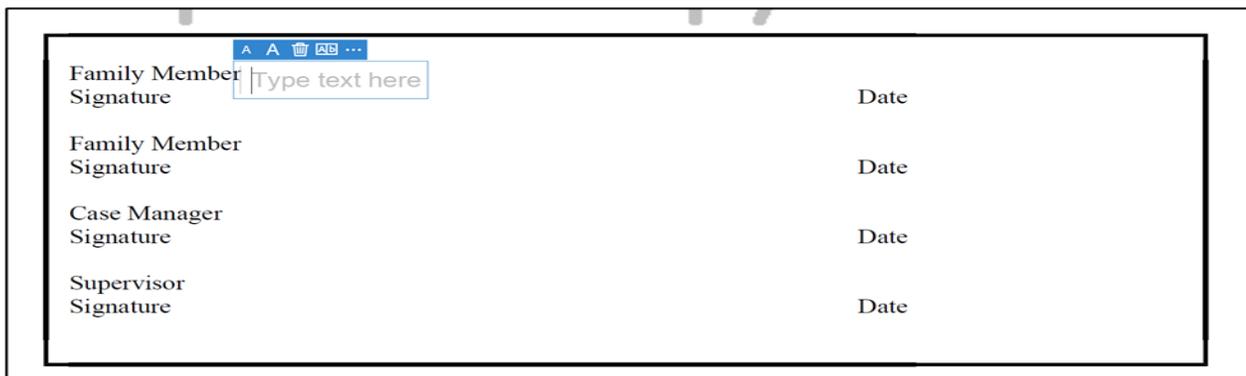
5. Type signature and date.

Family Member Signature Participant Signature   Date 3/19/20

Family Member Signature   Date

Case Manager Signature Case Manager Signature   Date 3/19/20

Supervisor Signature   Date

6. Close "fill and sign" by clicking the close button.
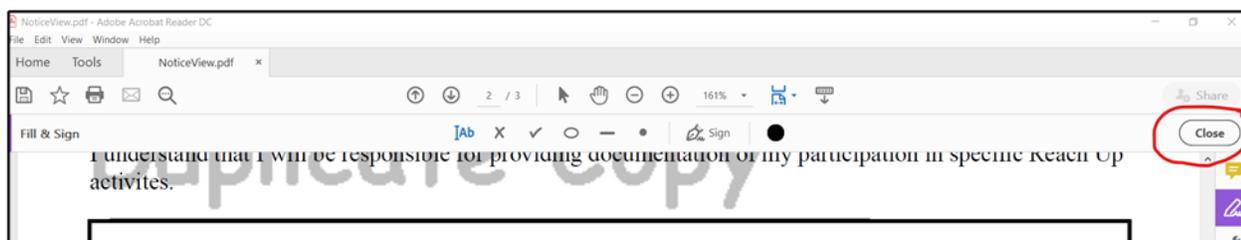
7. After the document is signed there are two options to send the PDF by email:

    a. Save the PDF to your computer and attach to an email, or

    b. Use the email function on the PDF.
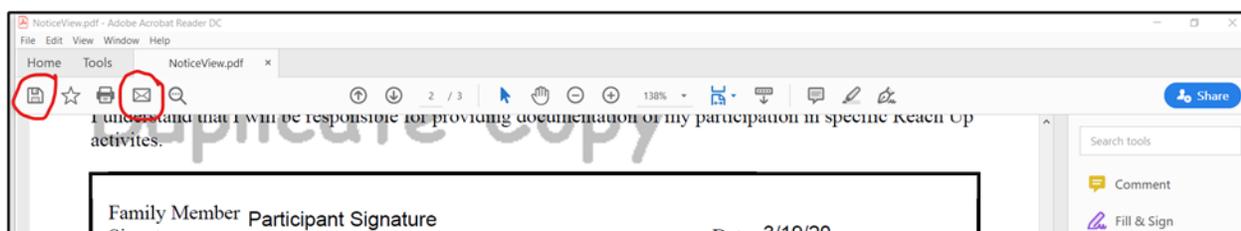
Signing Documents Using Word

1. Create a FDP using the [FDP Word Document 614.](#)

2. Save the FDP to your computer and attach to an email.

3. Participant would open the Word document and save it to their computer.

4. The participant will type their name, save the document, and send it back.

5. If the participant is unable to open a word document, try converting the Word document to an PDF.

    a. To convert a word document to PDF. Go to file, select export, create PDF/XPS, and save to your computer.
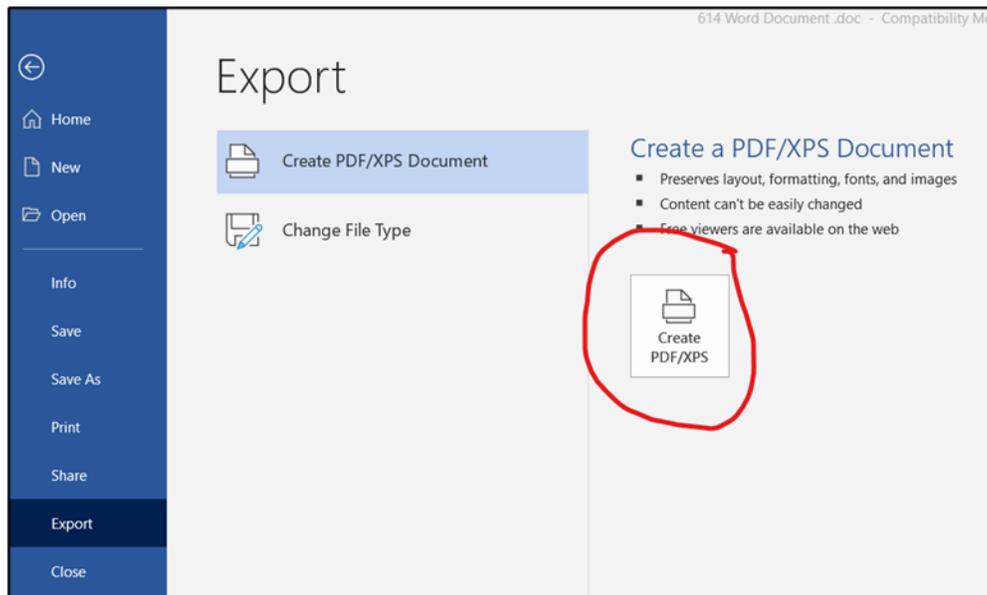
Signing FDP with an Android Phone

Follow the steps in the YouTube video. The key is to download a free app called Adobe Fill & Sign.

https://www.youtube.com/watch?v=UB4BuNuIHUA

Signing FDP on iPad or iPhone

Follow the steps in the YouTube video.

https://www.youtube.com/watch?v=SHo7BwxHYaU

The steps in the video will not work on older models. Follow the steps below for older iPhones and iPads.

