STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families

BULLETIN NO.: 22-06

FROM: Tricia Tyo, Deputy Commissioner
Economic Services Division

DATE: 2/16/22

SUBJECT: Reach Up Procedures

CHANGES ADOPTED EFFECTIVE ___3/1/22___

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-2201	P-2202	P-2210	P-2211
P-2214	P-2215	P-2231	P-2270

Several Reach Up procedures have been updated to correct broken links, provide specific instruction that was previously only available in desk aids, or clarify existing processes. A process was added to verify school status for new applicants that have a child that will be turning 18 the month of or the month following when their application was submitted, as well as a process to make sure the correct shelter allowance is considered for households staying in GA hotels. The process was aligned for requiring assignment of child support rights when a new child enters a household already receiving Reach Up, versus when applying as a new household.

Manual Maintenance

Significant changes are indicated by highlighting text in gray.

Reach Up Procedure

Remove		Insert	
P-2201	(19-04)	P-2201	(22-06)
P-2202B	(20-08)	P-2202B	(22-06)
P-2210I	(20-08)	P-2210I	(22-06)

Remove (cont.)		Insert (cont.)	
P-2211A	(19-12)	P-2211A	(22-06)
P-2214A	(20-08)	P-2214A	(22-06)
P-2215A	(20-08)	P-2215A	(22-06)
P-2215B	(20-02)	P-2215B	(22-06)
P-2231E	(19-04)	P-2231E	(22-06)
P-2270	(19-04)	P-2270	(22-06)

P-2201 APPLICATION (Reach Up rule 2210)(22-06)

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

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

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

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

P-2202 TIME LIMITS (continued)

P-2202B Break in Benefits (Reach Up rule 2238.2) (22-06)

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

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

See Reach Up Services procedures 2349A and 2349B for more details about Time Limit requirements.

Impact on 3SVT and Supplemental Fuel Benefits

If the household also receives 3SVT and/or Supplemental Fuel benefits, continue to count the benefit amount they would have received in Reach Up during the break in the 3SVT and/or Supplemental Fuel budgets. Enter a UNEA panel for the amount of the Reach Up benefit the household would have received. This should be coded as countable for 3SVT and Seasonal Fuel only (FS and SF).

Reapplying after a Break in Benefits

The household must reapply if the Reach Up case was closed. Households can apply up to 30 days before their break in benefits period ends.

Benefits will not be approved until:

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

Applying within 30 days of last closure

ACCESS will automatically deny an application if a household applies within 30 days of last closure for someone who is in a 2-month break in benefits due to non-compliance with Reach Up services.

BPS Support

See guidance [Time Limits Closures and Breaks in Benefits Chart.](#)

Counting Reach Up benefit in 3SVT and SF budgets

See Standard Operating Procedure [(SOP) 2238](#) for details on what to do in ACCESS to make sure the 3SVT and Supplemental Fuel budget are correct if a household closes with a two month break in benefits.

STAT C UNEA

```
10/25/17 14:07 UNEARNED INCOME     QUESTION 28 ( UNEA . 01 )
                              _     (LAST UPDATED:  / /    :  ¦ ASPAFI  )
                                    AVG MONTHLY
NAME OF PERSON                      INCOME AMT   RECEIPT DATE
RECEIVING UNEARNED INCOME           $$$$$ ¢¢     MO DA YEAR   TYPE   REC
FRED FARQUAR                        00650 00     10 01 2017    24     Y
                                                        **DESCRIPTION**
                                                        60+ Sanction


UNEARNED INCOME TYPES:
01 SSA                  09 MILITARY ALLOTMENT    17  RETIREMENT
02 SSI-AABD             10 GENERAL ASSISTANCE    18 COUNT FOR ALL PROGRAMS
03 VT UNEMPLOYMENT COMP 11 VA PENSION            19 NOT COUNT ANY PROGRAM
04 CHILD SUPPORT        12 GIFTS,PRIZES,INHERIT  20 COUNT RUFA, RUFA-ME, TCC
05 WORKMANS COMP        13 STRIKE BENEFITS       21 COUNT FS
06 RAILROAD RETIREMENT  14 FOSTER CARE           22 COUNT SSI-ME
07 DIVIDENDS            15 PUBLIC ASSISTANCE     23 COUNT SF
08 VA COMPENSATION      16 LUMP SUM              24 COUNT FS AND SF
                                                 25 JTPA STIPEND
```

On the UNEA panel enter the following information:

- INCOME AMT: Reach Up benefit household was entitled to prior to break in benefits
- TYPE: code 24 (Count for 3SVT and Fuel)
- REC (recurring): Y (Yes)
- **DESCRIPTION**: 60+ Sanction

STAT D MEMB

Check to see if participant has had a two-month break in benefits.

```
04/28/14 13:19    HOUSEHOLD MEMBER QUESTION 01 ( MEMB . 01 )
                              (LAST UPDATED: 04/28/14 11:44 ¦ ASPADA    )

              NAME                    ASSIST ASKED      BIRTH DATE
** FIRST ** I **** LAST                             MO DA YEAR   *** SSN *** S

              *PR                                    T SEX MS GRD ETH RACE
*** RELATION *** REL RU                                F  N  10   N  W
SELF              01  2

  RUFA          REACH                              * IMMIGRANT STATUS DATA *
DEDUCT   CODE  CAT                          CODE /     NBR      STATUS
   81
  WORK READY CODE                                   WRK QRTRS   ENTRY DATE
       EP

  EMP        LAST  PAID     ABAWD      DATE ARRIVED     DATE  LEFT  ABS
  STATUS     MO DA YEAR    WRK REQ     MO DA YEAR       MO DA YEAR
   E         04 19 2014

  USER: 701 FNX: STAT MODE: D RPTGRP:            PERIOD: 04 14 COMMAND:
  DO: Z IMS: D1Z REPORTING ADULT:                                      3
```

Callout:
- If closure code is 81, or 83, the applicant has/had a two month break in benefits since the last closure date
- Check CATN for time frame.
- Code 85 was used to close a case without a break in benefits. This code is rarely used any longer.

STAT C STAT


```
04/30/14 17:49        STAT HEADER ( STAT )
                          (LAST UPDATED: 03/01/14 01:25 ¦ ASPACA    )
                                      RECEIPT DATE: 07 10 2013

VERIF STATUS      REVIEW    EXPEDITED    WITHD                >30 DAYS CD
RUFA  S   SF      FREQ      FS REASON    RU                    RUFA   FS
 T                 12
+------------------------------------------------
|                                                  D    NON-COOP CODE
| VERIFICATION STATUS                  AS0DCACE   RSN  RUFA  FS  SF
| RUFA
| ----------
| Q   QUESTIONABLE (Verification has been requested).        CHOOL
|     Creates edit that inhibits eligibility.                MEALS
| V   VERIFIED.  Eligibility will be processed.
| R   REFUSED.  Processing will either close or deny.
| F   FAILED.  Processing will either close or deny.
| N   NON-COMPLIANCE 60 mos. Processing will deny.
| T   60 mo. requirements not yet met.                       014
+-------------------------------------------------------+

USER: 701 FNX: STAT MODE: C RPTGRP:            PERIOD: 04 14 COMMAND:
DO: Z IMS: D1Z REPORTING ADULT:                                      3
```

Callouts:
- Shift F12 to get to the "help" screen
- Verif Status
  - N – denial
  - T – defaults to "T" in month of application

When an applicant has over 60 countable months, ACCESS automatically puts a "T" on the "Verif Status" field of the STAT panel. This "T" will also prevent the case from being approved.

