STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families

Miranda Gray
9D28B1253ECC4BA...

FROM: Miranda Gray, Deputy Commissioner
Economic Services Division

B U L L E T I N NO.: 23-12

DATE: 7/28/23

SUBJECT: Reach Up (Eligibility) and Reach Up Services Procedures

CHANGES ADOPTED EFFECTIVE _8/2/23_

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-2300

A number of Reach Up (Eligibility) procedures and Reach Up Services procedures have been updated to provide the new rule cites which will go into effect as of 8/2/23 because of a full Reach Up rule renumbering. In addition, related to those new rules, several procedural changes have been made including the following: (1) removing the requirement that participants with over 60 months of assistance must complete a two week period of compliance before benefits are approved and eliminating the two month break in benefits for such participants; (2) mandatory youth are now referred to as out of school youth, and can be offered case management services, but are not required to participate; (3) conciliations are not limited to one per calendar year and are available for participants with over 60 months of assistance; (4) denied applications can be reused within 60 days of the date of the original application or within 30 days of the end of the recertification period if requested verification is provided. In addition unrelated to the rule renumbering, income procedures now provide details on how to handle new income at the time of an initial application as well as how to count GoFundMe accounts; procedures around child support clarified what information was necessary to consider the child support authorization form valid and information related to the Vermont Parentage Act, as well as steps to determine if a waiver should be allowed and what happens when OCS must open a case that has an approved waiver; the application procedure better explains the process for collecting signatures on the initial family development plan and how to transfer a case to the district supervisor; the pregnant person procedure explains when pregnancy must be verified; and the Lund procedure clarified what documentation was needed when a household leaves Lund.

Manual Maintenance

Significant changes are indicated by highlighting text in gray.

Reach Up (Eligibility) Procedures

Remove		Insert	
P-2201A	(19-04)	P-2201A	(23-12)
P-2201B	(19-04)	P-2201B	(23-12)
P-2201F	(22-20)	P-2201F	(23-12)
P-2201G	(20-08)	P-2201G	(23-12)
P-2202	(19-04)	P-2202	(23-12)
P-2202A	(20-08)	Nothing	
P-2202B	(22-06)	Nothing	
P-2202C	(19-04)	Nothing	
P-2202D	(20-04)	Nothing	
P-2210D	(22-20)	P-2210D	(23-12)
P-2210G	(19-04)	P-2210G	(23-12)
P-2213A	(20-08)	P-2213A	(23-12)
P-2213B	(21-06)	P-2213B	(23-12)
P-2215A	(22-06)	P-2215A	(23-12)
P-2215B	(22-06)	P-2215B	(23-12)
P-2225B	(19-04)	P-2225B	(23-12)
P-2231B	(20-02)	P-2231B	(23-12)
P-2271A	(20-02)	P-2271A	(23-12)

Reach Up Services Procedures

Remove		**Insert**	
P-2315C	(21-08)	Nothing	
P-2320E	(21-02)	Nothing	
P-2333B	(21-08)	Nothing	
P-2345	(23-08)	P-2345	(23-12)
P-2346	(23-08)	P-2346	(23-12)
P-2349A	(18-04)	Nothing	
P-2349B	(18-04)	Nothing	
P-2349C	(20-04)	Nothing	
P-2349D	(18-04)	Nothing	
Nothing		P-2350	(23-12)
Nothing		P-2350A	(23-12)

P-2201 APPLICATION (continued)

P-2201A Application Process (23-12)

The application process begins when the household files a complete ESD 202 for Reach Up benefits. (Reach Up rule 2207) Households must complete the following actions as part of the application process:

- submit and complete the ESD 202,
- an interview (Reach Up rule 2208.2), and
- verify all required information (Reach Up rule 2208.3).

Deny the application if the household refuses to cooperate with any of these actions.

Filing and Completing the Application

The application process begins when the household submits an ESD 202 for Reach Up benefits with, at a minimum, the:

- name,
- address, and
- signature (Reach Up rule 2207)

Note: Electronic signatures through online applications are acceptable. Applications signed by a "mark" **must also** have the signature of a witness.

Return incomplete ESD 202s to the household for completion. Obtain any other missing information needed to complete the application during the interview.

The ESD 202 may be submitted:

- In-person,
- By mail,
- By fax, or
- Online electronic application.

Encourage households to maintain the same head of household if benefits have closed and are reopening with the same household members.

Online Application

Provide households who file their ESD 202 online at a district office:

- An opportunity to review the electronic ESD 202, and
- A copy of the information submitted on the electronic application if requested by the applicant.

Application Date

Online and Fax Submission

If the ESD 202 is submitted during normal work hours, use that date as the application date.

If the ESD 202 is submitted after hours, weekends or holidays, use the next business day as the application date.

Interviews are <u>not</u> required to be completed on the application date. Accept ESD 202s with only the minimum requirements and record the date accepted as the application date.

ACCESS Entry of the Application

Enter the application on the date it is received. Use the program identified under the Household Information section of the ESD 202 if the requested program isn't marked on page one.

Review PERS/D/HIST to see if the household members are known to ACCESS.

Reach Up versus Reach First

Make sure to explore if a household could be eligible for and interested in receiving Reach First instead of Reach Up. See the Reach First flow chart for more information.

It is much easier to close Reach First and switch to Reach Up, than the opposite.

Withdrawal of the Application

Households may withdraw their application at any time before their eligibility is determined. BPS <u>must</u>:

- Contact the household to confirm the withdrawal,
- CATN:
  - o the contact with the household, and
  - o the reason for withdrawal, and
- Send an ESD 220, Notice of Decision to the household to advise:
  - o the application was denied due to the withdrawal request, and
  - o the household may reapply.

Joint Applications for Agency Programs

Households may use the same application and apply at the same time for Reach Up and other ESD programs, such as 3SquaresVT.

Complete a single interview for households jointly applying.
Process Reach Up benefits following the required Reach Up rules and timeframes. Do not delay processing Reach Up because the other program is pending.

Households are not required to file another application for Reach Up when their application for the other program is denied. Reach Up cannot be denied solely because the other program's application was denied.

BPS Support

Incomplete Applications

See SOPs 2100 and 2110A for more information.

Entering Application in ACCESS on the APPL Screen

Update APPL C

```
10/02/15 13:54              ***   APPLICATION   ***                   ASPAB3
   DO                                           SF#    IM#   REC DATE
   Z                                                   071   10 02 2015
                                                       ____
        Program Name              *** APPLYING FOR ***
*** RUFA ***    *** RUFA ***    **** ME ****    **** FS ****    **** GA ****
? APPL DATE        TYPE         ? APPL DATE     ? APPL DATE     ? APPL DATE
Y 10 02 2015        RF          N  __ __ ____   Y 10 02 2015    N  __ __ ____
                                                                 Y or N for
**** SF ****    **** EP ****    *CRISIS FUEL        Application Date   [Yes or No] Was program Applied for?
? APPL  DATE    ? APPL  DATE    ? APPL  DATE
N  __ __ ____   N  __ __ ____   N  __ __ ____

FIRST NAME   I ** LAST NAME ** MOD     *** SSN ***        BIRTH-DATE      SEX
MATTHEW      L SMITH           ____     XXX XX XXXX        09 15 1975       M

OTHER-FIRST I OTHER-LAST-NAME MOD ALT-CVP FOOD STAMP FAIR HEARING       AHS
_____ _ _____ ____                    _


USER: 084 FNX: APPL MODE: C RPTGRP: XXX XX XXXX PERIOD: 10 15 COMMAND: _____
DO: Z IMS: 071 REPORTING ADULT: MATTHEW     L SMITH                          3
```

On APPL C

- enter "Y" for any program applied for; and
- enter the new date of application in the field under each program name.

Hit Enter and update the ADDR panel

```
12/03/18 12:55              *** ADDRESS   ***   (ADDR)                  ASQACZ
              *** MAILING ADDRESS ***             ADDRESS LAST UPDATED 11/07/18
  FIRST ADDRESS LINE:  _                            NEW EBT CARD?:
 SECOND ADDRESS LINE:  PO BOX                         VT ARR DT?:  99 9999
   CITY, STATE, ZIP:                VT 05             FROM STATE:
                                                      RA OPT OUT:
  *** PHYSICAL 911 ADDRESS ***      SAME AS MAILING:
  FIRST ADDRESS LINE:
 SECOND ADDRESS LINE:
   CITY, STATE, ZIP:
           TOWN CODE:        TOWN CODE CONFIRM: C    ZIP CODE CONFIRM: C

                    Y or N      STATUS EFF DATE        STATUS
     WEATHERIZATION?    Y           04/02/97          PENDING
 LIFELINE REQUESTED?    N                          NOT REQUESTED
 FS WEBSITE VISITED?    N
    INTERNET ACCESS?    N             ********* ALTERNATE *********
  PHONE  A/C  NUMBER      TYPE      ** NOTE **    PHONE    A/C    NUMBER      TYPE

  LIFE PHONE CD:    PHONE CO NAME:                            LIFE INELIG:

  USER: 934 FNX: APPL MODE: C RPTGRP:          PERIOD: 01 19 COMMAND:
  DO: Z IMS: D02 REPORTING ADULT:
```

Hit enter again and update which members of the household are applying

```
12/03/18 12:55            HOUSEHOLD MEMBER PROGRAM APPLICATION            ASPAB7

      FIRST           RUFA Y           MED N        FS Y      EP N     SF Y    NONE
  REL NAME        REQ MEM REG DED    REQ MEM    REQ MEM REG    REQ    REQ MEM   REQ
  Participant Name   X   1    02                    X                            X
  Not HH member                                                                  X
  Participant Child  X   2    06
```

```
  COMMANDS:  PRESS ENTER TO CHANGE TO 'STAT' FUNCTION AND PROCESS MEMBER CHANGES
             ALL 'STAT' COMMANDS MAY BE USED, (EXCEPT 'REP'); OR 'CANC' TO CANCEL
  USER: 934 FNX: APPL MODE: C RPTGRP:          PERIOD: 12 18 COMMAND:
  DO: Z IMS: D02 RPTGRP NAME:
```

For each Household Member:

- enter "X" for any program applying for, and enter "X if no program is being applied for;
- enter appropriate Member Code
  - o 02 for participating adults (05 is no longer entered by Eligibility)
  - o 06 for children
  - o 16 for Unborn children (parent applying in last 30-90 days of pregnancy)

If any household member information is not included update it on their MEMB panel.

For Participating Parents:

Enter Member Code 02

```
Reach Up Code 02 must be participating or deferred
03/13/19 13:11    HOUSEHOLD MEMBER QUESTION 01 ( MEMB . 01 )
PNL          PID       6577          (LAST UPDATED:   / /     :    ¦ ASPADA    )

             NAME                ASSIST ASKED    BIRTH DATE
** FIRST ** I **** LAST ***** MOD RU ME FS EP SF PS N MO DA YEAR  *** SSN *** S
MICKEY        MOUSE             X                   01 10 1960   124 45 6789

             *PROGRAM CASE MEMBER* *CITIZEN*
*** RELATION *** REL RUFA  ME   FS SF PSE   US CTZ ID VET SEX MS GRD ETH RACE
SELF             01  1                       Y  EM  EM      M   M  12   N   W

 RUFA          REACH UP        WORK  FS REGISTRATION  * IMMIGRANT STATUS DATA *
DEDUCT    CODE CAT PART  SSU/DET  EXP  CODE EFF   DATE  CODE /   NBR     STATUS
          02       P       _
          WORK READY CODE   RUFA TYPE              WRK QRTRS    ENTRY DATE


 EMP        LAST  PAID       ABAWD       DATE ARRIVED     DATE  LEFT  ABS
STATUS      MO DA YEAR      WRK REQ      MO DA YEAR       MO DA YEAR


USER: D02 FNX: STAT MODE: E RPTGRP: 124 45 6789 PERIOD: 03 19 COMMAND: REP
DO: M IMS: 021 REPORTING ADULT: MICKEY        MOUSE                       3
```

Enter Reach Up Participation of "P"

```
Reach Up Code 02 must be participating or deferred
03/13/19 13:12    HOUSEHOLD MEMBER QUESTION 01 ( MEMB . 01 )
PNL          PID       6577          (LAST UPDATED:   / /     :    ¦ ASPADA    )

             NAME                ASSIST ASKED    BIRTH DATE
** FIRST ** I **** LAST ***** MOD RU ME FS EP SF PS N MO DA YEAR  *** SSN *** S
MICKEY        MOUSE             X                   01 10 1960   124 45 6789

             *PROGRAM CASE MEMBER* *CITIZEN*
*** RELATION *** REL RUFA  ME   FS SF PSE   US CTZ ID VET SEX MS GRD ETH RACE
SELF             01  1                       Y  EM  EM      M   M  12   N   W

 RUFA          REACH UP        WORK  FS REGISTRATION  * IMMIGRANT STATUS DATA *
DEDUCT    CODE CAT PART  SSU/DET  EXP  CODE EFF   DATE  CODE /   NBR     STATUS
          02       P
          WORK READY CODE   RUFA TYPE              WRK QRTRS    ENTRY DATE
          A

 EMP        LAST  PAID       ABAWD       DATE ARRIVED     DATE  LEFT  ABS
STATUS      MO DA YEAR      WRK REQ      MO DA YEAR       MO DA YEAR


USER: D02 FNX: STAT MODE: E RPTGRP: 124 45 6789 PERIOD: 03 19 COMMAND: REP
DO: M IMS: 021 REPORTING ADULT: MICKEY        MOUSE                       3
```

```
+-----------------------------------------------------------+
|                                                           |
| Reach Up Participation                  AS0D32FH          |
| ---------------------                                     |
| blank  Volunteer no longer interested in participating.   |
|   P    Registrant is interested in participating.         |
|   A    Client needs assessment.                           |
|   Y    Active participant.                                |
|   N    Will not participate for a good cause.             |
|   F    Deferred.                                          |
|   D    Participation Denied.                              |
|   T    Terminated from program.                           |
+-----------------------------------------------------------+

 V CODE  RUFA TYPE                   WRK QRTRS   ENTRY DATE
```

Enter Work Ready Code of "AP"

```
Reach Up Code 02 must be participating or deferred
03/13/19 13:12   HOUSEHOLD MEMBER QUESTION 01 ( MEMB . 01 )
PNL           PID      6577          (LAST UPDATED:   / /    :   ¦ ASPADA   )

                 NAME              ASSIST ASKED    BIRTH DATE
** FIRST ** I **** LAST ***** MOD RU ME FS EP SF PS N MO DA YEAR  *** SSN *** S
MICKEY       MOUSE            X                      01 10 1960  124 45 6789

                *PROGRAM CASE MEMBER* *CITIZEN*
*** RELATION *** REL RUFA  ME   FS SF PSE   US CTZ ID VET SEX MS GRD ETH RACE
SELF            01  1                       Y  EM  EM     M  M  12   N  W

  RUFA        REACH UP       WORK  FS REGISTRATION  * IMMIGRANT STATUS DATA *
DEDUCT   CODE CAT PART  SSU/DET  EXP  CODE EFF   DATE  CODE /    NBR    STATUS
         02       P
         WORK READY CODE  RUFA TYPE                 WRK QRTRS   ENTRY DATE
              AP

  EMP       LAST PAID       ABAWD       DATE ARRIVED     DATE LEFT ABS
STATUS      MO DA YEAR    WRK REQ      MO DA YEAR      MO DA YEAR

USER: D02 FNX: STAT MODE: E RPTGRP: 124 45 6789 PERIOD: 03 19 COMMAND: REP
DO: M IMS: 021 REPORTING ADULT: MICKEY        MOUSE                      3
```

```
+----------------------------------------------------+
|                                         ASHDDAWR  |
| Work Ready Codes                                  |
|                                                   |
| AP   Application Phase (pending only)             |
| RD   Referred to DET (pending only)               |
| PW   Pre Work Ready Phase                         |
| EX   Extension Phase (after 12 months in PW)      |
| WR   Work Ready Phase (after 12 months of PW or EX)|
| EP   Employment Phase (after 12 months of WR)     |
| TP   Transition Phase (system generated-not an option) |
| AS   Assessment Phase (system generated-not an option) |
|                                                   |
| Place cursor on desired line and hit enter        |
| to select code.                                   |
+----------------------------------------------------+
```

Transferring adult household members to supervisor number

Any adult member that will be part of the Reach Up household should be assigned to the Reach Up Supervisor in the district. Update the SSU field on STAT C MEMB (for every adult member on RU) to District RU Supervisor number. A list of Reach Up Supervisors is located on SharePoint. [w] Reach Up Supervisors List for Case Transfers.docx

```
                01  1    1A  1

        REACH UP        WOR
  CODE CAT PART  SSU/DET  EX
   05  XW  P      034
 WORK READY CODE  RUFA TYPE
      EP
```

If there is a problem updating the SSU number, ask the district supervisor to update the number or send to AOPs.