1. Save the FDP or document as a PDF and attach to an email.

2. Open the PDF on your phone.

3. Click the button in the upper right corner.
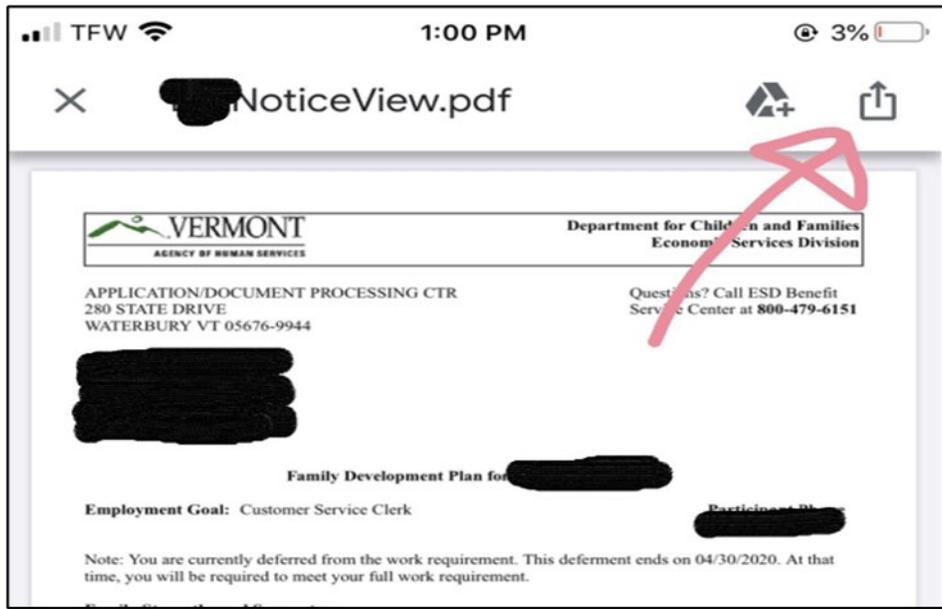
4. This will give you two options, select "Share File Via…"
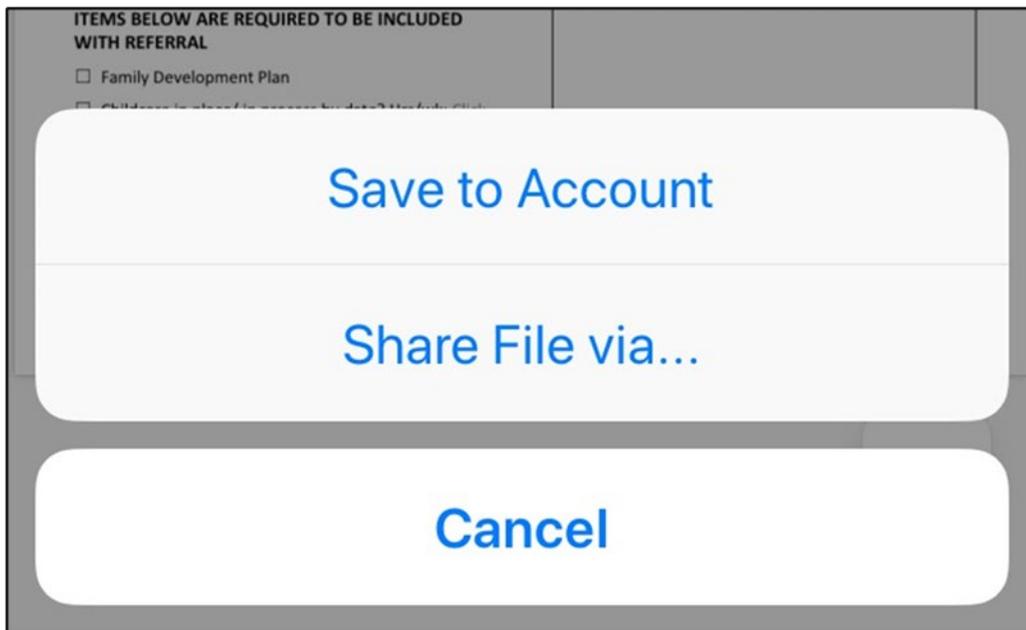
5. Scroll down to the "Markup" option.
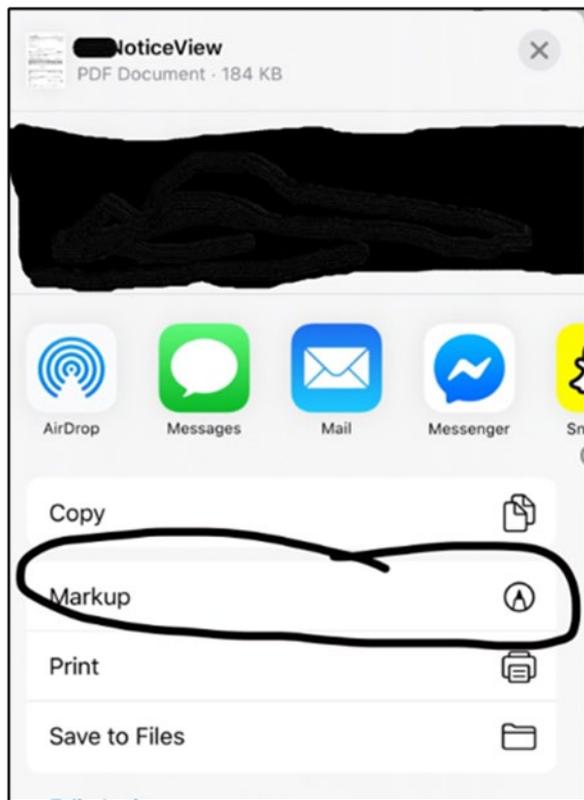
6. It will pop up different writing utensils or you can select the plus sign for different options.

Note: for a multiple page document select the blue pen icon on the far right, which will allow you scroll to the page you would like to sign. When you get to the page you want to sign click the blue pen icon again.
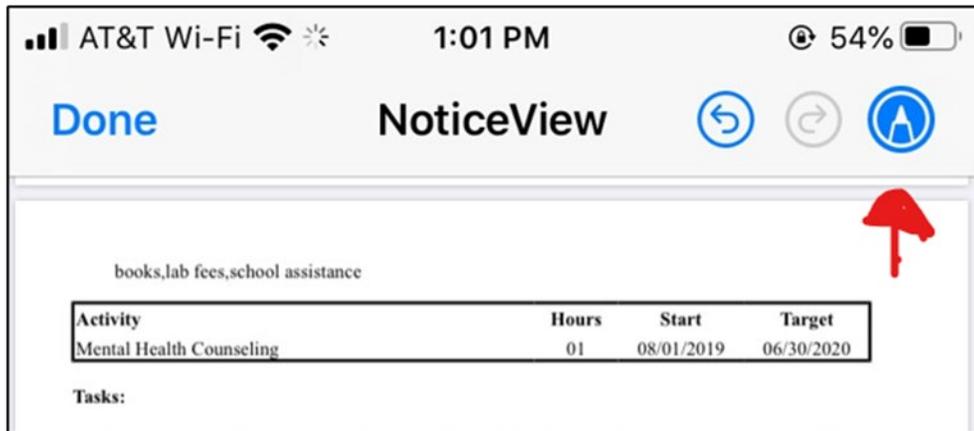
7. Once the document is signed select "Done" and "Save File To…".

8. Save the file to your phone and attach to an email.

P-2375 Case Management (continued)

P-2375E File retention (B21-08)

How long to keep documents

All versions of a document should be kept in the file for the period of time referred to below [for example: An FDP was signed 6/5/19 and was replaced by a new FDP on 4/12/20. The case closed 10/31/20. The FDP signed 6/5/19 needs to be kept for 3 years after it was replaced on 4/12/20 (4/12/23) and the FDP signed 4/12/20 needs to be kept for 3 years after the case closes so 10/31/23.].

First Brad

Document Type	How Long to Retain and When to Purge
Family Development Plan (614)	Retain for 3 years after the FDP has been replaced by a new FDP (retain final FDP for 3 years after case closes)
RU/RF Enrollment Quest. (604)	Retain for 3 years after the last day of the calendar year eligibility for RU/RF has been determined
Stepping Stones Tool	Retain for 3 years after each update (retain final SS Tool for 3 years after cases closes)
Goal Sheets	Retain for 3 years after the Goal Sheet has been replaced by a new Goal Sheet (retain final Goal Sheet for 3 years after case closes)
UNCOPE (604 SUPP)	Retain for 3 years after the decision to refer/not refer has been made

Second Brad

Document Type	How Long to Retain and When to Purge
Case Notes	Must be kept until individual is deceased. If the participant had been a recipient of E&T services within the last year of their life, keep the case notes for an additional three years after the individual has deceased.

