STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families

Signed by:

Miranda Gray

9D28B1253ECC4BA...

FROM: Miranda Gray, Deputy Commissioner
Economic Services Division

BULLETIN NO.: 24-16

DATE: 7/15/2024

SUBJECT: Reach Up Eligibility, Reach Up Services, Reach Ahead Procedures

CHANGES ADOPTED EFFECTIVE 07/25/2024

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-2200   P-2280   P-2300

Reach Up Eligibility procedures have been updated to include the Basic Need Standards table in procedure format, rather than rule. Reach Up Services procedures have been updated to indicate the correct codes that should be used for stopping the clock on participant's countable months. Reach Ahead procedures have been updated to reflect the Reach Ahead Pilot program that is in place July 1, 2023 through June 30, 2025.

Manual Maintenance

Significant changes are indicated by highlighting text in gray.

Reach Up Eligibility Procedure

Remove	**Insert**
P-2230A (20-08)	P-2230A (24-16)

Reach Ahead Procedures

Remove		Insert	
P-2280 TOC	(17-04)	P-2280	(24-16)
Nothing		P-2280A	(24-16)
Nothing		P-2280B	(24-16)
Nothing		P-2280C	(24-16)
P-2281	(15-26)	P-2281	(24-16)
Nothing		P-2281A	(24-16)
P-2282	(15-26)	P-2282	(24-16)
Nothing		P-2282A	(24-16)
Nothing		P-2282B	(24-16)
P-2283	(15-26)	P-2283	(24-16)
P-2284	(15-26)	P-2284	(24-16)
Nothing		P-2284A	(24-16)
Nothing		P-2285	(24-16)

Reach Up Services Procedures

Remove		Insert	
P-2320C	(24-06)	P-2320C	(24-16)
P-2320E	(24-06)	P-2320E	(24-16)

P-2230 Benefits (continued)

P-2230A Calculating Net Income and Benefits (24-16)

Calculate the household's eligibility for a Reach Up benefit by comparing the household's total countable net income to the household's maximum benefit. The maximum benefit is also called the payment standard. It is based on the number of household members, the calculated basic need standard, their allowable housing expenses, and where the household lives. These factors are used to determine the household's total need, which is then ratably reduced to 49.6% and results in the maximum benefit.

Basic Need Standards

Number in Assistance Group	1	2	3	4	5	6	7	8	9 or more
Basic Needs	$644	$942	$1236	$1478	$1733	$1907	$2203	$2458	Add $236 for each additional person

Calculating Net Income

Net earned income

Follow the steps below to calculate the household's net earned income (per household member):

1. Total gross wages and net self-employment

2. Subtract allowable dependent care paid for incapacitated adult or non-Reach Up member (very rare)

3. Subtract court ordered alimony and child support paid out

4. Subtract $90 deduction or $350 disregard

5. The result, thus far is the subtotal

6. If $350 was used in (4) above, calculate 25% of the subtotal and subtract

7. The result is the net earned income

Net unearned income

Follow the steps below to calculate the household's net unearned income (per household member):

1. Total gross unearned income

2. Subtract balance of any court ordered alimony and child support paid out

3. Add fuel/utility allowance if applicable

4. The result is the net unearned income

Total net income

Add the net earned income with the net unearned income for all household members for the household's total net income.

Determine household maximum benefit

Follow the steps below to calculate the household's maximum benefit:

1. Basic need standard for RU household size (see chart above)

2. Add the housing standard ($450 for Chittenden County, $400 for outside Chittenden County)

3. Add up to the special housing allowance (maximum of $90)

4. Multiply by the ratable reduction (0.496)

Calculating Benefit Amount

Follow the steps below to determine if and how much of a Reach Up benefit the household is eligible to receive:

1. Subtract the household's total net income from the household's maximum benefit.

2. If the net income is more than the maximum benefit, the household is not eligible for Reach Up. Deny or close the benefit.

3. If the net income is less than the maximum benefit, drop the cents. The household is eligible for this monthly benefit.

4. To determine the initial month of benefit, do not drop the cents, instead use the proration table below and multiple the benefit by the percentage based on the date of approval (no matter how many days in the month). Then drop the cents. The household is eligible for this initial benefit.

Proration Table

Date	%	Date	%	Date	%	Date	%	Date	%
1	100	7	80	13	60	19	40	25	20
2	97	8	77	14	57	20	37	26	17
3	93	9	73	15	53	21	35	27	13
4	90	10	70	16	50	22	30	28	10
5	87	11	67	17	47	23	27	29	7
6	83	12	63	18	43	24	23	30/31	3

BPS Support

Use page 2 of the Reach Up Eligibility Intake Worksheet (203RU) to calculate the household's benefit amount.

Calculating Earned Income Disregard for the Net Earned Income

Example:
Donald earns $1033.09 a month
       -350.00 is subtracted from that amount
    = $683.09

Calculate 25% of that amount:
$683.09 X .25 = $170.77 (round to nearest cents)

     $683.09
    - 170.77 subtracted from the previous balance
  = $512.32 (this time do not round)

In this example, the total amount of the Earned Income Disregard is: $350 + $170.77 (25%) = $520.77 taken off their earned income.

Calculating total Net Income

Donald lives in subsidized housing and must pay for his own electric. His subsidized rent is reduced and instead he receives a Utility Subsidy of $30 to

help offset the electric bill. This subsidy counts as unearned income in the Reach Up budget.

$512.32 (amount of countable earned income from above after disregard)
+ 30 (utility subsidy)
$542.32 total Net Income or RUFA Income

Reading the ACCESS RUFA budget

The third panel of ELIG C/D RUFA shows the budget used to determine the Reach Up benefit.

```
12/06/23 09:51          RUFA Results - Budget                          ASP1VA0
   PERIOD:  01 24 VER:  2 OF  2                      PERIOD:   1 24 VER:  1
   PROC: 01 31 24    12:33                           PROC: 12 01 23    09:33
NET SELF EMPLOY INCOME:   $                             $
GROSS EARNED INCOME:     +$    782.60                  +$
WORK EXPENSES:          -$                            -$
EARNED INCOME DISREGARD: -$    458.15                  -$
DAY CARE EXPENSES:      -$                            -$
UNEARNED INCOME:        +$              SSI:          +$              SSI:
RUFA Income:            =$    324.45                  =$
BASIC NEED STANDARD:     $   1286.00  FOR: 3           $   1286.00  FOR: 3
SHELTER EXPENSES:       +$    450.00                  +$    450.00
TOTAL NEEDS:            =$   1736.00                  =$   1736.00
PAYMENT STANDARD: 49.6%  $    861.05                   $    861.05
REACH UP Sanction Amt:  -$                            -$
RUFA Grant:             =$    536.00                  =$    861.00
RECOUPMENT:             -$                            -$
RUFA Grant Less Recoup: =$    536.00                  =$    861.00
Parent Share Offset Amt: -$                           -$
RUFA Reduced Grant Amt: =$    536.00                  =$    861.00
INCOME TEST: GROSS: PASSED      NET: PASSED    GROSS: PASSED   NET: PASSED
```

This screen shot shows the following:

Gross Earned Income $782.60
Earned Income Disregard $458.15
RUFA Income $324.45

Special Housing Allowance in the RUFA budget

When a household qualifies for the special housing allowance (up to $90), the amount is added to the Basic Need Standard instead of the Shelter Expense on the ACCESS screen.

ELIG D RUFA (3rd panel)

```
07/01/24 12:55         RUFA Results - Budget                              ASP1VA0
   PERIOD:  01 24 VER:  3 OF  3                   PERIOD:   1 24 VER:   2
   PROC: 01 13 24    21:04                         PROC: 12 01 23    23:46
NET SELF EMPLOY INCOME:    $                         $
GROSS EARNED INCOME:     +$   1395.00              +$
WORK EXPENSES:          -$                         -$
EARNED INCOME DISREGARD: -$    611.25              -$
DAY CARE EXPENSES:      -$                         -$
UNEARNED INCOME:        +$          SSI:           +$          SSI:
RUFA Income:            =$    783.75               =$
BASIC NEED STANDARD:     $   1316.00  FOR: 3        $   1316.00  FOR: 3
SHELTER EXPENSES:       +$    400.00               +$    400.00
TOTAL NEEDS:            =$   1716.00               =$   1716.00
PAYMENT STANDARD: 49.6%  $    851.13                $    851.13
REACH UP Sanction Amt:  -$                         -$
RUFA Grant:             =$     67.00               =$    851.00
RECOUPMENT:             -$                         -$
RUFA Grant Less Recoup: =$     67.00               =$    851.00
Parent Share Offset Amt: -$                        -$
RUFA Reduced Grant Amt: =$     67.00               =$    851.00
INCOME TEST: GROSS: PASSED      NET: PASSED     GROSS: PASSED   NET: PASSED
USER: 934 FNX: ELIG MODE: D RPTGRP:            ERIOD: 01 24 COMMAND:  _
DO: Z IMS: GR1 RPTGRP NAME:                                 PANEL: 3     3
```

This screen shot shows the Basic Need Standard for 3 to be $1316.

This household lives outside of Chittenden County. The Basic Need Standard for 3 is $1236. However, this household pays $480/month in rent. This is more than the $400 housing standard for outside Chittenden County.

```
   $1236
+    $80
   $1316
```

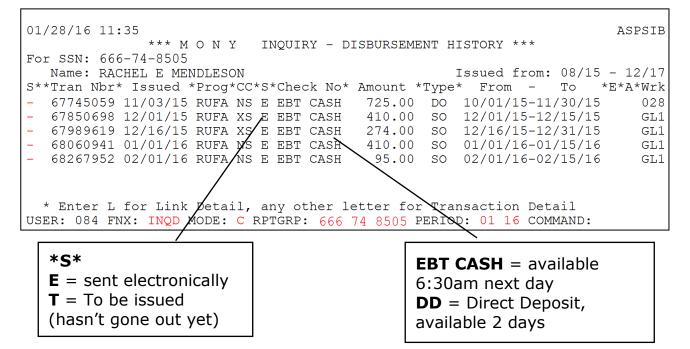### Reviewing INQD (Money Disbursement History)

Watch the ACCESS Eligibility Training Video (INQD and INQB) View Benefit Disbursement.