P-2201 APPLICATION (continued)

P-2201B Interview (23-12)

Households <u>must</u> complete an interview at application (Reach Up rule 2208.2).

Scheduling Interview

Send the [ESD 202C, Benefits Interview Appointment Notice](#), via ACCESS when you receive the ESD 202. Allow the household five calendar days to complete the interview.

Note: The ADPC sends the ESD 202C for applications received by them.

Complete the interview as soon as possible after the application date to allow the household to receive benefits within 30-days of that date.

Who to Interview

Hold the interview with one of the following persons:

☐ Head of Household
☐ Spouse,
☐ Other responsible household member
☐ Authorized representative (Reach Up rule 2204)

Note: People being interviewed may bring anyone they choose to the interview.

How to Complete the Interview

Complete the interview by telephone. Make two cold call attempts to the household to complete the interview when they are not at the office.

Exception: Complete a face-to-face interview for the following reasons:

☐ Household or authorized representative request.
☐ Needed to resolve or clarify specific issues.

CATN if the interview was completed by telephone or face-to-face.

Prior to the Interview

Review ACCESS for household information known to the agency.

Interview Process

Review the ESD 202 by:

☐ going over each question and
☐ resolving any unclear or missing information with the person being
interviewed.

Advise the person of the household's:

☐ Basic Reach Up facts including Family's Countable Months
  • Review the Reach Up Interview Talking Points found on the Reach Up
    Eligibility Worksheet (form 203RU)
☐ Processing timeframes
☐ How benefits are issued
☐ Rights and responsibilities
☐ Responsibility to report changes
☐ Verifications needed to determine eligibility

Provide the household with an ESD 202V, verification request, via ACCESS listing the required verifications needed to determine eligibility and the due date.

Advise the household that the verifications <u>must</u> be returned within ten-days of the interview.

Forms

The following forms must be provided by the household

ESD 614FDP	Initial Family Development Plan (FDP)—both parents in a two-parent household can sign one Initial Family Development Plan
ESD 137	Child Support Referral forms—one for each absent parent
ESD 137W	Child Support Waiver Request—if applicant wants to pursue a waiver from having to work with Office of Child Support
ESD 201DD	Direct Deposit form—if a checking account is available
ESD 210U	Pregnancy Certification—if no other child is in the home
ESD 202TANF	Closure letter from other state—if received benefits in another state

Missed Interview

Send Households who do not complete an interview within 5 days an ESD 202D, Notice of Missed Interview (NOMI) via ACCESS. The NOMI tells the household:

☐ they missed their interview appointment,
☐ they are responsible to reschedule the interview appointment, and
☐ the application will be denied on the 30th day if the interview is not completed.

Deny the application on the 30th day from the application date if the household misses their first interview and does <u>not</u> reschedule.

Households that complete their interview within the 30-day application processing period <u>must</u> have their eligibility determined.

BPS Support

Prior to the Interview

Review the [Interview Script](#) for Reach Up (red track).

Check following screens in ACCESS:

- Check **PERS D- Person Search**

```
10/27/15 12:15                   PERSON SEARCH DISPLAY                ASPAHB
        *** SSN *** ******* NAME ****************** SEX BIRTH DATE DEATH DATE
SEARCH: XXX-XX-XXXX
MATCH : XXX-XX-XXXX ADAM  M SMIT                      M  05/15/1995   / /
  KNOWN AS:           CASE OF:      * CASE ID * DO/IM   PROGRAMS
_ VHC APPLICANT       SMIT,  ADAM   XXX-XX-XXXX Y SY2
_ PA APPLICANT        SMIT,  ADAM   XXX-XX-XXXX Y SY2 FS SF
_ SELF                SMIT,  ADAM   XXX-XX-XXXX Y SY2 FS ME SF
_ MEMBER              SMIT,  ABIGAIL XXX-XX-XXXX Y 295 NO
_ IV-D CHILD # 0      SMIT,  ABIGAIL XXX-XX-XXXX
_ IV-D CHILD # 1      SMIT,  ABIGAIL XXX-XX-XXXX
_
_
_
_

USER: 084 FNX: PERS MODE: D    ID: XXX XX XXXX PERIOD: 10 15  COMMAND: _____
VALID COMMANDS: PERS HIST INSU MEDI MED FS PREM HIPS EXIT      DISP:   1
```

- Check **PERS D HIST- Person History** (shows if person was active in another HOH Reach Up Household)

```
01/28/16 09:25          PERSON HISTORY STATUS                      ASPAHC
SSN: 666-74-8505  RACHEL E MENDLESON            DOB: 08/16/1982 SEX: F
UID:      475687                                   RA MONTHS LEFT:   24
                                  666-66-6666         RA MONTHS:
  CAT-CODE     START        END        REM-RSN   REPORTING-GROUP     STATUS
  -------------------------------------------------------------------------------

                    *** REACH UP HISTORY ***
            05 01 2014                              666-74-8505       ACTIVE
                         09 14 2011      26         666-74-8505       DENIED
            02 01 2011   05 31 2011      66         666-74-8505       CLOSED
            06 01 2010   01 31 2011      57         666-74-8505       CLOSED
            09 01 2000   12 15 2000      57         666-74-8505       CLOSED
            03 01 2000   06 30 2000      66         666-74-8505       CLOSED
            06 01 1998   03 31 2000      66         666-74-8505       CLOSED
            06 16 1997   05 31 1998      61         666-66-6666       CLOSED
            11 01 1995   06 15 1997      57         666-66-6666       CLOSED
            11 01 1991   10 31 1995      57         666-66-6666       CLOSED
            04 01 1989   10 31 1991      57         666-66-6666       CLOSED
            02 16 1985   04 15 1989      57         666-66-6666       CLOSED

USER: 084 FNX: PERS MODE: D RPTGRP: 666 74 8505 PERIOD: 01 16 COMMAND:
VALID COMMANDS: PERS HIST INSU MEDI MED FS PREM HIPS EXIT
```

- Check **CASE D HIST- Case History** (shows if HOH was active on Reach Up)

```
08/28/15 08:28                *** CASE STATUS: HIST ***              (ASPEBF)

ADDRESS:                                  DO:  J   ST. JOHNSBURY
        13 APPLE ST                       IMS: SJ2 JDO NON-FINANCIAL
        ST JOHNSBURY    VT 05819          REP FREQ: 12   LATEST STAT: 09 2015
PHONE:       555-1684


                    *** PROGRAM PARTICIPATION HISTORY ***
                            *** RUFA ***
APPLIED 10/03/14    GRANTED 10/10/14  VER: 1      CLOSED 12/31/14  VER: 3  12/14
                            SSF                          12/01/14  12/31/14
                            RUFA                         10/10/14  11/30/14
APPLIED 12/01/12    DENIED  11/28/12  VER: 1
APPLIED 11/20/12    DENIED  11/28/12  VER: 1


                            *** HEALTH CARE ***
APPLIED 05/01/14    GRANTED 07/23/14  VER: 1
APPLIED 11/20/12    GRANTED 11/28/12  VER: 1      CLOSED 04/30/14  VER: 2  04/14

                            *** FOOD STAMPS ***
APPLIED 08/12/15    GRANTED 08/28/15  VER: 1
USER: 084 FNX: CASE MODE: D RPTGRP: 666 66 6666 PERIOD: 08 15 COMMAND:
DO: J IMS: SJ2 RPTGRP NAME: AMANDA BERNS                                    3
```

- Check **SPEC/C/CLOCK F10** – (Number of TANF months, 60+ months)

```
           SSN:                    NAME:

   TANF Months:    2   Total Months:   17   Vermont Countable Months:     2

       Period           Funding       Participation   Minor      Countable
                        Stream    Other
       2004 03            T                 05                       Y
       2004 04            T                 05                       Y
       2017 06            S         PSE     05                       N
       2017 08            S         PSE     05                       N
       2017 09            S         PSE     05                       N
       2017 10            S         PSE     02                       N
       2017 11            S         PSE     02                       N
       2017 12            S         PSE     02                       N
       2018 01            S         PSE     02                       N
       2018 02            S         PSE     02                       N
       2018 03            S         PSE     02                       N
       2018 04            S         PSE     02                       N
       2018 05            S         PSE     02                       N
       2018 06            S         PSE     02                       N
       2018 07            S         PSE     02                       N

   PF7-Previous    PF8-Next                         CANC / EXIT :
```

- Check **STAT** panels (**STAT C PSUM** – Summary of panels)

```
01/28/16 13:40  *** PSUM: STATEMENT OF NEED PANELS CHECKLIST ***     ASPAAUS

JENNIFER    R SANTINO             666-45-4585
                                                     REL     DOB
_ STAT
_ ADDR     1450 RTE 15 APT 2 CAMBRIDGE VT 05444
_ MEMB.01 JENNIFER    R SANTINO            666-45-4585   01  11/24/1980
_ MEMB.02 ROGER       F BARRY              666-44-7744   02  09/08/1975
_ MEMB.03 AMY         P SANTINO CANE       666-41-7318   07  01/02/2001
_ SCHL.01 AMY         P SANTINO CANE
_ DISA.01 ROGER       F BARRY
_ MEDI.01 ROGER       F BARRY
_ INSU.01 JENNIFER    R SANTINO
_ INSU.02 AMY         P SANTINO CANE
_ ABSP.01 MARVIN      B CANE
_ ABSP.02 JESSICA       SANTINO
_ BANK.01 ROGER       F BARRY
_ UNEA.01 AMY         P SANTINO CANE
_ UNEA.02 ROGER       F BARRY

USER: 084 FNX: STAT MODE: D RPTGRP: 666 45 4585 PERIOD: 01 16 COMMAND:
DO: A IMS: GA1 REPORTING ADULT: JENNIFER      R SANTINO            3
```

- Check last 6 months of **CATN** and **TODO's** (or to last application if prior to 6 months)

Interview Process

Reach Up Interview Talking Points found on the [203RU](#):

- Discuss differences between: Reach Up, Reach First, Reach Ahead and Post-Secondary Education Program.
- Explain to participants what to expect next (appt. with Case Manager) and what forms will be sent to them.
- Remind participants the importance of Case Management meeting and the rights and responsibilities.

Use [Reach First Flowchart](#) to determine if participant is appropriate for Reach First.

- Check CASE D HIST for RF in the last 12 months.
- Before ending interview clearly state if Reach First mandatory or eligible.
- After interview, enter CATN "Determined that [RU or RF or PSE] was most appropriate program."

P-2201 APPLICATION (continued)

P-2201F Verification (Reach Up rule 2208.3) (23-12)

Required verifications <u>must</u> be provided before approving the application. Because the Child and Medical Support Authorization, form 137, is assigning child support rights, and because the Initial Family Development Plan, form 614FDP, is where a participant signs when enrolling in the program, these forms cannot be signed and dated before the actual date of the application.

Initial Family Development Plan

The initial Family Development Plan (form 614FDP) is an eligibility requirement and must be signed and received before Reach Up can be approved. A verbal signature is allowable on the 614FDP if needed.

The 614FDP is only required if the parent(s) are included in the Reach Up application and are not receiving SSI. Caretaker households do not need to complete a 614FDP unless they are considered a "needy" caretaker included in the Reach Up household. Two parents can sign the same 614FDP and it can still be considered valid.

Response to Request for Verification

No Contact by Household

If the household does <u>not</u> submit the necessary information and does <u>not</u> indicate that there are any problems in obtaining the information, the application will be denied based on the due date of the ESD 202V.

Allow 2 additional business days past the due date for the scanning and dispatching process through ADPC.

Contact by Household

If the household indicates that they are having difficulty in obtaining any or all the information:

- assist the household in obtaining the verification.
- determine if the household has good cause for <u>not</u> providing the information.

Determining good cause

There may be extraordinary circumstances when verification is unlikely to be available and obtaining it is beyond the control of the household. These reasons are outlined in Reach Up rule 2208.3. In such cases the District Management Team may waive the requirement of verification. If attempts to obtain

verification have been made by both the household and the Department and the verification is unable to be collected, the Department can accept the household's self-reported information.

The District Management Team may seek guidance from AOPS to determine good cause.

Verification Received within 60-Days from Application Date

Reopen the application when required verification is received after denial but within 60-days from the original application date. Issue benefits from the date the missing requirements were provided, if eligible. Households are not required to complete a new ESD 202. Utilize Proration Table to determine additional amount of Reach Up owed to household and ask COPS to issue.

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

Because the intention of this rule is to utilize the original application, if a 137 and/or 614FDP was provided that would have been utilized with the original application, these two forms can continue to be considered valid. A new 137 and/or 614FDP does not need to be requested

This process is more similar to 3SVT. Good cause does not need to be determined to utilize this process.

Example:
Household submits application 7/25/23.
Completes interview on 7/28.
V is due 8/7/23, some verification is received including the 614FDP, but not all.
Application is denied 8/10/23 for not providing all verification.
Rest of verification, including the 137, comes in 8/28/23, less than 60 days from the original application date.

Verification is worked on 8/31/23. The original 614FDP can be utilized. ReAPPL case for 8/28/23 and approve Reach Up. ACCESS will issue benefits as of 8/31/23. Household will be eligible for $856 per month. ACCESS issues $25 based on 8/31 date of approval.

Because verification was received on the 28th, household should receive 10% of the benefit (according to Proration Table). 10% of $856 is $85 (drop the cents). $85 minus $25 issued = $60. Ask COPS to issue $60 for month of August.

P-2201 APPLICATION (continued)

P-2201G Application Decisions (Reach Up rule 2212) (23-12)

Approval

Provide eligible households the opportunity to receive benefits as soon as possible, but no later than 30-calendar days from the application date.

Issue a combined benefit when the household:

- applies after the 15th of the month, and
- is found eligible for the initial month and the following month.

Denial

Deny the application as soon as possible, but no later than 30-calendar days from the application date for households found ineligible for benefits.

See Reach Up procedure 2201F for information specific to verification received within 60 days of the application date for a denied application.

Households must file a new ESD 202 if they wish to receive benefits. Since a signed signature page is considered an application, households can choose to submit a new signed first page of the application, and request that the rest of the information be taken from a previously submitted and acted upon application available in OnBase if the information is still accurate. There is no time limit to how long a previously submitted application can be used, as long as a new signature page is provided.

BPS Support

Before approving eligibility make sure information entered for the current month is carrying forward into future months.

Enter the correct withdrawal or denial code on the STAT C STAT panel. Non-coop codes are used for non-cooperation. These codes will go away after a set period of time. When a new application is entered for a previously closed case these codes will be gone and will not cause an automatic denial.

Use "N" for not providing verification and "I" for not completing an interview.