Third Brad

Document Type	How Long to Retain and When to Purge
Correspondence	Retain for 3 years from the last day of the calendar year the correspondence was created
Conciliation Notices (617, 617CR)	Retain for 3 years after the conciliation has been resolved, either successfully or unsuccessfully
Sanction Notice Authorization and Reasons for Sanction Letter (606)	Retain for 3 years after the sanction has been cured (pre OnBase or not)
Reach Up Time Limits Letter (609)	Retain for 3 years from the last day of the calendar year in which the appointment was scheduled
60 Countable months- closure/break in benefits authorization (606CBA)	Retain for 3 years after benefits have closed specific to this form
Notice of Assessment Appointment (617N)	Retain for 3 years from the last day of the calendar year in which the appointment was scheduled
Good Cause letters	Retain for 3 years from the last day of the calendar year in which the good cause was due

Fourth Brad

Document Type	How Long to Retain and When to Purge
Information Release/Confidentiality Agreement (201WC)	Retain for 3 years after the release has expired (see expiration date on release) or been revoked
BFIS Childcare Authorization /Subsidy Application	The BFIS Childcare Auth./Subsidy Appl should be documented in case notes.
Reach Up Vehicle Authorization form (602RTP)	Retain for 3 years after vehicle has been authorized/denied
Transportation Authorization	Retain for 3 years after transportation has been authorized/denied
Ready to Go related (602RTG, ride requests)	Retain for 3 years after signing/requesting
Transportation Survey	Retain for 3 years after each update (if no more surveys are completed, retain the original/final survey for 3 years after case closes)
Medical (660MRR, 210TMD, 210NIH, 210CS, 210NMR, 600MRT)*	Retain for 3 years after MRT decision has been made
Young Child Deferment (622)	Retain for 3 years after deferment ends
Referrals (i.e.- to VocRehab,	Retain for 3 years after the last day of

CWS)	the calendar year the referral was made
Treatment Logs	Retain for 3 years after the last day of the calendar year treatment was completed
Childcare search Logs	Retain for 3 years after the last day of the calendar year the log has been handed in
Family Services documents (Family Safety Planning meeting notes, etc)	Retain for three years after related FSD case closes
Domestic Violence (DV) modification/deferment paperwork and supporting documents	Retain for 3 years after deferment ends

If the 210SUM or medical records are received in the District Office, they should be sent to the MRT email group right away. While the District Office is waiting for confirmation from the MRT email group, the 210SUM and medical records should be kept in a confidential file. Once the District office receives the confirmation from the MRT email group that the records have been received, the 210SUM and medical records must be shredded. (*These are different than the forms listed above.)

Central Office will keep medical documents for 3 years after the date of the MRT decision.

Fifth Brad

Document Type	How Long to Retain and When to Purge
Assessments (employment related, education related, etc.)	Retain for 3 years after the results of the assessment have been acted on (e.g., referral made, FDP updated)
CSP/WKEX paperwork (625WA)	Retain for 3 years after participant has completed/left activity
PSE Application (202PSE)	Retain for 3 years after the last day of the calendar year the application was submitted
Resume	Retain for 3 years after resume is updated or case closes
Activity Schedules (education related, job club, etc)	Retain for 3 years after participant has completed/left activity
Excused Absence logs	Retain for 3 years after the last day of the calendar year logs have been handed in
Job Search logs	Retain for 3 years after the last day of the calendar year logs have been handed in
Participant Attendance Reports	Retain for 3 years after the last day of the

(625AR) & Student Education Reports	calendar year reports have been handed in
CSP/WKEX Participant Evaluation (625PE)	Retain for 3 years after participant has completed/left activity
Employment Info. (218E, 218ET, Profit & Loss statements, etc.)	Retain for 3 years after information has been acted on
Reach Ahead Enrollment (600)	Retain for 3 years after the last day of the calendar year enrollment/denial was completed
Housing Search Logs	Retain for 3 years after logs have been handed in
Housing Applications	Retain for 3 years after the last day of the calendar year decision on application has been made

Sixth Brad

Document Type	How Long to Retain and When to Purge
Check Authorizations	The check authorizations should be documented in case notes. We do not need to retain the check authorization print out.
Payment Authorization for RU services (630A)	Retain for 3 years after payment has been made
Bills/Receipts	Retain for 3 years after action has been taken on bill/receipt
Matrix Exception approval	Retain for 3 years after approval

Death of Participant

Case notes must be shredded/deleted promptly upon death of participant.

The exception for shredding/deleting case notes is for those participants engaged in E&T services for any point in the last year of their life. Case notes for these individuals should be maintained for three years after their death.

Documentation other than case notes such as applications, reports, logs, correspondence, and notices should be retained for 3 years after the last day of the calendar year they were created, regardless of when participant died.

This means, if a current participant dies—retain authorizations, agreements, and FDPs for three years after death, then shred or delete. Shred or delete the case notes upon learning of the participant's death, unless they were engaged in E&T services for any point in the last year of their life.

Other Documents

Old V&D checklists are no longer used, and any that exist in files should be more than 3 years old, so they can all be purged at this point.

Child Support Waiver paperwork

Though maintained in a separate classified file, documents should be retained for 3 years after the last day of the calendar year in which the waiver decision expires, or in the case of a lifetime waiver 3 years after the last day of the calendar year in which the case closes.

P-2375 Case Management (continued)

P-2375F Virtual Meetings (B21-08)

HIPAA protected information to be shared

The AHS Consumer Information and Privacy Standards (CIPS) Steering Committee has confirmed that Skype and Teams are the only applications that can be used by AHS staff if HIPAA protected information is going to be shared. This includes employees of Economic Services Division (ESD).

HIPAA protected information not shared

For interactions when HIPAA information is not going to be shared, AHS has approved use of Zoom between staff and clients.

1. Due to internet security issues, employees of ESD, including Reach Up case managers and supervisors, are not allowed to create their own Zoom accounts or initiate Zoom meetings, but it is OK to join a Zoom meeting if invited.

2. Family Services Division (FSD) frequently uses Zoom with FSD clients. ESD staff can be part of an FSD initiated Zoom meeting if HIPAA protected information is not going to be shared by the ESD staff.

3. If ESD staff were on a Zoom meeting with a participant and the participant disclosed HIPAA related information this would be okay, as this is participant disclosure—not ESD staff disclosing the information. ESD staff could not share HIPAA protected information with the participant in this meeting.

4. Partners must follow their own program guidelines when using Zoom with participants that are receiving Reach Up.

5. If a partner initiates a Zoom meeting with ESD staff and HIPAA protected information may be shared, the ESD staff must confirm if the partner is using a HIPAA compliant platform.

   For example: Howard Center has confirmed they use a HIPAA compliant platform when holding virtual meetings with participants in the MOMs Program.

   a. Typically, Employment Specialists and Job Coaches would not be sharing HIPAA protected information, so they do not need a HIPAA compliant platform.

b. MH Clinicians and Case Managers working for the Designated Agencies (DAs) should be asked if they are using a HIPAA compliant platform before ESD staff could share HIPAA protected information about a Reach Up participant.

P-2376 Electronic Case Files (B21-08)

Documents pertaining to people receiving Reach Up need to be saved to the participant's electronic case file. The documents should not be saved only in the H-Drive, text messages, or in email. This is not only due to security issues, but it is also best practice so that someone other than that one case manager will have access to those documents if necessary.