Auto Denial not working

The auto-denial for the first 30 days after closure during break in benefits does not require approval in ELIG C. Check CASE D to make sure that the case has been denied. If it is still active, turn the case around with STAT C TRANS. If it is still active, go into ELIG C RUFA and approve the denial.

Approving without the two-month break

If a case needs to be approved without applying the two-month break, two things must be done:

1. The "Verif Status" field of the STAT panel must be updated to a "V", and
2. The participation code for all adults included in the RU household must be updated to a deferment code. Ask a Reach Up Supervisor to do this on the WORK screen, and then change it back to 02 once approved.

Guidelines for re-APPLing cases that have received over 60 months

Date application or required information is received	Reason for previous closure	When to re-APPL	Must meet 60 month application requirements before granting?
Before closure date	Non-coop - Eligibility reasons (failure to complete review, provide requested documentation, etc.) **and** they do not have a code 81 in PERS D HIST	Day after closure date	No
	Non-compliance with Reach Up services (codes 83 or 81) – 2 month break in benefits	Day application is received	N/A – ACCESS is programmed to automatically deny these cases.
After closure date	Non-coop - Eligibility reasons (failure to review, provide requested documentation, etc.)	Day required information is received	Yes

| | Non-compliance with Reach Up services (codes 83 or 81) – 2 month break in benefits | Day application is received | If APPL is entered within 30 days of closure with code 81 or 83 ACCESS will automatically deny. If APPL is entered in 2nd month after closure with code 81 or 83 ACCESS will allow it to remain pending so that it can be approved when the break in benefits is over. |

P-2210 HOUSEHOLD COMPOSITION (continued)

P-2210I 18 Year Old In School Letter (22-06)

Households will receive an automatically generated letter the month prior to their child turning 18, notifying them that their child's benefits will end at the end of the following month unless they meet certain eligibility requirements.

The household must complete the letter and return it to the department.

Letter is returned

Child not graduating before their 19th birthday and never had a disability preventing graduation before this date

No further information is needed from the household. This child will be removed from the Reach Up household at the end of the month they turn 18. If they are the only child in the household the entire Reach Up benefit must be closed.

Child will graduate before 19th birthday

A statement from the child's school verifying this information and providing the anticipated month of graduation must be provided by the household. This child can remain on Reach Up until the end of the month they graduate. If they are the only child in the household, the entire Reach Up benefit must be closed at the end of the month in which the child graduates.

Child will not graduate before 19th birthday and had disability that prevented graduation before this date.

A statement from the child's school verifying this information, or a statement from the child's medical provider verifying the presence of a disability that prevented graduation, must be provided. This child can remain on Reach Up until the end of the month they turn 19. If they are the only child in the household the entire Reach Up benefit must be closed at the end of the month in which the child turns 19.

Letter is not returned

If the form is not returned, remove the child at the end of the month the child turns 18.

BPS Support

Sample 18 year old in school letter

VERMONT
AGENCY OF HUMAN SERVICES

Department for Children and Families
Economic Services Division

APPLICATION/DOCUMENT PROCESSING CTR
280 STATE DRIVE
WATERBURY VT 05676-9944

Questions? Call ESD Benefit
Service Center at **800-479-6151**

JOSEPHINE PARENT
17 ANY DRIVE
APT. 1B
SMALLVILLE, VT
    05000

Notice to Reach Up Recipients

To be eligible for Reach Up, children who reach the age of 18 must attend high school full-time and must graduate before their 19th birthday or have (or have had) a disability that will prevent graduation before their 19th birthday.

Please check the appropriate statement below for MARY B. LITTLE

_____1. Will graduate before his/her 19th birthday.

_____2. Will not graduate before his/her 19th birthday and has never had a disability preventing graduation before this date.

_____3. Will not graduate before his/her 19th birthday and has or had a disability that prevents graduation before this date.

If you checked #2, please return this form to the Application and Document Processing Center.

If you checked #1 or #3, in order for your child to remain on Reach Up, please have this form completed by a school authority and return it to the Application and Document Processing Center by November 17, 2017.

If you checked #3 and your child has never had an Individualized Education Program (IEP) with the school, also provide a statement from your child's doctor identifying the disability preventing your child's graduation before his/her 19th birthday.

_____   _____
Signature   Date

By: ESD Benefit Service Center, Benefit Programs Specialist

Have a school authority complete the next section if you checked #1 or #3 above.

Student's name: .

Attends school full-time: _____ Yes/No

Child's present class grade: _____ (e.g. grade 12)

This child has or had an IEP: _____ (yes/no)

Projected graduation date: _____

This child does not have an IEP, but does have a disability preventing graduation by his/her 19th birthday: _____ (yes/no)

If yes, explain:

Signature: _____

Title and School: _____

.

The creation of the 18 year old in school letter also creates a TODO for the district G_1 caseload.

Entering 18 year old school status on SCHL panel

See the ACCESS Eligibility Training video: [(SCHL) Entering a School Panel](.).

SCHL

```
01/14/16 14:59 SCHOOL ATTENDANCE      QUESTION 03 ( SCHL . 1  )
                                      (LAST UPDATED: 00/00/00 00:00 ¦ ASPADC   )

PERSON ENROLLED                           SCHL   FS           18-19  < 23
IN SCHOOL OR TRAINING           STATUS    TYPE   ELIG   PSE   RUFA   VHAP
MARSHA A WILLIAMSON                1        2      Y      _     _      _
DAMIAN R RAYMOND                  1        1      Y      _     Y      _




STATUS  (SCHOOL HOURS)          SCHOOL TYPE
1 - FULL-TIME                   1 - GRADE/HIGH SCHOOL
2 - AT LEAST HALF-TIME          2 - COLLEGE/UNIVERSITY
3 - LESS THAN HALF-TIME         3 - TECHNICAL/VOCATIONAL
                                4 - TRAINING (EXCEPT JOB CORPS)
                                5 - JOB CORPS
                                6 - HIGHER EDUCATION
                                7 - CORRESPONDENCE - HIGHER EDUCATION

USER: 084 FNX: STAT MODE: C RPTGRP: XXX XX XXXX PERIOD: 01 16 COMMAND: _____
DO: M IMS: GM1 REPORTING ADULT: MARSHA     A WILLIAMSON                      3
```

Enter "Y" under "18-19 RUFA" if the child will either graduate before they turn 19 years old or will not graduate by the time they turn 19 years old due to a disability.