INQD

```
    ****    M O N Y   INQUIRY - DISBURSEMENT HISTORY   ****           ASPSIB

            For Reporting Group SSN ( XXX XX XXXX )

            Issued from ( MM / CCYY ) to ( MM / CCYY )
                        ( 11 / 2013 ) to ( 12 / 2016 )

            Indicate the types desired using an X

                      ( X )   All types
               ( _ )   ANFC/RUFA including Family Bonus/Parent Share
               ( _ )   IVD PA                  ( _ )    PSE/RPSE
               ( _ )   Food Stamps             ( _ )    CSE
               ( _ )   General Assistance      ( _ )    Lund Home
               ( _ )   Medicaid                ( _ )    DEFRA
               ( _ )   Essential Person        ( _ )    EFA
               ( _ )   Fuel                    ( _ )    Administration
               ( _ )   IV-D                    ( _ )    E&T
               ( _ )   RCHP/WORK/ORNT/WTW      ( _ )    CC
               ( _ )   TCC                     ( _ )    DISP
               ( _ )   Premium Refund          ( _ )    RA

SER: 084 FNX: INQD MODE: D RPTGRP: XXX XX XXXX PERIOD: 10 15 COMMAND: _____
```

Example of Reach Up benefit disbursements

```
01/28/16 11:35                                                        ASPSIB
              *** M O N Y   INQUIRY - DISBURSEMENT HISTORY ***
For SSN: 666-74-8505
   Name: RACHEL E MENDLESON                   Issued from: 08/15 - 12/17
S**Tran Nbr* Issued *Prog*CC*S*Check No* Amount *Type*  From  -   To   *E*A*Wrk
-   67745059 11/03/15 RUFA NS E EBT CASH   725.00  DO  10/01/15-11/30/15    028
-   67850698 12/01/15 RUFA XS E EBT CASH   410.00  SO  12/01/15-12/15/15    GL1
-   67989619 12/16/15 RUFA XS E EBT CASH   274.00  SO  12/16/15-12/31/15    GL1
-   68060941 01/01/16 RUFA NS E EBT CASH   410.00  SO  01/01/16-01/15/16    GL1
-   68267952 02/01/16 RUFA NS E EBT CASH    95.00  SO  02/01/16-02/15/16    GL1


   * Enter L for Link Detail, any other letter for Transaction Detail
USER: 084 FNX: INQD MODE: C RPTGRP: 666 74 8505 PERIOD: 01 16 COMMAND:
```

S
E = sent electronically
T = To be issued
(hasn't gone out yet)

EBT CASH = available
6:30am next day
DD = Direct Deposit,
available 2 days

<u>P-2280 Reach Ahead Pilot Program</u> (24-16)

The Reach Ahead Pilot program is a 2-year program starting July 1, 2023 through June 30, 2025 with an implementation date of August 1, 2023. The purpose of the program is to help families who have recently left the Reach Up (RU) or the Post Secondary Education (PSE) program due to unsubsidized employment maintain their employment by providing supports and incentives. The Reach Ahead Pilot program will replace the current Reach Ahead program during the duration of the Pilot and will have an increase in incentives (work support payments), eligibility window, and food benefit.

Reach Ahead Pilot Program Overview

The following is an overview of Reach Ahead Pilot program eligibility, timelines, incentives (work support payments) and supports that will be in place for the duration of the Pilot. Additional and in-depth Reach Ahead Pilot program processes and guidance are outlined in Reach Ahead procedures 2280A, 2280B, 2280C, 2281, 2281A, 2282, 2282A, 2282B, 2283, 2284, 2284A and 2285. Unless otherwise stated in Reach Ahead Pilot program procedures and guidance, all Reach Ahead rules remain in place.

Reach Ahead Eligibility

To be eligible for the Reach Ahead Pilot program families must meet the following criteria:

- Household must live in Vermont.

- Household must include minor children.

- At least one eligible adult in the household must meet the work requirement through paid employment (Reach Ahead rule 2502.1).

- At least one eligible adult in the household must have been active on Reach Up or Post Secondary Education (PSE) program within the prior 12 months from the date of application (starting July 1, 2023).

- Reach Ahead households are eligible under temporary absence rules if children or parents are absent from the home for up to 180 days (Reach Ahead rule 2501B, Reach Up rule 2228).

- Reach Ahead reviews during the Pilot will continue as scheduled following existing procedures.

- Unless otherwise stated in Reach Ahead Pilot program procedures and guidance, all Reach Ahead rules remain in place.

Reach Ahead Pilot Program Timelines and Months

- Participants that are currently active Reach Ahead as of July 1, 2023 will be automatically enrolled in the Reach Ahead Pilot program.

- Anyone eligible for Reach Ahead after July 1, 2023 would be automatically enrolled following same procedures under the existing Reach Ahead program. Please see P-2281 for more detail.

- Families who have closed Reach Up or PSE and are eligible for Reach Ahead will have 12 months to apply for Reach Ahead from the date they closed Reach Up or PSE.

- Participants will have a total of 24 consecutive months (one month after the other with no break in between) to remain on the Reach Ahead Pilot program starting from July 1, 2023.

- All families will start at a count of 0 months when entering the Reach Ahead Pilot program as of July 1,2023 or when entering the program during the 2 years of the Pilot.

Reach Ahead Pilot Case Management and Career Coaching

All Reach Ahead households are eligible to receive case management and/or career coaching services to support employment and employment related goals (Reach Ahead rule 2505.1). Reach Ahead households are also eligible for support services and referrals. Please see P-2285 for additional information and guidance for Reach Ahead case management and career coaching services and expectations.

P-2280 Reach Ahead Pilot Program (continued)

P-2280A Reach Ahead Pilot Program 12-month Look Back (24-16)

A household is eligible for the Reach Ahead Pilot program if they are meeting the household's work requirement through paid employment *and* an eligible household member was active on Reach Up or PSE in the last 12 months from the date of application (starting July 1, 2023).

- The Reach Ahead Pilot program 12-month look back period <u>does not</u> include Reach Ahead, Reach First or Reach Up child-only household. The household must have been active on Reach Up or PSE in the prior 12 months to be eligible.

  o <u>Example</u>: A household applies for the Pilot program on February 1, 2024. The household was last active on Reach First in December 2023 and has never received Reach Up. The household is <u>not eligible</u> for the Pilot program.

  o <u>Example</u>: A single parent receiving SSI applies for the Pilot program on February 1, 2024 because they are now working. The household last received Reach Up in November 2023, however it was a child-only benefit and there is no additional Reach Up history. The household is not eligible for the Pilot program.

  o <u>Example</u>: A household applies for the Pilot program on February 1, 2024. The household was last active on Reach Ahead in December 2023 but last received Reach Up in November 2022. The household is <u>not eligible</u> for the Pilot program.

  o <u>Example</u>: A household applies for the Pilot program on February 1, 2024. The household was last active on Reach Up in December 2023. The household <u>is eligible</u> for the Pilot program.

- A household needs to submit a Reach Ahead Pilot program application by the end of their 12-month look back period to remain eligible for the Pilot program.

  o <u>Example</u>: A household was last active on Reach Up in February 2023. The household submits a Reach Ahead Pilot application on January 1, 2024. The household is meeting their work requirement through paid employment. The household <u>is eligible</u> for the Pilot program.

- o <u>Example</u>: A household was last active on Reach Up in March 2023. The household submits a Reach Ahead Pilot application on March 30, 2024. The household is meeting their work requirement through paid employment. The household <u>is eligible</u> for the Pilot program.

- o <u>Example</u>: A household applies for the Reach Ahead Pilot program on February 1, 2024. The household last received Reach Up in January 2023. The household is <u>not eligible</u> for the Pilot program as the date of their application surpasses the 12-month look back period. The household would have needed to get their Pilot application in by January 31, 2024 to be eligible.

- ACCESS will automatically calculate the 12-month look back period when a household applies for the Reach Ahead Pilot program.

- ACCESS will automatically prompt a denial when processing a Reach Ahead Pilot application if the household does not meet 12-month lookback eligibility.

- If you have any questions around a Reach Ahead Pilot program denial due to the 12-month look back period, or if it appears that a household was incorrectly denied due to the 12-month look back period, consult with district Senior BPS, supervisor and reach out to Reach Up AOPs.

BPS Support

A household's program history can be viewed through PERS D HIST. To explore and determine the 12-month look back period for a household look under REACH UP HISTORY.

Now look at CAT-CODE. This will show the specific Reach Up program the household is/was enrolled in.

- RA indicates Reach Ahead,
- PS indicates PSE,
- RF indicates Reach First, and
- no CAT-CODE listed indicates Reach Up.

```
04/17/24 11:29              PERSON HISTORY STATUS                        ASPAHC
SSN:                                              DOB: 10/18/1969 SEX: F
UID:                                              RA PILOT MONTHS LEFT:
                                                     RA PILOT MONTHS:
                                                     RA START DT:
  CAT-CODE       START          END        REM-RSN    REPORTING-GROUP     STATUS
  ---------------------------------------------------------------------------------

                        *** REACH UP HISTORY ***
              08 01 2023   03 31 2024       73                            CLOSED
    RA        04 01 2023   08 31 2023       80                            CLOSED
              08 01 2022   03 15 2023       66                            CLOSED
              08 01 2022   08 15 2022       62                            CLOSED
    PS        12 01 2020   07 31 2022       63                            CLOSED
              07 01 2020   11 30 2020       66                            CLOSED
    PS        09 01 2018   06 30 2020       63                            CLOSED
              05 01 2018   08 31 2018       63                            CLOSED
    RA        06 01 2017   11 30 2017       73                            CLOSED
                           07 05 2017       66                            DENIED
    RA        05 01 2017   06 30 2017       57                            CLOSED

USER: 154 FNX: PERS MODE: D RPTGRP:              PERIOD: 04 24 COMMAND:
VALID COMMANDS: PERS HIST INSU MEDI MED FS PREM HIPS EXIT
```

Lastly, look at the START and END dates listed with each CAT-CODE. The END date is the last date the household was enrolled in that coinciding program. The END date of when a household was last enrolled in Reach Up or PSE is what the household's 12-month look back period is based on.