STAT C STAT—Withdrawal Codes and Non-Coop Codes

```
01/14/16 14:36          STAT HEADER ( STAT )
                            (LAST UPDATED: 01/12/16 00:00 ¦ ASPACA   )
EB DISCOVERY: 00 00 0000                    RECEIPT DATE: 12 31 2015
FS RECEIPT: 01 14 2015 TYPE I        FS INTERVIEW DATE: 01 16 2015 METHOD T
VERIF STATUS      REVIEW      EXPEDITED    WITHDRAWAL CODE      >30 DAYS CD
RUFA   FS   SF      FREQ        FS REASON     RUFA FS SF EP PSE     RUFA    FS
V       V    V        12                      ___ __ __ __ __
+-----------------------------------------------------------+
|                                                           |       NON-COOP CODE
| WITHDRAW CODE                          AS0D31M6           |N   RUFA   FS    SF
| RUFA   FS    SF    EP                                     |    ___ __ __
| ------------------                                        |
| BLANK   NOT WITHDRAWN.                                    | PSE        SCHOOL
|  V      VOLUNTARILY WITHDRAWN.  ACCESS WILL CLOSE OR DENY.|OSURE CD   MEALS
|  D      DUPLICATE ELIGIBILITY.  ACCESS WILL CLOSE OR DENY.|
|  E      NO SPOUSE/EP IN HH.     ACCESS WILL CLOSE OR DENY.|
|  S      SPOUSE/EP ON RUFA/SSI.  ACCESS WILL CLOSE OR DENY.|
+-----------------------------------------------------------+
+---------------------------------------------------------------+   SF
| NON-COOP CODE - RUFA                        AS0DCACB          |10     2014
| -------------------                                          |03 13 2013
| BLANK   Cooperating.                                         |
|   S     Refused to pursue other sources of income or resources.|): _____
|   N     Refused or failed to provide information.            |          3
|   Q     Refused to provide information to Quality Control.    |
|   I     Failed or refused to be interviewed or complete review|
|   X     On strike.                                           |
|   E     Refusal of UP to participate in employment search.   |
| NOTE:   All non-blank codes will result in RUFA closure/denial.|
|         Valid non cooperation codes for Reach Ahead are        |
|         N and I.                                             |
+---------------------------------------------------------------+
```

Verification Status

```
07/17/20 13:59          STAT HEADER ( STAT )
                            (LAST UPDATED: 06/0
EB DISCOVERY: 00 00 0000                    F
FS RECEIPT: 09 18 2019 TYPE R        FS INTERVIEW DA
VERIF STATUS      REVIEW      EXPEDITED    WITHDRAWAL CODE
RUFA   FS   SF      FREQ        FS REASON     RUFA FS SF E
V       V             12
+--------------------------------------------------+
|                                                  |
| VERIFICATION STATUS              AS0DCACE        |
| RUFA                                             |
| ----------                                       |
| Q   QUESTIONABLE (Verification has been requested).|
|     Creates edit that inhibits eligibility.      |
| V   VERIFIED.  Eligibility will be processed.    |
| R   REFUSED.  Processing will either close or deny.|
| F   FAILED.  Processing will either close or deny.|
+--------------------------------------------------+
```

P-2202 TIME LIMITS

Households with 60 or More Months of Reach Up/Time Limits (Reach Up rule 2234) (23-12)

Households who have received 60 or more countable months of Reach Up benefits must engage with Reach Up Services (case management) requirements while receiving Reach Up benefits.

Initial Application Screening Requirements

Screen the ESD 202 and ACCESS to find out how many countable, cumulative months the applicant has received. If it is a 2-parent family, the name and number will appear for the parent with the greater number of months.

Inform the household of the number of months of Reach Up they have received if they have 60 months or more, or if they ask for this information.

Explain that if households are approved Reach Up and do not engage with Reach Up Services (case management) requirements and do not have a good cause reason for not complying, the household's Reach Up benefit could be closed. See Reach Up Services procedures 2350 and 2350A for more details about Time Limit requirements.

Out of State TANF Months

Verify financial assistance received in other states if the Household says they moved to VT in the last 12 months and/or has received financial assistance from any other state since October 1996.

See [Reach Up procedure 221A Verifying Out of State TANF Months](#) for more information.

Closing for not engaging in Reach Up Services

Reach Up Case Managers and Supervisors will determine when a household that has reached their time limit, must close for not engaging in Reach Up services. They will complete the necessary steps and forms and enter participation code 85 (60mo, Reach Up services not engaged) on the WORK panel which will close the household's benefit.

Reapplying After Closure

Households that close for eligibility reasons (i.e. eligibility non-coop, failure to review, etc.) or for not engaging with Reach Up Services can reapply at any time.

Fair Hearings

Fair Hearings Based on Eligibility Reasons

Follow [regular Fair Hearing process](#) if Fair Hearing is based on eligibility reasons.

Fair Hearings Based on 60 Month Requirements

Inform Reach Up case manager and Reach Up Supervisor through email that Fair Hearing was requested and why it was requested if Fair Hearing is based on closure due to not engaging with Reach Up services).

BPS Support

Entering SPEC C CLOCK

See the ACCESS Eligibility Training video: [CLOCK- Viewing and Entering Months](#)

SPEC C CLOCK F10 (Shows individual participant's months—in a 2-parent household each participant will have their own clock)

```
               SSN:                          NAME:
                        ┌─┐                  ┌─┐                          ┌─┐
     TANF Months:       │1│ 36   Total Months│2│ 88   Vermont Countable Months:│3│ 57
                        └─┘                  └─┘                          └─┘
          ┌─┐                ┌─┐                                                ┌─┐
          │4│  Period        │5│ Funding        Participation    Minor         │8│ Countable
          └─┘                └─┘ Stream      Other   ┌─┐                        └─┘
                                          ┌─┐       │7│
          2004 12                         │6│ CLK
          2005 01                         └─┘ CLK
          2005 08                             CLK
          2005 09                             CLK
          2005 10                             CLK
          2005 11                             CLK
          2005 12                             CLK
          2006 01                             CLK
          2006 02                             CLK
          2006 03                             CLK
          2006 04                             CLK
          2006 09                             CLK     02
          2006 10             T                       02                    Y
          2006 11             T           MP          02                    N
          2006 12             T           MP          02                    N

     PF7-Previous     PF8-Next                              CANC / EXIT :  _
```

1) **TANF Months:** number of months the participant has received Reach Up or out of state benefits funded by TANF

2) **Total Months:** total number of months a participant has received Reach Up and TANF, including Reach Up, PSE, Reach Ahead and Reach First

3) **Vermont Countable Months:** number of months a participant has received Reach Up towards their time limit of 60 months, counted through the end of the month prior to the current month
   • Vermont countable months are always displayed as of the last completed month. The current month is not counted in the "countable months" total. For example, a participant with 59 countable months is currently in their 60th month.

4) **Period:** Year and Month for numbers 5 through 8

5) **Funding Stream:** federal or state funded

6) **Other:** These are all reasons why the month does not count

Abbreviation	Meaning
CLK	There is a PERS HIST entry; but no CLOCK entry; no eligibility for the month; and no benefit, or under $10 for the month.
MP	Minor Parent
$	The Reach Up benefit was less than $10
Baby	Young Child deferment (no more than 12 of these months can be non-countable)
Medical	Medical deferment
Fam	Needed in the Home deferment
DV	Domestic Violence deferment
KID	This individual was previously a dependent child in another household

7) **Participation:** Participation code from WORK panel– deferment codes are shown here if the participant was deferred for the entire month; otherwise it defaults to a countable code

8) **Countable:** shows if month was countable towards the 60 month time limit. "N"s and blank, are non-countable months. "Y"s are countable months

CASE D TIME

CASE D TIME in the head of household's SSN, shows how many countable months a family has. In a family with two parents receiving Reach Up, it will show the name and number of months of the parent with the greater number of months.

Each adult has their own CLOCK. A parent receiving SSI will also have a CLOCK number if they have previously received Reach Up. However, the CLOCK of a parent receiving SSI will not be used to determine if the family's time limit has been met.

In a 2-parent family, the eligible adult who reaches 60 countable months first, causes both adults in the household to be subject to rules specific to participants who have met their 60 month time limit.

Participation Code for services related closure

P-2210 HOUSEHOLD COMPOSITION (continued)

P-2210D Eligibility of Pregnant People (Reach Up rules 2222 and 2235) (23-12)

Pregnant People Who Are Not Minors or High-Risk Pregnancy

Pregnant people with no children may be eligible for Reach Up within 30 days of their due date. Count the day before the due date as day one. Verification of pregnancy or due date is not required when applying within 30 days of their reported due date.

If the other parent of the unborn child lives in the same household as the pregnant person, the other parent cannot be on the grant before the birth of the child. The other parent's needs are not included in the Reach Up budget, however income and resources of the other parent must be used to determine eligibility if the parent is married or a civil union partner of the pregnant person.

- If the application date is 30 or less days from when the household will become eligible, ACCESS is programmed to deny for the month of application and grant for the following months.
- Deny the application if the application date is more than 30 days from when the household will become eligible. Add a note to the denial letter letting the household know the first day of potential eligibility and explain that they must reapply.

Pregnant Person Under the Age of 18

A pregnant minor is potentially eligible for Reach Up when the due date falls within the month of application or in the three months period after the month of application if pregnancy is high risk. Once Reach Up is granted, eligibility is not affected if the person turns 18 before the due date.

Minor parent living in the same household as their parents are permitted to have their eligibility determined separately from their parents. See Minor Parent Procedure P2210B.pdf (vermont.gov) Household Composition and Rule 2231.2 for additional information.

Pregnant Person Unable to Work Due to High-Risk Pregnancy

A pregnant person that is 18 years of age or older and claims that they are unable to work due to a high-risk pregnancy is potentially eligible for Reach Up when the expected delivery date falls within the month of application or in the three-month period after the month of application. High risk pregnancy must be verified. The High Risk Pregnancy Medical Report (form 210HRP) may be used as verification or a letter from their medical provider.

NOTE: If the pregnant person applies <u>within 30 days</u> of the due date, a high-risk determination is <u>not</u> necessary.

- If the pregnant person is receiving social security disability benefits, a high-risk pregnancy can be assumed.

BPS Support

Entering a PREG panel

See the ACCESS Eligibility Training video: [(PREG) Creating and Viewing a Pregnancy Panel](#).

PREG panel

```
01/27/16 15:26        PREGNANCY      QUESTION 10 ( PREG . 01 )
                                     (LAST UPDATED: 01/27/16 15:26 ¦ ASPADL    )

                                     DUE   DATE      DEL DATE       HIGH RISK
NAME OF PERSON WHO IS PREGNANT       MM DD CCYY       MM CCYY       PREGNANCY
ANDREA M SEAMAN                      09 01 2016


USER: 084 FNX: STAT MODE: C RPTGRP: 666 66 6666 PERIOD: 01 16 COMMAND:
DO: M IMS: GM1 REPORTING ADULT: ANDREA      M SEAMAN                        3
```

Entering a MEMB panel for the unborn child

Enter a MEMB panel for the unborn child with "??" for both the date of birth and the social security number (do not enter a temporary SSN until the baby is born). Enter relationship code 16.

Determining Eligibility Dates for Pregnancy (ACCESS does this automatically)

Count back a month (or three months for minor or high risk) and *add a day*.

<u>Example:</u> Due on Jan. 7, eligible on Oct. 8.

Due in the month of:	Becomes Reach Up eligible in:	
	Not Minor/Not High Risk	**Minor/High Risk**
January	December	October
February	January	November

March	February	December
April	March	January
May	April	February
June	May	March
July	June	April
August	July	May
September	August	June
October	September	July
November	October	August
December	November	September

2nd parent not in the home: child support authorization during pregnancy

Pregnant people do not have to complete a child support authorization (form 137) before the baby is born. Instead, request the form after the birth of the baby is reported.

NOTE: The baby cannot be added to the Reach Up household without receiving the 137.

2nd unmarried parent in the home: PARE panel during pregnancy

A PARE panel is not needed during pregnancy. Instead, the PARE panel should be added after the birth of the baby is reported if the other parent is living in the household.

P-2210 HOUSEHOLD COMPOSITION (continued)

P-2210G Out of School Youth (Reach Up Services rule 2320) (23-12)

Inform District Management team if 16 or 17 year old child in the Reach Up household is no longer a full time student, or if a household applies and there is an eligible child in the home that is 16 or 17 years old and is not in school full time.

Out of school youth (previously known as Mandatory Youth) may be able to work with a Reach Up case manager. It is up to the youth if they want to engage with the case manager.

BPS Support

The following STAT edit will appear when a 16 or 17 year old is included in the Reach Up household, but is not attending school and is not listed on the SCHL panel.

```
07/13/23 09:42          *** EDIT SUMMARY PANEL ***               ASPAB2

*PANEL*  CODE                              PROCESSED: 07-11-23 16:37
MEMB.03  DAK1 RUFA Member (age 16 Or 17) With Reach Up Code Of 06 Is Not
              A Full Time Student In A Valid School Type
              Refer to Reach Up Case Manager or Supervisor.
```

This edit will not inhibit eligibility. Enter a CATN after informing the District Management team that the child is not in school and may benefit from case management services. If a CATN has already been entered indicating the youth has been referred, nothing further is required.

P-2213 INCOME (continued)

P-2213A Earned Income (Reach Up rule 2251) (23-12)

Earned Income is gained from the performance of service, labor, or work. Earned income includes, but is <u>not</u> limited to salaries, wages, commission, tips, self-employment, or payments for services.

How to Count Wages/Salary

Determining Correct Paystubs for Applications (Initial or Recertification) and Interim Reports

Request earnings received 30 days prior to when the application or Interim Report is received, and date stamped. Always utilize the <u>ESD Calculator</u> to determine the correct 30-day period.

Fluctuating/Non-Reflective or Inconsistent Income

If the household identifies their pay situation as Fluctuating/Non-Reflective or Inconsistent, request verification of their previous 90 days' income (may include the 30 days initially requested). Collateral statements from the employer are also acceptable.

Example: ESD receives application dated 3/19 and household identifies as having Fluctuating/Non-Reflective or Inconsistent income. Request income verification for 12/18 through 3/19.

CATN an explanation of the household's situation that caused the request for a greater period of verification, any employer contact, and steps that will be taken to have the JINC accurately reflect the household's circumstances.

Employed with no earnings at time of application

If a household member claims to be employed but has no earnings in the previous 90 days from the date the application is received and date stamped, document in CATN that the earner has no income for the previous 90 days. Advise household to report whenever their situation changes.

New or Changed Income

When a household reports a new income or changes to the ongoing income, ask for verification.

Base the income estimate on verification received during the 10 days when the household was supposed to verify income (or the first paystub if the household

will not receive their first pay within those 10 days <u>and</u> the employer will not give a statement).

Initial paystubs returned

If a household submits wage verification for a partial week and a full week and the hours vary from the first to the second week, ask the household if hours will generally vary.

- If yes, average the wages from both pay stubs and convert to a monthly amount.
- If the household says the first partial week was not representative, verify it with the employer. If the employer confirms, use the full week's wage for the estimate. Convert to a monthly amount by multiplying by 4.3.
- If the hours do not vary, use the full week's paystub and multiply by 4.3 for the estimate.

If the household submits a paystub for a partial week, <u>and</u> it is the <u>only</u> paystub they have received:

- If it is representative (for example, a State employee who will be working 8 hours a day, 5 days a week, may not initially receive a full paycheck), make the estimate by multiplying the verified hourly wage by the number of hours to be worked and convert to a monthly amount.
- If it is <u>not</u> representative, make a collateral call to the employer or request a statement from the employer.

Getting average hours per week from a range of hours

If an employer gives a range of hours on an Employment Information form or signed statement (such as 30-35 hours expected each week) get average hours per week to use in the calculation.

| Lowest Hours in range Ex: 30 | + | Highest Hours in range Ex: 35 | ÷ | 2 | = | Average Weekly Hours Ex: 32.5 |

Weekly

Determine the average gross pay of a weekly check with the following calculation and enter it into the JINC.

Average Hours per week	X	Rate of Pay	=	Average Weekly Stub

Bi Weekly

Determine the average gross pay of a bi-weekly check with the following calculation and enter it into the JINC.

Average Hours per week	X	Rate of Pay	x	2.15	=	Average Semi-monthy Stub
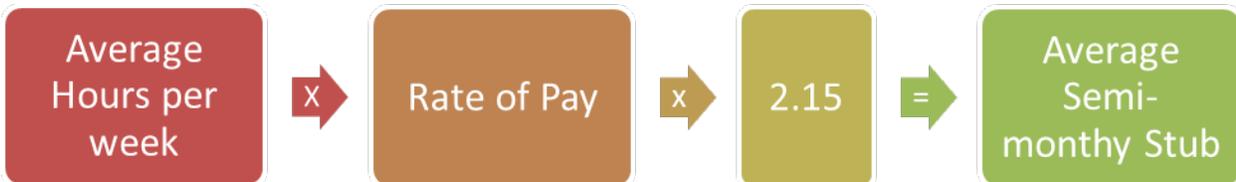
Semi Monthly

Determine the average gross pay of a semi-monthly check with the following calculation and enter it into the JINC.
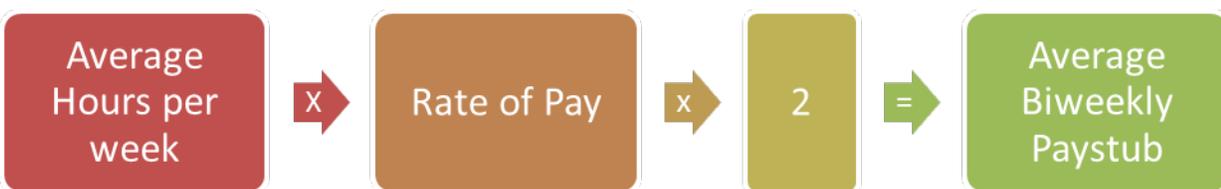
Average Hours per week	X	Rate of Pay	x	2	=	Average Biweekly Paystub

Monthly

Determine the average gross pay of a bi-weekly check with the following calculation and enter it into the JINC.