Manually sending out 18-year-old letter

A household that is newly approved Reach Up and has a child turning 18 years old the month of application or the following month may not receive the automatic letter which are created by ACCESS on the 5th working day of each month. Send a manual version of the letter if there is a 17-year-old that will turn 18 years old the month following approval in the Reach Up household.

An 18-year-old letter is being created by the Forms Group. Until it is finalized and posted, use this PDF document found on SharePoint.

P-2211 OUT-OF-STATE TANF MONTHS

P-2211A Verifying Out-of-State TANF Months (Reach Up rule 2238) (22-06)

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

Initial Application

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

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

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

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

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

202TANF Not Returned

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

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

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

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

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

Recertification

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

BPS Support

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

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

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

```
                    TANF Clock                                ASQAMK2
              SSN:              Name:
   Months on TANF in Vermont: 39                  Total months on TANF: 39
  +------------------------------Out of State TANF---------------------------
  |    Enter comments for CATN below
  |    Out of State Tanf: 5 months in New Hampshire_____
  |    Participant received 5 months of TANF in NH  _____
  |    _____
  |    _____
  |    _____
  |    _____
  |    _____
  |    _____
  |    _____
  |    _____
  +-------------------------------------------------------------------------

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

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

```
                    TANF Clock                                ASQAMK2
              SSN:              Name:
   Months on TANF in Vermont: 39                  Total months on TANF: 44
   1    11/2008  11  11/2009  21  10/2010  31  09/2012
   2    12/2008  12  12/2009  22  11/2010  32  10/2012
   3    02/2009  13  01/2010  23  12/2010  33  11/2012
   4    03/2009  14  03/2010  24  01/2011  34  12/2012
   5    04/2009  15  04/2010  25  02/2011  35  01/2013
   6    05/2009  16  05/2010  26  04/2011  36  02/2013
   7    06/2009  17  06/2010  27  01/2012  37  03/2019
   8    07/2009  18  07/2010  28  02/2012  38  04/2019
   9    08/2009  19  08/2010  29  07/2012  39  05/2019
   10   10/2009  20  09/2010  30  08/2012
   Months on TANF out of state: 5                   ( see CATN for details )
     Months    State     ****           Verified by          on    ****
      _5        NH        934  Christine Dorer               09/20/2019
        __        __
        __        __
   USER: 934 FNX: spec MODE: c RPTGRP:            PERIOD: 09 19 COMMAND:
   Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
        Quit         Exit                    PgBk  PgFd         RUFA
```

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

P-2214 DEDUCTIONS

P-2214A Shelter Expenses (22-06)

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

During An Interview

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

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

Exploring Money Mismanagement

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

Property Tax

Use gross property tax if the household owns their home.

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

Town Code

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

Special Housing Allowance

When determining the Reach Up benefit, a special housing allowance of up to

$90 is added to the Basic Need Standard for household who pay more in shelter costs than the regular housing allowance ($400 outside Chittenden County, $450 within Chittenden County).

Example 1:
- Sara's rent is $750 a month.
- She lives in Burlington, so the maximum shelter allowance is $450.
- Her rent is $300 more than the maximum allowance.
- She is eligible for a $90 special housing allowance.

Example 2:
- Brian's rent is $460 per month.
- He lives in Rutland, so the maximum shelter allowance is $400.
- His rent is $60 more than the maximum allowance.
- He is eligible for a $60 special housing allowance.

Example 3:
- Sara's rent is $375 per month.
- She lives in Brattleboro, so the maximum shelter allowance is $400.
- She is not eligible for a special housing allowance.

Subsidized Housing

Subsidized housing can include:

- Section 8 housing
- Project Based housing
- Public housing

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

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

Fuel and Utility Allowance

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

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

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

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

Verification of Public Assistance

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

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

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

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

Questionable Subsidized Housing

A Shelter Expense Statement (form 202H) or statement including the same information can be completed and signed by either the organization that provides the subsidy or the landlord of the participant's housing.

GA/EA Clients and Residents of Shelter/Transitional Housing

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

These types of housing situations are viewed similar to subsidized housing. Counting the full housing allowance gives the family more opportunity to save and move into permanent housing.

Adverse Weather Conditions (AWC)

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

Ending full housing allowance

If a household is granted GA/EA Assistance towards the end of the month and their eligibility continues into the following month, enter a future TODO as a reminder to remove the full housing allowance for ongoing months if the GA/EA does not continue.

Example: A household is granted GA/EA Assistance on Thursday 1/27/22 through Sunday 2/27/22. They are eligible for the full housing allowance in January and February. Enter a future TODO for anytime after 1st adverse action in February so the shelter cost can be removed for March in case the household does not return for ongoing housing.

Special Housing Allowance while receiving GA/EA Housing

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

Vermont Rental Subsidy

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

Shared Housing

Households that share a home and shelter expenses with people other than those in their household, can each claim their share of the shelter costs if the sum of the shares is not more than the total shelter expenses. This is true if the

households are all receiving separate Reach Up benefits, or if only one of the households is receiving Reach Up benefits.

Example: Sarah receives Reach Up. She and her kids share an apartment with her friend Brad. Brad is not the parent of any of the kids, and Brad and Sarah are not married, so he is not a mandatory Reach Up household member. The apartment is in Barre and rent is $950 with utilities included. Sarah and Brad both pay $475 each directly to the landlord. Sarah can claim the $475 she pays for rent, with $400 allowed for the maximum shelter allowance, and $75 as the special housing allowance.

The same would be true if Brad had children and receives his own Reach Up benefit.

Room Rent vs. Room and Board Expense vs. Board Expense

When a household claims a room and board expense, clarify if meals (board) are included or not. The inclusion of meals in room and board can impact the amount of Reach Up benefit the household is eligible to receive.

Room Rent paid (does not include meals)

A household that pays for a room in someone else's home can claim the amount they pay as a shelter expense. The household also qualifies for the basic needs standard when determining the Reach Up benefit amount.

Room and Board paid (includes meals)

If the room also includes board, meaning meals are included in the expense paid (this situation is rare), then the household will not be able to claim a shelter expense, and instead will only qualify for the room and board and other basic needs allowances found in Reach Up rule 2263.4 Room and Board Standards.

These standards are currently less than the Reach Up Basic Need Standards (Reach Up rule 2261.1).

Board paid (includes meals, but not room rent)

If the household only pays for board (meals), and does not pay a room rent (this situation is even more rare), then the household will not be able to claim a shelter expense, but will qualify for the Reach Up Basic Need Standards (Reach Up rule 2261.1).

BPS Support

Watch the ACCESS Eligibility Training Videos (HOME) Entering and Updating a Home Panel, (RENT) Entering a Rent Panel and (RBEX) Entering a Room and Board Expense Panel.

Entering Property Taxes on HOME panel

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

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

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

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

Entering HOME Expenses for Non-Home Owners

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

Entering Subsidized Housing Fuel and Utility Allowance

If an "S" or a "P" is entered in TYPE and the RENT panel indicates heat and utilities are not included or utilities only are included (household may or may not pay for utilities, but definitely pays their own heat) ACCESS enters $70 automatically in budget.

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

GA/EA Clients and Residents of Transitional Housing

Enter a RENT panel for the Head of Household.

In the "INCL IN RENT" section of the RENT panel, enter "N" under "FUEL" and "Y" under "UTIL". This will prevent the client from getting the heated renter SF benefit. They will get the $21 Fuel benefit, and if/when they move into an apartment they can get the difference in SF benefits.

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

If the household is not paying anything towards their rent (i.e., all housing costs are covered by EA), enter $0.01 in the "COMPLETE BELOW IF DIFFERENT" section, so that the rent is correctly accounted for in 3SVT and Fuel budgets.

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

Do not enter a UTIL panel for these households.

Vermont Rental Subsidy

Follow the [SOP Entering a VRS on RENT panel](#) on the intranet.

Questionable Room Rent

- If lease agreement is between the room renter and the person receiving the rent the person that is receiving the room rent can complete the shelter form or statement.
- If the lease agreement is between the room renter and landlord, but the room renter pays their portion of rent to a roommate who then pays the landlord, the landlord should be completing the form.

Questionable Shelter at Recertification

For a review application, if shelter is questionable remove the shelter from the budget and send out a request for information (RL2) to the participant stating: "If the shelter verification is not returned, a shelter allowance will not be included and your benefits will not be increased [to the higher amount it was prior to the removal of shelter]."

P2215 CHILD SUPPORT (Reach Up rule 2235)

P2215A Assignment of Child Support Rights (22-06)

Child support must be pursued from any parent that is not in the household. These parents are considered the "Absent Parent" (ABSP) or "Non Custodial Parent" (NCP).

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

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

Determining who to list as Head of Household

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

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

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

Determining who to list as the Absent Parent

Ask the household to list any and all possible absent parents to the child. OCS will assist the household through the process of identifying the birth parent if necessary.

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

Deceased Absent Parent

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

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

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

Absent Parent Removal Reasons

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

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

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

For households where parental rights have been terminated, enter 1 or more ABSP panels using the name "Unknown Unknown" with a temporary social Security number. Code the Absent Parent Coop Code 7 for a lifetime waiver.

Assigning child support rights to the department

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

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

Children receiving SSI

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

Child support received while applying for Reach Up

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

Past due child support

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

Requesting a child support waiver

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

Signing the Child Support Authorization (137)

The Head of Household/custodial parent should complete the Child Support Authorization (137).

If ESD knows missing information about the Absent Parent, add the information onto the Child Support Authorization (137) itself, or by adding a note to the

document in OnBase and update the ABSP panel correctly. Indicate in the note what information was completed by the department.

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

Two parent household absent parent associated with second adult

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

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

Minor parents

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

Legal caretakers and parents living together

In households where the caretaker remains the payee because they have legal guardianship and have agreed to add the birth parent to the Reach Up benefit, the Child Support Authorization (137) will have to be completed and signed by all parties that have either a legal or parental relationship to the child.

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

Assigning a temporary SSN for an absent parent

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

Follow the local district procedure for obtaining a temporary SSN. Do not assign a temporary number until you have thoroughly checked for a known number

(either a Social Security number or a previously assigned temporary number) for the absent parent.

Places to look:

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

Sharing information with OCS

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

Include the following information in the CATN/TODO:

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

If there are more than one ABSP also indicate:

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

Examples of CATN/TODO to FMU if there is only one ABSP/137s:

Reach Up is approved. 137 is in OnBase.

Or

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

Examples of CATN/TODO to FMU there are multiple ABSPs/137s:

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

Use the top portion of the CATN screen to enter the CATN/TODO so that a copy remains available in CATN.

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

Do not enter the CATN/TODO while the case is pending Reach Up/PSE.

Example:


```
05/22/19 13.55              CASE ACTION LOG                        ASPATC

TYPE OF CONTACT: C Person Contacted: D_ _____

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

                                           List IVD Cases? _
                                              CS Worker: 621
                   *** REMINDER FUNCTION ***       CS Supv: 648
                                                  BPS Supv: 183
Reminder Date: 05 22 2019 ___('*' in first M = Today's date)  Case Mgr:
Send Reminder to workers: FMU ___ ___ ___ ___         RU Supv:
                                                     SF Worker: GN1

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

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

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

Reach First applications

If a household is granted Reach First, do not request a 137. Enter information in an ABSP panel as it is listed on the 202 application or as it was previously known to the department. If the absent parent information is unknown, enter it as UNKOWN. Enter code 4 in the Absent Parent Assign Code.

If a case transitions from Reach First to Reach Up, request a 137 using a 202V. If Reach Up is approved enter a CATN and send a copy of the CATN/TODO to the OCS worker number FMU when transfer is complete. Indicate if 137 form is available in OnBase or is being scanned. Indicate if a Waiver has been requested.

Changes to Reach Up household

Adding a child with an absent parent

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

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

137 for new child not returned

If the 137 is not returned, the household's Reach Up must close.

Unborn children with absent parent

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

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

Inform OCS as done above for adding a new child.

137 for new baby not returned

If the 137's are not returned, the household's Reach Up must be closed or denied.

ABSP joins Reach Up household

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

```
08/15/19 12:07                CASE ACTION LOG                         ASPATC

TYPE OF CONTACT: c Person Contacted: __ _____     _____

MSG: ABSP panel for Bob Smith has been deleted as he has joined the RU HH.
     _____
     _____

                                                List IVD Cases? _
                                                    CS Worker: 614
                      *** REMINDER FUNCTION ***      CS Supv: 781
                                                    BPS Supv: 090
Reminder Date: *M DD YYYY    ('*' in first M = Today's date)  Case Mgr:
Send Reminder to workers: 614 __  __  __  __               RU Supv:
                                                           SF Worker: GR1

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

USER: 934 FNX: CATN MODE: C RPTGRP:            PERIOD: 08 19 COMMAND: _____
DO: R IMS: GR1 REPORTING ADULT:
              F8= 'MORE'   Shift-F3= 'EXIT'    Shift-F12= 'HELP'
```