In the example below, the household was last enrolled in Reach Up on 3 15 23 (March 2023). That means this household's 12-month eligibility window will expire on April 1, 2024.

```
04/17/24 11:29              PERSON HISTORY STATUS                        ASPAHC
SSN:                                              DOB: 10/18/1969 SEX: F
UID:                                              RA PILOT MONTHS LEFT:
                                                     RA PILOT MONTHS:
                                                     RA START DT:
  CAT-CODE       START          END        REM-RSN    REPORTING-GROUP     STATUS
  ---------------------------------------------------------------------------------

                        *** REACH UP HISTORY ***
              08 01 2023   03 31 2024       73                            CLOSED
    RA        04 01 2023   08 31 2023       80                            CLOSED
              08 01 2022   03 15 2023       66                            CLOSED
              08 01 2022   08 15 2022       62                            CLOSED
    PS        12 01 2020   07 31 2022       63                            CLOSED
              07 01 2020   11 30 2020       66                            CLOSED
    PS        09 01 2018   06 30 2020       63                            CLOSED
              05 01 2018   08 31 2018       63                            CLOSED
    RA        06 01 2017   11 30 2017       73                            CLOSED
                           07 05 2017       66                            DENIED
    RA        05 01 2017   06 30 2017       57                            CLOSED

USER: 154 FNX: PERS MODE: D RPTGRP:              PERIOD: 04 24 COMMAND:
VALID COMMANDS: PERS HIST INSU MEDI MED FS PREM HIPS EXIT
```

P-2280 Reach Ahead Pilot Program (continued)

P-2280B Reach Ahead Pilot Program Months (24-16)

Households can remain on the Reach Ahead Pilot program for a total of 24 consecutive months (one month after the other with no break in between). A household's Reach Ahead Pilot program start date, Pilot month count, and available Pilot months can be found in PERS-D-HIST.

- All families will start at a count of 0 months when entering the Reach Ahead Pilot program as of July 1,2023 or when entering the program during the 2 years of the Pilot.

- Reach Ahead Pilot months begin counting once the household is active on Reach Ahead. The months are not based on how long the household has been working for their current employer.

  o Example: A Reach Ahead Pilot household becomes active on March 1, 2024. March 2024 will be month 1 for this household. April 2024 will be the household's 2nd month if there is no break in benefits.

  o Example: An eligible member of the Reach Ahead household has been working the same job for the last 6 months. The household applies for the Reach Ahead Pilot on March 1, 2024. The household is approved the same month and Reach Ahead becomes active as of March 2024. The household will have 1 month in March 2024.

- All families will return to a count of 0 months whenever there is a break in Reach Ahead benefits. A break in benefits for Reach Ahead means that a household did not receive a Reach Ahead benefit for a full month.

  o Example: A household has 6 Reach Ahead Pilot months as of March 1, 2024 and their Reach Ahead closes on March 10, 2024. The household reapplies for the Reach Ahead Pilot program on May 1, 2024. When the household reopens in May 2024, May will be the 1st Reach Ahead Pilot month due to the break in benefits.

- Reach Ahead Pilot program months in ACCESS are shown in "real time." The count is based on the actual date you look in ACCESS not the reporting period being looked in. The months will not show retroactively or in the future.

  o Example: It is March 2024 and an active household has 5 Reach Ahead Pilot months. PERS-D-HIST for period 03-24 will show 5 Reach Ahead Pilot months. PERS-D-HIST for periods 02-24, 04-24 and so forth will also show 5 Reach Ahead months.

- Reach Ahead Pilot months, both current and available, coincide with the Reach Ahead Pilot start date listed in ACCESS.

- ACCESS automatically populates the Reach Ahead Pilot start date and the household's month count.

  o Example: A household enrolled in the Reach Ahead Pilot program in January 2024 and today is March 1, 2024. PERS-D-HIST will show a Reach Ahead Pilot start date (RA START DT) of January 2024 and there will 3 Reach Ahead Pilot months listed.

- A household's Reach Ahead Pilot start date does not have to coincide with ESD program dates shown in CASE-D.

  o Example: A household enrolled in the Reach Ahead Pilot in September 2023 and they have not completed their 6-month review for March as of adverse action. The household submits verification on March 28, 2024 and Reach Ahead Pilot is re'appled. CASE-D will show the RA application date as 03-01-24, whereas the household's Reach Ahead Pilot start date will be listed as September 2023.

- Reach Ahead Pilot months are attached to the household and will not transfer if a new household is set up. See Reach Ahead rule 2503B for additional information around months for two parent or blended households.

BPS Support

A household's Reach Ahead Pilot start date (RA START DT), Reach Ahead Pilot month count (RA PILOT MONTHS), and how many Reach Ahead Pilot months remain available (RA PILOT MONTHS LEFT) can be viewed in the upper right corner of PERS-D-HIST.

```
04/17/24 11:29           PERSON HISTORY STATUS                        ASPAHC
SSN:                                          DOB: 10/18/1969 SEX: F
UID:                                      RA PILOT MONTHS LEFT:
                                               RA PILOT MONTHS:
                                               RA START DT:
   CAT-CODE       START        END        REM-RSN     REPORTING-GROUP    STATUS
-----------------------------------------------------------------------------------

                     *** REACH UP HISTORY ***
             08 01 2023   03 31 2024      73       008-              CLOSED
    RA       04 01 2023   08 31 2023      80                         CLOSED
             08 01 2022   03 15 2023      66                         CLOSED
             08 01 2022   08 15 2022      62                         CLOSED
    PS       12 01 2020   07 31 2022      63                         CLOSED
             07 01 2020   11 30 2020      66                 2049    CLOSED
    PS       09 01 2018   06 30 2020      63                         CLOSED
             05 01 2018   08 31 2018      63                         CLOSED
    RA       06 01 2017   11 30 2017      73       CC                CLOSED
                          07 05 2017      66                         DENIED
    RA       05 01 2017   06 30 2017      57                         CLOSED

USER: 154 FNX: PERS MODE: D RPTGRP:              PERIOD: 04 24 COMMAND:
VALID COMMANDS: PERS HIST INSU MEDI MED FS PREM HIPS EXIT
```

P-2280 Reach Ahead Pilot Program (continued)

P-2280C Reach Ahead Pilot Program Benefits, Work Support Payments, and Supports (24-16)

The Reach Ahead Pilot program provides eligible households with Reach Ahead specific food benefits, work support payments (incentives) for continuous employment while enrolled in the Reach Ahead Pilot program, and case management and/or career coaching services for support and referrals to help maintain employment.

Reach Ahead Food Benefit

All families receiving Reach Ahead are eligible for a Reach Ahead food benefit (Reach Ahead rule 2504). The Reach Ahead food benefit is in addition to any 3SVT benefit the household may be receiving and/or is eligible for. The Reach Ahead food benefit is issued via EBT (Reach Ahead rule 2504.2).

- The Reach Ahead Pilot program food benefit is issued in the following structure for the duration of the Pilot program:

  o $100 food benefit per month for the first 6 months on the Reach Ahead Pilot.

  o $50 food benefit per month for the remaining 18 months on the Reach Ahead Pilot program.

- Reach Ahead Pilot program food benefit months are not cumulative across a household's lifetime. This means the months are based off the household's Reach Ahead Pilot program start date and Pilot program months.

  o Example: A household has 7 Reach Ahead Pilot months when they close out on January 31, 2024. When the household reopens on March 1, 2024 their Reach Ahead Pilot month count is set back to 1. The household is now getting $100 a month again for Reach Ahead food benefits.

- ACCESS automatically issues notices to households when their Reach Ahead Pilot food benefit is scheduled to change.

- ACCESS automatically calculates and updates the Reach Ahead Pilot food benefit for households.

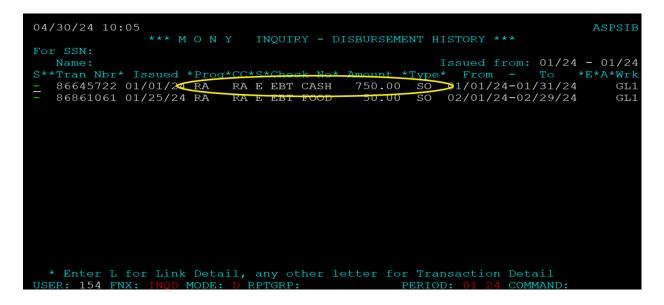# Reach Ahead Pilot Program Work Support Payments

Reach Ahead Pilot program households are eligible for work support payments for continuous employment while enrolled in the Reach Ahead Pilot program. Anyone entering Reach Ahead during the Pilot program period (July 1, 2023-June 30, 2025) may receive a work support payment according to time of entry into program. Reach Ahead Pilot program work support payments will follow the structures below and will be issued automatically through ACCESS to either a participant's EBT card or through Direct Deposit into an active bank account.

- There are four levels of Reach Ahead Pilot program work support payments:

  o $750 work support payment after 6 months of consecutive enrollment in the Pilot program.

  o $1000 work support payment after 12 months of consecutive enrollment in the Pilot program.

  o $1000 work support payment after 18 months of consecutive enrollment in the Pilot program.

  o $1000 work support payment after 24 months of consecutive enrollment in the Pilot program.

- Time of entry for work support payments is as follows:

  o Entering July 1, 2023- eligible for all four work support payments (6 months, 12 months, 18 months, and 24 months).

  o Entering August 1, 2023, through January 2024- eligible for three work support payments (6 months, 12 months, and 18 months).

  o Entering February 1, 2024, through July 1, 2024- eligible for two work support payments (6 months and 12 months).

  o Entering August 1, 2024, through January 1, 2025- eligible for one work support payment (6 months).

  o Entering February 1, 2025, through end of pilot June 2025- not eligible for any work support payments.