Average Hours per week	X	Rate of Pay	x	4.3	=	Average Monthly Pay stub
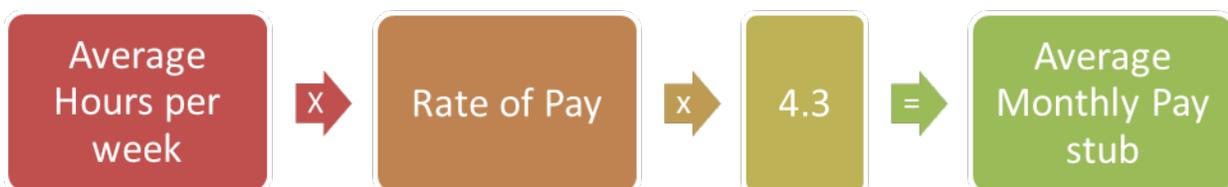
New income at time of application

If at the time of application, a household indicates they have new income that is starting that month or the following, a request for verification of the new income should be made. The actual anticipated income to be received will count towards the month it is to be received.

Make sure to explain the Reach First program and explore if the household would like to be APPLed for Reach First, instead of Reach Up. Provide the benefits of

each program and allow the family to decide which would be most beneficial to them.

- If the household is eligible for a small benefit in the initial month, and then found not eligible afterwards, make sure the initial benefit issues through ACCESS INQD. Otherwise send to COPS to help issue the benefit.
- If unsure how to process the application due to the new income, discuss with district supervisor and send to AOPs for further guidance if questionable.

Example: Household applies for Reach Up on 5/24/23. Reports they have just started a new job but will not receive their first paycheck until Friday 6/2/23. Enter the new income in the month of June when they provide verification. If this is done prior to the end of May, make sure the May benefit issues based on no earned income in May. Approve or deny the June benefit based on the anticipated income that will start June 2nd.

Decrease and Increase in Income

If a household reports a change in income, ask for verification. When verification is submitted, recalculate the monthly income by averaging and converting to a monthly figure. Enter a clear CATN.

Decrease in income

Issue the supplement immediately if the employer is clear on the decrease and it is an ongoing situation.

Example: Household is paid weekly and reports on 8/3 that her hours have decreased, and wages will change from $150 a week to $100 a week. The employer verifies that this is an ongoing change. The first decreased check will be received 8/18.

August checks will be: $150, $150, $100 and $100.
$500/ 4 = $125
$125 x 4.3 = $537.50 Issue the supplement.

September checks will be: $100, $100, $100, $100
$400/4 = $100
$100 x 4.3 = $430

Odd-Ball Income

Odd-ball income refers to an increase or decrease in earnings that is not usual for the earner. It happens infrequently. An example of this is an earner who has normal hours but was working extra hours in a pay period for another co-worker who was absent for a week.

If applicant/participant identifies a paystub as odd and out of the normal anticipated earnings, verify with the employer as being odd. If verified as odd,

you drop the single odd paystub from the JINC panel. Total the remaining paystubs and divide by the number of paystubs that were used. Then use the correct multiplier (4.3, 2.15, or 2) to find out the ongoing monthly income. CATN the collateral contact with the employer and the steps taken to determine the ongoing income.

Example: Household is paid weekly and reports they worked an extra shift in week 2 to cover for a coworker—this is not expected to continue. Collateral call to employer confirms this is accurate.
Week 1: Gross Income = $158.99
Week 2: Gross Income = ~~$315.22~~- Drop the odd ball
Week 3: Gross Income = $189.01
Week 4: Gross Income = $168.20
$516.20/3 pays = $172.06

$172.06 average weekly gross, multiplied by 4.3= $739.88

Calculation:

Total of All Gross Pay from Paystubs Used	÷	Number of Paystubs Used	x	Pay Frequency	=	Gross Monthly Average

Contract Income

Contract income is a fixed salary for a contracted service and it is paid to the earner over the duration of the contract. They are not paid hourly. A common example of this is contract paid teachers, another may be a web designer who places bids on larger company projects and then signs a contract to provide the service over a certain period with agreed upon compensation.

Request a copy of the contract to review its terms, compensation, and length.

If the contracted earner is being paid at an hourly rate use the stable on-going verification and calculation methods by requesting their paystubs.

Calculation:

Salary from Contract	÷	Number of Months Contract Covers	=	Gross Monthly Average

Terminated Income

Terminated income is income that will no longer be received by the earner at the time of application or in the following month.

Always look ahead at JINCs and budgets to ensure the earnings have been removed from the next month's eligibility.

Last pay received in month of application

Request verification of and enter all income for the month of application if the last pay will be received in the month of application. Code the JINC as not recurring.

Total Gross Pay from Stubs received in the calendar month of application. = Income for Application Month
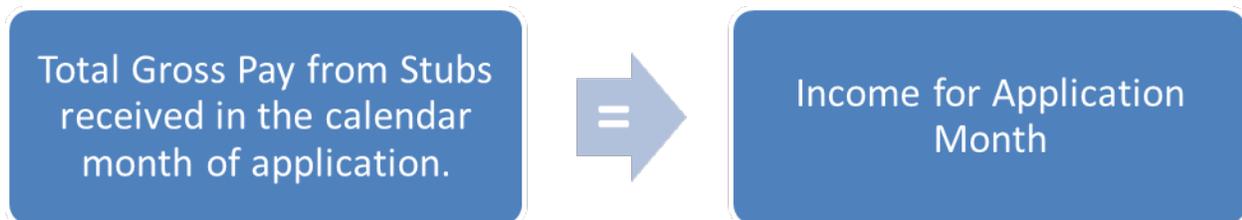
Last pay received in month after application month

For an application where the job has terminated but the last pay will be received the month after the month of application, request the previous 30 days' income from the application date received to determine eligibility of the 1st month's benefits. Verify the anticipated next month's income with employer by collateral call or 218ET. Code the JINC in the month after application as not recurring.

BPS Support

See ACCESS Eligibility Training Videos (JINC) Entering a JINC from Paystubs, (JINC) Entering a JINC from a 218E, and (JINC) Ending a JINC with a 218ET.

Entering Ongoing Job Income in ACCESS

When using paystubs, income should be entered exactly as it appears on the paystubs. Do not drop cents.

On the JINC panel, enter the following information:

- The actual dates paid in the "MO DA YEAR" field.
- Hours worked in the "HOURS" field.
- The gross wages (place zeros for gross wages if participant has some weeks with no earnings) in the "GROSS WAGES" field or "TIPS/COMMISSION" field.
- The day the participant gets paid in the "DAY PAID" field.
- How often the participant is paid (weekly, bi-weekly, etc.) in the "PAY FREQ" field.

JINC

```
12/07/18 14:45        INCOME INFORMATION FOR JINC . 01              ASPAFA3

NAME: WHITE          SNOW              SSN: 151-31-8978

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

1. 09 01 2018     005         00250 00                           B     THU
2.
3.
4.
5.
       TOTALS:       5          250.00                        EMP      JOB
       MONTHLY:     10          537.50                        F5       F6

**EITC AMOUNT:    $$$$$ ¢¢              VERIFIED: ES  V UPDATED:  20181207

FUTURE START:       /    /                       CM   UPDATED:  20181207


USER: 430 FNX: STAT MODE: D RPTGRP: 151 31 8978 PERIOD: 12 18 COMMAND: BACK
DO: Z IMS: D02 REPORTING ADULT: SNOW           WHITE
```

For new ongoing and consistent income, you only need to enter one line of information into the JINC and it will calculate the ongoing amount.

> ACCESS Pay Frequency Codes
> W-Weekly   B-Biweekly S-Semi Monthly
> M-Monthly   I-Irregular

ACCESS will automatically total the monthly gross wages and figure the appropriate income (using 4.3 or 2.15, or actual amount received depending on the pay frequency). The figure populates on the 3rd panel of ELIG.

Reading a Paystub that shows hours with a colon

Example: Hours – 30:15
The colon indicates that the participant worked 30 hours and 15 minutes. Since this is less than a half hour, this would be rounded down to 30 hours.

Example: Hours – 30:30
The colon indicates that the participant worked 30 hours and 30 minutes. Since this is at least *half* an hour (or 0.5 hour), this would be rounded up to 31 hours.

Reading a Paystub that shows hours with a period

Example: Hours – 30.15
The period indicates that the participant worked 30.15 hours. This would be rounded down to 30 hours.

Example: Hours – 30.3
The period indicates that the participant worked 30.3 hours, which is still less than 30 ½ hours. This would be rounded down to 30 hours as well.

Example: Hours – 30.5
The period indicates that the participant worked 30.5 hours, which is 30 ½ hours. This would be rounded up to 31 hours

Rounding Hours Worked

0.5 and above is rounded to the next highest number
0.4 and below is rounded to the next lowest number

How to Manually Calculate a Missing Paystub

Utilize the ESD Calculator when possible.

Household is paid weekly and received 4 paystubs in the 30 days before the application. If stub #3 were missing follow these steps:

1. Take gross YTD from the stub following the one that is missing. (#4)

2. Subtract current gross pay from that stub (#4)

3. This gives you the YTD amount for missing stub (#3)

4. Subtract YTD amount from previous stub (#2)

5. Gives you the gross pay for missing stub (#3)

Example:

Stub #1	gross pay:	$450	YTD: $6,500
Stub #2	gross pay:	$575	YTD: $7075
Stub #3	missing:	?	?
Stub #4	gross pay:	$650	YTD: $8,250

Stub #4 YTD	$8,250
minus Stub #4 gross pay	- $650
= Stub #3 YTD	$7,600
minus Stub #2 YTD;	-$7,075
= Missing Stub #3	$525

Ending a JINC when no income was received in current month

```
For FS only Cases, Income must be for the last 30 days.
03/10/16 09:26        INCOME INFORMATION FOR JINC . 01              ASPAFA3

NAME: JOHNSON        BENJAMIN   P    SSN: 666-11-6545

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

1. 03 04 2016    000         00000 00        00000 00            I       IRR
2. 03 18 2016    000         00000 00        00000 00
3. __              ZERO HOURS WARNING
4. __                                                   ASQAFA2
5. __

      If you have zero hours or zero income, you must either enter an end
      date below or put in an 'F' in the verification field and enter a
      future start date for the job.
**EITC
      Verified:  ES    V                    MO DA   YEAR
FUTURE          CM    _       Future  Start: __ __ ____

USER:      Enter Canc   ____      Actual  End:  03  10  2016
DO: Y      to cancel
```

Ending a JINC when income was received in current month

```
For FS only Cases, Income must be for the last 30 days.
03/10/16 09:29        INCOME INFORMATION FOR JINC . 01              ASPAFA3

NAME: JOHNSON        BENJAMIN   P    SSN: 666-11-6545

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

1. 03 04 2016    080         00965 60        00000 00            I       IRR
2. __ __ ____    ___         _____ __        _____ __
3. __ __ ____    ___         _____ __        _____ __
4. __ __ ____    ___         _____ __        _____ __
5. __ __ ____    ___         _____ __        _____ __     ___ __   EMP     JOB
      TOTALS:    180         2172.60                               F5      F6
      MONTHLY:   193         2335.54
```

```
03/10/16 09:31        EMPLOYMENT INFORMATION FOR JINC . 01          ASPAFA1

NAME: JOHNSON        BENJAMIN    P    SSN: 666-11-6545
                                     VERIFIED: ES  V  UPDATED:  20160307
                                               CM  _  UPDATED:  20160307
EMPLOYER INFO:  MIDDLEBURY COLLEGE
                                        Work Placement Type: ____
                152 MAPLE ST SUITE 101
                MIDDLEBURY        VT 05753
         PHONE ( 802 )- 479 5465                    INC      JOB
                                                    F7       F6

              JOB TITLE(S)      STARTING
*********************           MO DA YEAR
1) MAINTENANCE                  01 01 2016    PROJ END    ACTUAL END
2) _____         __ __ ____    MO DA YEAR  MO DA YEAR
3) _____         __ __ ____    __ __ ____  03 10 2016

DAY    PAY    SCHD HRS    HRLY WAGE    OCCUP.    INDUST.
PAID   FREQ   PER WK      $$$$$ ¢¢     CODE      CLASS.
FRI    I       040        00012 07      00         5
```

P-2213 INCOME (continued)

P-2213B Unearned Income (Rule 2249) (23-12)

Unearned Income is cash or contributions received by a person for which they do not perform work or provide a service. (i.e. Alimony Payments, Social Security, Unemployment Compensation, Worker's Comp, Child Support, $70 HUD Fuel and Utility subsidy or $30 utility-only subsidy, Pension plans. etc.)

The full amount of received and available unearned income is countable, except for disregards/excluded income listed in rule 2253.

Social Security Unearned Income

To verify SSA, SSDI, or SSI, check the INFC function in ACCESS. (SDX.01)

SSA (Social Security retirement) - Countable Unearned income.
SSA is for individuals who have paid social security taxes through history of employment. Regular social security retirement, or Survivor benefits for children or spouses, or Benefits for children/spouses whose parent/spouse is disabled and receiving SSDI.

SSDI (Social Security Disability) - Countable Unearned income.
For individuals who have paid social security taxes through history of employment. If individual receives a combination of SSI and SSDI, they can't get Reach Up. (Rule 2207.2)

SSI (Supplemental Security Income) – Non-countable if received by a parent or child.
SSI provides benefits to adults and children who have limited income and resources and are: Age 65 or older; Blind or Disabled. This benefit is paid when an individual didn't pay enough social security taxes to receive the full Social Security benefit- either retirement (SSA) or disability (SSDI).

Social Security Income notes

Someone can get both SSI and SSA/SSDI benefits.

Anyone who receives any SSI is not eligible to be on the Reach Up grant. All income including the SSI income and all resources are excluded. If a family member is on SSI and working, their job income is NOT counted.

SSI 1619(b) Status

Disabled individuals who received SSI/AABD and became gainfully employed, can be granted 1619(b) status by the Social Security Administration. They shall continue to be considered SSI recipients during any months in which their 1619(b) status remains in effects, whether or not they receive a SSI benefits.

These individuals, and their income, are excluded from the Reach Up household and budget while they have 1619(b) status.

Unemployment Insurance (UI)

In order for a household to be eligible for Reach Up, they have to pursue all other forms of income, including unemployment. All Reach Up applicants who have left a job in the last 60 days are required to apply for UI benefits. Reach Up participants who have left a paying job and could be eligible for Unemployment Insurance benefits (UI) need to apply for UI or their Reach Up could be closed.

Before denying or closing a case check with Department of Labor (DOL) to see if the household has applied for Unemployment.

Remind households that they must continue to file their unemployment claims each week until they are found ineligible. It is up to the household to inform us if they start to receive unemployment.

Enter an Unearned Income (UNEA) panel in ACCESS after confirming that the household did apply. As long as the UNEA is entered, ACCESS will automatically run a tape match if they start receiving something. If the UNEA switches to $0 but there is money left in the claim send a VCR asking the household to explain what is happening.

Childrens Personal Care Services (CPCS)

Childrens Personal Care Services (CPCS) allows payments to parents and legally responsible individuals who are providing extra support with daily living activities to their child/ren that qualify for Childrens Personal Care Services (CPCS). The income received from a parent or legally responsible individual providing Childrens Personal Care Services to their child/ren is considered non-countable income for Reach Up.

Go Fund Me Accounts

A Go Fund Me Account in a Reach Up household member's name would be counted as unearned income if any money was taken out in a particular month. Lump Sum rules would apply (see procedure P2213G.pdf (vermont.gov)). If they withdraw the entire amount in the fund, count the full amount. If they are withdrawing monthly then, count the amount they withdrew that month.

A Go Fund Me Account that is in someone else's name, but is for the benefit of a Reach Up household member, would be considered unearned income under regular and predictable gifts if the Reach Up household was receiving income from the account in a given month. If the account holder used the funds to pay for items or bills on behalf of the Reach Up household and does not give the money directly to the family then the income would not be counted.

In both cases, Reach Up households are responsible to report how much money was taken out or paid to them per month.

