

STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families

DocuSigned by:
Miranda Gray
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BULLETIN NO.: 24-06

FROM: Miranda Gray, Deputy Commissioner
Economic Services Division

DATE: 05/2/24

SUBJECT: Reach Up Services Procedures & Reach Up Eligibility

CHANGES ADOPTED EFFECTIVE 05/05/24

INSTRUCTIONS

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

MANUAL REFERENCE(S):

P-2200 P-2300

Reach Up Services Procedures P-2320, P-2320A, P-2320B, P-2320C, P-2320D, P-2302E, P-2371, updated. P-2302, P-2302A, P-2302B, P-2302C P-2302D, new.

The following procedures above (P-2320, P-2320A, P-2320B, P-2320C, P-2320D, P-2302E), P-2371) pertaining to Time Limits-stopping the clock due to, Medical, Needed in the home, young child, domestic violence and voluntary participation. Procedure P-2371 pertains to the VT Moms partnership. Procedures (P-2302, P-2302A, P-2302B, P-2302C P-2302D) all pertain to Assigning Reach Up Case, tools for supervisors, assigning to case manager or career coach, to a new case manager or career coach and transferring between districts. P-2210I, pertains to Household composition regarding 18-year-old school letter.

Manual Maintenance

Significant changes are indicated by highlighting text in gray.

Bulletin No. 24-06

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Reach Up Procedures

<u>Remove</u>		<u>Insert</u>	
P-2210I	(22-06)	P-2210I	(24-06)
Nothing		P-2302	(24-06)
Nothing		P-2302A	(24-06)
Nothing		P-2302B	(24-06)
Nothing		P-2302C	(24-06)
Nothing		P-2302D	(24-06)
P-2320	(23-08)	P-2320	(24-06)
P-2320A	(23-08)	P-2320A	(24-06)
P-2320B	(23-08)	P-2320B	(24-06)
P-2320C	(21-02)	P-2320C	(24-06)
P-2320D	(21-02)	P-2320D	(24-06)
Nothing		P-2320 E	(24-06)
P-2371	(22-14)	P 2371	(24-06)

P-2210 HOUSEHOLD COMPOSITION (continued)

P-2210I 18-Year-Old In School Letter (24-06)

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

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

The letter is sent out twice. The 2nd letter tells households if they have already returned the form to ignore the 2nd letter. The reason it is now sent out 3 months before the child turns 18 is to try to prevent the child support case from ending if the child will remain eligible for Reach Up. Child support cases typically close when a child turns 18—but support can continue to be collected if the child remains in school.

*As of 1/1/24 **Reach Up** and the **PSE program** ONLY will allow children to remain eligible for Reach Up as long as are attending school full time and will either graduate by the time they turn 22 or have a disability that impacts their ability to graduate by the time they turn 22. If the child is attending an alternative school program as long as they are considered a full-time student by their program, they are eligible to continue receiving Reach Up benefits.

For families who are active **Reach First** or **Reach Ahead** the age for an eligible child remains 18th unless they graduate by their 19th birthday.

When the Letter is returned

Child not graduating before their 22nd* (or 19th if RF or RA) 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 22nd* (or 19th if RF or RA) birthday

A statement from the child's school or alternative educational program 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 22nd * (or 19th if RF or RA) birthday and has a 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. A copy of their Individual Education Plan (IEP) or 504 plan is also accepted documentation regarding the child's disability.

If the family is active Reach First or Reach Ahead, this child can remain on the grant 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.

If the family is active Reach Up or PSE, this child can remain on the grant until the month prior to turning 22. If they are the only child in the household the entire Reach Up benefits must be closed at the end of the month prior to the child's 22nd birthday. **Example** Child is turning 22 on May 15, child's eligibility would end April 30th.

Letter is not returned

If the first form is not returned, remove the child at the end of the month the child turns 18. If the only child in the household the entire Reach Up benefit would end the month the child turns 18.

If the second letter is not returned but the first letter verifying school information has been received do not close the case.

BPS Support

18-year-old in school letter for Reach First or Reach Ahead cases

[Form 600-CO18 \(RFRA\) Fillable.](#)

18-year-old in school letter for Reach Up or PSE case

[Form 600-CO18 \(RUPSE\) Fillable.](#)

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

Manually sending out 18-year-old letter

A household that is newly approved Reach Up and has a child that is 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.

If there is an 18-year-old child in the newly applying household, confirm the child's school status over the phone. If the household claims the child will graduate by the time they turn 19 or 22 (depending on the program) or will not graduate by the time they turn 19 or 22 (depending on the program), send the manual version of the letter before adding the child to the Reach Up household. If there are other children in the household, Reach Up can be approved for the other members of the household.

Entering 18-year-old school status on SCHL panel

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

SCHL Panel

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PERSON ENROLLED          SCHL   FS           18-22  < 23 Anticipated
IN SCHOOL OR TRAINING   STATUS TYPE  ELIG  PSE  RUFA  VHAP Grad Date
                        1      1      Y      y      y      06 30 2025

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: 160 FNX: STAT MODE: C RPTGRP: 009 xx xxxx PERIOD: 05 24 COMMAND:
DO: Y IMS: GY1 REPORTING ADULT: _____ 3

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Depending on the program they are active with enter "Y" under "18-22* RUFA" if the child will either graduate before they turn 19 or 22 years old or will not graduate by the time they turn 19 or 22 years old due to a disability.

Enter the anticipated graduation date.

When the anticipated graduation date has been reported by the participants or from the 18-year-old letter, enter the date in the ANTICIPATED GRAD DATE field on the SCHL panel. If a date is not entered ACCESS will create an edit saying SCHL-ANFC-ELIG-CODE, and a date will need to be entered to receive eligibility results.

ACCESS will create a TODO to remove the child (or close the benefit if they are the only child in the household) in the following circumstances:

- the month prior to the child's anticipated graduation date,
- the month prior to the child turning 22 if they will not graduation by their 22nd birthday but remain eligible due to a disability.

Further information is not required. Rely on the anticipated graduation date entered in ACCESS unless it has been reported the student will not graduate.

Review when a child should be removed from grant

- Active Reach Up, Reach First, Reach Ahead or PSE-Child turns 18 not in school—eligible the birthday month they turn 18 and need to be removed from the grant the following month.
- Active Reach Up or PSE Child over 18 will graduate before turning 22—eligible the graduation month and needs to be removed from the grant the following month.
- Active Reach Up or PSE Child over 18 not graduating before 22 but has disability—eligible the month before they turn 22 (in other words the final month they are 21).

P-2302 Assigning Participants Receiving Reach Up Benefits (24-06)

Reach Up Supervisors should assign all participants eligible for case management services within three (3) business days of the supervisor being aware the participant's benefits are open. Participants are assigned to a case manager or career coach.