- Reach Ahead Pilot work support payments will be issued automatically by ACCESS the month after a participant reaches their 6-month, 12-month, 18-month, and 24-month mark.

- o **Example**: It is March 1, 2024, and PERS-D-HIST shows the Reach Ahead Pilot household has 6 months. The household's 6-month work support payment will automatically be issued by ACCESS on April 1, 2024.

- There may be situations where Reach Ahead Pilot work support payments need to be manually issued. Reach Up AOPs will manually issue work support payment in the form of physical checks. District offices should not issue any Reach Ahead Pilot work support payments.

- Reach Ahead Pilot work support payments can be viewed in INQD-D. You can also look in ELIG-D-RUFA to see if a Reach Ahead Pilot work support payment is scheduled to be issued. See BPS Support for additional information.

- If a Reach Ahead Pilot household did not have a work support payment issued as expected or there is a question around a work support payment:

  - o Review PERS-D-HIST to confirm how many months the household has. Households should have 7, 13, 19 or 24 months listed to be eligible for a Reach Ahead Pilot work support payment.

  - o Review INQD-D to see if the household has received a Reach Ahead Pilot work support payment. Review the current period and up to two months prior. The work support payment amount will either be $750 or $1000.

  - o Contact Reach Up AOPs if a work support payment is missed or is not automatically issued.

- Reach Ahead Pilot work support payments are reimbursements for past and future work expenses incurred by participating families. Reach Ahead Pilot work support payments are excluded from 3SVT (3SVT manual 1600.2.73), Fuel (Fuel rule 2910(b)), and Essential Person (EP rule 2786), however they count as income for General Assistance (GA rule 2640).

BPS Support

Reach Ahead Pilot work support payments can be viewed in INQD. Reach Ahead Pilot work support payments that were automatically issued by ACCESS will show as EBT cash whereas manually issued Reach Ahead Pilot work support payments will show a check number to reflect that a physical check was issued. Example of a Reach Ahead Pilot work support payment that was automatically issued by ACCESS as EBT cash:

```
04/30/24 10:05                                                        ASPSIB
                *** M O N Y    INQUIRY - DISBURSEMENT HISTORY ***
For SSN:
   Name:                                        Issued from: 01/24 - 01/24
S**Tran Nbr* Issued *Prog*CC*S*Check No* Amount *Type* From  -   To    *E*A*Wrk
 -   86645722 01/01/24 RA    RA E EBT CASH   750.00  SO  01/01/24-01/31/24   GL1
 -   86861061 01/25/24 RA    RA E EBT FOOD    50.00  SO  02/01/24-02/29/24   GL1




      * Enter L for Link Detail, any other letter for Transaction Detail
   USER: 154 FNX: INQD MODE: D RPTGRP:           PERIOD: 01 24 COMMAND:
```
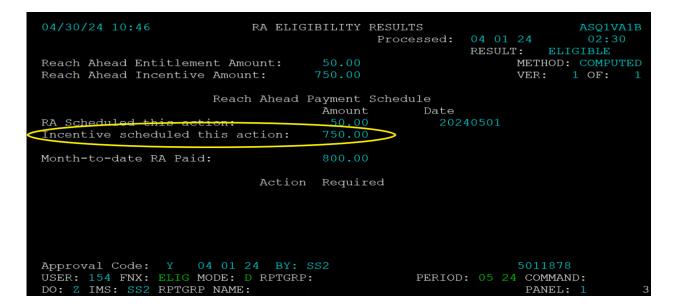
Example of Reach Ahead Pilot work support payment that was manually issued and has a check number:

```
04/30/24 10:27                                                        ASPSIB
                *** M O N Y    INQUIRY - DISBURSEMENT HISTORY ***
For SSN:
   Name:                                        Issued from: 02/24 - 02/24
S**Tran Nbr* Issued *Prog*CC*S*Check No* Amount *Type* From  -   To    *E*A*Wrk
 -   86912148 02/06/24 RCHP 66 I Z6280164   750.00  DO  02/01/24-02/29/24   449
 -   87012194 02/23/24 FS   S  E EBT FOOD   400.00  SO  03/01/24-03/31/24   GB1
 -   87017062 02/23/24 RA   RA E EBT FOOD   100.00  SO  03/01/24-03/31/24   GB1




      * Enter L for Link Detail, any other letter for Transaction Detail
   USER: 154 FNX: INQD MODE: D RPTGRP:           PERIOD: 02 24 COMMAND:
```

Manually issued work support payments may appear differently in INQD in the future based off ACCESS updates

Reach Ahead Pilot work support payments that are scheduled to go out in the future can be viewed in ELIG-D-RUFA in the period that the work support

payment is scheduled to go out. Scheduled Reach Ahead Pilot work support payments will be issued automatically as EBT cash.

In the example below, the Reach Ahead Pilot household is scheduled to receive their $750 work support payment in May 2024.

```
04/30/24 10:46              RA ELIGIBILITY RESULTS                    ASQ1VA1B
                                        Processed:   04 01 24          02:30
                                                  RESULT:   ELIGIBLE
   Reach Ahead Entitlement Amount:       50.00            METHOD: COMPUTED
   Reach Ahead Incentive Amount:        750.00            VER:   1 OF:   1

                    Reach Ahead Payment Schedule
                                 Amount        Date
   RA Scheduled this action:       50.00        20240501
   Incentive scheduled this action:  750.00

   Month-to-date RA Paid:          800.00

                       Action  Required




   Approval Code:  Y   04 01 24  BY: SS2                 5011878
   USER: 154 FNX: ELIG MODE: D RPTGRP:          PERIOD: 05 24 COMMAND:
   DO: Z IMS: SS2 RPTGRP NAME:                         PANEL: 1        3
```

Reach Ahead Pilot Case Management and Career Coaching

All Reach Ahead Pilot households are eligible to receive case management and/or career coaching services to support employment and employment related goals (Reach Ahead rule 2505.1). Reach Ahead Pilot households are eligible for support services, referrals, and resources. Please see P-2285 for additional information and guidance for Reach Ahead Pilot case management and career coaching services and expectations.

P-2281 Reach Ahead Auto-Enrollment and Applications (24-16)

A household can apply and/or enroll in the Reach Ahead program through auto-enrollment, the filing of a completed ESD 600 (Reach Ahead Enrollment/Review), or through screening.

Auto-Enrollment into Reach Ahead

When Reach Up or PSE closes, ACCESS will automatically enroll the household into Reach Ahead if they are eligible for the program _and_ the family has not opt-ed out.

- If Reach Up or PSE case closes in time for Reach Ahead to be approved the next calendar month (i.e. Reach Up or PSE closes before the 2nd adverse action of the month), the case will automatically enroll into Reach Ahead.

- If Reach Up or PSE closes after the 2nd adverse action, ACCESS will put the case in PENDING mode. When propagate and carry forward runs, ACCESS will approve any PENDING Reach Ahead cases unless there are edits. Any remaining cases with edits will need to be manually approved and will appear on the daily.

- Sanctioned Reach Up households - including those that are scheduled to close at the end of the month for failure to meet with their case manager -can still auto-enroll into Reach Ahead as long as income/work hours verification is provided and meets eligibility requirements.

- If you are expecting auto-enrollment and the case does not auto-enroll, enter a CATN and bring case to district Senior BPS.

- If case should have auto-enrolled and did not:

  o Review and confirm that the household is meeting their work requirement. If the household is meeting their work requirement, APPL case for RA and approve.

Reach Ahead Application

A Reach Ahead application is required when a household was not eligible for Reach Ahead at the time of Reach Up or PSE closure, if the household opted out of auto-enrollment, or if there was a break in Reach Ahead benefits; which is when a household goes a full month without receiving a Reach Ahead food benefit (Reach Ahead rule 2502.2).

- BPS or case manager mails or hands Reach Ahead Enrollment/Review ([600](#)) and/or 202 to household

- When the application is returned, enter APPL into ACCESS. For RUFA type, enter "RA".

- Household must return one of the following with application: last 30 days of paystubs, a statement from employer that includes both income and hours worked, or self-employment documentation.

  o Last 30 days of paystubs should include paystubs 30 days prior to the application date.

  o Statement from employer, including [218E,](#) should be dated within the last 30 days and cover hours and wages for the last 30 days. A collateral call to the employer should be made if the employer statement does not include all needed information.

  o Reach Ahead self-employment documentation requirements follow Reach Up self-employment procedures and rules. Please see [P-2213C Self-employment (Rule 2274)](#) and [ESD Verification Matrix](#) for more information and guidance.

  o If a paystub is missing, but returned paystubs are reflective of ongoing income, process Reach Ahead.

  o If income verification is not returned, or application is otherwise incomplete, send 202v requesting correct information. Check off "Reach Ahead" on 202v.

- If it appears that the household is not meeting the [work requirement](#) and ACCESS wants to deny, bring case to district Senior BPS before denying.

- If it appears that the household has not had Reach Up or PSE in the last 12 months, bring the case to district Senior BPS and then APPL RA so that a denial notice can be generated.

- If it appears that the household has been on Reach Up or PSE in the last 12 months and ACCESS wants to deny for not meeting the 12-month look back period, bring the case to district Senior BPS and contact [Reach Up AOPs](#).

Reach Ahead Two Parent Households

Reach Ahead application procedures for two parent households vary based upon what Reach Up program the household is currently enrolled in, the household

composition at time of Reach Ahead application and/or auto-enrollment, and both parents' ability to work.

If one parent receives SSI

- At least one household member must be coded "able to work" as "02" to process eligibility.

- Eligibility for the Reach Ahead Pilot program cannot be based on the parent receiving SSI's employment hours.

If neither parent receives SSI

If one parent is meeting the work requirement and the other parent reports new employment after Reach Ahead application or auto-enrolment:

- Request income/work hours verification for the second parent's new job.

- If income/work hours verification for the second parent's new job is not received:

  o If the first parent is meeting the household's work requirement and provided verification, do not close Reach Ahead Pilot.

  o If the second parent's employment hours are needed for the household to meet their full work requirement, close Reach Ahead Pilot and email the household's case manager to alert them.