Child ages out of Reach Up Household

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

```
08/15/19 12:07                CASE ACTION LOG                         ASPATC

TYPE OF CONTACT: c Person Contacted: __ _____     _____

MSG: Child John Smith has been removed from the RU HH as of 8/31/19. He is
     now 18._____
     _____

                                                List IVD Cases? _
                                                    CS Worker: 614
                      *** REMINDER FUNCTION ***      CS Supv: 781
                                                    BPS Supv: 090
Reminder Date: *M DD YYYY    ('*' in first M = Today's date)  Case Mgr:
Send Reminder to workers: 614 __  __  __  __               RU Supv:
                                                           SF Worker: GR1

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

USER: 934 FNX: CATN MODE: C RPTGRP:            PERIOD: 08 19 COMMAND: _____
DO: R IMS: GR1 REPORTING ADULT:
              F8= 'MORE'   Shift-F3= 'EXIT'    Shift-F12= 'HELP'
```

Checking absent parent information at time of recertification

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

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

- an address or employment change for the absent parent.
- a change in the financial circumstances of the absent parent.
- Social Security Number of the absent parent if previously unknown.
- a divorce since last review.
- court orders since last review.
- the addition of a child of the same noncustodial parent.

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

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

BPS Support

Adding an ABSP panel

See the ACCESS Eligibility Training video: [Entering an Absent Parent Panel](#).

ABSP

```
01/14/16 15:16 ABSENT PARENT       QUESTION 11 ( ABSP . 01 )
                                    (LAST UPDATED: 05/05/15 12:46 ¦ ASPADM   )

         NAME OF ABSENT PARENT       SUPPORT
  ** FIRST ** I **** LAST ***** MOD ASSIGN  *** SSN ***   COOP  BIRTHDATE  SEX
   CHARLES     W KING               1       666 66 6666   1    09 15 1980  M

                      CHILDREN OF THIS ABSENT PARENT
  ** FIRST ** I *** LAST *** MOD P RR      ** FIRST ** I *** LAST *** MOD P RR
1 BRYAN       F KING             Y      2
3                                       4
5                                       6
7                                       8
9                                      10
        O T H E R   A B S E N T   P A R E N T   I N F O R M A T I O N

       MARITAL STATUS   X                    ADDRESS INFORMATION
RELATION TO APPLICANT   M     STREET ADDRESS
WAIVER REVIEW DATE            C-O OR APT ADDRESS    153 MARSH LANE
     A-C PHONE     EXT        CITY JERICHO          STATE VT ZIP 05465
PHONE   802 555 9966
USER: 084 FNX: STAT MODE: D RPTGRP: XXX XX XXXX PERIOD: 01 16 COMMAND: _____
DO: M IMS: GM1 REPORTING ADULT:                                            3
```

Absent parent assignment code

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

Absent parent removal reasons

```
                        ASHADMCT      |
 Removal Reasons                      |
                                      |
 D1 ON ANFC - OVER AGE FOR 4D         |
 D2 ON IV-D - OVER AGE FOR PA         |
 D3 CHILD WITH AP OR OTHER REL        |
 D4 EMANCIPATED MINOR                 |
 D5 AP EXCLUDED BY BLOOD TEST         |
 D6 ADOPTED                           |
 D7 TERMIN OF PARENTAL RIGHTS         |
 D9 OTHER                             |
                                      |
 Press enter to continue.            |
                                      |
--------------------------------------+
```

IV-D (or 4D) = Child Support side of ACCESS
PA = TANF funded public assistance

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

P2215 CHILD SUPPORT (continued)

P2215B Child Support Waiver (Reach Up rule 2235.4) (22-06)

Requesting a Waiver

If the household claims in the interview or on the Child (and Medical) Support Authorization (form 137) that due to domestic violence it is <u>not</u> in the best interest of the child to pursue the establishment of paternity or support they may request a waiver from having to cooperate with OCS.

- Enter Absent Parent Coop Code 2 (pending waiver) on the ABSP panel.
- If the waiver request was not indicated on the original 137, do the following:
  - If in person, ask the household to correct the 137, initial the change and sign the 137 with a new date.
  - If over the phone, add a sticky note to the 137 document in OnBase, indicating that a waiver has been requested.
- Offer the parent the paperwork Domestic Violence You Don't Have to Face it Alone (form 201DV).
- Explain that the decision to grant or deny a waiver of cooperation is up to the District Management team.
- When appropriate refer participant to contact the District DV Liaison.
- Consider using the Absence Questionnaire (form 202AQ) to gather information from the household. Ignore question 6 which is obsolete at this time.
- Have the household complete and sign a Waiver of Cooperation for Child Support (form 137W).
- When possible, review the 137W with the household and discuss what supporting information is available. Offer to help if the household has difficulty getting the information without assistance. OCS has access to some records.
- Make sure a copy of the Child Support Authorization 137 is scanned into OnBase. The 137W and other supporting documents should not be scanned to OnBase but maintained in the District's Classified file.
- Do not hold up eligibility for waiver paperwork, as long as a 137 has been provided, eligibility can be approved while the waiver is pending.
- Inform OCS through CATN/TODO when the Reach Up is approved (see P-2215A for the process). OCS will suspend collection activity for households that request a waiver.

Send a written request for the 137W and allow 10 days as the due date. Allow 2 additional business days past the due date for the scanning and dispatching

process through the Application & Document Processing Center (ADPC).

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

Making decision on a waiver request

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

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

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

When the decision has been made, the District Management Team designee completes the 220W, mails the original to the household, and sends a copy of the decision to OCS at AHS.DCFOCS137Submission@Vermont.gov. (Though very rarely needed—it is allowable to share the 137W with OCS if they indicate they need it for their documentation purposes.)

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

A clear CATN should be entered regarding the Waiver decision.

Waiver denials

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

Waiver request not pursued

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

Ask the household to either:

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

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

Fair Hearing request on waiver decision

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

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

Waiver Reviews

At each regularly scheduled eligibility review, review the circumstances of the waiver. The decision of a waiver review must be CATN-ed.

No change to waiver

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

Waiver circumstances changed

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

Reapplying for Reach Up with waiver

Reach Up households granted a child support waiver who then close and re-open with a break in benefits, must still complete a new 137 and request the waiver by checking the box on the 137. However, supporting documentation does not need to be completed. Write on the 137WS that the participant had a waiver in place.

The District Management Team designee can extend a new waiver approval based on the previously provided documentation. A new Notice of Decision-Waiver Request (form 220W) must be sent to the household and to OCS at AHS.DCFOCS137Submission@Vermont.gov.