P-2376 Electronic Case Files (continued)

P-2376A Electronic Case Files – Creating Files (B21-08)

Each district will set up a file in their district's shared drive. The files will be labeled "District Reach Up Case Files". For example, "ZDO Reach Up Case Files" (this would be where your case notes are currently saved).

Y:\ESD\District
Y:\ESD\District\District Reach Up Case Files

Within each District file everyone that is receiving Reach Up will have their own individual folder. The folder will be saved by their last name, first name, and last 4 of their SSN. For example, "Doe, Jane 1234".

Within each person's file there will be subfolders to save documents labeled by brad to match the paper file.

> Brad 1
> Brad 2
> Brad 3
> Brad 4
> Brad 5
> Brad 6

Case managers can add a description to each brad, but they are not required to. They may also create yearly sub-folders within each brad if there is a larger number of documents saved. Additional sub-folders should not be created unless there are many documents pertaining to the same thing. For example, housing.

If someone's name changes, the case manager is responsible for changing the name of the file. If someone reopens with a new name, the District Supervisor is responsible for changing the name.

District offices (DO) may each decide how they would prefer to organize participant case files. They may choose to save them alphabetically by participant last name, or they may choose to save them by case manager. If DO chooses to save participant case files by case manager, they should create a "Closed" folder. A "Closed" folder is recommended if files are saved alphabetically as well, but not required.

Case Manager/Supervisor Support

Setting Up Folders

Create a template that includes all 6 brads and save to the share drive. Create the participant's folder, then open the template, highlight, and copy all 6 brads, and paste into your folder. (Or copy the entire template folder, paste it where you want the new folder and rename it.)

To create a template folder right click select "New", then "Folder". Name the folder "Template".
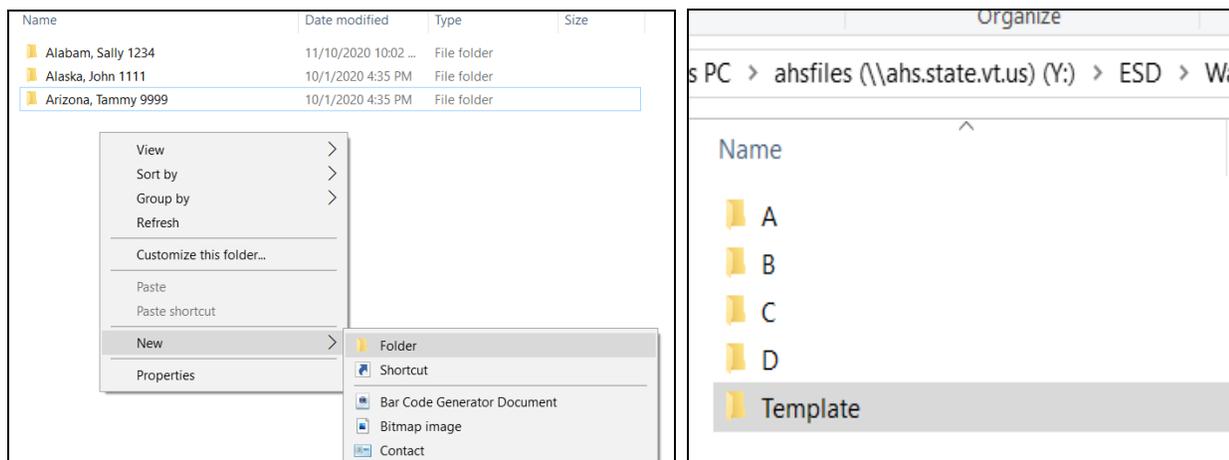
Open the "Template folder" and add the 6 brads to the "Template Folder". Right click, select "New", then "Folder". Name the folder Brad 1. Follow this process for Brads 2, 3, 4, 5, and 6. (Optional: You can add a description to each brad.)
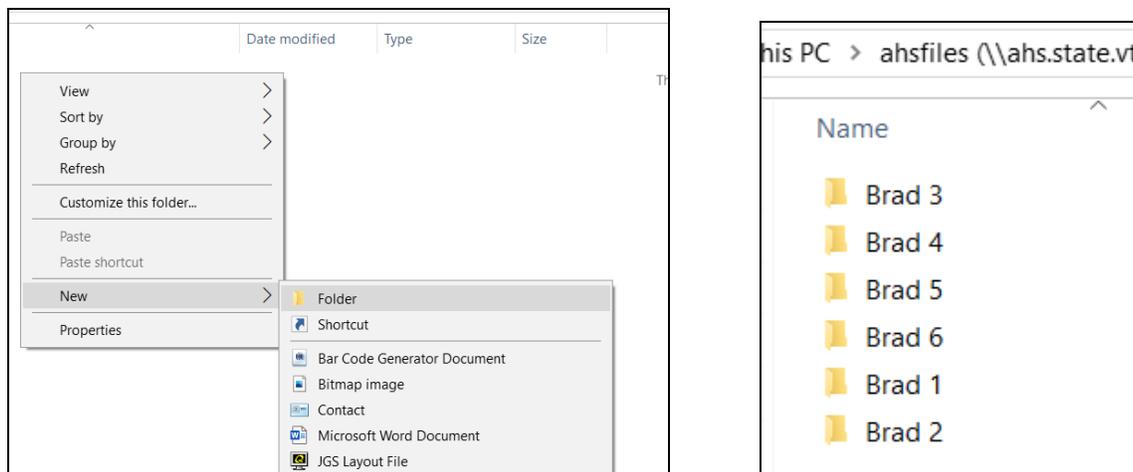
To use the template: open the template, highlight the 6 brads, right click and select "copy". (To highlight the brads: select one brad, hold down the "shift" key and use the arrow to select the other brads.)
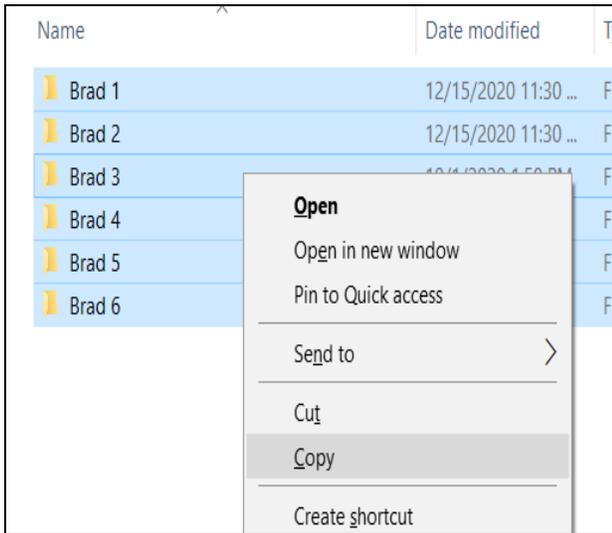
Open the participant's folder, right click, and paste the brads into the folder.
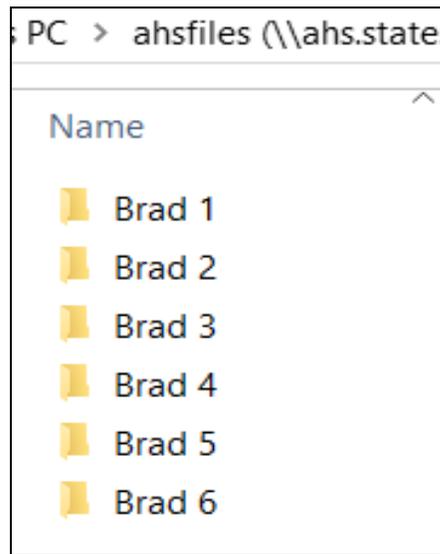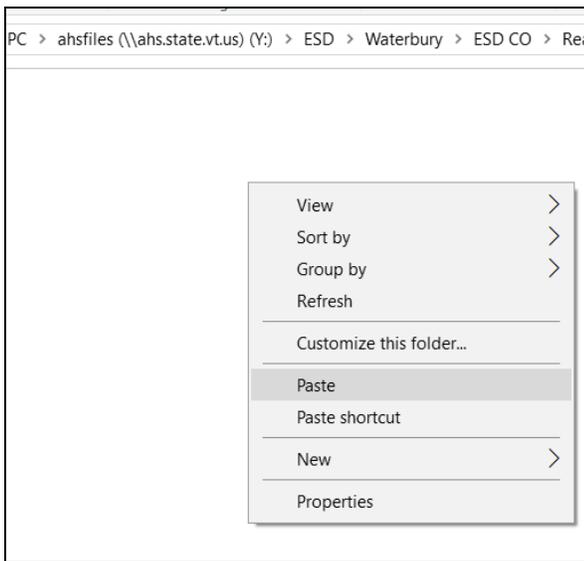
Setting Up Folders using Quick Access