Fuel and Utility Subsidy (Reach Up rule 2249)

Families in subsidized housing, who pay for fuel and/or utilities out of their own pocket, have their rent reduced by the housing authority in the form of a Fuel and Utility Subsidy. This rent reduction/subsidy is considered unearned income. Either $70 or $30 is added back into the Reach Up budget as unearned income. This ensures that the value of any Fuel and/or Utility subsidy is counted in the grant calculation.

$70.00 – for a family with a subsidized housing fuel or fuel-and-utility subsidy or $30.00 – for a family with a utility-only subsidy.

The following table demonstrates the different subsidy scenarios

Heat & Util included in rent (not getting the subsidy.)	$0 Fuel and Utility Subsidy considered as Unearned Income.
Heat not included in rent. (Paying on own, rent reduced accordingly. Rent reduction considered unearned income.)	$70 Fuel and Utility Subsidy considered as Unearned Income.
Utilities not included in rent. (Paying on own, rent reduced accordingly. Rent reduction considered unearned income.)	$30 Fuel and Utility Subsidy considered as Unearned Income.
Neither heat or utilities included in rent. (Paying on own, rent reduced accordingly. Rent reduction considered unearned income.)	$70 Fuel and Utility Subsidy considered as Unearned Income.

BPS Support

Checking 1619b status in ACCESS

Option 1: Check the UNEA panel where the SSI income would be listed. On the bottom of the screen, you would see "1619B MED CONT" if the participant has an approved 1619B status.

Option 2: Check the INFC screen for the SSI recipient. Under Medical eligibility you would see "1619B Med Cont." if the participant has an approved 1619B status.

If the participant states that they have been approved for the 1619B status but ACCESS is not showing it, please contact the Social Security office to clarify.

Checking Fuel/Utility Subsidy in ACCESS

For subsidy payments, enter "Y" in the "Subsidized/Public Housing" fields on the RENT panel and ACCESS will automatically count the proper amount as unearned income in the budget (the 3rd panel in ELIG).

```
08/28/15 14:54  RENTAL EXPENSE      QUESTION 31 ( RENT . 01 )
                              (LAST UPDATED: 06/11/15 11:42 ¦ ASPAGF    )

                        INCL IN RENT        RENT AMT        MONTHLY
NAME OF PERSON WHO PAYS THE RENT  FUEL  UTIL    FREQ  $$$$$ ¢¢      $$$$$ ¢¢
JOHN    F ROULEAU           Y     N      M      750 00          750 00

**** SUBSIDIZED/PUBLIC HOUSING ****      (COMPLETE BELOW IF DIFFERENT)
Y/N TYPE BDRMS  RUFA SUBSIDY         FS / SF       FS / SF        FS / SF
 Y              STD   ACT    HH   USED   INKIND    RENT AMT       MONTHLY
                30                          FREQ   $$$$$ ¢¢      $$$$$ ¢¢

        ********************   R V P   D A T A   ********************

   RVP CODE:            RENT AMT: $ 00000 00                   ARREARAGE
                                                              *********
LANDLORD NAME: _____  TOTAL ARREARS:  00000 00
LANDLORD C/O:                                 AMT TO BE PAID:  00000 00
LANDLORD STREET: _____          ----------
CITY, STATE, ZIP: _____ __ _____ ____  BALANCE LEFT:

USER: 084 FNX: STAT MODE: D RPTGRP: XXX XX XXXX PERIOD: 08 15 COMMAND:
DO: J IMS: SJ2 REPORTING ADULT: JOHN    F ROULEAU                      3
```

P2215 CHILD SUPPORT (Reach Up rule 2232)

P2215A Assignment of Child Support Rights (23-12)

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

Example: A person is married to their second spouse and lives with the two children from a previous marriage. Pursue support from the first spouse, the birth parent of the children.

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

Determining who to list as Head of Household

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

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

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

Determining who to list as the Absent Parent

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

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

Voluntary Acknowledgement of Parenthood (VAP)

Effective July 1, 2018, the Vermont Parentage Act (VPA) (15C VSA 305(a)) expanded the categories of individuals recognized as parents under Vermont

law. The VPA also allows courts to determine that a child has more than two parents.

This means that a Reach Up applicant or participant completing a 137 must list anyone who has signed a VAP and/or falls into one or more of the categories below as a noncustodial parent.

The VPA recognizes the following individuals as parents:

- A person who gave birth to the child
- A person who is the alleged genetic parent of the child
- A person who is an intended parent of the child.
  An intended parent is a person who has manifested an intent to be legally bound as a parent of child resulting from assisted reproduction or surrogacy.
- A person who has adopted the child
- A person who was married to the person who gave birth to the child when the child was born
- A person who was married to the person who gave birth to child and the child was born not later than 300 days after the termination of the marriage
- A person who was married to the person who gave birth to the child after the child's birth and is named as a parent on the birth certificate
- A person who lived in the same household with the child for the first two years of the child's life and, together with the child's other parent, openly acknowledged the child as their child
- A person who has been adjudicated to be a parent of the child (a court has issued an order adjudicating the person as a parent)

Sperm, egg and embryo donor

If applicant reports the child was conserved using a sperm egg, embryo donor, or if there was a gestational carrier (surrogate) under the Vermont Parentage Act, they are not parents and Child Support Form is not needed.

In most situations the Department can accept the information reported by the applicant. However, due to the variety of donor situations and unformal contract it is best practice to look at each case individually. If the case is questionable, please forward it to AOPS. Under rule 2208.3 the Department can request additional verification.

Deceased Absent Parent

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

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

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

Absent Parent Removal Reasons

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

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

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

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

Assigning child support rights to the department

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

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

Children receiving SSI

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

Child support received while applying for Reach Up

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

Past due child support

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

Requesting a child support waiver

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

Information required for the Child Support Authorization (137) to be considered valid

In order for the 137 to be considered valid, the following information must be filled out by the person signing the form:

- The name of the head of household or custodian parent;
- The name of the ABSP (non-custodial) parent;
- The name of all the children shared between the head of household/ custodian parent and the ABSP (non-custodial) parent;
- Signatures on both pages requiring signatures (page 6 and page 7);
  - See notes below about signing the 137
- If a waiver was requested on the 137, and it was determined a waiver was not wanted—a new 137 or an updated 137 would be required.
  - If the household marked the waiver box incorrectly, have the household cross it out, initial and date the change; or collect a new 137 on which the waiver box is not checked off.

Other missing information on the 137

If ESD knows other information about the ABSP whose name is listed on the Child Support Authorization (137) some information can be added to the physical form or a "sticky" note can be added to the document in OnBase. Update the ABSP panel correctly. Indicate in the note what information was completed by the Department.

Information that can be added to the 137 by the Department includes: address, place of employment, date of birth or social security number.

Signing the Child Support Authorization (137)

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

Two parent household absent parent associated with second adult

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

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

Minor parents

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

Legal caretakers and parents living together

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

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

Assigning a temporary SSN for an absent parent

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

Follow the local district procedure for obtaining a temporary SSN. Do not assign a temporary number until you have thoroughly checked for a known number (either a Social Security number or a previously assigned temporary number) for the absent parent.

Places to look:

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

Sharing information with OCS

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

Include the following information in the CATN/TODO:

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

If there are more than one ABSP also indicate:

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

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

Reach Up is approved. 137 is in OnBase.

Or

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

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

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

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

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

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

Example:

```
05/22/19 13:35              CASE ACTION LOG                    ASPATC

TYPE OF CONTACT: C Person Contacted: D_ _____

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

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

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

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

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

Reach First applications

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

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

Changes to Reach Up household

Adding a child with an absent parent

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

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

137 for new child not returned

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

Unborn children with absent parent

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

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

Inform OCS as done above for adding a new child.

137 for new baby not returned

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

ABSP joins Reach Up household

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

Child ages out of Reach Up Household

When a child ages out of the Reach Up household and the Reach Up benefit is adjusted, ACCESS will automatically delete the ABSP panel if the child is the only

one listed on it. Send a TODO to the OCS worker indicated on the CATN C screen letting OCS know the child is no longer on Reach Up.


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

TYPE OF CONTACT: C Person Contacted: __ _____

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

     _____

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

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

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

Checking absent parent information at time of recertification

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

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

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

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

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

BPS Support

Adding an ABSP panel

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

ABSP

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

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

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

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

Absent parent assignment codes

```
+--------------------------------------------------------
|                                        ASHADMCR
| ABSP Assign Codes
|
| 1  Assigned.
| 2  Refused Assignment - case closed or denied.
| 3  Absent Parent Deceased - no IV-D case.
| 4  No assignment needed- R First or R Ahead.
|
```

Absent parent removal reasons

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

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

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

P2215 CHILD SUPPORT (continued)

P2215B Child Support Waiver (Reach Up rule 2232.4) (23-12)

Requesting a Waiver

A household can request a waiver from cooperating with the Office of Child Support (OCS) on the Child (and Medical) Support Authorization (form 137) if they do not feel safe pursuing child support from the absent parent. During the interview, ask every household with an absent parent (ABSP) if they feel safe to pursue child support from that person. If they express safety concerns, explain the child support waiver process.

Explain that the decision to grant or deny a waiver of cooperation is up to the District Management team. Offer to refer family to the District DV Liaison or the local Domestic Violence Organization (Sister Agency) in your area.

Preparing for the waiver request

- Make sure a copy of the Child Support Authorization 137 is scanned into OnBase. The 137W and other supporting documents should not be scanned to OnBase but maintained in the District's Classified file.
- Enter Absent Parent Coop Code 2 (pending waiver) on the ABSP panel.
- Do not hold up eligibility for waiver paperwork, as long as a 137 has been provided, eligibility can be approved while the waiver is pending.
- Inform OCS through CATN/TODO when the Reach Up is approved (see P-2215A for the process). OCS will suspend collection activity for households that request a waiver based on the Code 2 on the ABSP panel.

Waiver request not indicated on 137

If the waiver request was not indicated on the original 137, do the following:

- If in person, ask the household to correct the 137, initial the change and sign the 137 with a new date.
- If over the phone, add a sticky note to the 137 document in OnBase, indicating that a waiver has been requested.

Discrepancy on 137 about waiver request or not

DOMESTIC/FAMILY VIOLENCE CONCERNS

To be eligible for Reach Up or Post-Secondary Education (PSE), you must apply for services from the Office of Child Support (OCS) and assign your rights to child & medical support to the State of Vermont. If you have any concerns related to domestic/family violence, we want to know.

Do you believe pursuing child support could put your, or a child's, safety at risk?

☐ Yes ☐ No If NO, skip to #1. If YES, check one of the boxes below.

I'd like to:

☐ Request a waiver from participating in the child support process *(see page 6 for more info)*.

☐ Pursue child support anyway. I can request a waiver later if the situation changes.

- If nothing is checked, and a waiver was not requested verbally, proceed as though no waiver requested. The 137 can be considered complete.
- If Yes is checked, and nothing else, proceed as if waiver is requested.
- If No is checked or the Yes/No boxes are not checked, but the "Request waiver from participating…" box is checked, proceed as if waiver is requested.
- If No is check or the Yes/No boxes are not checked, but the "Pursue child support anyway…" box is checked, proceed as though no waiver is requested.

Waiver request not pursued

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

Requesting the new 137 does not need to hold up eligibility. Reach Up can be approved while waiting for the updated 137.

Ask the household using a VCR to either:

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

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

Supporting documentation for waiver request

Typically, if a waiver request is made, ask for the household to complete a Waiver of Cooperation for Child Support ([form 137W](#)).

There are times when a 137W does not need to be requested. This includes the following:

- If ESD District Staff know of the absent parent and have knowledge that would reasonably consider there to be a safety risk if child support was pursued. If this is the case, the ESD District Staff may complete a Waiver of Cooperation Supplement (form 137WS).
- If the family is working with a domestic violence organization (Sister Agency), and the organization is willing to indicate their support of the waiver request in writing, this can instead be requested.

If in person, have the household complete and sign the form 137W.

- When possible, review the 137W with the household and discuss what supporting information is available. Offer to help if the household has difficulty getting the information without assistance. OCS has access to some records.
- When in doubt talk with a supervisor about if sufficient information is provided.

If not in person, send a written request for the 137W and allow 10 days as the due date. Allow 2 additional business days past the due date for the scanning and dispatching process through the Application & Document Processing Center (ADPC).

Making decision on a waiver request

When all available evidence has been collected or the last deadline has been reached, whichever comes first, complete the top of the Notice of Decision-Waiver Request (form 220W).

Send the partially completed 220W, the 137, the 137W and/or 137WS if available, and any other documents the household has provided to the designated member of the District Management Team for decision.

The District Management Team designee reviews the waiver request packet. Decisions on whether the waiver should be granted or denied should be made using the guidance found at Reach Up rules 2232.3 and 2232.4 which includes if the waiver should be permanent or reviewed annually. If there are questions or the Management Team is considering denying the waiver, they should call the household member to see if there is any further information that would support the waiver being approved rather than denied.

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

The District Management Team designee then enters the appropriate Absent Parent Coop Code in ACCESS:

- 1-waiver denied and parent is cooperating,
- 3-waiver was granted and needs a review date, or
- 7-waiver granted and it is permanent, no review needed.

For waivers that have a review date, set the waiver to match the next Reach Up recertification date. If there are problems entering a date to match the next recertification date, send to COPS to correct.

A clear CATN should be entered regarding the Waiver decision.

Waiver denials

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

Fair Hearing request on waiver decision

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

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

Waiver Reviews

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

No change to waiver

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

Waiver circumstances changed

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

Waiver review missed

If it is noticed that a waiver review has been missed during the regular recertification process, attempt to reach the household by phone to complete the review. If unable to reach, err on the side of caution and extend the waiver review date to align with the next Reach Up recertification date.

Reapplying for Reach Up with waiver

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

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

Example: Participant applied for Reach Up on 1/20/23 and requested a child support waiver. A 137W was sent to the participant and returned. Waiver was granted with a yearly review and Reach Up was approved 2/1/2023. Waiver granted through 1/31/24.

At the end of July (7/31/23), participant's Reach Up is closed, as they did not return their Interim Report. On 8/1/2023, participant re-applies and new 137 is completed. Participant marks "waiver requested" on the 137 again. At this time, the department can still see that the previous waiver was approved (ABSP panel with code 3 or 7) and writes on the 137WS that waiver has already been approved through 1/31/24 in this case. The District Management Team Designee completes a new 220W based on the waiver information that was provided in 1/2023. The new 220W is sent to both participant and OCS.

BPS Support

Absent Parent Coop Codes

```
                                                                ASHADMCS
  ABSP Coop Codes