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

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

BPS Support

Absent Parent Coop Codes

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

P-2231 PROTECTIVE PAYMENTS (continued)

P-2231E Issuing benefits through CVP (B22-06)

BPS Support

Pending ELIG

Check eligibility screen for RUFA benefit amount (ELIG/C/RUFA). If ELIG is pending, ACCESS will not issue a payment.

```
02/13/18 10:38 RUFA Eligibility for   03 18 Processed: 02 13 18 10:26 ASP1VA0
RUFA Entitlement Amount:          610.00     Last Proc:            Ver:  1 OF  1
RUFA Grant Less Recoup:           610.00     Result: ELIGIBLE   Method: COMPUTED
Parent Share Offset Amt:                     Payment Method: EBT CASH
RUFA Reduced Grant Amt:           610.00
                           RUFA Payment Schedule       Rufa Type:
                            First    Date     Second    Date    Reco    RA MTD
SO Scheduled this action:

AMOUNT AVAILABLE FOR CVP:      610.00
Month-to-date RUFA Paid:


                        Action Required




Approval Code:                            GA Reco Amt:
User: 934 FNX: ELIG Mode: C Rptgrp:          Period: 03 18 Command: _
DO: Z IMS: D02 Rptgrp Name:                               Panel: 1       3
```

If it says "Approve CVP", approve the pending ELIG. If pending status is related to Sanction, check CASE/D/SANC to verify whether or not the participant needs to meet with their case manager prior to issuing benefit.

Parent Share/Family Bonus on STAT panel

Check the STAT panel to see if the Parent Share (PS) or Family Bonus (FMBO) fields have been auto-filled by ACCESS. ACCESS will not allow the full CVP to go out if they are completed.

```
01/10/19 11:42          STAT HEADER ( STAT )
                                (LAST UPDATED: 12/18/18 00:00 ¦ ASPACA    )
EB DISCOVERY: 00 00 0000                      RECEIPT DATE: 05 23 2018
FS RECEIPT: 05 23 2018 TYPE I         FS INTERVIEW DATE: 06 06 2018 METHOD P
VERIF STATUS      REVIEW       EXPEDITED    WITHDRAWAL CODE      >30 DAYS CD
RUFA  FS   SF     FREQ         FS REASON      RUFA FS SF EP PSE    RUFA   FS
V      V          12                                     V

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

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

                        ***** REVIEW DATES *****
                 RUFA          FS     ?      ME             EP            SF
NEXT REVIEW:    06    2019    06    2019 Y
COMPLETED:      07 01 2018    07 06 2018        12 31 2017
```

Clear out the fields. The household is still entitled to the money, but it will be part of the CVPs.

Issuing benefit through existing CVP

Check CVP in SUBS/C/CVP—if there is 99/99/9999 in the end date field, this is a CVP case.


```
                CVP CASE MAINTENANCE                      (ASPANC)

UPDATE CURRENT CVP DATA

1. PROTECTIVE PAYEE              5. ELIZABETH LUND HOME / HANNAH HOUSE
2. MONEY MISMANAGEMENT           6. CLIENT REQUEST
3. IV-D NON-COOPERATION          7. MINOR PARENTS NOT COOPERATING
4. SANCTIONED
CVP REASON-CODE: _4
START DATE: 10 01 2018                        END DATE: 99 99 9999




      TO DELETE A FUTURE CVP CASE ENTER 'DEL' IN COMMAND LINE
      TO ADD A FUTURE CVP CASE ENTER 'ADD' IN COMMAND LINE

USER: 934 FNX: SUBS MODE: C RPTGRP:              PERIOD: 10 18 COMMAND:
DO: Z IMS: 934 RPTGRP NAME:
```

Review current RENT screen, as well as CATNs, to confirm rent/mortgage amount and name and address of landlord/mortgage company. Check OnBase for shelter related information.

Go to CHCK/C in the month you are issuing the benefit.

```
3/25/18 10:44              IV-A SELECT FUNCTION        SYSTEM   ASTCA1

~~~~   Function Codes (FNX)  ~~~~       ~~~~   Function Codes (FNX)  ~~~~
ABWD - ABAWD Food Stamp History        MAIL - Send or Read Mail
APPL - Application                     MANA - Managed Care Maintenance
CASE - Case Status Display             MONY - Financial Subsystem
CATN - Case Action Log                 NAME - User Name/Number Lookup
CATS - Cost Allocation/Time Study      PCOL - Premium Collections
EDS  - Medicaid Management System      PERS - Person Search
ELIG - Eligibility Results/Approval    PMGT - Premium MGT Report
FIAT - Fiat Eligibility                PREL - Presumptive Eligibility
FUEL - Supplemental Fuel               PREM - Premium Management
GAEL - General Assistance              QUAL - Quality Review
IDEA - System Change Request           RECO - Recoupment Schedule
INFC - Interfaces                      REPT - Report Selection
INQB - Benefit History                 SPEC - Special Functions
INQD - Benefit Disbursement History    STAT - Statement of Need
IV-D - IV-D Select Function            SUBS - Substitute Reporter/Payee
JFIP - Jobs For Independence           TODO - Daily To-Do Report
LOGO - Logoff                          UNLK - Releases Locked Cases
      ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
USER: 934 FNX: CHCK MODE: C RPTGRP:              PERIOD: __ __  COMMAND:
                                                               F8 = MORE
```

MONY Checkwrite Submenu comes up—enter CVP in the program field and date range for the payment period.

```
Valid programs: RUFA,CC,CVP,EP,EXPD,FS,LUND,ORNT,RCHP,TCC,WORK,& PSE
                                                                    ASPSA1
        * * * * *  M O N Y   CHECKWRITE   S U B M E N U  * * * * *


                Reporting Group:    5

                    Program:     CVP_

                        Period
                ** From **      *** To ***
                MM DD CCYY      MM DD CCYY
                03 01 2018      03 31 2018


        Reach Up Client SSN:      ___ __ ____



    Entering 'CANC' here will abort check process:    ____
```

CVP Checkwrite Budget Screen appears—place X in the "Mark Here for New Check" field.

```
 11/30/18 15:14            CVP CHECKWRITE BUDGET SCREEN              ASQSAA2B

  FROM PREV 0.00      TOT 12/18 ENTL 337.00    CURR LEFT 337.00    TOT LEFT 337.00

 OPT  INFO ABOUT THIS CHECK              VENDOR #/NAME    LAST MO  THIS MO  CK DT
  X    <== MARK HERE FOR NEW CHECK




 USER: 934     RPTGRP:                  FNX: CHCK      MODE: C     COMMAND: _____
 RPTGRP NAME:                                          DO: Z
```

CVP Checkwrite Entry Screen appears—enter information for this check

```
   3/25/18 15:23             CVP CHECKWRITE ENTRY SCREEN             ASQSAA2A

 INFO ABOUT THIS CHECK: April Rent 1.
   CHECK WILL BE DATED: 03 30 2018  2.                      For Vendor#
         CHECK AMOUNT: 00198 00 3.                          HELP: Cursor
              EBT FOOD: _           VENDOR NMBR: _____  <== here then
           4.                          5.                      shift <F12>
 CLIENT NAME:                     VENDOR NAME: VSHA_____
     ADDRESS:                         ADDRESS: 1 Prospect St_____