Case managers and career coaches must contact assigned participants within three (3) business days of case assignment. The first initial appointment offered should be no greater than ten (10) business days after the assignment date. If the case manager or career coach cannot offer an appointment within ten (10) business days they should review with their supervisor.

P-2302 Assigning Participants Receiving Reach Up Benefits (continued)

P-2302A Tools for Reach Up Supervisors to Assign Participants. DAILY TO-DO REPORT (TODO/D) (24-06)

Supervisors and case managers should check their TODOs at least three times per week (Monday, Wednesday, and Friday) for any new or closed households that have reopened.

Supervisors should assign all new or reopened households.

Each district should develop or use an existing policy when a case manager receives a TODO for a new or reopened household.

Supervisors should check TODOs for vacant positions or for case managers that are out on leave.

CMGR: List of Case Manager's Households (REPT/D/CMGR)

Reach Up Supervisors and case managers should check their CMGR at least three times per week (Monday, Wednesday, and Friday) for any new or closed households that have reopened.

Supervisors should assign all new or reopened households.

Each district should develop or use an existing policy when a case manager has a new or reopened household on their CMGR.

PEND: STATUS OF PENDING Households (REPT/D/PEND)

Supervisors should check the status of pending households in their district at least three times per week (Monday, Wednesday, and Friday). All pending households should be switched into the supervisor's number.

You will not be able to switch households that have never been on RUFA because you cannot get into WORK/C. Make note of these households to check on them every few days (as STAT panels are added by Eligibility, WORK C will become available).

PEND: STATUS OF PENDING Households (REPT/D/PEND)

FNX: REPT MODE: D COMMAND: PEND USER-ID G_1

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03/30/20 11:34      *** REPT: REPORT SELECTION ***      ASTECA

COMMAND      REPORTS      COMMAND      REPORTS
****      *****      ****      *****
ACTV      ACTIVE CASE STATUS      TIME      ACTIVE PRTCPNT CNTS FOR RUFA
RUFA      RUFA FEDERAL ACTIVITY      EXIT      SELECT FUNCTION
DIST      DISTRIBUTION OF CASELOAD
FS      FOOD STAMP FEDERAL ACTIVITY
FUEL      FUEL ACTIVITY STATUS
MGMT      MANAGEMENT STATISTICAL
CMGR      CASE MANAGER'S
PEND      PENDING CASE STATUS
REVS      REVIEW STATUS
SBSF      SPECIAL BENEFIT FUEL CASES
WINS      WELFARE SAVINGS STATUS
DLAY      RUFA/FS DELAYED APPROVAL
RUVL      VERIFICATION LIST
LTC      PENDING LONG TERM CARE APPLS

                 SUPERVISOR      USER-ID
                      GAI
USER: 310 FNX: REPT MODE: D RPTGRP:      PERIOD: 03 20 COMMAND: PEND

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A list of pending households in your district will appear. The participant's SSN, first and last name will be listed. A-P would mean they are pending for RUFA. The number next to A-P will indicate the number of days the household has been pending. (The other letters and numbers are for other programs: food, medical, EP, and supplemental fuel.)

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03/30/20 15:39      *** PEND: LIST OF PENDING CASES ***      ASPECH2
                 IMS: GAI ADO FINANCIAL

RPTGRP ID      APPLICANT NAME      PROGRAM STATUS & DAYS PENDING
                      F-A      M-A      E-P 01
-           A-P 12 F-A                S-A
-           A-P 12 F-A               
                      F-P 03           E-P 03
-           A-P 04 F-A                S-A
-           A-P 10 F-A               
-           A-P 01 F-P 01               
-           A-P 03 F-P 03                S-P 03
-           A-P 03 F-P 03                S-P 03
-           A-P 01 F-A                S-A
-           A-P 01 F-P 01                S-P 01
-           A-P 04 F-A               
-           A-P 14 F-P 14               
-           A-P 01 F-A                S-P 01
-           A-P 14 F-A                S-A
-           A-P 04 F-P 04                S-P 04
-           A-P 01 F-A                S-A
-           A-P 05 F-P 06                S-P 05

USER: 310 FNX: REPT MODE: D RPTGRP:      PERIOD: 03 20 COMMAND:

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Monthly Email from Reach Up Central Office

Each month you will receive an email from RUCO with a list of new cases in your district. Reach Up Supervisor reviews the list to make sure all participants have been assigned a case manager or career coach. RUS will check case notes to make sure the participant has received a first appointment.

If the participant was assigned to case manager and has not received an appointment the RUS will work with the case manager to make sure the participant receives an appointment within three (3) business days.

If the case was assigned to career coach and has not received an appointment the RUS will email the VABIR Program Manager. The VABIR Program Manager will work with the career coach to make sure the participant receives an appointment within 3 business days.

P-2302 Assigning Participants Receiving Reach Up Benefits (continued)

P-2302B Assigning Participants to a Case Manager or Career Coach (24-06)

Review the 614FDP Initial Family Development Plan and review if the participant selected a case manager or career coach.

No 614FDP Initial Family Development Plan

All households newly approved Reach Up should have a completed 614FDP available in OnBase. If it is discovered that a 614FDP has not been requested or completed, let the Eligibility Supervisor in the district know. It is possible the 614FDP has not be scanned into OnBase yet.

Not receiving a 614FDP does not mean we do not assign the participant. The Reach Up Supervisor will need to use the information available to them CATNs, pervious case notes, and contacting the participant.

If an actual Family Development Plan (form 614) is created with the participant before the 614FDP is received, the actual 614 can take the place of the 614FDP. The case manager or career coach does not need to have the participant complete a 614FDP.

Participant selects case manager or does not complete section of the 614FDP.

Review the 614FDP, CATNs, and/or previous case notes for additional information.

If the participant identified a goal that is not employment, education, or training related and/or they have significant obstacles assign the participant to a case manager.

If after reviewing 614FDP, CATNs, and/or previous case notes the Reach Up Supervisor identifies a career coach would be an appropriate assignment contact the participant to discuss the benefits of working with a Career Coach. Assign the participant to the appropriate person after the conversation, the participant will be able to make the final decision. If you are unable to reach the participant assign the participant to a Career Coach.

If after reviewing 614FDP, CATNs, and/or previous case notes the Reach Up Supervisor is unsure and there are no identified obstacles that would

immediately get in the way of an employment, education, or training goal, contact the participant to discuss the mission and vision of the program and their goals. Explain the difference between working with a case manager and a career coach. Assign the participant to the appropriate person after the conversation, the participant will be able to make the final decision. If you are unable to reach the participant, the Reach Up Supervisor will assign the participant based on case load size and availability.

Participant selects career coach on the 614FDP.

If the participant selected career coach assign the family to a career coach.