If a second parent who is meeting the work requirement joins a household

If the household is currently receiving Reach Up:

- Add the second parent according to current Reach Up procedures.

- If the household closes and the family is otherwise eligible for Reach Ahead, follow Reach Ahead application procedures.

If the household is not receiving Reach Up or Reach Ahead, and the family applies for Reach Ahead:

- Follow Reach Ahead application procedures.

- Add second parent to the household.

If the household is receiving Reach Ahead:

- Add the second parent to the household.

- Verify parent's income/hours.

  o If income is not verified, <u>do not close</u> Reach Ahead unless the second parent's hours are needed to meet the work requirement.

P-2281 Reach Ahead Auto-Enrollment and Applications (continued)

P-2281A Reach Ahead Screening (24-16)

The Reach Ahead Pilot program has expanded the eligibility look back period to 12-months from the date of RU/PSE closure. This means more households are now eligible for Reach Ahead. It is important that _all_ potentially eligible households be screened for Reach Ahead to ensure that as many families as possible can access Reach Ahead Pilot program supports and resources. General Reach Ahead screening guidance is below and the steps and processes for screening is outlined in the following section.

- Any household that is active in any ESD program and/or any household that is applying or reviewing for any ESD program can and should be screened for Reach Ahead eligibility.

- Any household that has already submitted an application and completed the application process for RU, 3SVT, or GA can be screened for Reach Ahead, regardless if the household is active or closed in any ESD program.

- Households can request to be screened for Reach Ahead anytime they believe they may be eligible for the program.

- BPS, case managers, career coaches and supervisors can initiate Reach Ahead screening whenever they believe a household may be eligible for the program.

- Screening can be completed by a BPS, case manager, career coach or supervisor.

- Households can provide verbal agreement to participate in the Reach Ahead program.

- Households must be given the option <u>not</u> to participate in the Reach Ahead program.

- Income/work hours verification that the household is currently meeting their work requirement is required for Reach Ahead approval.

- Interviews are not required for Reach Ahead screening and approvals.

- Households should only be approved for Reach Ahead after screening if the household meets all Reach Ahead eligibility requirements, they have been

notified that they are eligible for the program, they have requested enrollment **and** they have been given the option to decline participation.

- A new application/202 is not required for approval after screening **if** the household is <u>active</u> in another ESD program, is <u>within</u> their 12-month look back period (see P-2280A for more detail), meets all other Reach Ahead eligibility requirements **and** they have previously submitted an application and completed the application process.

  o Approval can occur without an application/202 in these situations since the open household would have:

    ▪ Submitted an application/202 and completed the application process for any ESD program within the last 12 months (the Reach Ahead look back period) as part of their annual review.

    ▪ Verified household members and income within at least the last 6 months and reported any household changes as part of any program enrollment.

  o Example: A household submitted a 202 and completed the application process for RU in May 2022. RU closes out in April 2023.

  o The household begins receiving 3SVT in June 2023 and their benefit has remained open. The household asks to be screened for Reach Ahead in March 2024. The household provides the correct range of paystubs and they meet all Reach Ahead requirements. A new application/202 is <u>not required</u> for approval as the household is within their 12-month look back period, the household previously submitted an application/202 and completed the application process, and the household verified household information during their IR in November.

    Example: The same household above <u>has not </u>enrolled in any ESD program since RU closure in April 2023. The household asks to be screened for Reach Ahead in March 2024, they provide the correct range of paystubs and screening shows they meet all Reach Ahead eligibility requirements. Although they meet all requirements, and the household falls within their 12-month look back, the household will need to submit an application (600/202) to be approved as they are not open in ACCESS and updated verification is needed.

- Reach Ahead should not be APPL'ed during screening as no application is submitted during this process.

Reach Ahead Screening Process

Households should be screened for Reach Ahead eligibility on an ongoing basis. Screening can occur at any time, however it is best practice to screen at time of application for any ESD program, during interviews and/or reviews for any ESD program, and if change reports or verification is received that indicates possible employment income.

If Screening is Requested by Household

Households can ask to be screened for Reach Ahead whenever they feel they may be eligible. Households can make this request in writing or verbally to BPS, case managers/career coaches or supervisors.

When a household requests Reach Ahead screening:

- The BPS, case manager/career coach or supervisor who received the request will enter a CATN to report that Reach Ahead screening was requested by the household.

- BPS will review ACCESS and OnBase to see:

  o If the household is enrolled in other ESD programs.

  o If a household member received RU/PSE in the last 12 months.

  o If household meets other Reach Ahead eligibility requirements:

    ▪ Income from employment.

    ▪ A minor child in the household.

    ▪ See procedure 2280A and 2280C for additional eligibility information.

  o If the household has submitted an application and completed the application process for any ESD program in the last 12 months.

  o If the household has recently submitted verification (such as income) that is required to approve Reach Ahead.

If screening shows household is not eligible for Reach Ahead:

- BPS will enter CATN to report that household was screened for Reach Ahead, household is not eligible for Reach Ahead, and why household is not eligible.

- BPS will send a blank notice to the household to:

- o State household requested to be screened for Reach Ahead.

- o Screening found the household is not eligible for Reach Ahead at this time and the reason why.

- o Household will need to submit an application (202/600) if they would like to apply for Reach Ahead now or in the future.

- No additional action is needed as household did not submit an application.

If screening shows <u>potential</u> eligibility for Reach Ahead but additional verification is needed:

- BPS will enter a CATN to report household was screened for Reach Ahead but additional verification is needed.

- BPS will send a 202V with a due date to the household to:

  - o Review household asked to be screened for Reach Ahead.

  - o Request income/work hours verification for the prior 30 days if not already in OnBase or documented in ACCESS.

  - o Request 600 or 202 if household is not open in other programs and updated household information/verification is needed.

  - o State that the household is not required to participate in the Reach Ahead program and they can decline to participate in the program if they are found eligible.

- If feasible, the household's current or prior case manager/career coach is encouraged to reach out to the family to review what verification is needed to complete screening and to offer support in submitting documentation.

If screening shows the household is <u>eligible</u> for Reach Ahead and all needed income/work hours verification has been received:

- BPS will enter a CATN to report household was screened for Reach Ahead and household is eligible for the program.

- BPS will send a blank notice to the household to:

  - o Review household asked to be screened for Reach Ahead.

  - o Screening found the household is eligible for Reach Ahead at this time.

- o Ask the household to contact ESD within 10 days if they want to enroll in Reach Ahead.

- o State that household is not required to participate in the Reach Ahead program and household can decline to participate in the program.

    OR

- BPS will enter a CATN to report household was screened for Reach Ahead and household is eligible for the program.

- BPS, case manager/career coach, or supervisor will contact the household by phone, email, or in-person to let them know they are eligible for the program, to share the household is not required to participate in the program, and to ask if the household would like to enroll in Reach Ahead.

- BPS, case manager/career coach, or supervisor will enter a CATN to report:

    - o Household was informed they are eligible for Reach Ahead.

    - o Household was asked if they would like to participate and what their response was, if applicable.

    - o Household is aware they are not required to participate in the Reach Ahead program and household can decline to participate in the program.

If the household has provided all required verification, is eligible for Reach Ahead **and** requests to enroll in the program:

- BPS, case manager/career coach or supervisor will CATN that household has requested to enroll in the Reach Ahead program.

- APPL Reach Ahead for the date the household agreed to enroll in Reach Ahead.

If the household <u>does not</u> submit required verification:

- Best practice is BPS entering a CATN to report that requested verification has not been received and the household needs to contact ESD if they would still like to enroll in Reach Ahead.

- Best practice is BPS sending a notice to the household that states ESD did not receive the requested verification and the household must contact ESD within 10 days if they would still like to enroll in Reach Ahead.

- No further action is needed as the household did not submit an application.

If the household <u>does not</u> contact ESD to request or decline Reach Ahead participation within 10 days of notice being sent:

- Best practice is BPS entering a CATN to report that household has not contacted ESD to request or decline participation.

- Best practice is BPS sending a notice to the household that states ESD has not received a response from the household about Reach Ahead participation and household must contact ESD if they would like to enroll in Reach Ahead.

- No further action is needed as the household did not submit an application.

If Screening is Requested or Initiated by ESD

BPS, case manager/career coach, and/or supervisor can request and initiate Reach Ahead screening whenever they feel a household may be eligible for the program. The screening process in this situation largely mirrors the actions that are taken if a household requests Reach Ahead screening themselves. The main differences are as follows.

If BPS, case manager/career coach, or supervisor receives verification (such as the submittal of paystubs, self-employment documentation or a former participant reporting employment changes) that the household may be eligible for Reach Ahead:

- BPS, case manager/career coach, or supervisor will enter a CATN that household may be eligible for Reach Ahead and will be screened for eligibility.

- If ESD has recent verification documentation in OnBase or ACCESS, BPS will complete screening based off this verification.

  o If household <u>is eligible</u> for Reach Ahead based off verification ESD already has, BPS will:

    ▪ Enter a CATN that household was screened for Reach Ahead and they meet eligibility requirements.

    ▪ Send a 202V with due date or make contact with the household to let them know they were screened for Reach Ahead, they are eligible for the program, they have the choice to decline participation, and they must contact ESD within 10 days if they would like to participate.

    ▪ Follow screening procedures in prior section where applicable.

- o If household is <u>not eligible</u> for Reach Ahead based off verification ESD already has, BPS will:

  - Enter a CATN that states household was screened for Reach Ahead, household does not meet eligibility requirements, and what makes the household ineligible.

  - Best practice is BPS sending a notice to the household that states:

    - Household was screened for Reach Ahead however they are not eligible at this time. Provide the reason why the household is not eligible and state household can apply for Reach Ahead now or in the future if they are interested and submit an application.

    - Follow screening procedures in prior section where applicable.

- If verification is needed to determine eligibility, BPS will:

  - o Enter CATN that household was screened for Reach Ahead, however more verification is required.

  - o Best practice is BPS sending a 202V with a due date that outlines:

    - Household was screened for Reach Ahead, however verification is needed to determine eligibility.