                                              Montpelier_____ VT
                                                         05602____
           6.
       MEMO: _____
             100% of April Rent for "Participant Name"_____
             _____
             _____
             _____
             _____
                                                   7.
 USER: 934     RPTGRP:                  FNX: CHCK      MODE: C     COMMAND: APP__
 RPTGRP NAME:                                          DO:
```

1. Info About This Check: Offer brief description i.e., "April Rent"

2. Check Will Be Dated: Typically, 1 or 16. If the 1st or the 16th falls on a weekend, issue the benefit on the work day before the weekend. For example, if the 1st is on Saturday, issue the check for Friday before—in the case above 4/1/18 was a Sunday, so the check was issued the Friday before, 3/30/18.

3. Check Amount: Amount of benefit to be issued via check.

4. Client Fields: Self populates with participant name and address. If check is being issued to participant do not enter Vendor fields.

5. Vendor Fields: Enter name and address where you want the check to be delivered.

6. Memo: indicate account numbers or other identifying information that will help identify the payment.

7. Enter APP and hit enter

ACCESS will ask for your MAP password to approve and process the payment.

Use the same 4 digit password you enter on the VT MAP screen when signing into ACCESS

ACCESS returns to the CVP Checkwrite Budget Screen (see above). Place X in the "Mark Here for New Check" field. Repeat above steps to issue the remaining benefit. If no further checks are required enter CANC in Command.

Once you have completed the check issuance, verify the amounts through INQD and enter a CATN documenting the payments have been entered.

P-2270 SPECIAL HOUSEHOLD SITUATIONS- Temporary Absence (Reach Up rule 2230.3)(22-06)

Reach Up benefits can continue for a household if temporary absence is granted by the department. The absence must be more than 30 days, but not expected to last more than 180 days. Reunification must be the goal.

Absence of Parent/Caretaker:

- inpatient or outpatient care from a hospital,
- substance abuse treatment facility,
- other medical treatment institution.

Absence of Child:

- custody of Family Services Division (FSD);
- receiving care from a hospital, substance abuse treatment facility, or other medical institution;
- child is incarcerated;
- voluntary agreement to place the child in someone else's care; or
- substantially similar circumstances

Example of a voluntary placement:

Mom has been experiencing an increase in mental health symptoms and is considering checking into Brattleboro Retreat for a period of time. Mom is supported by her mental health clinician and her primary care provider. Family Services is not involved. Provider(s) writes letter of support stating that it is in Mom and child's best interest, the child be separated from Mom and returned within 180 days. Child can stay temporarily with maternal grandmother, but Mom continues to need financial assistance so she can maintain her apartment. Case may be eligible for Temporary Absence.

Shared or Conditional Custody

Shared custody and Conditional Custody Orders (CCO) do not require Temporary Absence unless the child(ren) is out of the home more than 50% of the time.

Homelessness

Participants separated because of homelessness may be eligible for Temporary absence if the goal is to reunify within 180 days.

Reporting Temporary Absence

The participant is responsible for reporting all changes in their household, but if reported by Family Services Division (FSD), Economic Services <u>must</u> act on the information.

Family Services can either provide:

- form FS 201 FC-M indicating if household is receiving Reach Up
- an email to ESD stating that a child(ren) was removed and that the current case plan includes reunification

If the participant tells their case manager about the absence and it is not already reported, the case manager <u>must</u> let Eligibility know.

Assumption of continued benefits

It can be assumed that participants will want their Reach Up benefit continued. If participants decide they do not want Temporary Absence, voluntary withdrawal will be entered as soon as possible.

Temporary Absence not reported

If a temporary absence is not reported and Reach Up benefits have been ongoing, use the actual left date to determine how much of the 180 days remains.

Determining Eligibility

Reunification within 180 days <u>must</u> be the goal to be eligible for temporary absence.

A Waiver of Confidentiality (form 201WC) is not necessary to approve the temporary absence but can be requested to help coordinate the case. If a case

manager is assigned, the case manager can obtain a release after temporary absence is granted.

District Management Teams will decide who is responsible for determining temporary absence eligibility in their own office.

Benefits Programs Specialist (BPS) gives all information to their District Management Team designee to make the decision if the grant will remain open, needs to be closed, or should be approved or denied.

New Reach Up applicants

New Reach Up applicants, and current participants adding an absent child that is not already on the Reach Up grant, can also apply/add the child to grant requesting temporary absence eligibility. Look at the date of the first Reach Up benefit as the start of the 180-day period.

Multiple Temp Absences in same household

If a household has more than one child, and the children are removed from the household on different dates, it is possible to grant multiple temp absences for the same family. Determine the 180-day period per child.

FSD related cases

The most common Temporary Absence cases involve FSD custody. In these cases, unless clearly indicated on a received [FS 201 FC-M](#) contact should be made with the local FSD office to ensure that the current plan includes reunification. District offices may have different methods for making this contact and may include District Management, Eligibility or Case Management staff.

- If child is placed in out of state care but the plan is to reunify the child with their family in Vermont, the household may be eligible for temporary absence. This is true even if another state has custody of the child.

The FSD social worker assigned to the family, the parent/caretaker's Reach Up case manager, and Eligibility will work together to assist the family.

In cases of a child only Reach Up grant, case management will not be set up and communication will remain between FSD and the District Management Team.

Request that FSD inform the management team if the court order goal no longer includes reunification.

Non-FSD related cases

Accept the participant's statement regarding their plan for reunifying. If it is questionable ask the participant to provide statements from others who are familiar with the families' circumstances.

Granting Temporary Absence

CATN all information in ACCESS. Enter a WARN and set up a future TODO that indicates when the maximum of 180 days will be reached.

The absent household member will remain active for Reach Up. The absent household member must be removed for 3SVT and Supplemental Fuel. The full Reach Up grant that the household is receiving must be counted for 3SVT and Supplemental Fuel.

If a case manager is assigned, inform them of the following:

- If the absence is expected to last more than 180 days.
- Any change to the parent/caretaker's plan for the child to return home at the end of the absence, or for the parent to return home.
- Indications or reports that it is no longer the parent/caretaker's intent to maintain a home or be responsible for the child during the absence.
- Changes in the parent/caretaker's living situation.
- Information regarding the child's incarceration, medical care, or DCF custody status, or the parent/caretaker's inpatient or outpatient care from a hospital, substance abuse treatment facility or other medical institution.
- Changes affecting the parent/caretaker's eligibility for Reach Up.
- Changes in the designated responsible adult (caretaker) and alternate payee if applicable.

Temporary Absence of Parent/Caretaker

If the parent/caretaker is the one that is absent from the home, they must assign a protective payee and complete a Protective Payment Agreement (form 207) otherwise the benefit will close. The parent who is temporarily absent should not retain access to benefits.