Find the file you want to pin to Quick Access. Right click and select "Pin to Quick Access".
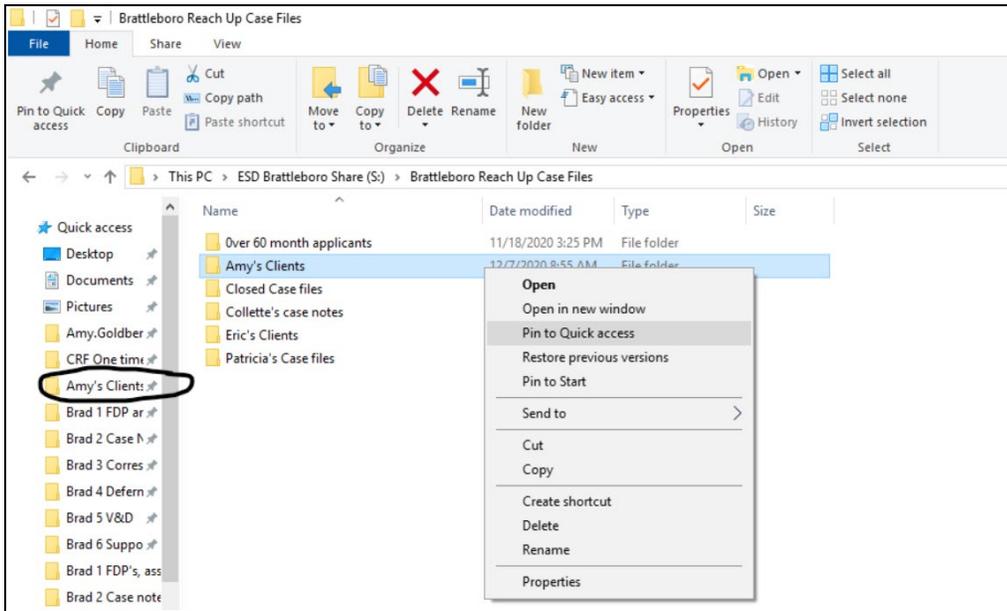
If you create a template with all brads in them, you can pin each brad to "Quick Access". (If you need help setting up a template ask your supervisor or email Reach Up Central Office AHS.DCFESDCOReachUp@vermont.gov.)
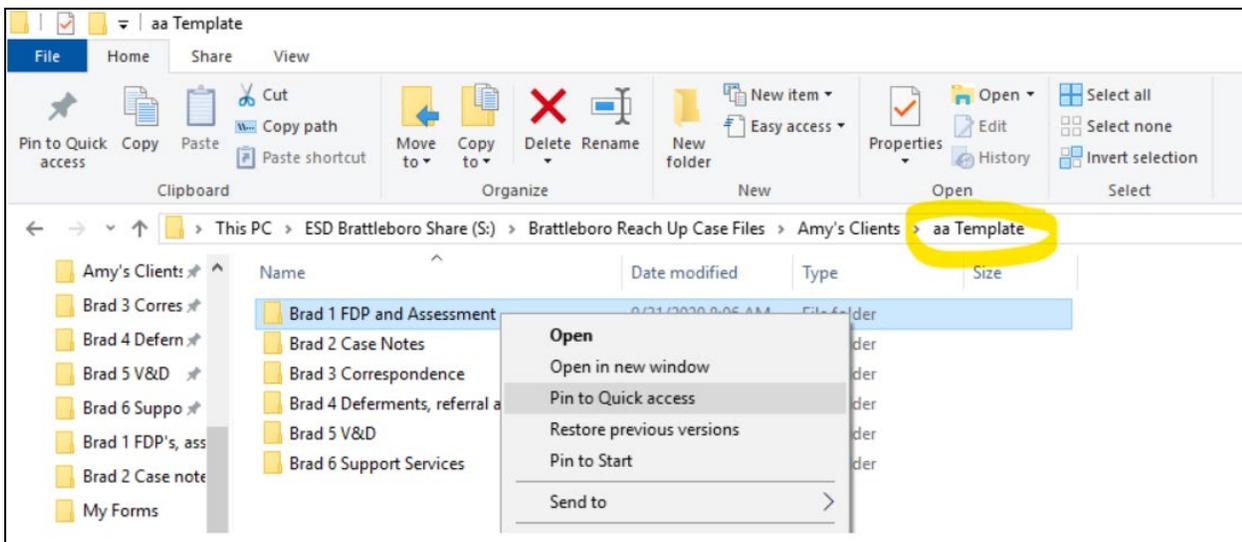
Then you can drag and drop from there to a participant file.

File   Home   Share   View

Pin to Quick access | Copy | Paste | Cut | Copy path | Paste shortcut | Move to | Copy to | Delete | Rename | New folder | New item | Easy access | Properties | Open | Edit | History | Select all | Select none | Invert selection

Clipboard   Organize   New   Open   Select

← → ∨ ↑ > This PC > ESD Brattleboro Share (S:) > Brattleboro Reach Up Case Files > Amy's Clients > A client folder for training

Name   Date modified   Type   Size

∨ ⭐ Quick access
  🖥 Desktop   📌
  📄 Documents   📌
  🖼 Pictures   📌
  📁 Amy.Goldber   📌
  📁 CRF One time   📌
  📁 Amy's Clients   📌
  📁 Brad 1 FDP and Assessment
  📁 Brad 2 Case N   📌
  📁 Brad 3 Corres   📌
  📁 Brad 4 Defern   📌
  📁 Brad 5 V&D   📌
  📁 Brad 6 Suppo   📌
  📁 Brad 1 FDP's, ass
  📁 Brad 2 Case note

This folder is empty.

P-2376 Electronic Case Files (continued)

P-2376B Saving Documents (B21-08)

Documents should be saved by date, document type, and participant's initials. For example, "11.18.20 602TPS MB". This will keep documents in chronological order.