Assigning Households with two participants

Each participant in the household needs their own short- and long-term goals, therefore each participant needs to be assigned a case manager or career coach. Households should not be assigned to the same case manager or career coach, unless they both have an employment, education, and training goal and you only have one career coach in your district. If they are assigned to the same career coach, they must be offered separate appointment times. If a family requests to be assigned to the same person we will honor their request, however they must be offered separate appointment times.

How to assign a participant to a case manager or career coach

To assign a participant to a case manager or career coach, send an email to the case manager with the participant's name and full SSN.

The case manager or career coach should contact assigned participants within three (3) business days of case assignment. Using the participants preferred method of communication; this includes mail, email, phone, FaceTime, virtual meetings, and text found on the 614FDP if available. Case manager and Career coach will offer the participant a meeting within ten (10) business days in their preferred location, including office, community, home and virtual.

Case manager and career coach should make two attempts to contact the participants within three (3) business days of assignment. We should use all methods known to ESD. If you are unable to reach the participant send an appointment letter offering an appointment within ten (10) business.

P-2302 Assigning Participants Receiving Reach Up Benefits (continued)

P-2302C Transferring Participants to a New Case Manager or Career Coach (24-06)

A participant requests a new Case Manager or Career Coach

If a participant requests a new case manager or career coach the Reach Up Supervisor should contact the participant to discuss the reason for the switch. If there is any problem solving that can be done between the participant and case manager or career coach, the Reach Up Supervisor should try to facilitate a meeting. If the participant does not want to continue working with the case manager or career coach the Reach Up Supervisor should reassign the participant.

The new case manager or career coach should contact the assigned participant within three (3) business days and offer the participant a meeting within ten (10) business days in their preferred location, including office, community, home and virtual.

Transferring from a Case Manager to a Case Manager

If a case manager is working with a participant and their goals are education, training, or employment related. The case manager can discuss the possibility of working with a career coach with the participant. If this is something they are interested in, the case manager should discuss it with the Reach Up Supervisor. The Reach Up Supervisor will consider case load size and availability. If the career coach has availability the Reach Up Supervisor will assign the participant to a career coach.

The case manager should not go directly to the career coach with a "referral".

Transferring from a Career Coach to a Case Manager

If a career coach is working with a participant and their goal is no longer related to education, training, or employment the career coach will work with the participant to help them identify a new goal.

If the goal has changed due to an obstacle (new or existing) the career coach will work with the participant to overcome the obstacle.

If the obstacle will permanently or longer term (longer than 6 months) affect the participants ability to focus on an employment, education, or training goal(s) the

career coach will discuss with the VABIR Program Manager. If after the discussion they both determine transferring the participant to a case manager is appropriate they will review at their monthly meeting with the Reach Up Supervisor. The Reach Up Supervisor, VABIR Program Manager, and career coach will determine the best next steps for the participant. If it is determined transferring to a case manager is the appropriate next steps the Reach Up Supervisor will reassign the participant.

If the goal has changed due to the participant's interest. The career coach will continue to support and coach the participant towards employment, education, and training goal.

How to transfer a participant between case manager and career coach?

The Reach Up Supervisor will notify the newly assigned case manager or career coach by sending an email to the case manager with the participant's name and full SSN.

The previous case manager or career coach will contact the participant and explain the transfer. They will offer a 3-way meeting between the participant, previous case manager, and career coach. If the participant accepts the 3-way meeting the meeting should be held within ten (10) business days. If the participant does not want a 3-way meeting. The new case manager or career coach should contact assigned participants within three (3) business days and offer the participant a meeting within ten (10) business days in their preferred location, including office, community, home and virtual.

P2302 Assigning Participants Receiving Reach Up Benefits (continued)

P-2302D Transferring Participants Between Districts (24-06)

Transfer because the participant has moved to a different district.

Reach Up services will be assigned to the new district. Efforts should be made to identify the participant's preferred method of contact, current goal and preference between a case manager or career coach before making the transfer, this should be indicated in case notes.

The Reach Up Supervisor will refer to available information in the Reach Up electronic file, case notes, FDPs, goal sheets, etc. to assign the participant.

If the participant is currently conciliated or sanctioned when the transfer occurs

Try to resolve before the transfer is made.

If the original case manager or career coach is not able to resolve the conciliation or sanction the current plan should be documented in case notes. The new case manager or career coach will review the plan during their first meeting with the participant. The participant and new case manager/career coach can develop a new plan if the current plan is no longer appropriate.

Transfers between districts when General Assistance (GA) Housing is involved.

Participant is in GA housing and is relocated out of district, due to hotel availability.

The original district will maintain the case file and the current case manager or career coach will continue to work with the participant until the participant becomes stable in the new district. The participant must be able and willing to maintain phone or virtual contact with the original case manager or career coach.

If the participant's goal is to return to the original district, the original district will maintain the case file and the current case manager or career coach will continue to work with the participant until they return to the original district, unless it becomes unlikely the participant will return to the original district. The participant must be able and willing to maintain phone or virtual contact with the original case manager or career coach.

If the participant is unable to connect with case manager or career coach by phone or virtually, they would prefer to meet in person, or they express that they want to work with a case manager or career coach in the district where they will be housed for GA, this will be accommodated. The Reach Up Supervisor in the district where they will be housed for GA will assign the participant to a case manager or career coach in the new district.

Efforts should be made by the case manager or career coach in the original district to identify the participant's preferred method of contact, current goal and preference between a case manager or career coach before making the transfer, this should be indicated in case notes.

If a participant is in GA housing and chooses to move out of district because they are hoping to relocate in the new district's area

Reach Up services will be assigned to the new district. Efforts should be made to identify the participant's preferred method of contact, current goal and preference between a case manager or career coach before making the transfer, this should be indicated in case notes.

The Reach Up Supervisor will refer to available information in the Reach Up electronic file, case notes, FDPs, goal sheets, etc. to assign the participant.

P-2320 Time Limits- Stopping the Clock(Reach Up Services rule 2363)(24-06)

Participation Requirements

Reach Up's mission is to join families on their journey to overcome obstacles, explore opportunities, improve their finances and reach their goals. Helping participants determine what goals they would like to focus on and how they may accomplish those goals is done using the goal achievement process, specifically GPDR-R and creation of a Family Development Plan. Participants in the Reach Up program are required to work with their Reach Up Case Manager through regular meetings a minimum of monthly and by engagement in the goal setting process. Each participant's service requirements will vary depending on the participant's abilities and needs. Participants should be informed of the service requirements, case management supports, and when appropriate, explore voluntary participation or ACCESS codes to "stop the clock" on countable time limits. See P-2320E for more information on voluntary participation.