    - Household must contact ESD if they are interested in enrolling in Reach Ahead.

    - Household can decline to participate in the program if they are found eligible.

    - Follow screening procedures in prior section where applicable.

<u>P-2282 Reach Ahead Reviews</u> (24-16)

Below is general guidance that applies for all Reach Ahead reviews and is important to keep in mind. Reach Ahead procedures 2282A and 2282B provide detailed information for processing Reach Ahead Interim Reports (IR) and 12-month reviews.

- Reach Ahead households need to be reviewed every six months (Reach Ahead rule 2502.2).

- The scheduling and setting of Reach Ahead review dates depends on what other benefits (3SVT, fuel) the household may be receiving and the way in which the household was enrolled into the Reach Ahead program. See the following procedures for additional information around setting review dates.

- <u>Only income/work hours for the 30 days prior to the receipt of the review (IR or 12-month) is required to complete Reach Ahead reviews</u> (Reach Ahead rule 2502.2).

  o Reach Ahead <u>does not</u> require the submittal of review forms (IR, 600, 202) as long as income/work hours for the prior 30 days is received.

  o Interviews are <u>not</u> required for Reach Ahead reviews.

  o Review requirements for other programs the household is enrolled in (such as 3SVT) do not change. However, Reach Ahead reviews can be completed with income/work hours verification alone.

    ▪ <u>Example</u>: A household receives both Reach Ahead and 3SVT benefits. The household is due for their review in March 2024. On March 15, 2024 the household submits paystubs for the prior 30 days that indicates continued Reach Ahead eligibility. Reach Ahead review can be completed, however the household will still need to submit a review form and complete an interview, if applicable to complete their 3SVT review.

- It is important to remember that a break in benefits is different for Reach Ahead than other programs. Reach Ahead rule 2502.2 considers eligibility to be continuous <u>unless</u> there is at least one full month in which the household does not receive a Reach Ahead benefit. This means that there is a one month "grace period" for failing to review. As long as Reach Ahead is reviewed by the last day of the month following closure, Reach Ahead can be re-established and benefits will be dated back to the first of the month.

  o <u>Example</u>: A household did not submit required income/work hours verification for their March 2024 review. Reach Ahead closes March 31,

2024. The household submits required paystubs that show continued RA eligibility on April 30, 2024. Reach Ahead review can be completed with no break in benefit as household provided required verification within Reach Ahead reinstatement window. Benefits will be dated back to the first of the month.

o Example: A household does not submit required income/work hours verification for their March 2024 review. Reach Ahead closes March 31, 2024. The household submits required income/work hours verification on May 2, 2024. The household did not provide required verification within Reach Ahead reinstatement window. The household had a break in Reach Ahead benefits. The household will need to submit a new application (600 or 202) and meet all Reach Ahead eligibility requirements to enroll back in Reach Ahead.

P-2282 Reach Ahead Reviews (continued)

P-2282A Reviews for Households Receiving both Reach Ahead and 3SVT (24-16)

Review Dates at Enrollment:

- If household is automatically enrolled into Reach Ahead Pilot by ACCESS, ACCESS will set the first review date to align with the 3SVT review date. The review date in ACCESS may be set out as far as 12 months. The six month Reach Ahead review will be processed using an Interim Report (IR).

  o Example: ACCESS automatically enrolls a household into Reach Ahead on February 1, 2024. The household also receives 3SVT and they completed their 3SVT review in January 2024. The next review date for 3SVT is scheduled for February 2025. ACCESS will set Reach Ahead review date for February 2025 to align with 3SVT.

- If household is manually enrolled into Reach Ahead Pilot, the BPS should set the first review date to align with the 3SVT review date. The review date in ACCESS may be set out as far as 12 months. The six month Reach Ahead review will be processed using an Interim Report (IR)

  o Example: A household is enrolled in Reach Ahead on February 1, 2024. The household also receives 3SVT and they completed their 3SVT review in January 2024. The next review date for 3SVT is scheduled for February 2025. BPS will set Reach Ahead review date for February 2025 to align with 3SVT.

Processing the Interim Report (IR)

Only income/work hours for the 30 days prior to the receipt of the IR is required to complete Reach Ahead reviews (Reach Ahead rule 2502.2). If an IR is not returned, but the household provides verification of the hours being worked, the review can be considered complete.

If IR is Returned Without Income Verification

- Using a 202V request income/work hours verification for the 30 days prior to the receipt of the IR.

- If income verification is returned at any time within the IR month, **or** the month following the IR month, re-Appl Reach Ahead if needed and complete the review.

- o Remember that a break in benefits is different for Reach Ahead than other programs. Reach Ahead rule 2502.2 considers eligibility to be continuous <u>unless</u> there is at least one full month in which the household does not receive a Reach Ahead benefit. This means that there is a one month "grace period" for failing to review. As long as Reach Ahead is reviewed by the last day of the month following closure, Reach Ahead can be re-established and benefits will be dated back to the first of the month.

- If income verification is <u>not returned</u> by the requested date:

  - o It is best practice for BPS to review CATNs, JINC panel, and OnBase to see if recent paystubs have been provided.

  - o It is best practice for BPS to attempt a collateral call to the employer to confirm income/work hours, if applicable.

  - o Close Reach Ahead for Non-Coop.

    - ▪ It is best practice for BPS to email the household's case manager/career coach to let them know the household is closing.

    - ▪ The household's case manager/career coach should be checking their caseload at least once per month to help make sure families remain enrolled in Reach Ahead.

    - ▪ Reach Ahead closures can impact Reach Ahead Pilot program eligibility and potential incentive payments.

- If a participant receiving Reach Ahead ends employment and starts a new job:

  - o End of employment verification is not required, however income/work hours verification for the new job is required. ([Reach Ahead Rule 2502](#))

If Income Verification is Returned without IR

- Complete Reach Ahead IR. If an IR is not returned, but the household provides verification of the hours being worked, the IR can be considered complete.

Processing a Reach Ahead review at 12 Months

202 or 600 is Returned without Income Verification

- Using a 202V request income/work hours verification for the 30 days prior to the receipt of the review.

- If income verification <u>is returned</u> at any time within the review month, **or** the month following the review month, re-Appl Reach Ahead if needed and complete the review.

  o Remember that a break in benefits is different for Reach Ahead than other programs. Reach Ahead rule 2502.2 considers eligibility to be continuous <u>unless</u> there is at least one full month in which the household does not receive a Reach Ahead benefit. This means that there is a one month "grace period" for failing to review. As long as Reach Ahead is reviewed by the last day of the month following closure, Reach Ahead can be re-established and benefits will be dated back to the first of the month.

- If income verification is <u>not returned</u> by the requested date:

  o It is best practice for BPS to review CATNs, JINC panel, and OnBase to see if recent paystubs have been provided.

  o It is best practice for BPS to attempt a collateral call to the employer to confirm income/work hours, if applicable.

  o It is best practice for BPS to email the household's case manager/career coach to let them know the household is closing.

    ▪ The household's case manager/career coach should be checking their caseload at least once per month to help make sure families remain enrolled in Reach Ahead.

  o Senior BPS close Reach Ahead for Non-Coop at adverse action.

- If a participant receiving Reach Ahead ends employment and starts a new job:

  o End of employment verification is not required, however income/work hours verification for the new job is required. ([Reach Ahead Rule 2502](#))

- If 202 is received and the household checked off Reach Up:

  o Contact the household by phone to make sure they want to remain in the Reach Ahead Pilot program.

  o If the household wants to remain in the Pilot, follow Reach Ahead review processing procedures. You do not need to process a denial for Reach Up.

- o If the household does not answer or respond to contact attempts and the household remains eligible for Reach Ahead, follow Reach Ahead review processing procedures. You do not need to process a denial for Reach Up.

If Income Verification is Returned without 202 or 600

- Complete Reach Ahead Pilot review and update review date in ACCESS. A 202/600 is not needed.

  - o If 3SquaresVT review is also complete, align review dates. If 3SquaresVT review is not complete, set RA review date out six months.

If Two Parent Household

- Follow Reach Ahead IR and review processing procedures outlined above.

- If both parents in the Reach Ahead household are receiving wages for employment, both need to submit income/work hours verification for 30 days prior to the receipt of the IR or review.

- If required income/work hours verification is only received for one Reach Ahead household member:

  - o Request income/work hours verification for the other wage-earning household member.

  - o If income/work hours verification provided by one household member indicates the household is continuing to meet their work requirement, complete Reach Ahead IR or review.

- If the household submits paystubs and paystubs do not cover the required date range for both wage-earning household members:

  - o If provided paystubs between both parents cover the required date range *and* paystubs verify the household is meeting their work requirement, complete Reach Ahead IR or review.

  - o If provided paystubs between both parents cover the required date range and paystubs indicate the household is not meeting their work requirement:

    - ▪ BPS send 202V to request the missing income/work hours and follow IR and review processes.

P-2282 Reach Ahead Reviews (continued)

P-2282B Reviews for Households Receiving Reach Ahead Only, or Reach Ahead and Fuel Only (24-16)

Review Dates at Enrollment

- If household is automatically enrolled into Reach Ahead, ACCESS will set the first review date out six months.

- If household is manually enrolled into Reach Ahead, the BPS should set the first review date out six months.

Review Notices

- A review notice and Reach Ahead Review/Enrollment form (600) will be mailed out by the ADPC or BGS.

Processing Reviews

- Follow Reach Ahead review procedures in P-2282 and 2282B.

<u>P-2283 Reach Ahead Re-Instatement</u> (24-16)

A break in Reach Ahead benefits occurs when a household does not receive a Reach Ahead food benefit for one full month ([Reach Ahead Rule 2502.3](#)). A break in Reach Ahead benefits can greatly impact a household's eligibility for Reach Ahead Pilot work support payments as well as their overall eligibility for the Reach Ahead Pilot program.

Reapplication Within Month of Closure or the Month Following Reach Ahead Closure

- When a household reapplies and/or provides required documentation at any time within the month of closure or the month following closure:

  o Re-APPL case in ACCESS for the date the necessary documentation is provided.

  o If eligible approve benefits; no "break in benefits".