Case Manager/Supervisor Support

You can also select "Date modified" within the folder to help keep documents in chronologic order.
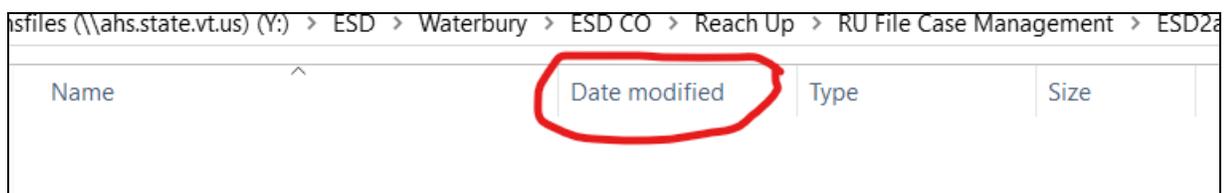
Desktop

You can drag and drop anything saved on your desktop. Make the screen small enough so you can see everything you want and drag and drop.
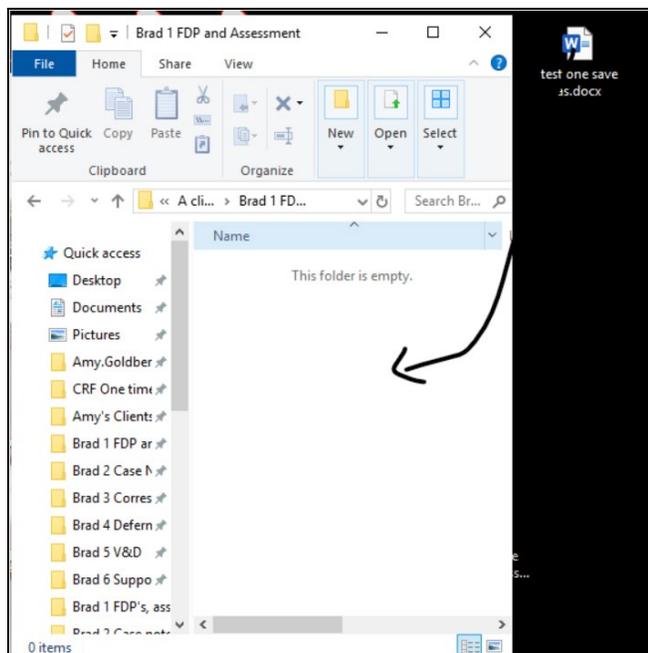
P-2376 Electronic Case Files (continued)

P-2376C Mail (B21-08)

Any mail that comes into the district office should be scanned to the case manager and saved to the electronic file. Each district will need to create a process for this. There should be very few documents being sent through the mail. If you are regularly receiving mail, please review the documents you are receiving and develop a plan to receive them electronically. If you need help with this, please reach out to your supervisor or central office.

P-2376 Electronic Case Files (continued)

P-2376D Emails (B21-08)

Most emails should be paraphrased into case notes and <u>not</u> saved in the electronic file. Emails that provide good cause or verification and documentation (V&D) of hours must be saved.

Case Manager/Supervisor Support

Saving an email

If there is an email that must be saved, following are a few options to do this:

1. Select "File" and then "Save As".
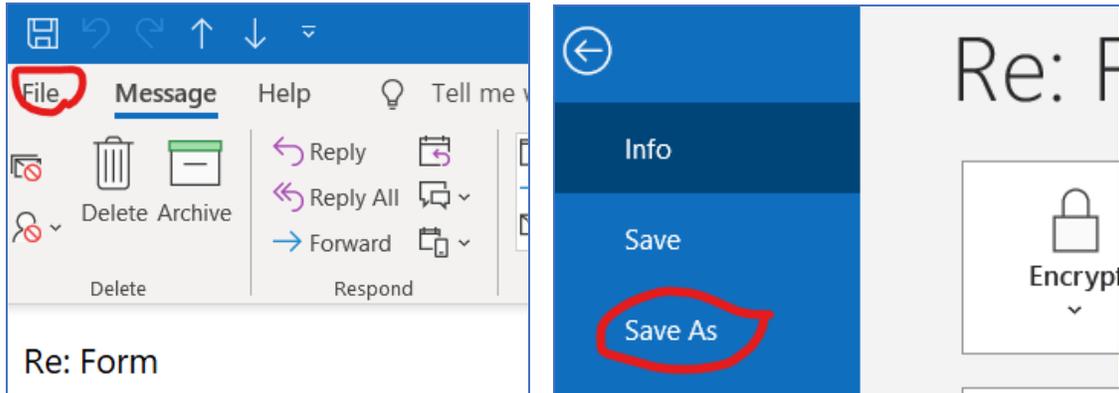
OR
2. Right click on the email and select "copy" then paste the email into the participants folder.

OR
3. Copy the content of the email and paste this into a word document. Then save the word document.

Saving an email attachment

Open the participant's file and brad you want it in. Also open the email but do not open the attachment. Minimize both so you can see them side by side. Then drag and drop the attached file.
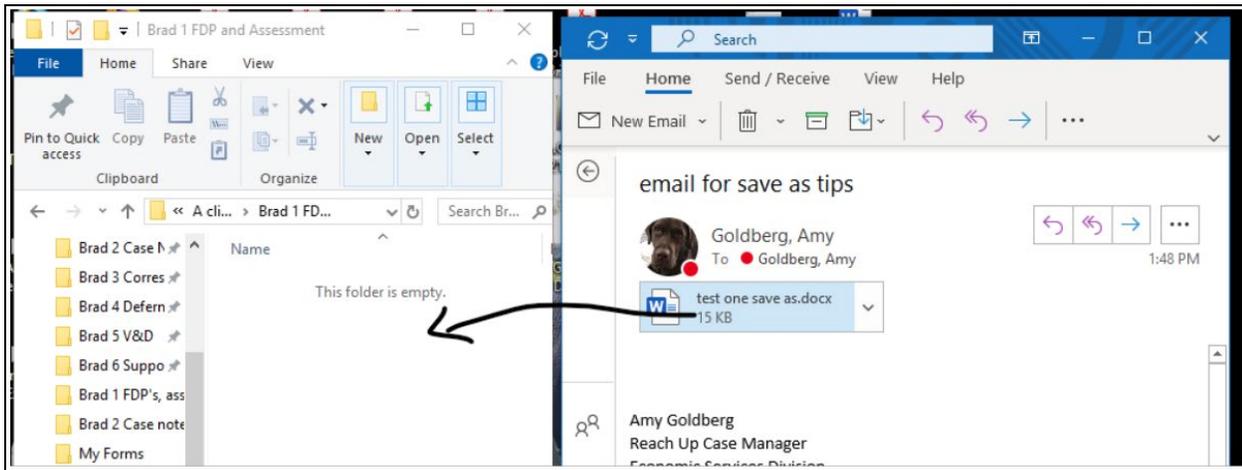
P-2376 Electronic Case Files (continued)

P-2376E Text Messages (B21-08)

Text messages should be paraphrased in case notes like a phone call or email. However, if the text message provides good cause or verification and documentation (V&D) of hours, the text message itself must be saved.

Case Manager/Supervisor Support

Saving a text message

Select the text string you want to save and hold your finger down on one of the texts.