Time limits and determining if stopping the clock is appropriate

Federal rules limit families to 60 countable months of Temporary Assistance for Needy Families (TANF) cash assistance in a lifetime. Vermont continues to offer Reach Up to families beyond 60 countable months, as long as participants are engaged with participation requirements. Certain family and benefit situations determine whether a month "counts" toward this 60-month limit. Once a participant reaches their lifetime limit of 60 countable months on Reach Up, Vermont has slightly different rules for households to continue receiving Reach Up benefits. Given lifetime limits of TANF cash assistance and different rules when reaching 60 countable months, it is important to assess a participant's circumstance to determine if they may benefit from a "stop the clock" code in ACCESS.

Participants who may be facing obstacles to meeting their goals may benefit from a code to stop the clock. Some examples of these obstacles may be a participant needing to care for a family member in the home, a participant needing to address a medical concern, or a participant having a new baby in the home. The Participation Codes desk aide [Reach Up Participation Codes](#) lists the available ACCESS codes that stop the clock for time limits and what documentation is needed.

To explore what may be going on with a participant and how the Reach Up program may work best for their family, use open-ended questions to help the participant identify how they view the obstacle(s) and what activities they feel they can take part in. The following procedures (P-2320A, B, C, D and E) provide

more information on specific ways to stop the clock and what ACCESS code may be the most appropriate.

Codes that stop the clock in ACCESS help collect information about the most common obstacles Reach Up households are facing. Only codes that stop the clock on a participant's countable months will be used.

The following codes stop the clock on a participant's countable months of Reach Up. Procedures P-2320A, B, C, D, and E outline what steps to take when stopping the clock.

Code 11- Needed in the home to care for a family member

Code 30- Primary Caregiver of child < 6 months (only the first 12 months of any combination of code 30 or 45 are not countable towards the 60 month limit)

Code 45- Primary Caregiver of child > 6 months (only the first 12 months of any combination of code 30 or 45 are not countable towards the 60 month limit)

Code 34- Medically exempt

Code 35- Medically exempt – applying for SSI/SSDI

Code 54- Unable to work due to domestic violence

Review Dates

A review date will need to be entered when using a code that stops the clock in ACCESS. This date indicates when the circumstance needs to be reviewed and potentially updated or ended. Review dates should end on the last day of the calendar month whenever possible.

If a review date passes and is not updated, the code will revert back to the able to work "02" code and the clock will begin counting toward the 60-month limit.

Reviewing the need for continuation of stopping the clock beyond review date

At least three weeks before the review date, set up an appointment and send an appointment letter to discuss next steps.

Discuss with the participant if the obstacle(s) to meeting their goal(s) remains and if they are still asking to pursue options to stop the clock.

See the following procedures (P-2320A, B, C, D, and E) for what additional information (updated forms, etc.) is needed if stopping the clock is to continue.

P-2320A Time Limits- Stopping the Clock **(continued)**

P-2320A Medical (24-06)

Participants who feel they cannot take part in activities related to their goals based on medical reasons, may qualify for an ACCESS code that stops the clock on the participant's time limit on countable months. Documentation from the participant's medical provider(s) is required to help determine if this is needed.

Active Reach Up participant verbalizes a medical condition that may qualify them for an ACCESS code to stop the clock

Give participant the following form to be completed by the participant's medical provider(s) and explain what the form is used for:

- The Temporary Medical Deferment form ([210TMD](#)) is completed by the participant's provider and includes information about the participant's medical condition(s) and how the condition(s) impacts the participant's ability to take part in activities. The form also indicates how long the health condition(s) will last.
- Equivalent documentation is acceptable in lieu of the Temporary Medical Deferment form ([210TMD](#)). Equivalent documentation includes obtaining a letter from the participant's provider with information about the participant's medical condition(s) and how the condition(s) impacts the participant's ability to take part in activities. Verbal confirmation of this information can be accepted and documented in the participant's case note.
- Enter code 34 in ACCESS with a review date 6 months out using the last day of the month as the end date. At the 6-month review date obtain a new Temporary Medical Deferment form or Equivalent documentation if the participant requests additional time.

Gathering the medical information

Create a plan with the participant to provide the medical form(s). If it is helpful to the participant, fax or email paperwork to their provider. Include this plan on the participant's FDP.

Keep the participant in a code 02 in ACCESS while waiting for the paperwork to be returned.

High risk pregnancy

High risk pregnancy does need to be verified. Verification can be completed through a collateral call to the medical provider. The medical provider can also provide verification in a written statement, or by using form([210TMD](#)) or by using the specific high risk pregnancy medical report form ([210HRP](#)).

Enter the appropriate participation code in ACCESS through the end of the anticipated month of delivery. If the participant continues to need a code that stops the clock in ACCESS after the birth, obtain new paperwork and follow the medical procedure as you would for other medical reasons.

LUND participants

Reach Up participants living at LUND can access a medical code 34 based on their residency status and the services LUND provides. Reach Up participants living at Lund can be placed in a medical code 34 for 6 months using the last day of the month as the end day. If the participant discharges from Lund before 6 months this will need to be re-evaluated at discharge and a new Temporary Medical Deferment or Equivalent documentation obtained as appropriate. If participant stays at Lund longer then 6 months, then this review date can be extended.

Participant goals after requesting medical code to stop the clock

Use Stepping Stones and the goal achievement model to see what goal(s) the participant would like to focus on while the code to stop the clock is being determined, and approved. Create a plan with the participant to achieve their goal(s).

For some participants, their goals will focus on the medical reasons they are identifying as an obstacle. For other participants, different goals may be discovered through motivational interviewing techniques. Encourage participants to engage in whatever activities they are motivated to take part in.

Medical paperwork is not returned

Meet with the participant to find out if they would like to change their plan, or if there is a good cause reason why they did not return the paperwork.

Update the FDP or the goal sheet with the new plan or a new deadline for returning the paperwork. Reach out to the provider to assist the participant with the process of obtaining the paperwork.

Medical paperwork is returned incomplete

Contact the participant's provider to gather the missing information.

Some providers also require their own releases be completed instead of or in addition to the ESD release.

Medical paperwork is returned

Reach Up Case Managers will contact the participant to discuss the recommendations from the provider. Together, they will come to consensus on the length of time the stop the clock code is needed up to 6 months with possibility of extension if it is determined to still be needed.

Reach Up Case Managers should continue to work with families on identifying their short- and long-term goals and use the Goal, Plan, Do, Review and Revise (GPDR/R) process to support participants in breaking these goals into manageable steps.

Sending medical decision

Try to review the medical documentation with the participant and discuss the decision. If the participant is not available to meet, send the participant a Deferment Decision form ([614DD](#)) with basic information about the decision including length of time/dates. The form should include an appointment date and time to discuss the decision with the participant.

Participant disagrees with the medical decision

Consider a redetermination of the medical decision by reviewing current documentation and collecting any additional documentation from the participant's medical provider. If the redetermined decision is still not agreed with, a Fair Hearing can be requested by the participant.