    <u>Example</u>: A household is scheduled to close out of Reach Ahead on January 31, 2024. The household reapplies on February 1, 2024, and submits verification that confirms ongoing Reach Ahead Pilot eligibility that same day. The household will be re-APPL'ed for February 1, 2024, and there is no break in Reach Ahead Pilot benefits.

    <u>Example</u>: A household is scheduled to close out of Reach Ahead on January 31, 2024, for not completing their review. The household provides documentation in February 2024 that indicates ongoing Reach Ahead eligibility and they are approved then. There is no break in benefits.

- A households Reach Ahead Pilot start date, Pilot month count, and food benefit schedule will not change or restart when there is no break in benefits.

- A households 12-month lookback window does not impact Reach Ahead Pilot eligibility if there is no break in benefits.

Reapplication After Reach Ahead Closure

Households must submit a new application (600 or 202) to apply for Reach Ahead whenever there is a break in benefits. (Reach Ahead Rule 2502.3)

- Review household program history:

- o Check PERS-D-HIST to see if the household received Reach Up/PSE within the last 12 months. See procedure P-2280A for additional 12-month look back guidance.

- If the household received Reach Up/PSE within the last 12 months:

  - o Request income/work hours verification for the 30 days prior to the date of application.

  - o If household is meeting their work requirement, APPL case the day income/work hours verification is received.

  - o If household is not meeting their work requirement, APPL case in ACCESS the date the application or request is received. ACCESS will automatically deny the household.

- If the household has not received RU/PSE within the last twelve months:

  - o APPL case in ACCESS the date the application or request is received. Denial will be prompted through ELIG approval actions completed by BPS.

<u>P-2284 Transfer from Reach Ahead back to Reach Up</u> (24-16)

When a Reach Ahead household closes for failure to meet the work requirement, a blurb on the closure notice will inform the household that they can request to be transferred back to Reach Up without a new application if the request is made verbally or in writing by the day of closure listed on the household's Reach Ahead closure notice *and* the household responds to the request for verification in a timely manner.

If the Reach Ahead household does not request to be transferred back to Reach Up by the date of closure on their Reach Ahead closure notice, the household will need to reapply and will need to complete new application procedures.

Household Calls Benefit Service Center to Request Transfer from Reach Ahead to Reach Up

- Check notices for date of Reach Ahead closure notice and reason for closure.

- Household can be screened for Reach Up or Reach First. Reach First transfers can occur if household requests Reach First transfer before date of Reach Ahead closure. See procedure below.

- Enter the date the request was made (either verbally or in writing) as the APPL date in ACCESS.

- Send 202v requesting:

  o Verification of last 30 days of income

  o Initial Family Development Plan (614FDP)

  o Child support forms 137s (if there is an absent parent)

  o Information about shelter expense if change from last application/review

  o Information about resources if change from last application/review

  o Information about any new household members

  o Application (202) <u>only</u> if a new parent has joined the household since the last application/review

  o Verification of any other information affecting eligibility – such as verification that household applied for unemployment

- If above verification is not received by due date, deny Reach Up *unless* good cause is provided or an extension has been requested.

  - As a reminder, unlike regular Reach Up applications, households do not get 60 days to submit verification without needing to provide a new application.

- Set the review date for six months or the time the 3SquaresVT is reviewed, whichever is earlier.

- When Reach Up is approved:

  - The BPS doing the approval will send an email to the Reach Up Supervisor for case assignment.

  - The BPS doing approval will enter a CATN with the Reach Up Supervisor's number so that it will show up in the Reach Up Supervisor's TODO.

  - Reach Up supervisor assigns case to appropriate case manager and/or career coach for assessment and follow up.

If Reach First is Requested

- Screen using the [Reach First flow chart](#) if it seems the household is eligible for Reach First.

- Enter the date the request was made (either verbally or in writing) as the APPL date in ACCESS.

- Send 202v requesting:

  - Information about shelter expense if change from last application/review

  - Verification of last 30 days of income

  - Information about resources if change from last application/review

  - Information about any new household members

  - Application ([202](#)) only if a new parent has joined the household since the last application/review

  - Verification of any other information affecting eligibility - such as verification that household applied for unemployment.

- If above verification is not received by due date, deny Reach First *unless* good cause is provided or an extension has been requested.

- If above verification is received by due date and Reach First is appropriate, transfer to Reach First.

- If above verification is received by due date, and Reach First is **not** appropriate, transfer to Reach Up:

  o Follow procedure 2284 for transfer.

- When Reach First is approved:

  o The BPS doing the approval will send an email to the Reach Up Supervisor for case assignment.

  o The BPS doing approval will enter a CATN with the Reach Up Supervisor's number so that it will show up in the Reach Up Supervisor's TODO.

  o Reach Up supervisor assigns case to appropriate case manager and/or career coach for assessment and follow up.

Household Contacts Case Manager or Career Coach to Request Transfer from Reach Ahead to Reach Up

- Case manager and/or career coach will send a TODO to the assigned Reach Up district number - G[district initial]1 indicating the date on which the request was made and which program (RU or RF) was requested.

- BPS follows procedure 2284 for transfer.

P-2284 Transfer from Reach Ahead back to Reach Up (continued)

P-2284A Child Support for Reach Ahead and Reach Up Transfers (24-16)

Transition from Reach Ahead to Reach Up

- Reach Up recipients' child support is collected by the Office of Child Support (OCS) each month and should appear in each programs' budget as income two months after receipt.

- When a household transfers back to Reach Up, the UNEA panel must be removed from STAT to avoid duplicating the income.

Transition from Reach Up to Reach Ahead

- Reach Up recipients' child support is collected by OCS each month and should appear in each programs' budget as income. However, this is not true for Reach Ahead due to the two-month delay in the OCS to ESD CS reporting.

- A client's child support may still be pulled into the Reach Ahead budget for the first two months they are in the program.

- After the first two months, or possibly sooner, a UNEA will have to be created.

- A question mark (?) needs to be entered in the UNEA to place an edit on the daily to update this each month and/or a TODO needs to be entered for the first of the following month to update in the month after.

Reach Up to Reach Ahead Transition Process

When a household transitions from Reach Up to Reach Ahead, review the budget and make note of how the child support income is being added to the budget, and if it is not showing.

- CS tape match:

  - Verify with the client that the amount is correct.

  - Check INQD for child support payments received.

- UNEA entered on the case:

- o Verify that the amount is correct.

- An edit will appear on the daily report asking for an approval of change due to income.

    - o If the change is due to the start or end of the OCS tape match, review and update.

        OR

    - o Create a UNEA panel to reflect any changes in child support income.

P-2285 Reach Ahead Case Management and Career Coach Services (24-16)

The Reach Ahead program is directly connected to, and a continuation of, Reach Up's mission to join families on their journey to overcome obstacles, explore opportunities, improve their finances, and reach their goals.

All Reach Ahead households are eligible for case management and/or career coach services, support services, and referrals to support employment, employment-related goals, and the overall financial wellbeing of the household (Reach Ahead rules 2505, 2505.1).

Case Manager and Career Coach Expectations

To support Reach Ahead households with employment and employment-related goals, case managers and career coaches are expected to:

- Contact participants receiving Reach Ahead at least once per month to check-in and review:

  - If any supports are needed and/or could be beneficial for the participant to continue in employment. Please see Reach Ahead and Reach Up support services procedures and Reach Up Support Services Matrix for additional information.

  - If the participant would like to participate in case management and/or career coaching services and what these services entail.

  - General supports, resources, and referrals that are available to the household and how they can access such.

  - Upcoming reviews or other eligibility requirements that can impact Reach Ahead Pilot enrollment. See case manager/career coach support for tools to help with this.

  - If participant needs any support to submit paystubs or other eligibility-based documents (if/when applicable).

  - Reach Ahead Pilot program status such as month count, start date, 12-month look back window

  - Current and the best contact info for the participant.

- Contact Reach Ahead participants through their preferred method of communication; this includes mail, email, phone, FaceTime, virtual meetings, and text.

- Contact Reach Ahead participants every month, even if the participant does not respond to current or past outreach and/or has previously declined case management or career coaching services.

- Document all contact and contact attempts in case notes.

- Update Reach Ahead participant contact information (phone, email, mailing address) in ACCESS whenever changes are reported.

- Case managers and career coaches should be aware of the 12-month look back period, number of Reach Ahead Pilot months, and Reach Ahead Pilot start date for all assigned Reach Ahead participants to ensure participants remain in the Pilot program and are eligible for all supports and services. Please see P-2280A and P-2280B for additional information about 12-month look back periods, Pilot months, and Pilot start dates.

- Case managers and career coaches should consistently be mindful that a break in Reach Ahead benefits (which is going a full month without receiving a Reach Ahead benefit) can greatly impact a household. A break in benefits can cause a household to lose work support payments and/or become ineligible for the program

Reach Ahead Participation

- Reach Ahead participants are not required to meet with their case manager or career coach every month. They are also not required to identify goals and/or to make progress toward identified goals.

  o It is still an expectation that case managers/career coaches reach out at least once a month.

  o It is best practice to utilize GPDR/R tools and coaching techniques to support participant and household goals, when applicable.

- FDPs, Stepping Stones, and goal sheets are not required for Reach Ahead households. (Reach Ahead rule 2505.2)

  o It is best practice to utilize GPDR/R/coaching techniques and tools as such can support job retention, goal exploration, participant progress, and future planning.

- o It is best practice to enter FDPs if Reach Ahead participants feel such would be helpful. FDPs can also be used to document agreed upon support services.

  - ▪ FDPs should focus on employment retention and advancement. (Reach Ahead rule 2505.1).

- Reach Ahead participants cannot be conciliated or sanctioned.

- Reach Ahead participants can request to meet in-person, however this is not a requirement for participants or case managers/career coaches alike.

  - o It is best practice to honor in-person meeting requests when appropriate and feasible.

Two parent households

If both parents are employed:

- Outreach, support services, referrals, and case management/career coaching services should be offered to each employed parent monthly.