Select More.
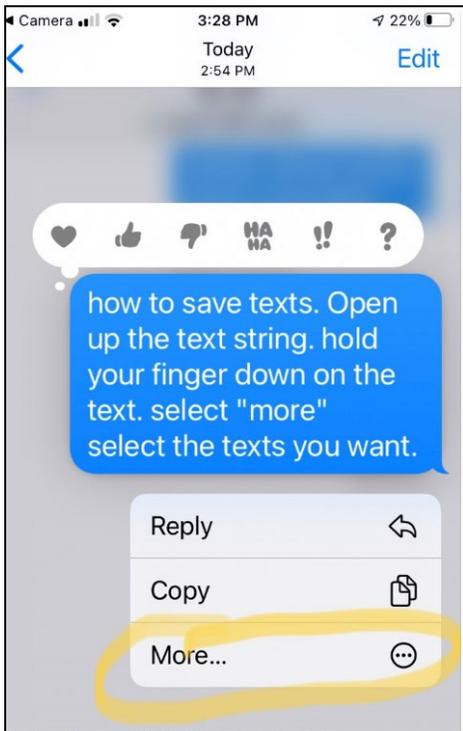
Select all the texts you want to save by selecting the check mark to the left of the message. You will know it is selected when the check is blue.
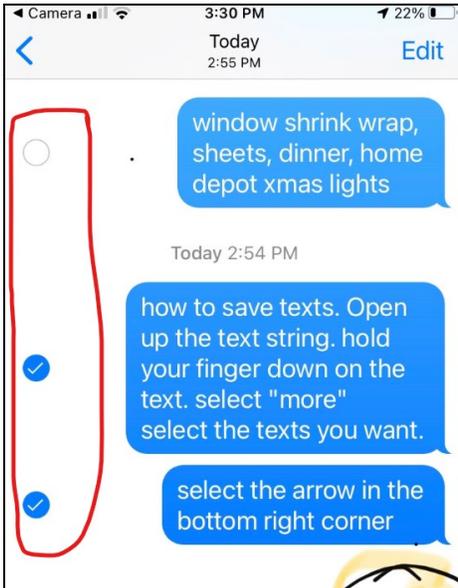
Select the arrow in the bottom right corner.
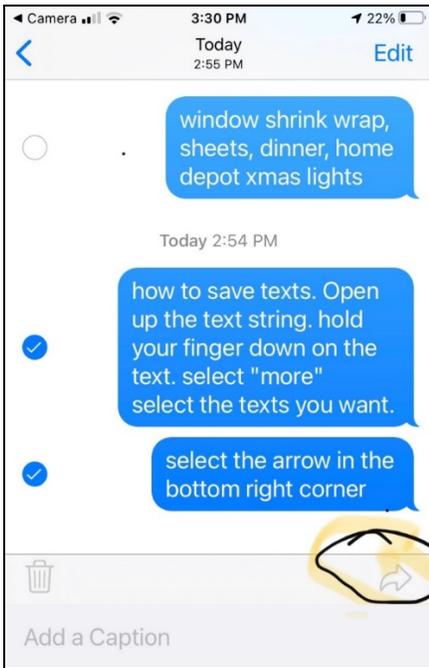
Enter your email address and send.
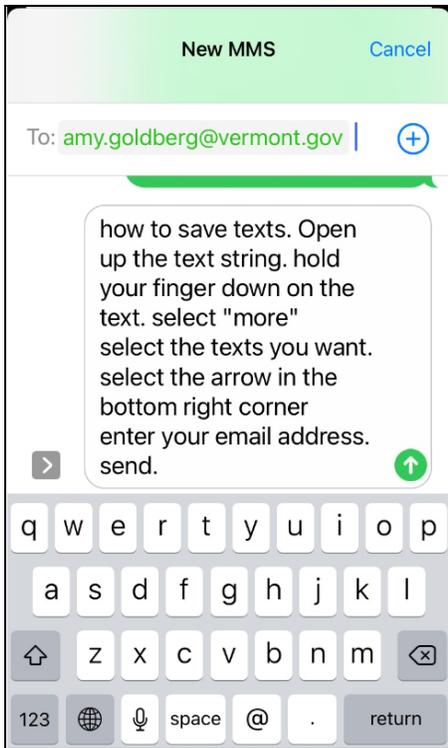
You will receive an email with the text messages; they will be in notepad. Organize them in notepad or save them to a Word document.
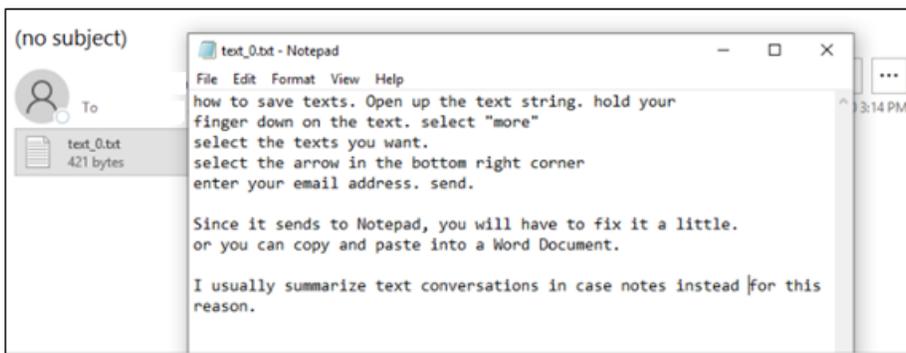
You can also take a screen shot of the text and send it to yourself via email, then save the document.

P-2376 Electronic Case Files (continued)

P-2376F Paper Files and Notices (B21-08)

Paper files will no longer be created or added to and can continue to be purged according to the case file retention schedule found in Reach Up Services procedure P-2375E. Going forward, any paper documents that are received will need to be scanned and saved to the electronic participant case file.

Documents that have already been filed in the paper file do <u>not</u> need to be scanned and saved into the electronic file. If there is a document currently in the paper file that could be helpful if working remotely, make a plan to have that document scanned. This should only be done on a very limited basis.

Documents that are available in the Notice System do not need to be saved in the participant case file. They are available in ACCESS and do not need to be saved again.

P-2376 Electronic Case Files (continued)

P-2376G Transferring Case Files Between Districts (B21-08)

Notifying other district of transfer

Participant notifies the current case manager they are moving

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

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

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

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

Participant moves but does not notify the current case manager

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

Responsibilities of the Reach Up Case Manager

Before sending the file to the new district the current Reach Up Case Manager should:

- Make sure all case notes are complete;

- Write a summary in case notes that includes:

    o *Current issues that need to be addressed (for example, there is a current conciliation resolution or sanction); and*

    o *Any other updates that the case manager would find helpful if they were about to begin working with the participant.*

- Pay all support services they have agreed to pay and document them in case notes;

- If the family is currently conciliated or sanctioned, try to resolve before the transfer is made.

- o If the current case manager is not able to resolve the conciliation or sanction the current plan should be documented in case summary.

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

- Organize both the electronic file according to Reach Up Services procedure P-2375E; and

- Purge the paper file:

  - o All documents that can be removed and shredded should be.

  - o All existing paper documents should be secured in the file according to P-2375E.

Responsibilities of the Reach Up Supervisor

Before sending a file to the new district the current Reach Up Supervisor should:

- Review the case file to ensure the file is in proper order; and

- Create a Compressed (zipped) folder of the electronic file and send the Compressed (zipped) folder to the supervisor in the new district (see instructions below).

Transfer of paper files

Files can be transferred at joint meetings or via Operations Directors.

Files cannot be sent via mail.