Case Manager Support

Reach Up Participation Codes related to stopping the clock for medical

34 - Medically deferred

35 - Medically deferred and applying for SSI/SSDI

Medical and DISA panels

Codes 34 and 35 cause a DISA pop up box to appear. This will create a DISA panel in the STAT screens.

Name of Disabled Person	Disability Factor W	Medical Decision E	Review Date Mo Da Year 04 30 2021
Katie Beckett Date Mo Year -			
Disability Factor: D - Disability W - RU & FS Temporary Deferment B - Blind X - Not relevant to any factor	Medical Decision: E - Medically Eligible I - Medically Ineligible P - Provisionally Eligible		

Enter Disability Factor of "W" RU & FS Temporary Deferment.

"D" is only used if the person is determined disabled by the Social Security Administration and should not be used for entering a Reach Up stop the clock code.

Enter Medical Decision as "E" Medically Eligible.

The review date that is entered on the WORK screen should auto-populate.

Voluntary participation for participant who is hospitalized, in need of acute care, or in need of emergency health services

If a participant informs you they are hospitalized or in need of acute emergency health services the participant can elect for voluntary participation in the Reach Up Program versus a medical code to stop the clock. Discuss with the participant the benefits and supports of working with a Reach Up Case Manager. If the participant is interested in participating in case management services, then schedule a meeting a minimum of monthly by participant preference (phone, virtual, in person, home visit). Work with the participant around identifying a goal using Goal Plan Do Review Revise (GPDR/R) and create a Family Development Plan. Offer all regular Reach Up Case Management services, however the participant would not be conciliated or sanctioned for non-engagement during this time frame. If the participant is not interested in case management services then continue to check in a minimum of monthly to ensure participant is aware of services and supports in the event they would like to

begin engaging in goal setting. Place the participant in a code 34 and set a review date of three months. Follow the stop the clock procedure as noted above to collect medical documentation. If after three months the participant is requesting more time than you would consult with a Reach Up Supervisor to determine next steps and what level of supports are needed.

P-2320 Time Limits- Stopping the Clock **(continued)**

P-2320B Needed in the Home (24-06)

Participants who feel they cannot take part in activities related to their goals based on caring for a seriously ill or incapacitated family member in the home, may request a code to stop the clock on their countable months due to being needed in the home. Participants will continue to meet with a Reach Up Case Manager while in a needed in the home code to explore future goals and access supports.

The family member must be a parent, spouse, civil union partner or child of the participant requesting the stop the clock. Documentation from the family member's medical provider(s) and/or school is required to help determine if the deferment is needed.

Needed in the Home documentation

The Medical Report, Needed in Home form ([210NMR](#)) must be signed by the family member (or their authorized rep or parent) needing the care. Their medical provider then completes the rest of the form providing information about the family member's medical condition and their need for care.

Equivalent documentation is acceptable in lieu of the The Medical Report, Needed in Home([210NMR](#)). Equivalent documentation includes obtaining a letter from the family members provider with information about the family members medical condition(s) and how the condition(s) impacts the family member. Verbal confirmation of this information can be accepted and documented in the participant's case note.

The ESD Authorization to Release Information form ([201WC](#)) only needs to be completed if the family member is a child and the child is connected with an educational program that would not be included on the 210NMR This will allow contact to be made with the educational program to help determine if the participant is needed in the home due to educational needs as well.

Active Reach Up participant requests a needed in the home stop the clock code

Give participant the following form(s) to be completed:

- The Medical Report, Needed in Home([210NMR](#))

- ESD Authorization to Release Information ([201WC](#)) (if appropriate, see explanation of form above)

Gathering the medical information

Create a plan with the participant to provide the medical form(s). If it is helpful to the participant, fax or email paperwork to their provider. Include this plan on the participant's FDP or on their goal sheet.

Participant goals during stop the clock request

Use Stepping Stones and the goal achievement model to see what goal(s) the participant would like to focus on while the deferment request is being determined, and if it is approved. Create a plan with the participant to achieve their goal(s).

For some participants, their goals will focus on the family member for whom they are caring. For other participants, different goals may be discovered through motivational interviewing techniques. Encourage participants to engage in whatever activities they are motivated to take part in.

Medical paperwork is not returned

Meet with the participant to find out if they would like to change their plan, or if there is a good cause reason why they did not return the paperwork. Update the FDP with the new plan or a new deadline for returning the paperwork. Reach out to the provider to assist the participant with the process of obtaining the paperwork.

The Medical Report/Needed in Home paperwork is completed and returned

Update the participation code in ACCESS with the correct review date. Stopping the clock should be based on the providers recommendation and participant's input. The review date should always be the last day of the month, never mid month. The review date can be entered in ACCESS for a maximum of 6 months but can then be extended if it is determined to still be needed.

Sending decision to participant

Try to review the medical documentation with the participant and discuss the decision. If the participant is not available to meet, send the participant a Deferment Decision form ([614DD](#)) with basic information about the decision including dates of when it starts, changes or ends. The form should include an appointment date and time to discuss the decision with the participant.

Participant disagrees with the medical decision

Consider a redetermination of the medical decision by reviewing current documentation and collecting any additional documentation from the participant's medical provider. If the redetermined decision is still not agreed with, a Fair Hearing can be requested by the participant.

Voluntary participation for participants caring for a family member in the home that is seriously ill

If a participant informs you they are caring for a family member in the home that is seriously ill then the participant can elect for voluntary participation in the Reach Up Program. Discuss with the participant the benefits and supports of working with a Reach Up Case Manager. If the participant is interested in participating in case management services, then schedule a meeting a minimum of monthly by participant preference (phone, virtual, in person, home visit). Work with the participant around identifying a goal using Goal Plan Do Review Revise (GPDR/R) and create a Family Development Plan. All Reach Up Case Management services and supports should be offered, however the participant is not subject to the conciliation or sanction process for non-engagement during this time frame. If the participant is not interested in case management services, then continue to check in a minimum of monthly to ensure participant is aware of services and supports in the event they would like to begin engaging in goal setting. Place the participant in a code 11 in ACCESS and set a review date of three months. Follow the stop the clock procedure as noted above to collect needed in the home documentation. If after three months the participant is requesting more time than you would consult with a Reach Up Supervisor to determine next steps and level of support needed.

P-2320 Time Limits- Stopping the Clock **(continued)**

P-2320C Young Child (24-06)

Participants who feel they cannot take part in activities because they prefer to focus their attention on caring for their young child, may request to have the clock stop on Reach time limits. See [P2320](#) for more information on Time Limits.

The participant must have a child under the age of 12 months.

Two parent households

In a two-parent household, both parents are eligible to access a stop the clock code related to caring for their young child under the age of 12 months. Explore this individually with each parent in the household to determine need for stop the clock code.