- Case manager/career coach expectations apply to both parents.

- Both parents are eligible for support services that are directly connected to maintaining employment (Reach Ahead rule 2505).

If one parent is not employed:

- Case management and career coaching expectations do not apply to the parent who is not employed.

- It is best practice to make outreach to the parent who is not employed once a month to:

  - o Ask if employment and/or education and training is a goal they would like to work on.

  - o Offer referrals and review resources such as HireAbility, Department of Labor (DOL), and Vermont Student Assistance Corporation (VSAC).

- The parent who is not working is not eligible for support services.

  - o If this parent becomes employed, they then become eligible for support services.

Temporary Absences in Reach Ahead Households

Reach Ahead households are eligible under the temporary absence rules if children or parents are absent from the home for up to 180 days (Reach Up rule 2228).

Reach Ahead households are not required to meet with case managers or career coaches, however it is best practice to:

- Reach out to the household as soon as it is known that child/adult is out of the home and/or once temporary absence is granted to review:

  o Temporary absence processes and timelines.

  o Case management/career coaching services and support services remain available.

  o What supports and services may help the household remain employed.

  o What expectations and requirements support temporary absence extensions.

- Follow general guidance outlined in Reach Up Case Management Procedures for Temporary Absence P2355.pdf (vermont.gov) where/if applicable.

- Case managers and career coaches should and can submit temporary absence extension requests, however the communication/engagement level of the participant will impact the decision.

Reach Ahead Case Assignment

Assignment process for Reach Up supervisors

- If practicable, the case manager and/or career coach shall be the same case manager and/or career coach previously assigned to and working with the family (Reach Ahead rule 2505.1).

- If both parents are employed, Reach Up supervisors should assign separate case managers and/or career coaches to each parent if/when feasible.

- A household can be assigned both a case manager and a career coach if appropriate and practicable.

  o Example: In a two-parent household, one parent can be assigned to a case manager and the other parent can be assigned a career coach

- If only one parent is working in a two-parent household, Reach Up supervisors can assign both parents to the same case manager if/when beneficial and possible.

- Career coaches can be assigned Reach Ahead Pilot participants however, the following should be considered:

  o Career coaches should not have a caseload primarily made up of Reach Ahead Pilot participants whenever this is possible.

  o The non-working parent in a two-parent household can be assigned to a career coach if the non-working parent identifies employment as their goal *and* if the non-working parent requests to participate in case management and/or career coaching services.

Assignment process for case managers and career coaches

Case managers and/or career coaches are encouraged to complete the following steps as best practice when assigned to Reach Ahead participants.

- Reach out to the household within <u>10 days</u> of assignment to:

  o Introduce yourself and provide all your contact information, if applicable and not already known to the participant.

  o Provide Reach Ahead Pilot program overview – including available supports and services and how participants can access such.

  o Review participant's eligibility for case management/career coaching services and ask if they would like to participate at this time.

  o Review that it is the participant's choice to participate in case management or career coaching services and participant can request to participate in case management/career coach services at any time.

  o Offer to schedule a meeting if participant would like to participate in case management or career coaching services or if they would like to talk more about Reach Ahead Pilot program and supports.

  o Share that participant can reach out to you at any time/if they'd like to check-in, if supports are needed to maintain employment, if they'd like a referral, and/or if they have any questions.

  o Review that you will reach out every month to check-in and see if any support is needed in case there have been any changes or updates.

- o Ask participant what their preferred method of contact is.

  - ▪ Ensure all contact is correct and up to date in ACCESS.

- If a household does not respond to your initial contact attempts and the household is new to the Reach Ahead Pilot program:

  - o Mail the household the New to Reach Ahead letter ([600RA-NEW](#)).

- If the household does not respond to your initial contact attempts and they are not new to the Reach Ahead Pilot program:

  - o Mail the household the Reach Ahead Ongoing letter ([600RA-ONG](#)).

- If the household has not responded to your ongoing contact attempts and they have a review coming up:

  - o Mail the household the Reach Ahead Review letter ([600RA-REV](#)).

Reach Ahead Support Services

Reach Ahead participants are eligible for support services, including child care services subsidies (Reach Ahead rule 2505B). The following should be considered when discussing, planning, and authorizing support services for Reach Ahead Pilot participants:

- Support services must be directly connected to maintaining employment (Reach Ahead rule 2505).

- Reach Ahead follows Reach Up support services procedures and spending limits. Please see Reach Up [support services procedures](#) and [Reach Up Support Services Matrix](#) for additional information.

- Reach Ahead Pilot participants are **not eligible** for six-month job retention payments, in any way or in any amount, for the duration of the Pilot program.

- Reach Ahead Pilot participants are **not eligible** for FDP activity incentives and/or goal-based incentive payments.

- Case managers and career coaches **should not issue** Reach Ahead Pilot work support payments to households when they reach 6, 12, 18, or 24 months of participation in the program.

  - o Case managers and career coaches should connect with their supervisor and then contact [Reach Up AOPs](#) if they feel a work support payment was potentially missed.

- See Two Parent Households procedure section for support services eligibility in these households.

- Case managers and career coaches who have participants in the same household should communicate with one another before authorizing support services to ensure there is no overlap and support services are best maximized.

- Reach Ahead households are only eligible for ICAN support services in very specific circumstances. Reach Up support services categories and limits should be utilized before considering ICAN support services. Please contact Reach Up AOPs before issuing ICAN support services for Reach Ahead households.
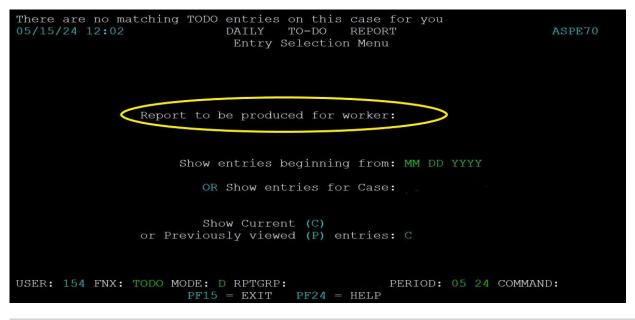
Case Manager/Career Coach Support

Case managers and career coaches have several ways to review participant case statuses and any current, outstanding or upcoming eligibility requirements the participant may have (e.g. IRs, reviews, verification). These tools, on top of case manager reports can support households in remaining in the Pilot program.

To see TODOs for all participants on a case manager/career coaches case load, enter the following in ACCESS: TODO for FNX, D for MODE, leave RPTGRP blank, and enter the case manager's or career coach worker number under CMD (example: TODO-D-153). See screenshot below.

To see all active or future TODOs for a specific participant, enter the following: TODO for FNX, D for MODE, the participant's SSN for RPTGRP, and CASE for CMD (example: TODO-D-SSN-CASE) The screen below will come up.

```
There are no matching TODO entries on this case for you
05/15/24 12:02              DAILY    TO-DO    REPORT                  ASPE70
                             Entry Selection Menu




              Report to be produced for worker:




                  Show entries beginning from: MM DD YYYY

                  OR Show entries for Case:


                     Show Current (C)
            or Previously viewed (P) entries: C



 USER: 154 FNX: TODO MODE: D RPTGRP:              PERIOD: 05 24 COMMAND:
                     PF15 = EXIT    PF24 = HELP
```

Enter the participant's assigned Reach Up district number (G[district initial]1) next to Report to be produced for worker. Example of assigned Reach Up district number: GS1

If there are no active or future TODOs entered for the participant, ACCESS will keep you on the same screen and "There are no matching TODO entries on this case for you" will come up at the top of the screen. This message is shown in the screenshot above.

If the participant has active or future TODOs, the TODOs will show on the next screen. See example below.

```
05/15/24 12:00              DAILY    TO-DO    REPORT                  ASPE70
                            FOR: Sdo Financial (GS1)
     05/20/24 ------>>>>>>  FUTURE  ENTRIES  BEGIN  HERE!   <<<<<< ------
...                                      ACTV/PNDG Pgrms: RUFA FS
-        202C sent - due 05/20/2024













 USER: 154 FNX: TODO MODE: D RPTGRP:              PERIOD: 05 24 CMD: _
        PF3 = MENU    PF7 = PREV    PF15 = EXIT    PF24 = HELP            1
```

To see current and future TODOs for all Reach Up/Reach Ahead participants within an assigned district, enter the following in ACCESS: TODO for FNX, D for MODE, leave RPTGRP blank, and enter the Reach Up district number under CMD (example: TODO-D-GS1). See below for an example.

```
05/15/24 11:42              DAILY    TO-DO    REPORT                    ASPE70
                        FOR: Sdo Financial (GS1)
     05/02/24
...                                        ACTV/PNDG Pgrms: RUFA
-       Response from 6 month Interim Report due 5-2-2024
...                                        ACTV/PNDG Pgrms: RUFA FS ME
-       Response from 6 month Interim Report due 5-2-2024
...                                        ACTV/PNDG Pgrms: RU-RA FS ME SF
-       Response from 6 month Interim Report due 5-2-2024
...                                        ACTV/PNDG Pgrms: RUFA FS ME SF
-       Response from 6 month Interim Report due 5-2-2024
...                                        ACTV/PNDG Pgrms: RUFA FS ME
-       Response from 6 month Interim Report due 5-2-2024
...                                        ACTV/PNDG Pgrms: RUFA FS ME
-       Response from 6 month Interim Report due 5-2-2024
...                                        ACTV/PNDG Pgrms: RUFA FS
-       Response from 6 month Interim Report due 5-2-2024
...                                        ACTV/PNDG Pgrms: RUFA FS
-       Response from 6 month Interim Report due 5-2-2024

                                                      MORE>>>>
USER: 154 FNX: TODO MODE: D RPTGRP:            PERIOD: 05 24 CMD:
          PF3 = MENU    PF7 = PREV    PF15 = EXIT   PF24 = HELP           1
```

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

P-2320C Young Child (24-16)

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 code 45 (child under 12 months of age) 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.

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 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-2320E Voluntary Participation (24-16)

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 participants 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 45 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