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

Case Manager/Supervisor support

Creating and sending a compressed file

To create a Compressed (zipped) folder, right click on the folder, select "Send To" and then select "Compressed (zipped) folder."
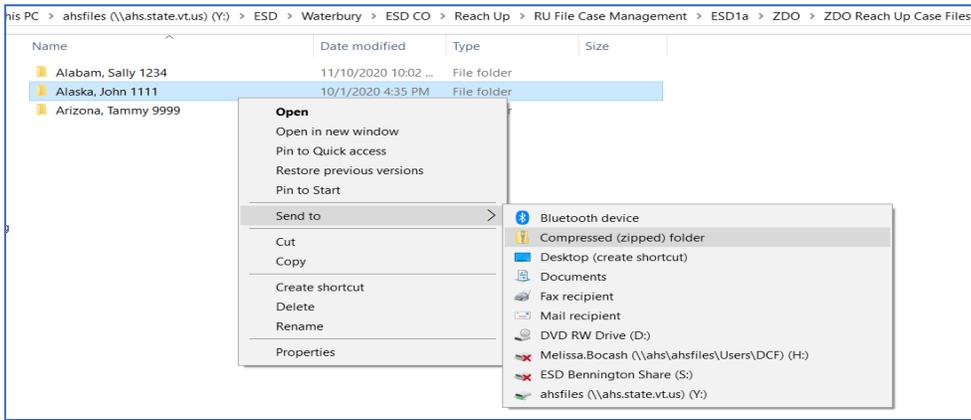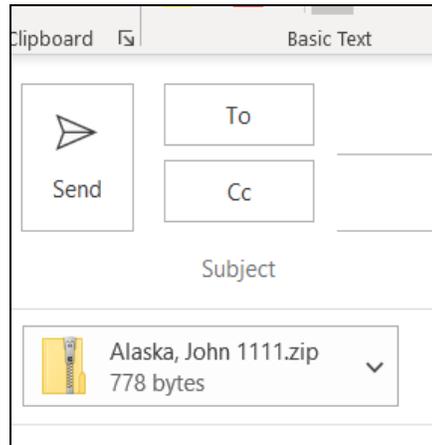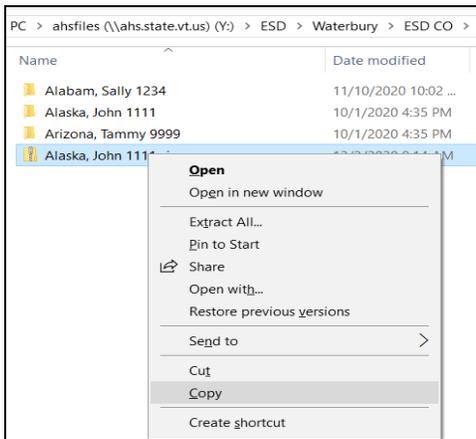
The "Compressed (zipped) Folder" function may also be found by selecting "New" if "Send to" does not appear.
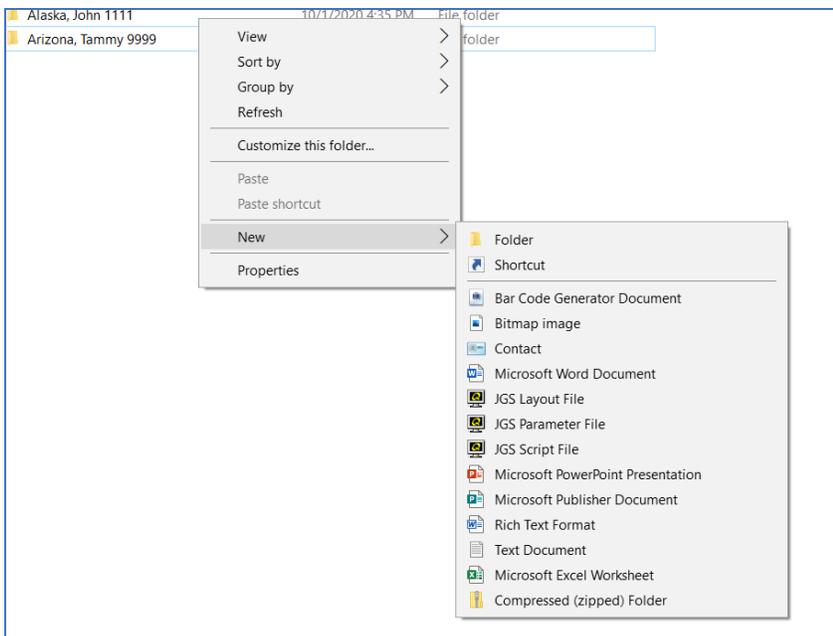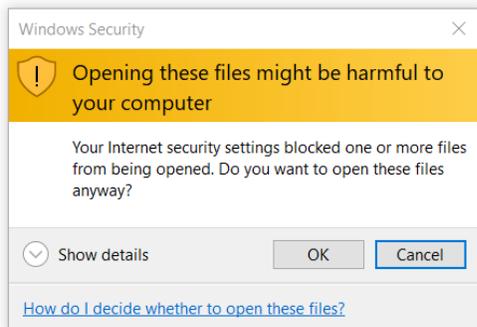

The "Compressed (zipped) Folder" will appear at the bottom of the list of folders.
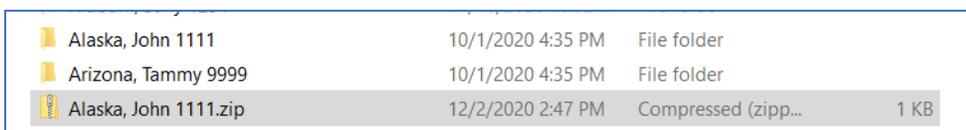
Right click on the zip file, select "copy", then paste the zip file into an email.

When trying to copy the zip file you may encounter a message that says "opening these files might be harmful to your computer" you can proceed by selecting okay.
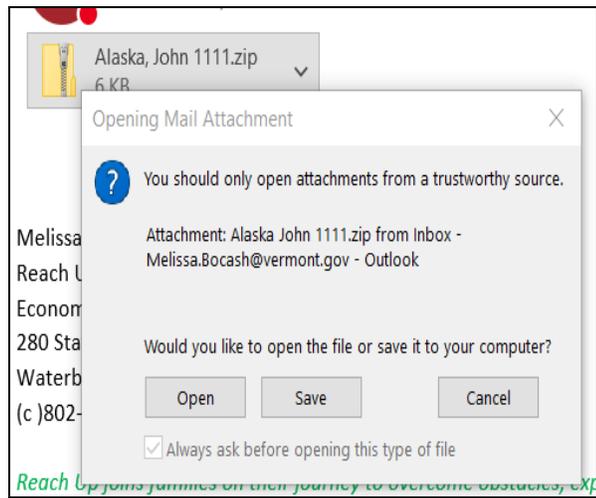

Opening and saving a compressed file

When the supervisor in the new district receives the zip file, they will need to unzip the file before it can be saved.
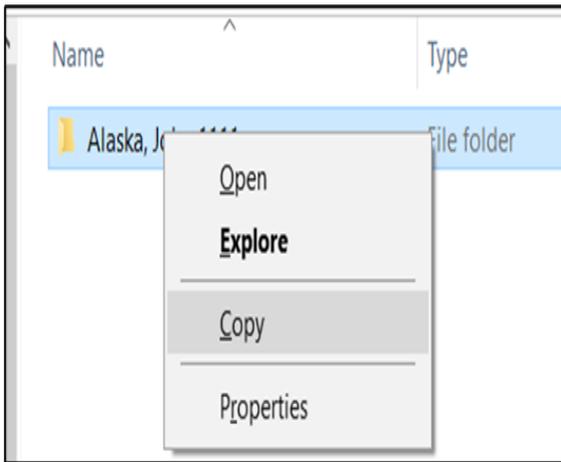
One option to unzip the file is to open the file attached to the email. Open the file by double clicking or right clicking the file.
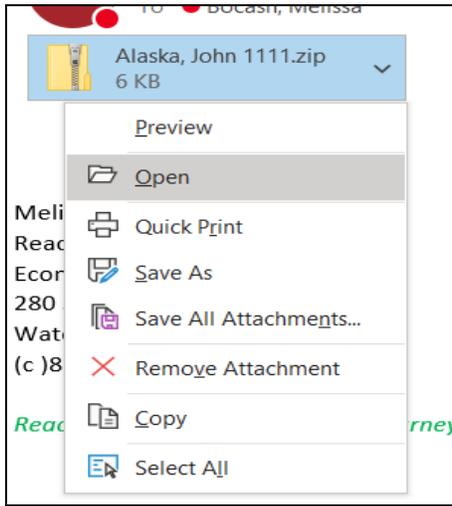
OR

The folder will automatically open unzipped. Copy the folder and save it to the correct folder.

Once you have saved the "unzipped" (normal) file, delete the "zipped" version that had been saved in their district's shared folder as well.

Finally, email the sending supervisor so they can delete the zip file on their end as well.