  1   Cooperating.
  2   Requested Waiver (pending) - no CS collected.
  3   Waiver Granted  - needs review date, no CS collected.
  4   Not cooperating - 25% grant reduction;Med Support Denial/Close.
  5   R First or R Ahead- no assignment of support required.
  7   Waiver Granted  - permanent, no CS collected.
```

Parent files child support motion while waiver is in place

If either the custodial parent (CP) or the non custodial parent (NCP) files a motion that may lead to establishing or enforcing child support, the waiver code must temporarily be removed to allow OCS to open a case on their side of ACCESS. This will allow OCS to represent ESD. The waiver code can be reentered once the case is open.

OCS will inform Reach Up Central Office (RUCO) when this occurs. RUCO will contact the district and ask that they attempt to reach the family that has the waiver in place. OCS will provide details about the court action and provide a contact name and number for the CP to speak to if they have questions.

The family can either be informed over the phone, in person or in writing of the information that OCS provides. Once the household has been informed or the letter has been mailed, the waiver code on the ABSP panel can be switched to a "1". After OCS opens the case, the code can be switched back to a "3" or "7".

If the family no longer wants the waiver, they must provide an updated 137 indicating they do not want a waiver.

Example of information sent to CP in writing:

We have been informed by the Office of Child Support (OCS) that you filed an action in court to establish child support on [enter date]. Economic Services Division (ESD) had previously granted a waiver to you, so you would not have to cooperate with OCS. In order for OCS to move forward with the case, we must remove the waiver in our computer system. This letter is to inform you of this action. Once OCS has completed the steps they need to take, we will place the waiver back into our computer system.

If you have concerns about this—please contact your case manager or the ESD Call Center at 1800-479-6151 right away.

If you have questions for OCS you can reach out to [enter name of OCS contact]. She can be reached via email @ [enter OCS email address] and her number is [enter OCS phone number].

If you no longer want a child support waiver in place at all, you can complete an updated Child Support Authorization form found here: 137.pdf (vermont.gov). Indicate on the form that you no longer want a child support waiver in place.

P-2225 RECERTIFICATION (continued)

P-2225B Response to Request for Verification (Reach Up rule 2208.3, 2210) (23-12)

Outright Refusal

If the household says they will not provide necessary information, tell them that their Reach Up benefit will close (or remove the shelter expense if shelter is questionable and that is the missing verification) unless the required verification is provided. Document the refusal in CATN and close the grant. ACCESS will issue a Notice of Decision.

No Contact by Household

If the ESD 202RL2 is not returned with the other requested information by the due date the benefit should be closed.

The closure date depends upon the due date plus 2 additional business days past the due date given for the return of the information. When possible, end benefits on the last day of the review month. However, if the RL2 due date plus 2 additional business days is after the second adverse action deadline for that month, closure should take place the following month (either a mid-month closure or end of month closure depending on the due date).

Document the lack of response in CATN. A Notice of Decision will be created by ACCESS.

Contact by Household

If the household says they are having difficulty in obtaining any or all the information, you should

- assist the household to get the verification.
- determine if the household has a good reason for not providing the information.

Determining good cause

There may be extraordinary circumstances when verification is unlikely to be available and obtaining it is beyond the control of the household. These reasons are outlined in Reach Up rule 2208.3. In such cases the District Management Team may waive the requirement of verification. If attempts to obtain verification have been made by both the household and the Department and the verification is unable to be collected, the Department can accept the household's self-reported information.

The District Management Team may seek guidance from AOPS to determine good cause.

Verification received after certification period expires

If a household provides requested verification within 30 days of the end of the certification period, and the benefit has closed, utilize the original recertification application to determine eligibility.

If eligible, benefits will be issued from the date the missing verification requirements were received.

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

This process aligns more with 3SVT and does not require determination of good cause.

Example:
Household is due for August recertification.
Submits recertification application 8/15/23.
Completes interview on 8/17.
V is due 8/27/23.
Benefit closes 9/15/23 for not providing verification.
Verification is received 9/26/23 less than 30 days from the end of the recertification period.

Verification is worked on 9/29/23. ReAPPL case for 9/26/23 and approve Reach Up. ACCESS will issue benefits as of 9/29/23. Household will be eligible for $781 per month. ACCESS issues $54 based on 9/29 date of approval.

Because verification was received on the 26th, household should receive 17% of the benefit (according to Proration Table). 17% of $781 is $132 (drop the cents).

$132 minus $54 issued = $78. Ask COPS to issue $78 for month of September.

<u>P-2231 PROTECTIVE PAYMENTS (continued)</u>

<u>P-2231B Difficulty with Money Management (Reach Up rule 2220.1) (23-12)</u>

Determine if the household has demonstrated difficulty with money management and if budget assistance through a protective payment plan should be pursued.

Money management letter

When suspected difficulty with money management is reported, send a VCR with a Money Management Letter form (202MM) and a due date of 10 days.

If the participant responds determine if there the household can rebut the claim of difficulty with money management (Reach Up rule 2220.2)

If difficulty with money management is established and a protective payee can be found, payments are made to the payee only. No CVPs are allowed.

If no protective payee can be found, then CVP/RVP should be used. Current rent should be paid.

Difficulty with money management and arrears

Participants cannot be forced to make additional payments toward arrears, though they can be encouraged to do so.

If arrears payments are to be made, have participant sign a Protective Payment Agreement form (207) as well.

BPS Support

Budget assistance through RVPs

Vendor payments based on difficulty with money management can be set up through RVP (automatic Rent Vendor Payments), however text must be added to the notice when this is done.

Add the following language to the eligibility notice or a blank notice if RVPs are used to provide budget assistance due to difficulty with money management:

Your <INSERT PROGRAM NAME> will not be sent to you as of <INSERT DATE RVPs WILL START> because of identified difficulty with money management (rule 2220.1). A Benefits Program Specialist will pay your shelter costs up to the amount of your benefit. Please contact our Benefits Service Center at 1-800-479-6151 about the payments. Note: the Cash Benefit Payment Summary on your notices will still show the full amount of your benefit. However, only the amount left over after your shelter costs have been paid will be sent to you.

Budget assistance *through CVP*

To set up budget assistance through CVPs based on difficulty with money management:

Enter SUBS/C

```
                    CURRENT SUBSTITUTE REPORTER-PAYEE STATUS       ASPANA
 **  THERE ARE   0 ALTERNATE REPORTERS                  PHONE      START-END-DATE

                                                                    00 00 00


 **  THERE ARE   0 EBT ALTERNATE(s)     AND  1 CVP'S FOR THIS CASE




                      RENT IS NOT VENDORED THIS PERIOD
 COMMANDS:
 CVP CREATE OR MODIFY:             'CVP'      CREATE ALT PAYEE - REPORTER:   'ALT'
 CHANGE ALT PAYEE:                 'CHGP'     CHANGE ALT REPORTER:           'CHGR'
 DISPLAY ALT PAYEE OR CVP:         'DSPP'     DISPLAY ALT REPORTER:          'DSPR'
 USER: 934 FNX: SUBS MODE: C RPTGRP:              PERIOD: 11 18 COMMAND: _
 DO: Z IMS: 934 RPTGRP NAME:
```

Then enter CVP in command.

```
                    CURRENT SUBSTITUTE REPORTER-PAYEE STATUS       ASPANA
 **  THERE ARE   0 ALTERNATE REPORTERS                  PHONE      START-END-DATE

                                                                    00 00 00


 **  THERE ARE   0 EBT ALTERNATE(s)     AND  1 CVP'S FOR THIS CASE




                      RENT IS NOT VENDORED THIS PERIOD
 COMMANDS:
 CVP CREATE OR MODIFY:             'CVP'      CREATE ALT PAYEE - REPORTER:   'ALT'
 CHANGE ALT PAYEE:                 'CHGP'     CHANGE ALT REPORTER:           'CHGR'
 DISPLAY ALT PAYEE OR CVP:         'DSPP'     DISPLAY ALT REPORTER:          'DSPR'
 USER: 934 FNX: SUBS MODE: C RPTGRP:              PERIOD: 11 18 COMMAND: CVP_
 DO: Z IMS: 934 RPTGRP NAME:
```

Select reason 2 "Money Mismanagement" with 99 99 9999 as the end date. The earliest possible start date will autofill if after adverse action. Otherwise enter current date as start date.

```
            CVP CASE MAINTENANCE                    (ASPANC)

ENTER NEW CVP DATA

1.  PROTECTIVE PAYEE              5.  ELIZABETH LUND HOME / HANNAH HOUSE
2.  MONEY MISMANAGEMENT           6.  CLIENT REQUEST
3.  IV-D NON-COOPERATION          7.  MINOR PARENTS NOT COOPERATING
4.  SANCTIONED
CVP REASON-CODE: 2
START DATE: 01 01 2019                    END DATE: 99 99 9999




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

USER: 934 FNX: SUBS MODE: C RPTGRP·          PERIOD: 11 18 COMMAND:
DO: Z IMS: 934 RPTGRP NAME:
```

To write checks follow Issuing Benefits through CVP P-2231E.

P-2271 Special Household Situations-Lund

P-2271A Lund Residential Program (23-12)

Families who are eligible for Reach Up and stay at Lund can qualify to get benefits to cover the cost of Lund. Reach Up benefits will be paid to the Lund Residential Program for the participant, outside of ACCESS.

Lund Residents <u>must</u> complete the ESD 202 Application, an interview, and provide all necessary verifications needed before the benefit can be approved.

All Lund cases are approved by Benefit Programs Specialists who manage Lund cases (Lund BPS). Their worker number and phone number will be listed in the case warning.

Lund BPS will have weekly contact with a Lund Residential worker to prepare for any upcoming needs: initial applications, departures, interim (temporary) reports, and reviews. Documents will be sent directly to the Lund BPS to process.

Approving Reach Up benefits for Lund Residents

When the interview has been completed and all verifications (example: Child Support Form 137) have been received, Lund BPS approves the Reach Up benefit. Processing Lund cases should be a priority and benefits should be approved <u>no later than 3 days</u> after all the required verifications have been submitted.

Approve the Reach Up benefit paid to Lund for a partial month, even if the participant already received a benefit themselves, prior to moving into Lund.

<u>Example:</u> Participant receives regular Reach Up benefit in October, and then on 10/16 moves into Lund. Approve Reach Up Lund benefit from 10/16 as we have to pay Lund for her stay. Do not wait until 11/1 to pay the benefits.

LUND and 3SVT benefits

Lund Residential program provides meals for their residents and if the household has been receiving 3SVT benefits, their 3SVT grant should close.

Closing Reach Up benefits for Lund Residents

When leaving or discharged from Lund, the Reach Up Lund benefit will stop. The Lund Residential program <u>must</u> verify the participant's leave date (when the participant physically left) and the discharge date (the last day that the Reach Up grant covered the participant's costs) before the participant can start receiving their own Reach Up benefit.

Approve a child's benefit in a different household within the same month if the child leaves Lund. The money paid to Lund is for the mother not the child, so this is not a duplicate benefit.

Example: If Mom and Baby were at Lund in November and Lund received the full November Reach Up benefit. Baby then went to live with Grandma as of 11/13. Approve the Reach Up grant for the child in Grandma's household as soon as 11/13. Do not wait until 12/1.

Reapplying for Reach Up benefits outside of Lund

If the participant wants to get benefits on their own they need to re-apply using the ESD 202 application. The Lund BPS will help the participant in the process. Participants are eligible for pro-rated benefits after they complete a new interview and provide all necessary verifications.

If the participant leaves the program suddenly and then re-applies for benefits on their own, the District receiving the new application <u>must</u> send the Lund BPS a copy of the ESD 202 application. The Lund BPS processes the case together with the District that received the new application.

If the participant sent in their new application before physically leaving the Lund residential program, the 3SVT application should be denied and re-approved from the day that they left the program. If the participant sent in their new application before physically leaving the Lund residential program, they do not need to complete a new Application for Child Support Services (form 137) or a new Initial Family Development Plan (614FDP).

BPS Support (specific to Lund BPS)

Follow the [Reach Up Lund Case Worksheet](#).
Updating ACCESS for new Lund Residents

Transfer the case location to Burlington: GB1, by entering SPEC/C/XFER.

Ask a Supervisor to have the case locked for their specific worker's number.

Update Mailing Address to:
        LUND
        76 Glen Road
        Burlington, VT 05401

Update Physical Address to:
        LUND Family Center
        76 Glen Road
        Burlington, VT 05401

Update phone number to: 802-864-7467. If participant has a phone, enter it as an alternate number.

Enter all applicable panels and add an Institution Panel, by entering STAT/C/INST.

Enter code 30 for INST TYPE and fill in the admission date as the ASSOCIATED DATE

```
INST Panel Tip: get HELP for ASSOCIATED DATE field using <SHIFT>+<F12>
 03/06/17 08:21      INSTITUTION      Question 02 ( INST. 01 )
                                      ( Last updated:   /  /     :   ¦ ASPADB )

PERSON NAME                                LTC APPLICATION DATE   #DAYS
MINNIE MOUSE                                   MM DD YYYY             0

   INST TYPE          INST DESCRIPTION           ASSOCIATED DATE
      30          ERROR - NO DESCRIPTION FOUND      01 01 2017

   CLINICAL NEED ASSESSMENT:    LEVEL OF CARE     DETERMINATION DATE
                                _____            MM DD YYYY

                                    AMOUNT       REVIEW MONTH
   LONG TERM CARE EXPENSE DEDUCTIONS  $$$$$ ¢¢     MM YYYY
      Health Insurance Premiums:     ____ __      __ ____
            Spousal Allocation:      ____ __      __ ____
     Non-covered Medical Expenses:   ____ __      __ ____
          Home Maintenance/CMA:      ____ __      __ ____
            Legal Dependents:        ____ __      __ ____

     Press <Shift>+<F10> to Choose Another Member of the Household
```

Place a WARN on the case by entering WARN/C with 99/99/9999 as an end date.

The WARN should state: "LUND cases are locked, and changes can only be made by worker XYZ. Please contact worker XYZ with any changes or questions. Note for Healthcare Staff: escalate health insurance questions to HAEEU"

To close the 3SVT benefit, enter STAT/C/RBEX. For Room and Board Expense Type, enter 3-Board, 3 Meals.

Remove all household members who are not moving with the participant to Lund, by entering a leave date on the member's panel.

Check INQD/D/Reach Up to make sure that no Reach Up benefit was issued directly to the participant through ACCESS.

Reapplying for Reach Up benefits outside of Lund

Delete the INST panel.

Calculate the benefit the household is entitled to by using manual budgets. Email the prorated benefit amount to the COPS unit who will adjust the Reach Up grant for the month. The pro-rated benefit will be issued to the participant through Controlled Vendor Payments. Continuing benefits can be approved through ELIG/D/RUFA in ACCESS.

Email a Supervisor to remove the restriction from the case. This will allow other BPS to make changes to the case.

Remove the case WARN about the participant residing at LUND.

P-2345 Good Cause (23-12)

General Procedures

If a participant is not engaging or continues to not follow through on a plan they have come up with, utilize appreciative questions and powerful questions to explore what is going on. Express your belief that they are the expert in their life, and that Reach Up is here to support them in identifying their goals and achieving them.

Examples of appreciative and powerful questions:
Can you think of things you have done that helped things to go well?
What achievements have you made? How did you make them happen?
What are three things that have helped you overcome obstacles?

Before even considering if a good cause reason is needed, reach out to the participant by all known methods of communication, including phone, text, email and mail. Offer to meet in person, over the phone and virtually.

Good cause should only be pursued as a last resort when a participant has consistently not made contact, not been engaged, and a pattern of non-engagement has been demonstrated.

If after attempts to both form a relationship and obtain buy in from the family on their goal and plan, the participant has still not engaged or is not following through on their plan make a good faith effort to establish good cause. Enter into the good cause determination process with the assumption that the participant has good cause.

Rule 2331 Good Cause Criteria provides a list of acceptable good cause reasons for non-engagement. Other good cause reasons should be considered, and if unsure consult with the Reach Up Supervisor in the district.

Determining Good Cause

After becoming aware of the non-engagement, call or text the participant as soon as possible to find out why they did not participate. Document the effort in case notes.(The preliminary steps of forming a relationship and obtaining buy in from the family should be well documented in case notes also.)

Participant cannot be reached

Leave a message on the individual's phone and ask them to return the phone call or text. Then, follow up with a letter (see below to determine which type of letter).

If a conciliation has not been used for this occurrence of non-engagement, mail a conciliation letter through ACCESS. Conciliation Letter (617) should be used

ONLY if ACCESS is not available. Good cause may be determined at the conciliation appointment. Follow the Conciliation Procedure P-2346 including adding conciliation to the FDP.

If a conciliation has already been started for this occurrence of non-engagement and the participant has not come to the conciliation appointment or not followed through on their conciliation resolution, send a Reach Up Good Cause Request (601GCR). Request the participant to contact you within five business days from the day you mail the Good Cause Request letter (start counting with the next business day).

Able to reach the participant and they provide a good cause reason

Establish an agreed upon next step to resolve the situation (such as rescheduling the missed appointment, creating a new plan to reach the next step of their goal). Schedule a next appointment and update the FDP and/or goal sheet as soon as possible.

Able to reach the participant but good cause cannot be provided

Follow the steps for a conciliation, sanction or closure depending on what the participant is eligible for by mailing a conciliation letter, starting the sanction process or closing the benefits. Case notes should clearly indicate what efforts were made to engage the participant beforehand and why it is believed good cause does not exist. Remember that conciliation, sanction or closure should only be considered if the non-engagement was a pattern, is not connected to an undiagnosed health related issue or there are extreme circumstances identified that got in the way of engagement.

Requesting verification of good cause

Verification of good cause is not needed. Trust that the participant is doing their best. Request verification only if the situation seems questionable. If requesting verification, be clear and specific about what you are requesting, when you need to receive it, and the consequences of not receiving the verification of good cause.

If documentation of good cause is necessary; the participant should have 10 days from the date the good cause reason was provided to obtain the documentation. If the participant asks, provide support obtaining the verification.

Good cause is found

At any time when good cause has been established, remove the conciliation, end the sanction, or do not follow through on the closure. If the closure date has already passed, the family will have to reapply.

Good cause based on deferment

When it is discovered that a participant qualifies for a deferment that stops the participant's countable month clock, the reason for the deferment (including medical, needed in the home, young child, domestic violence) may count as good cause.

If the option of deferment was never offered, but the participant may be eligible for the deferment and does not know it, conciliation, sanction, or closure should not occur.

Good cause during young child deferment or new baby deferment

Participants should not be conciliated, sanctioned, or closed for missing an appointment if they are eligible for:

- A deferment for a child under 6 months old (code 30) or
- A 13-week deferment for a new baby.

These are the two cases where participants are deferred from the services component of Reach Up which includes case management, support services and referrals.

Follow Reach Up Services procedure 2320C for the Young Child Deferment process.

Case Manager Support

Removing conciliation if good cause found

For conciliation enter an "E" for ENTERED IN ERROR as the "Outcome" code in ACCESS on WORK C.