Reach Up program requirements versus voluntary participation

Participants who have a child under 6 weeks may be deferred from program requirements (voluntary participation). This includes meeting with their case manager and accepting referrals to other resources (including support services).

Participants with a child between the ages 6 weeks to 12 months can have a code to stop the clock, but are expected to participate in program requirements.

Participant goals during stop the clock for young child

Continue to meet with participants monthly and use the goal achievement model to see if the participant would like to define some goals. Create a plan with the participant to achieve their goals.

For some participants, their goals will focus around their child for whom they are providing care. For other participants, different goals may be discovered through use of open-ended questions and Goal Plan Do Review Revise process (GPDRR). Encourage participants to engage in whatever activities they are motivated to take part in.

Review dates for stop the clock for young child

Use the following codes in ACCESS for a stop the clock code for a parent caring for a young child in the home .Set a review date in ACCESS based on age of child and participant need.

30 used for a child under 6 months

45 used for a child 6-12 months

Documentation for stop the clock for young child

Discuss the young child stop the clock code with any household that has a child under 12 months. If the participant is interested in a stop the clock code please enter code 30 or 45 based on child's age. No documentation is required as long as child in the home is 12 months of age or younger.

Make sure the discussion and decision are indicated in case notes.

P-2320 Time Limits- Stopping the Clock **(continued)**

P-2320D Domestic Violence (24-06)

The Department is committed to helping families experiencing the effects of domestic violence to address those effects and begin to overcome economic barriers to independence.

Guidelines for interacting with victims of domestic violence

Many people who have experienced domestic violence find it very difficult to talk about it.

For some, it is not safe to talk about domestic violence unless the discussion is very private.

These are guidelines to follow whenever talking about domestic violence with anyone who might have experienced it.

DO –

- Allow them to ask questions without making assumptions about their experience with domestic violence.
- Make information available about services that may help them deal with domestic violence.
- Take steps to protect their privacy and safety by offering to meet in a private office and keeping the information confidential.
- Ask them if this is an appropriate time to speak if you are not meeting with them in person. Typical cues that may be easier to identify when meeting in person may be harder to identify when meeting over the phone or virtually.

The following are things to avoid –

- Don't ask them how they can put up with it, don't ask why they don't just leave, and don't imply that they have brought the abuse on themselves or their family in any way.
- Don't press them to talk about domestic violence more than they are willing to, even if you are sure they have been abused.
- Don't pressure them to take steps that may lead to more violence. For example, don't pressure them to talk to a domestic violence program specialist, file a police report, or petition for a restraining order.
- Don't question their judgment or their value as a participant,
- Don't slip a referral card or other information about domestic violence into their bag or tell them to take the handout Domestic Violence – You Don't

Have to Face It Alone ([201DV](#)) with them. If their abuser sees that they have information about abuse, it might trigger more violence.

- Don't send them mail or leave messages for them that relate to domestic violence.
- Don't try to talk to their abuser about domestic violence.

REMEMBER—

- Their abuser may become more violent when they try to improve their situation by going to work or training. The abuser may make it difficult for them to work or attend training.
- For a variety of legitimate reasons, they may not know that they are experiencing domestic violence.
- Even if they are not experiencing domestic violence now, they may still be experiencing the effects of it. Children who have witnessed domestic violence, for example, may have trouble learning or relating to other people.

Confidentiality

If the participant is accompanied by friends, relatives or companions, do not initiate or persist in discussion about domestic violence unless the participant clearly begins and continues the discussion, since the companion may be the abuser or may report back to the abuser.

Inform the participant that any discussion of domestic violence may take place in a private space in the district office where the conversation cannot be overheard. If the participant wishes to continue in a private space, stop the discussion immediately and follow the district office procedures to move the interview to a private space.

Request to stop the clock on Reach Up time limits because of the effects of domestic violence

Participants who feel they cannot take part in activities to support improving finances because of the effects of domestic violence may request to have the clock stopped from Reach Up time limits.

DV related forms and documentation

Give the participant the form Request for a Deferment from Work Requirements Because of the Effects of Domestic Violence ([310WA](#)) to complete. Ask the participant if they need help completing the form. If so, help the participant complete the form, but make sure the request is in the participant's own words.

Tell the participant that if they want the statement to include information that is already in other documentation, such as a police report, they may attach that

documentation and refer to it instead of rewriting the same information in the statement. Help the participant provide any necessary documentation. Use the ESD Authorization to Release Information ([201WC](#)) for the participant's permission to obtain the documentation.

Child Support Waiver

If a participant has a current approved child support waiver from the requirement to cooperate in the pursuit of child support, ask the participant if they would like to attach the information provided for the waiver to the [301WA](#), in place of, or in addition to, the 301WA itself. The point is to not make the participant provide duplicate information if they have already provided it to the department for other reasons.

Not all situations that require a child support waiver will also require the clock to be stopped on Reach Up time limits.

If the participant has a pending child support waiver, help the participant provide any necessary documentation. Use the [201WC](#) for the participating's permission to waive confidentiality so you can obtain the documentation.

If the participant does not currently have a child support waiver, ask them if they would like to pursue it and fill out the Waiver of Cooperation for Child Support form ([137W](#)). Refer to the [Child Support Waiver procedure 2215B](#). Check OnBase to see if the Child Support Authorization form ([137](#)) they handed in with their application has the waiver box checked. If the waiver box was not checked, add a sticky note to the original 137 in OnBase indicating that the participant has now requested a waiver. Email the District Management Team letting them know the status of the paperwork and asking that the code on the ABSP panel be updated.

All child support waiver related paperwork is kept in a separate classification file in the district office. If the request for a child support waiver has been approved, review the information provided and make a note in case notes. Do not make a copy of the paperwork for the case management file. If the waiver is denied, continue to determine whether it is appropriate to stop the clock on Reach Up time limits.

Participant goals when clock is stopped from Reach Up time limits

Use the goal achievement process to see what the participant would like to focus on. Create a plan with the participant to achieve their goals. Place the participant in the corresponding code in ACCESS while the request is being reviewed.

- Code 54 - Unable to work due to domestic violence (will not count towards the participant's time limit)

Preparing the participant for the decision

Tell the participant the decision on the request for a stop the clock on Reach Up time limits as soon as possible but that it can take up to two weeks from the time the [310WA](#) is completed.

Discuss with the participant whether it would be safe to mail the Notice of Decision Deferment or Modification of Work Requirement (DV) ([620DV](#)) to them if it is approved. Make a note in the file if the decision can be mailed or not.

Tell the participant that if the request is denied, an appointment will be scheduled for them to come in to discuss it and to see if there might be other ways to address their current situation or revise the request so it would be approved.