If housing costs are included in the Reach Up budget, vendor payments will be set up. Housing includes rent, mortgage, property taxes, insurance, allowable maintenance and repair.

A protective payee may apply for 3SVT and Supplemental Fuel for themselves and the child(ren) if income eligible. They should <u>not</u> gain access to the temporarily absent parent/caretaker's 3SVT or Supplemental Fuel benefit. If the protective payee is also caring for the child(ren) outside of the child(ren)'s typical house they may also be eligible for a caretaker benefit.

Caretaker Grant for Child(ren) (if applicable)

A caretaker may receive a child only Reach Up benefit at the same time that a parent is receiving a temporary absence benefit.

Extending Temporary Absence

Temporary Absence extensions are determined on an individual basis. Not all cases will need to request an extension. An extension should only be requested if the participant or case manager/service provider feels additional time will help the family to be reunited. To request an extension, send an email to AOPS and include the following information.

1. Is the plan still reunification?
2. What was original reunification date, and has an extension already been granted?
3. Why has the reunification been delayed (be as specific as possible—is it related to COVID-19)?
4. Has the household been in contact with their RUCM? If yes, how? Are they setting goals and making progress?
5. Is the family still engaged with FSD, and if so are they making progress on their goals?
6. Are there any authorized unsupervised visits with the child(ren)?
7. Are there any authorized unsupervised overnights with the child(ren)?
8. Is there any information related to the family's housing that should be noted (are they in a GA hotel, waiting for a voucher, etc.)?

Ending Temporary Absence

If an FSD custody case and FSD reports to Economic Services at any point that the court approved plan for the family no longer includes reunification as a goal prior to the 180th day, the BPS reports this to the District Management Team designee who will send an email to [Reach Up Central Office](#) for review of the household.

Cases that are closing prior to the 180th day for other eligibility related reasons should be treated as any ongoing Reach Up household.

Cases which are not reunited within 180s days should be closed as soon as possible after the 180th day.

Continuation or Reopening Under Temporary Absence

Case closes for Eligibility related reasons (non-coop, over income, etc.)

If verification or new information comes in before the closure date, the household would be reopened with no changes to the temporary absence eligibility.

If verification or new information comes in after the closure date, the participant must reapply. Use the date of the first Reach Up benefit as a starting point for the remaining time period:

- If the child(ren) will return to the household within 30 days case can be approved.
- If the child(ren) will not return to the household within 30 days, BPS or Case Manager should determine if the goal is still reunification. Consider how much of the 180 temporary absence period the household has already utilized.

Example: A household was approved and had been on Reach Up for 120 days under temporary absence eligibility before closing for not returning an Interim Report. If they reapply the next month, subtract 120 from 180 days to determine the time frame for when the child must return to the home (180 – 120 = 60 days remaining of temporary absence eligibility).

Case Closed in Error

If we close a temporary absence case in error offer the household an underpayment for the months they were closed in error or extend the 180 days.

Example: A household was closed for not returning the non-mandatory 201WC form. Contact the household to see if they would like to have an underpayment issued or have their case reopened and 180-day time frame extended.

Sanctioned cases

If reopened case is about to be sanctioned—make sure to allow 10 days for household to receive notice of reduced sanction amount (sanction may need to be put in place for following month depending when case is reopened).

BPS Support

The 180 Day Temporary Absence Calculator can be found on the RUFA tab of the ESD Calculator.

District Temporary Absence spreadsheets are located on the Share Drive at the following location: Y:\AHS ALL SHARE\ESD\Temp Absence. District Management Teams will determine who is responsible for entering information into the spreadsheet on a regular basis. RUCO periodically compiles the information for data collection purposes.

Temporary Absence of Child(ren)

Enter left date on the child(ren)'s MEMB panel in ACCESS with code 6 "allowable for RU." Left date will be the first day that the child is consecutively absent, or the first day that the child is consecutively not in the household 50% of the time or more.

Entering code 6 on the MEMB panel will remove child(ren) from the 3SVT and SF budgets Approve the changes in 3SVT and SF ELIG.

Enter a UNEA panel countable for 3SVT and SF just for the portion of the Reach Up grant that isn't being counted and write "RU Temp Absence" in the description field.

Example: Reach Up benefit is $640. The 3SVT and SF budget is only counting $426.70 (because of the person being removed for RUFA). A UNEA panel needs to be created for $213.30 ($640-426.70).

Temporary Absence of Parent/Caretaker

In two parent households, enter a left date on the parent's MEMB panel in ACCESS with code 6 "allowable for RU". Left date will be the first day that the parent is consecutively absent. Follow instructions above to count full RUFA grant amount in 3SVT and SF budgets.

For single parent households, enter a left date on the parent's MEMB panel in ACCESS with a code 6 "allowable for RU" and approve closure of 3SVT and SF benefits, unless parent is maintaining eligibility on their own. If parent is remaining active on 3SVT or SF, a left date on the child(ren)'s MEMB panel with a code 6.

Setting up Protective Payee

See [SOP 2104 Entering an Alternate Payee in ACCESS/Processing a 139AP form](#) and follow directions with information from form [207 Protective Payment Agreement](#).

When selecting EBT Alternate Payee Status select 1C "Cash Only First Alternate"

Setting up Child Only Caretaker Grant

Use the caretaker's real SSN if they are not already or have never received Reach Up for themselves, and they do not have their own children in the household. Otherwise follow District process to obtain a temporary SSN for the caretaker.

Follow District process to obtain a temporary SSN for the child(ren). Keep all other information the same. Indicate "no" when ACCESS asks if this child(ren) is really the other child(ren) in temporary absence household. Do not merge SSNs.

Create WARN and enter CATN that this child(ren) is also open in temporary absence household.

When closing child only caretaker benefit, **contact COPS** if a temporary SSN was used so COPS can merge the cases.

Ending Temporary Absence

If household is reunified within 180 days:

- Remove the left date and code 6 on the MEMB panel
- Remove the UNEA panel for "RU Temp Absence"
- Add the child(ren) back to 3SVT/SF household effective the date of return (if applicable)
- Remove the temporary absence WARN
- Enter CATN indicating child(ren)'s name and date of return
- Contact COPS if a temporary SSN was used in a Child Only Caretaker benefit and COPS will merge the SSNs as needed
- If a protective payee was assigned follow the directions for "Removing or Making Changes to an Existing Alternate Payee" in the SOP 2104.

Transferring a temporary absence case to a different district

When a household that is currently granted temporary absence moves to a different district:

- Make sure the WARN clearly states when the temporary absence started and when it will expire, as well as if any extensions have been granted.
- V off the future TODO for the current district and create a future TODO for the new district.
- Update the current district Temporary Absence spreadsheet indicating the household moved to which specific district.
- Send an email to the new district's management team so they can the household to their Temporary Absence Spreadsheet.