```
06/23/16 13:06        *** FAMILY DEVELOPMENT PLAN ***              ASQWOHF1
Participant: TONYA            SSN:           Financial Status: Active
Phone#:                                      Phase: EP  06/01/2016
                                             Participation Code: 02 NE
Date FDP Signed:  05 16 2016                    Review Date: __ __ ____
Employment Goal:  13-2011.01 Accountant_____
Case Manager:                           FSM  Activty Matrix
Location:                                    History History
***********************************************************************
Strengths/Supports: *Shelter/Health & Safety/Child Devl & Educ   Click &
Interferes:                                                      Comment

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

1,2 of      Activity   Hrs/Wk   Start    Target   Act End date  Outcome
Conciliation                  06 06 2016 06 15 2016                E
                                                                  _

USER:     FNX: WORK MODE: C RPTGRP:          PERIOD: 06 16 COMMAND: _____
DO:   IMS:     REPORTING GROUP: TONYA
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
    Quit  Retrn Exit  Print Goal  Hours PgBk  PgFd  CMH   St/Sp Intrf C&C
```
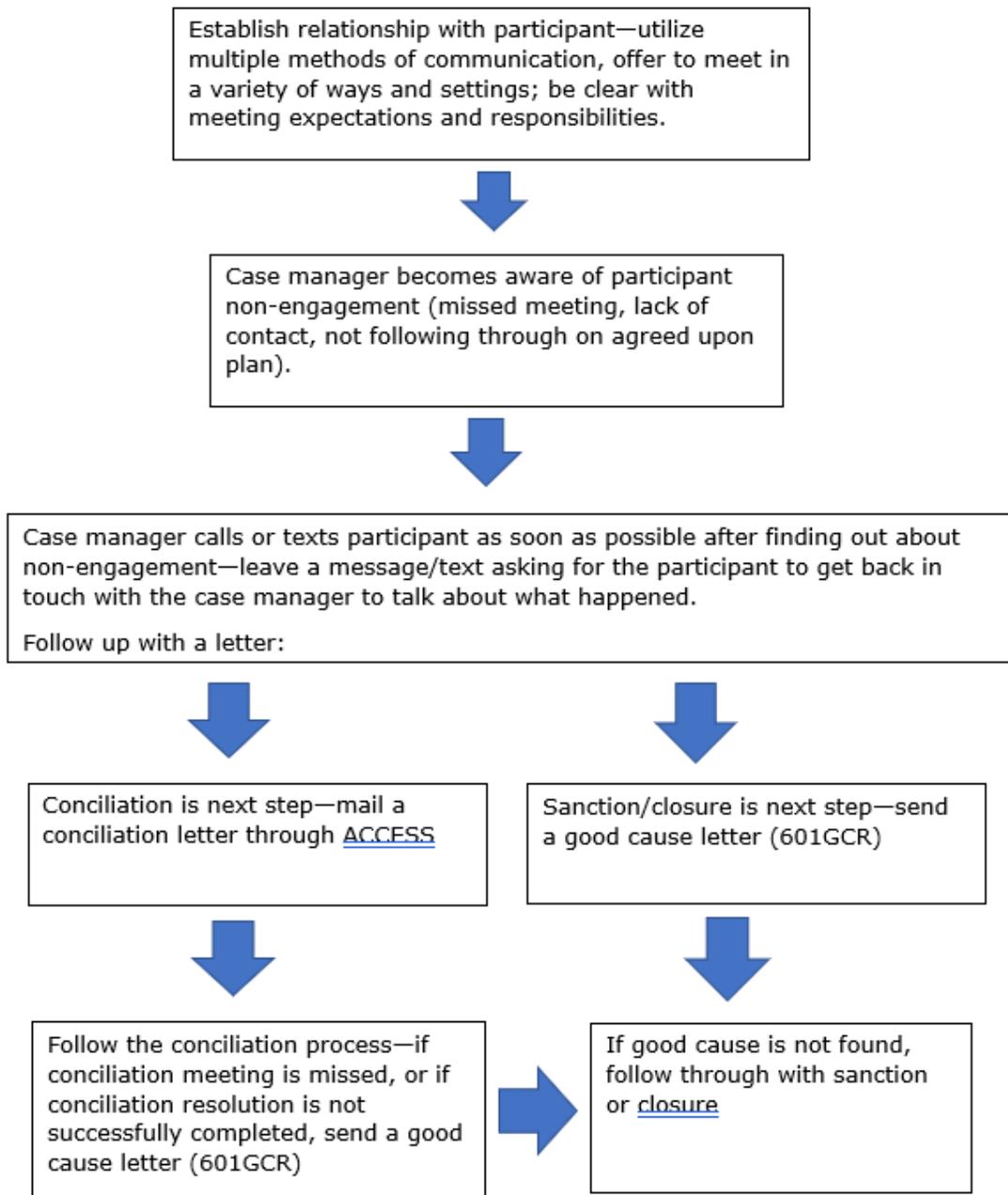
If an E cannot be entered, email COPS to have the conciliation removed from the history. Make a note on any related documentation in the file indicating the Conciliation did not occur.

Removing sanction if good cause found

For a sanction place the cursor on the "SANCTION RSN" and hit "Shift-F12" for a list of "END SANCTION CODES" and enter "F" (good cause found). Email COPS to have the sanction history corrected and replace any lost benefits. Discuss with the participant lessons learned in the process and how to avoid the situation in the future.

Good cause flow chart

Establish relationship with participant—utilize multiple methods of communication, offer to meet in a variety of ways and settings; be clear with meeting expectations and responsibilities.

⬇

Case manager becomes aware of participant non-engagement (missed meeting, lack of contact, not following through on agreed upon plan).

⬇

Case manager calls or texts participant as soon as possible after finding out about non-engagement—leave a message/text asking for the participant to get back in touch with the case manager to talk about what happened.

Follow up with a letter:

⬇   ⬇

Conciliation is next step—mail a conciliation letter through ACCESS

Sanction/closure is next step—send a good cause letter (601GCR)

⬇   ⬇

Follow the conciliation process—if conciliation meeting is missed, or if conciliation resolution is not successfully completed, send a good cause letter (601GCR) ➡

If good cause is not found, follow through with sanction or closure

P-2346 CONCILIATION (23-12)

General Procedures

Conciliation is an intervention, a time to influence what happens next and help the participant work out a way to resolve the issues around their non-engagement with the Reach Up program. If the participant is struggling to attend meetings, make sure to offer options that accommodate different meeting preferences (such as over the phone, home or community visits, specific times of day). Conciliation should only be considered if a person receiving Reach Up has shown a pattern of non-engagement.

Conciliating during the goal achievement process

Consider if a goal needs to be adjusted or changed, or if a different plan needs to be considered before moving toward conciliation (see Reach Up Services procedure 2310 on goal achievement).

It is important to remember that a participant could be in the review phase of Goal Plan Do Review and Revise (GPDRR) for a long time. As long as the participant is revising their goal or the steps of their plan, a conciliation is not needed.

Consider the following and make sure to document the participant's progress in case notes:

- Have you used the review and revise portion of the GPDRR process, utilizing multiple tools when appropriate, to make sure the goal and plan is still what the participant wants to focus on?
- Have you revisited Stepping Stones to see if something else is rising to a higher level of priority?
- Have you offered support services to help remove barriers that might get in the way of accomplishing the goal or plan?
- Have you considered underlying reasons (mental health issues, domestic violence, etc) for the participant's lack of progress?
- After all of these efforts, is the participant still choosing to not set/change their goal or change their plan, but they continue to not take part in the do part of GPDRR?

Determining if conciliation is necessary during the goal achievement process is very subjective. Consult with the Reach Up Supervisor when unsure.

Conciliation appointment

Schedule a conciliation appointment by sending a conciliation letter written through ACCESS, so it is stored in the system. If ACCESS is not available, Conciliation Letter 617 may be used.

The letter must be mailed within ten business days of first becoming aware of the non-engagement.

Schedule the conciliation meeting as soon as administratively possible, but no sooner than within four business days after the date the conciliation letter is mailed. This allows the participant to have advance notice of the meeting. Make sure to provide options for how the meeting may be held (over the phone, virtually, in person).

Update the participant's Family Development Plan (FDP) to include Conciliation as an activity (see Case Manager Support for more details).

Conciliation appointment letter

The conciliation appointment letter should include the specific dates and activities of non-engagement (refer to FDP when appropriate).

Use strength-based language in the conciliation appointment letter that can be understood by the participant.

Example #1: You did not come to our scheduled meeting on Friday, 2/24/23 at 2:00pm or call to reschedule. I could not reach you by phone or text on 2/24/23 but left a voice mail message requesting a call back. I also sent you an email and text. As of today, I have not heard from you.

Example #2: According to our meetings, between Thursday 1/5/23 and Thursday 3/16/23 we have been working to support you on your agreed upon goal to get your license and you were going to schedule and attend your driver's test. We have reviewed and revised the steps to this plan 3 times and you stated you did not want to change this goal. You still have not scheduled the appointment.

The conciliation appointment letter should not include:

- The words "failure to" (do activity, meet with case manager, etc),
- Jargon such as "no-call, no-show", or
- Abbreviations such as WKEX, CSP, VDO, VDOL, ABE, etc.

Waiving advance notice of appointment

Participants can waive advance notice of the conciliation appointment but must sign a statement verifying this request for waiver. The waiver request should include the same information that is provided on the conciliation appointment letter. The easiest way to ensure that all required information is included in the waiver is to print/email/text a conciliation letter for them to read and sign (physically or verbally).

Rescheduling the conciliation appointment

If the participant requests a rescheduled appointment, provide a rescheduled conciliation appointment. The goal is to hold the conciliation meeting within ten days from the awareness of the non-engagement, though this is not always possible. Indicate on the conciliation letter that this is a rescheduled appointment.

At the conciliation meeting

If there is good cause for the non-engagement, the scheduled meeting will be a regular case management meeting. Under these circumstances, there will be no conciliation resolution plan. See Reach Up Services procedure 2345 on Good Cause.

If there is not good cause and the participant attends the meeting, follow through with the conciliation resolution process below.

Participant does not attend meeting

If the participant does not attend the meeting, and no other form of good cause has been presented, mail a Reach Up Good Cause Request (GCR601) before moving to sanction or closure (if the household has already reached their time limit). Indicate on the letter that the next step is sanction or closure. Include as much information in the good cause request as possible, clearly indicating the initial non-engagement, as well as the missed conciliation appointment.

Request the participant to contact you within five business days from the day you mail the Good Cause Request letter (start counting with the next business day). See Reach Up Services procedure 2345 on Good Cause. If there is no good cause, the sanction or closure process begins.

Conciliation Resolution

The Conciliation Resolution is a **plan** (lasting from two weeks to three months) that contains what the participant agrees to do in order to avoid a sanction or closure.

During the Conciliation Resolution appointment:

- Use a strengths-based approach and focus on next steps,
- Use open ended questions and listen to what the participant thinks is the reason for the non-engagement, and
- Explore any circumstances that may have interfered with the participant's engagement and how to resolve these issues.

Writing the conciliation resolution

Write a conciliation resolution and indicate on the FDP that a resolution is being signed. Bulleted lists may be used. The conciliation resolution should only include the issue(s) of non-engagement that brought the participant into conciliation.

The conciliation resolution must start within 5 calendar days and should include a description of how long it will last (from two weeks to three months). A shorter timeframe is most effective. However, if a participant has had a pattern of non-engagement, a longer timeframe may be appropriate.

Example: I will attend the next two appointments with my case manager. These appointments will be held via phone on Monday 3/13/23 @ 1pm and Monday 3/20/23 @ 1pm.

Have the participant sign both the Conciliation Resolution and the updated FDP. Scan a copy in the electronic case file and offer a copy to the participant.

Outcome of the conciliation resolution

A conciliation is successfully resolved when the participant has complied with the tasks on the conciliation resolution plan as well as the updated FDP.

If the participant does not follow through with the tasks on the conciliation resolution the case manager must determine if the participant had good cause for not doing what is in the resolution plan. See Reach Up Services procedure 2345 on Good Cause. If there is no good cause, the sanction or closure process begins.

Case Manager Support

Creating a Conciliation Letter in ACCESS:

Enter SPEC/C/FORMS.

```
06/23/16 12:59              IV-A SELECT FUNCTION              ASTCA1

  ~~~~   Function Codes (FNX)  ~~~~        ~~~~   Function Codes (FNX)   ~~~~
 ABWD - ABAWD Food Stamp History        MAIL - Send or Read Mail
 APPL - Application                     MANA - Managed Care Maintenance
 CASE - Case Status Display             MONY - Financial Subsystem
 CATN - Case Action Log                 NAME - User Name/Number Lookup
 CATS - Cost Allocation/Time Study      PCOL - Premium Collections
 EDS  - Medicaid Management System      PERS - Person Search
 ELIG - Eligibility Results/Approval    PMGT - Premium MGT Report
 FIAT - Fiat Eligibility                PREM - Premium Management
 FUEL - Supplemental Fuel               QUAL - Quality Review
 GAEL - General Assistance              RECO - Recoupment Schedule
 IDEA - System Change Request           REPT - Report Selection
 INFC - Interfaces                      SPEC - Special Functions
 INQB - Benefit History                 STAT - Statement of Need
 INQD - Benefit Disbursement History    SUBS - Substitute Reporter/Payee
 IV-D - IV-D Select Function            TODO - Daily To-Do Report
 JFIP - Jobs For Independence           UNLK - Releases Locked Cases
 LOGO - Logoff                          VEND - Vendor Search
        ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
 USER:    FNX: SPEC MODE: C RPTGRP: HOH SSN      PERIOD: 06 16 COMMAND: FORMS_
                                                              F8 = MORE
```

Always use the Head of Household Social Security Number when entering SPEC/C/FORMS even if it is the second parent that is being conciliated.

Place an "X" next to "Conciliation Letter (Form 617)".

```
06/23/16  12:59            Automated Forms Issuance                    ASQAMFM0

              - Interview Notice (Form 202C)
              - Interview Notice for Reachup (Form 202C RU)
              - Notice of Missed Interview (Form 202D)
              - Reminder Letter (Form 202RL-M)
              - Verification / Review Letter (Form 202RL2)
              - Verification Request (Form 202V)
              - Verification Request (Form 202V) (with optional paragraphs)

              - Verification Change Request (Form 202VCR)
              - Notice of Decision (Form 220)
              - Controlled Vendor Payment Start - (A = Arrearage R = Rent only)
              - Controlled Vendor Payment End - (A = Arrearage R = Rent only)

              x Conciliation Letter (form 617)
              _ Conciliation Resolution (form 617CR)
              - Reasons For Sanction Letter
              - Fair Hearing Withdrawal (Form 113W)

              - Blank Letter
    USER:       FNX: SPEC MODE: C RPTGRP:              PERIOD: 06 16 COMMAND:
    DO:   IMS:      RPTGRP NAME TONYA                           SHIFT-F12= HELP
```

Enter the Social Security number (SSN) of the participant that is being conciliated.

```
Participant SSN # is: Participant that is being conciliated Social Security Number

The RUFA type will determine a Reach First or Rufa screen and notice.

To cancel, type 'E'.
```

The name of the participant that is being conciliated will appear on the top of the screen.