Submitting request for clock to be stopped on Reach Up time limits

Complete the Domestic Violence Exemption Supplement ([310DV](#)).

Fill out the top of the [620DV](#).

As soon as possible, but within two days, give the entire package to the Reach Up Supervisor. The package must include:

- the [310WA](#)
- any additional documentation or a reference to any documentation available in the district's classified file
- the [310DV](#)
- the [620DV](#) with the top portion completed

Reach Up Supervisor determines need to stop the clock on Reach Up time limits

Review the [310WA](#), the case manager's comments on the [310DV](#), and any additional documentation provided. Approve or deny the request on the [310DV](#) and return it and the [620DV](#) to the case manager.

The clock can be stopped for up to six months, and then can be extended for six-month periods.

Informing the participant of decision

When a decision is made to stop the clock on Reach Up time limits, either mail the participant the [620DV](#), if the participant had agreed to that earlier, or contact the participant and schedule an appointment to come in, if the participant did not want you to mail the 620DV.

Do not mail the 620DV to the participant unless they gave you specific instructions to do so.

At the appointment, give the participant the 620DV and discuss the decision. If the request was denied, explore possible revisions of the request or alternative ways of addressing the situation and explain the participant's appeal rights.

Reach Up file

Place original documents ([310WA](#), [310DV](#), and [620DV](#)) and all supporting documentation in the participant's case file in the 4th brad. Copies of the child support waiver paperwork and related documentation do not need to be added to the file. Instead just refer to them in case notes.

Voluntary participation for participants experiencing effects of Domestic Violence

If a participant informs you they are experiencing the effects of domestic violence and have an immediate safety concern in relation to this, the participant can elect for voluntary participation in the Reach Up Program. Discuss with the participant the benefits and supports of working with a Reach Up Case Manager. If the participant is interested in participating in case management services, then schedule a meeting a minimum of monthly by participant preference (phone, virtual, in person, home visit). Work with the participant around identifying a goal using Goal Plan Do Review Revise (GPDR/R) and create a Family Development Plan. All Reach Up Case Management services and supports should be offered, however the participant is not subject to a conciliation or sanction for non-engagement during this time frame. If the participant is not interested in case management services then continue to check in a minimum of monthly to ensure the participant is aware of services and supports in the event they would like to begin engaging in goal setting. Follow the stop the clock procedure as noted above to collect needed in the home documentation Place the participant in a code 54 and set a review date of three months. If after three months the participant is requesting more time consult with a Reach Up Supervisor to determine next steps and what level of supports are needed.

P-2320 Time Limits- Stopping the Clock **(continued)**

P-2320E Voluntary Participation (24-06)

Participation Requirements

Reach Up's mission is to join families on their journey to overcome obstacles, explore opportunities, improve their finances and reach their goals. Helping participants determine what goals they would like to focus on and how they may accomplish those goals is done using the goal achievement process, specifically GPDR-R and creation of a Family Development Plan. Participants in the Reach Up program are required to work with their Reach Up Case Manager through regular meetings a minimum of monthly and by engagement in the goal setting process. Each participant's service requirements will vary depending on the participant's abilities and needs. Participants should be informed of the service requirements, case management supports, and when appropriate explore voluntary participation or ACCESS code to "stop the clock" on countable time limits. See [P2320](#) for more information on time limits and stopping the clock.

Voluntary Participation

Some participants may be experiencing certain life events that need to be addressed before conversations about improving their finances or career exploration can be had. Participation in the program would be voluntary for these participants however Reach Up Case Managers should continue to reach out to offer supports on a minimum of once a month. These life events include the following:

- being over age 60,
- participant is caring for a child under 6 weeks of age,
- participant is experiencing effects of domestic violence, because of what is happening now or something that happened in the past,
- participant is hospitalized, or in need of acute, emergency health services, or
- participant is caring for a family member in the home that is seriously ill.

Determining if voluntary participation is appropriate

Voluntary participation is used on a short-term basis between 6 weeks to 3 months for most circumstances (see details below for timeframe exceptions for participants over the age of 60) to offer support to participants experiencing an acute need related to the above life events. Participants in these circumstances can elect to meet with their Reach Up Case Manager during this time and are not subject to good cause, conciliation, sanction, or closures related to 60-month

time limits. Reach Up Case Managers should still reach out to participants monthly either by text, phone, email, or letter to offer support, resources, and referrals. If the participant declines support or does not respond, the Reach Up Case Manager would reach out the following month and every month until the participant reaches their review date and/or their participation requirement.

There is no limit to how often a participant can request to access voluntary participation, however Reach Up Case Managers should assess with support from Reach Up Supervisor as needed if the participant qualifies based on the obstacle and voluntary participation categories. A participant may be experiencing an obstacle, but is able to engage in goal setting. In this case the participant may be able to access a code to "stop the clock" ([P2320](#)) on countable time limits for Reach Up versus electing voluntary participation.

Participant over the age of 60

Participants over the age of 60, based on their date of birth, can elect for voluntary participation in the Reach Up program. Discuss with the participant the benefits and supports of working with a Reach Up Case Manager. If the participant is interested in participating in case management services, then schedule a meeting a minimum of monthly by participant preference (phone, virtual, in person, home visit). Work with the participant around identifying a goal using Goal Plan Do Review Revise (GPDR/R) and create a Family Development Plan. All Reach Up Case Management services and supports should be offered, however the participant is not subject to conciliation or sanction for non-engagement. If the participant is not interested in case management services continue to check in monthly to ensure the participant is aware of services and supports in the event they would like to begin engaging in goal setting. Use code 08 in ACCESS and continue to update review date in 6-month intervals.

Participant is caring for a child under 6 weeks of age

If a participant informs you they have a child under 6 weeks of age in the home they can elect for voluntary participation in the Reach Up program. Discuss with the participant the benefits and supports of working with a Reach Up Case Manager. If the participant is interested in participating in case management services, then schedule a meeting a minimum of monthly by participant preference (phone, virtual, in person, home visit). Work with the participant around identifying a goal using Goal Plan Do Review Revise (GPDR/R) and create a Family Development Plan. All Reach Up Case Management services and supports should be offered, however the participant is not subject to a conciliation or sanction for non-engagement during the 6-week time period of voluntary participation. Place them in a code 30 in ACCESS with a review date of 30-60 days depending on the date you were informed of child being in the home.

Participant is experiencing effects of Domestic Violence

The Department is committed to helping families experiencing the effects of domestic violence to access safety and support and begin to overcome economic barriers to independence. If a participant informs you they are experiencing the effects of domestic violence and have an immediate safety concern in relation to this, the participant can elect for voluntary participation in the Reach Up Program. See Procedure [P2320D](#) for more information on the guidelines for interacting with victims of domestic violence. Discuss with the participant the benefits and supports of working with a Reach Up Case Manager. If the participant is interested in participating in case management services, then schedule a meeting a minimum of monthly by participant preference (phone, virtual, in person, home visit). Work with the participant around identifying a goal using Goal Plan Do Review Revise (GPDR/R) and create a Family Development Plan. All Reach Up Case Management services and supports should be offered, however the participant is not subject to a conciliation or sanction for non-engagement during this time frame. If the participant is not interested in case management services then continue to check in a minimum of monthly to ensure the participant is aware of services and supports in the event they would like to begin engaging in goal setting. Place the participant in a code 54 and set a review date of three months. Procedure [P2320D](#) outlines the documentation requirements for this participation code. If after three months the participant is requesting more time consult with a Reach Up Supervisor and collect documentation following [P2320D](#) to determine next steps and what level of supports are needed.

Participant is hospitalized or in need of acute emergency health services

If a participant informs you they are hospitalized or in need of acute emergency health services the participant can elect for voluntary participation in the Reach Up Program. See [P2320A](#) for more information on stopping the clock for medical conditions. Discuss with the participant the benefits and supports of working with a Reach Up Case Manager. If the participant is interested in participating in case management services, then schedule a meeting a minimum of monthly by participant preference (phone, virtual, in person, home visit). Work with the participant around identifying a goal using Goal Plan Do Review Revise (GPDR/R) and create a Family Development Plan. Offer all regular Reach Up Case Management services, however the participant would not be conciliated or sanctioned for non-engagement during this time frame. If the participant is not interested in case management services then continue to check in a minimum of monthly to ensure participant is aware of services and supports in the event they would like to begin engaging in goal setting. Place the participant in a code 34 and set a review date of three months. Procedure [P2320A](#) outlines what documentation is needed for this participation code. If after three months the participant is requesting more time than you would consult with a Reach Up

Supervisor and collect documentation following [P2320A](#) to determine next steps and what level of supports are needed.

Participant is caring for a family member in the home that is seriously ill

If a participant informs you they are caring for a family member in the home that is seriously ill then the participant can elect for voluntary participation in the Reach Up Program. See Procedure [P2320B](#) for more information on stopping the clock for being needed in the home. Discuss with the participant the benefits and supports of working with a Reach Up Case Manager. If the participant is interested in participating in case management services, then schedule a meeting a minimum of monthly by participant preference (phone, virtual, in person, home visit). Work with the participant around identifying a goal using Goal Plan Do Review Revise (GPDR/R) and create a Family Development Plan. All Reach Up Case Management services and supports should be offered, however the participant is not subject to the conciliation or sanction process for non-engagement during this time frame. If the participant is not interested in case management services, then continue to check in a minimum of monthly to ensure participant is aware of services and supports in the event they would like to begin engaging in goal setting. Place the participant in a code 11 in ACCESS and set a review date of three months. See Procedure [P2320B](#) for documentation requirements. If after three months the participant is requesting more time than you would consult with a Reach Up Supervisor and collect documentation following [P2320B](#) to determine next steps and level of support needed

P-2371 VT MOMS PARTNERSHIP PROCEDURES

(24-06)

VT MOMS is an 8-week stress management group offered to mothers who would like support with relaxation tips, balancing responsibilities with fun, problem solving tips, communication strategies and more. VT MOMS is led by a community Mental Health Ambassador and VT MOMS Clinician and is offered on a rotating basis throughout the year. Classes are 90 minutes long and will be held over zoom and/or in person.

Who is eligible to apply?

- Be at least 18 or older and identify as a woman
- Be pregnant or the primary caregiver of a child under 18
- Be experiencing emotional challenges
- Be participating in Reach Up, Reach First, Reach Ahead, or the Post-Secondary Education program, or have participated in Reach Up in the last 2 years. Or are receiving the Child Only grant

Referral Process

- Complete the VT MOMS referral form found at the following link: [VT MOMS Partnership Referral Form](#).
- Submit referrals to **VTMoms@howardcenter.org**
- The referral form asks for information about the participant including their UID number. To find the number, please check ACCESS under PERS/D/HIST. The participant's UID number will be listed on the top left corner of ACCESS.

See screenshot below.

```

03/10/22 15:03          PERSON HISTORY STATUS          ASPAHC
SSN:                   DOB:                   SEX: F
UID:                   UID Number found         RA MONTHS LEFT: 24
                        here
                        RA MONTHS:
CAT-CODE              START              END              REM-RSN          REPORTING-GROUP  STATUS
-----
*** REACH UP HISTORY ***
11 01 2021                                ACTIVE
02 01 2021 11 30 2021                    59              CLOSED
06 01 2019 02 28 2021                    57              CLOSED
                                02 27 2015                    59              DENIED
10 01 2014 01 15 2015                    57              CLOSED
                                10 02 2014                    05              DENIED
01 01 2014 08 31 2014                    05              CLOSED
08 01 2013 11 15 2013                    57              CLOSED
                                07 11 2013                    59              DENIED
                                04 15 2013                    59              DENIED
                                07 11 2012                    63              DENIED
                                06 21 2012                    57              DENIED

USER: 449 FNX: PERS MODE: D RPTGRP:          PERIOD: 03 22 COMMAND:
VALID COMMANDS: PERS HIST INSU MEDI MED FS PREM HIPS EXIT
    
```

Family Development Plan and Support Services

- VT MOMS should be added as “life skills workshop” in ACCESS on the work panel for participants’ Family Development Plan. Please also use the GPDR/R process and tools if the participant would like this as a primary goal and could benefit from breaking the process down in smaller steps. The screenshot below shows where to find life skills workshop on work panel in ACCESS.

```

+-----Life Skills Activities-----+ LOPMENT PLAN ***          ASQWOHF1
| Arranging Childcare                | : Financial Status: Active
| - Driving Test Prep Activity        | | Phase: PW 04/01/2022
| - Financial Management Workshop     | | Participation Code: 02 NE
| - Life Skills Workshop              | | Review Date: _ _ _ _
| - Rocking Horse Circle of Supp.    | | Service Clerk_
| - Transportation Planning           | | FSM Activity Matrix
| - Transportation Workshop          | | History History
| - Vocational Exploration           | | *****
| - VAL 'Essential Skills'           | | ealth & Safety/Child Devl & Educ Click &
| - VAL Basic Computer Classes       | | Comment
| - VT Works for Women Empl. Supp.   | | rk Other Life Skills
| - VT Works for Women Mentoring     | | ments Activities
+-----+
Activity  Hrs/Wk  Start  Target  Act End date  Outcome
-----
          _ _ _ _
          _ _ _ _

USER: 449 FNX: WORK MODE: D RPTGRP:          PERIOD: 03 22 COMMAND:
    
```

- Review and offer support service assistance as appropriate following the matrix guidelines to support successful engagement and completion of the program.