If the name is not correct, try entering the SSN again.

```
06/23/16    1301271           Conciliation Letter                    ASQAMF16

 Dear   TONYA

 I have scheduled a meeting for us to discuss your participation in the
 Reach Up program. We need to talk about the following unmet requirements:

      _____
      _____
      _____
      _____
      _____
      _____
      _____
      _____

 I have scheduled your conciliation appointment for:

     Date    _____
     Time    _____
 Location    _____
                              Command = 'MORE or PREV or APP'
 USER:     FNX: SPEC MODE: C RPTGRP:          PERIOD: 06 16 COMMAND: APP
 DO:   IMS:    RPTGRP NAME TONYA                        SHIFT F12  HELP
```

Enter the following information:

- The reason the participant is being conciliated (include specifics)
- The Date, Time, and Location of the meeting

Type "APP" in the command field to print the conciliation letter.

Entering conciliation as an activity on the FDP

Select "Conciliation" as an activity on the WORK screen. Conciliation is found under "Other Activities."

```
+----------------------------Other Activities---------------------More:      >+
I  _ Applying for Social Security Benefi    Probation & Parole Requirements   I
I  _ Arranging Child Care                 _ Substance Abuse Counseling         I
I  _ Children's Integrated Services       _ Substance Abuse Support Group      I
I  X Conciliation                         _ Supporting PEP/Caregiver           I
I  _ Court/Legal Issues                   _ Voc Rehab Guidance/Counseling      I
I  _ Developing a Self-Employment Plan    _ VR Referral/Assessment             I
I  _ Doctors Appt. or Physical The +------------Conciliation------------+  I
I  _ Domestic Violence Counseling  I  Related Interfere (use PF11 to enter I  I
I  _ Domestic Violence Support Gro I                  if applicable)      I  I
I  _ Family Counseling             I                                      I  I
I  _ Head Start(Home-based)        I               MM DD CCYY             I  I
I  _ Housing Search                I  Start Date:........06 06 2016       I  I
I  _ IFBS Intensive Family-Based S I  Target Completion:. 06 15 2016      I  I
I  _ Mental Health Counseling      I  Scheduled Hours/Wk:                 I  I
I  _ Parenting Support Group       I  Support Svs:                        I  I
+----------------------------------I                                      I +
                                   I  _____I
                                   +--------------------------------------+

 USER:     FNX: WORK MODE: C RPTGRP:          PERIOD: 06 16 COMMAND: _____
 DO:   IMS:    REPORTING GROUP: TONYA
 Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
       Quit  Retrn Exit              Hours PB    PF          St/Sp Intrf
```

Enter the start date as the date you send the Conciliation Letter and the target completion as the date of the Conciliation Appointment.

```
06/23/16 13:06          *** FAMILY DEVELOPMENT PLAN ***            ASQWOHF1
Participant: TONYA              SSN:          Financial Status: Active
Phone#:                                       Phase: EP  06/01/2016
                                              Participation Code: 02 NE
Date FDP Signed:   05 16 2016                    Review Date: __ __ ____
Employment Goal:   13-2011.01 Accountant_____
Case Manager:                                FSM  Activty Matrix
Location:                                         History History
******************************************************************************
Strengths/Supports: *Shelter/Health & Safety/Child Devl & Educ    Click &
Interferes:                                                        Comment

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

1,2 of        Activity   Hrs/Wk    Start      Target    Act End date  Outcome
Conciliation                     06 06 2016  06 15 2016                  P
                                                                        _

USER:      FNX: WORK MODE: C RPTGRP:          PERIOD: 06 16 COMMAND: _____
DO:    IMS:      REPORTING GROUP: TONYA
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      Quit  Retrn Exit  Print Goal  Hours PgBk  PgFd  CMH   St/Sp Intrf C&C
```

Entering a Conciliation Resolution into ACCESS

Enter SPEC/C/FORMS.

```
06/23/16 12:59              IV-A SELECT FUNCTION                   ASTCA1

  ~~~~   Function Codes (FNX)   ~~~~      ~~~~   Function Codes (FNX)   ~~~~
  ABWD - ABAWD Food Stamp History         MAIL - Send or Read Mail
  APPL - Application                      MANA - Managed Care Maintenance
  CASE - Case Status Display              MONY - Financial Subsystem
  CATN - Case Action Log                  NAME - User Name/Number Lookup
  CATS - Cost Allocation/Time Study       PCOL - Premium Collections
  EDS  - Medicaid Management System       PERS - Person Search
  ELIG - Eligibility Results/Approval     PMGT - Premium MGT Report
  FIAT - Fiat Eligibility                 PREM - Premium Management
  FUEL - Supplemental Fuel                QUAL - Quality Review
  GAEL - General Assistance               RECO - Recoupment Schedule
  IDEA - System Change Request            REPT - Report Selection
  INFC - Interfaces                       SPEC - Special Functions
  INQB - Benefit History                  STAT - Statement of Need
  INQD - Benefit Disbursement History     SUBS - Substitute Reporter/Payee
  IV-D - IV-D Select Function             TODO - Daily To-Do Report
  JFIP - Jobs For Independence            UNLK - Releases Locked Cases
  LOGO - Logoff                           VEND - Vendor Search
       ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
  USER:     FNX: SPEC MODE: C RPTGRP: HOH SSN    PERIOD: 06 16 COMMAND: FORMS_
                                                          F8 = MORE
```

Always use the Head of Household Social Security Number when entering SPEC/C/FORMS even if it is the second parent that is being conciliated.

Place an "X" next to "Conciliation Resolution (617CR)".
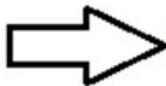
```
06/23/16  13:02          Automated Forms Issuance                    ASQAMFM0

              - Interview Notice (Form 202C)
              - Interview Notice for Reachup (Form 202C RU)
              - Notice of Missed Interview (Form 202D)
              - Reminder Letter (Form 202RL-M)
              - Verification / Review Letter (Form 202RL2)
              - Verification Request (Form 202V)
              - Verification Request (Form 202V) (with optional paragraphs)

              - Verification Change Request (Form 202VCR)
              - Notice of Decision (Form 220)
              - Controlled Vendor Payment Start - (A = Arrearage R = Rent only)
              - Controlled Vendor Payment End - (A = Arrearage R = Rent only)

              - Conciliation Letter (form 617)
            X Conciliation Resolution (form 617CR)
            - Reasons For Sanction Letter
            - Fair Hearing Withdrawal (Form 113W)

              - Blank Letter
   USER:        FNX: SPEC MODE: C RPTGRP:          PERIOD: 06 16 COMMAND:
   DO:   IMS:     RPTGRP NAME TONYA                          SHIFT-F12= HELP
```

Enter the Social Security number (SSN) of the participant that is being conciliated.

```
Participant SSN # is: Participant that is being conciliated Social Security Number


The RUFA type will determine a Reach First or Rufa screen and notice.

To cancel, type 'E'.
```

The name of the participant that is being conciliated will appear on the top of the screen.

If the name is not correct, try entering the SSN again.


```
06/23/16    1303486        Conciliation Resolution              ASQAMF17
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

  I understand that to resolve this conciliation, I must:

   begin to  participate as outlined above within five days and continue
   to participate in it for _____

 _ engage in job search for two weeks and fulfill my work requirement in
   unsubsidized employment for two consecutive months.     'MORE  PREV APP'
  USER:     FNX: SPEC MODE: C RPTGRP:          PERIOD: 06 16 COMMAND APP
  DO:   IMS:     RPTGRP NAME TONYA                          SHIFT-F12  HELP
```

Type in the participant's plan to resolve their conciliation.

Enter an "X" next to the top option to resolve the conciliation:

• "Begin to participate as outlined above within 5 days and continue to participate in it for _____"

This option is not used at this time and will be removed in the future.

• "Engage in job search for two weeks and fulfill my work requirement in unsubsidized employment for two consecutive months."

Type "APP" in the command field to print the conciliation resolution.

Update the conciliation activity on the participant's FDP to include what was agreed in the conciliation resolution or reference the conciliation resolution was signed. Do not end the conciliation activity at that time, instead just change the target date to include the time period the resolution will last.

Entering the conciliation outcome in ACCESS

```
06/23/16 13:06          *** FAMILY DEVELOPMENT PLAN ***              ASQWOHF1
Participant: TONYA              SSN:          Financial Status: Active
Phone#:                                       Phase: EP  06/01/2016
                                              Participation Code: 02 NE
Date FDP Signed:  05 16 2016                    Review Date: __ __ ____
Employment Goal:  13-2011.01 Accountant_____
Case Manager:                                FSM  Activty Matrix
Location:                                         History History
************************************************************************
Strengths/Supports: *Shelter/Health & Safety/Child Devl & Educ    Click &
Interferes:                                                       Comment

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

1,2 of       Activity    Hrs/Wk    Start     Target    Act End date  Outcome
Conciliation                     06 15 2016  06 30 2016               C


USER:       FNX: WORK MODE: C RPTGRP:          PERIOD: 06 16 COMMAND: _____
DO:    IMS:      REPORTING GROUP: TONYA
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
     Quit  Retrn Exit  Print Goal  Hours PgBk  PgFd  CMH   St/Sp Intrf C&C
```

Enter a "C" (successfully completed) or "U" (unsuccessfully completed) as the "Outcome" code in ACCESS in WORK C.

P-2350 Case Management Procedures for Households with 60 or more months of Reach Up/Timelimits (23-12)

Federal time limits on TANF

Federal rules limit families to 60 countable months of Temporary Aid for Needy (TANF) cash assistance in a lifetime.

Certain family and benefit situations determine whether a month "counts" toward this 60-month limit.

See Reach Up Eligibility [procedure 2202](#) for more information about Vermont Time Limits.

Once a participant reaches their lifetime limit of 60 countable months on Reach Up, Vermont has slightly different rules in order to continue receiving Reach Up benefits.

If the person is not engaging with Reach Up services, and attempts have been made to re-engage with them, the family's Reach Up may need to close. See Reach Up Services procedure 2350A for more information.

How Reach Up programs do and do not count towards the 60-months limit

This is based on whether they are funded by federal TANF money, or State of Vermont money.

Reach Up	YES
Reach First	NO
PSE	NO
Reach Ahead	NO

Participation codes/deferments that don't count towards 60-month limit
Within Reach Up, certain months don't count towards the 60-month limit (such as months in which someone could not work due to medical conditions)

> Needed in the Home (11)

> Medical (33, 34, 35, 38)

> Young Child (30, 31, 45, 46) – only the first 12 months of any combination of these codes are non-countable

> Domestic Violence (54)

60-Month limits do not apply to certain types of Reach Up households:

- Minor Parents (parents under the age of 18). Both parents must be 18 or older before months' start counting for either parent. Example: 17-year-old parent and 18-year-old parent in the same household--months don't count for either.

- Child only households including:

> Non-needy caretaker grants

> Single parents who receive SSI

> Two parent households where both receive SSI

Ongoing case management for households with 60 or more countable months

For the most part, case management is the same for families that have received more than 60 countable months and those that have received less than 60 countable months.

Time Limit Appointment

In participant's 58th month of Reach Up, send participants a Reach Up Time Limits letter (form 609) with an appointment. The purpose of the letter and the appointment is to remind participants that they are approaching 60 countable months of Reach Up and to discuss the participant's responsibilities as they reach their time limit on Reach Up. If a case closes and reopens, and there is any question if the letter went out, send it again.

The letter can be sent through a macro in ACCESS or the Reach Up Time Limits letter in the Forms Library.

At the time limit appointment, review with the participant their goals and their recent progress on their goals. Use the goal achievement process and

motivational interviewing techniques to determine if the participant's goals remain the same or if they should be updated. Revise and have participant sign new FDP if necessary.

Explain the difference if a household that has received over 60 countable months does not engage with Reach Up services—rather than having their benefit sanctioned, the benefit could close. On occasion while working with families that have received over 60 countable months, remind them of this difference.

Newly assigned households with more than 60 countable months

When a new family applies for and is approved Reach Up, the Reach Up case manager should review the Reach Up program, and specifically point out the difference of what it means to have met their time limits.

2nd parent joins active household receiving Reach Up

When a second parent joins an active household that receives Reach Up and the second parent has at least 60 countable cumulative months, but the head of household has not yet reached their time limits, consider the family as a newly assigned household with more than 60 countable months.

Schedule a case management meeting with both parents within three business days of the reported change. Explain the difference of what it means to have met their time limits.

Household is sanctioned

Active sanction and 2nd parent with over 60 countable months joins

If a Reach Up household is sanctioned when a second parent that has at least 60 countable cumulative months of Reach Up joins, the sanction must be lifted because households that have received over 60 countable months are not eligible for sanction. End the sanction as soon as administratively possible. Schedule a case management meeting with both parents as soon as administratively possible after becoming aware of the reported change. During the meeting explain the difference of what it means to have met their time limits. Work with both parents to determine goals and create plans with both parents.

Active sanction and household is approaching 60 countable months
If a Reach Up household is sanctioned and is approaching 60 countable months, follow the chart below to determine next steps. See Reach Up Services procedure 2350A for more information about closures. Make sure to explain during the time limits appointment what will happen when household reaches 60th month.

Actively Sanctioned Participants

ACCESS shows	Current Month	Action	Examples
59	60th	If participant is able to cure their sanction by adverse action, benefit will remain open.	Bob has 59 countable months as of the end of August and is sanctioned. September is his 60th month (SPEC C CLOCK will say 59 months). If he cures his sanction before adverse action in September, his benefit continues.
59	60th	If participant is not able to cure his sanction , benefit closes (code 85).	Bob has 59 countable months as of the end of August and is sanctioned. September is his 60th month. If he has not cured his sanction by adverse action in September, his benefit closes at the end of September.

Determining to sanction or close

Participant not engaging and next step is sanction or closure

If a Reach Up household is not engaging and approaching 60 countable months, follow the chart below to determine next steps. Remember that a household that has reached their 60th countable month is eligible to take part in a conciliation for each instance of non-engagement.

Participant not engaging and next step is sanction or closure

ACCESS Shows	Current Month	Do I enter a new sanction?	Other Information and How to proceed:
57 or fewer	58th or less	Yes	Proceed to sanction as usual.
58	59th*	No	Benefit continues as is. Schedule a meeting with the participant to discuss consequences of not engaging in the next month.

			Example: Mary has 58 countable months as of the end of August. September is her 59th month. In September, Mary does not attend her conciliation appointment or follow through with her conciliation resolution. Attempt to reengage with Mary in October. Inform Mary that not engaging in October without good cause will close her Reach Up benefit in October.
Rationale: Because we must treat participants who are not engaging before adverse action the same as participants who are not engaging after adverse action, the benefit will continue as is during the 59th month. Otherwise, someone with 59 countable months who is not engaging before adverse action would be sanctioned for the next month with the chance to cure that sanction and remain open, while someone who is not engaging after adverse action would close.			
59	60th	No	Close benefits (code 85). Closure should be entered as soon as possible after the **first** adverse action in the month. Closure can be no earlier than the end of the 60th month but may occur the 15th of the following month. **Example:** Mary has 59 countable months as of the end of September. October is her 60th month. Mary has already been conciliated for this issue and does not follow through with her conciliation resolution in October. Close benefit for the end of October. (Depending when the non-engagement occurs the closure could be November 15th.)
60 or more	61st or higher	No	If conciliation has already been attempted for this non-engagement, and participant has not attended appointment or followed through with conciliation resolution, send good cause letter and if no good cause, then close benefit (code 85) at next possible closure time.

*Some deferments stop the clock for participants in terms of countable months. A deferred participant whose clock is stopped and who does not participate in

their 59th month should attempt to be met with and reengaged. Their deferment should remain in effect while trying to reengage. If they continue to not participate, discuss case with Supervisor and send up an AOPs inquiry to develop next steps.

Fair Hearings

If a participant who has closed due to not meeting post-60-month requirements requests a fair hearing, the case manager is responsible for writing up the Fair Hearing and submitting relevant documents according to the [All Programs Fair Hearing Procedure 2127B](#).

P-2350 Case Management Procedures for Households with 60 or More Countable Months/Timelimits (continued)

P-2350A Closures (23-12)

Engaging with Reach Up Services requirements

If a person who receives Reach Up and who has received 60 or more countable months of Reach Up does not engage in the Reach Up program, their benefit could close. A conciliation should be used first. Review Reach Up Services procedures 2345 Good Cause and 2346 Conciliation.

If the participant is struggling to attend meetings, make sure to offer options that accommodate different meeting preferences (such as over the phone, home or community visits, specific times of day). Closure should only be considered if a person receiving Reach Up has shown a pattern of non-engagement, and the conciliation was not successful.

Closure during the goal achievement process

Consider if a goal needs to be adjusted or changed, or if a different plan needs to be considered before moving toward closure (see Reach Up Services procedure 2310 on goal achievement).

It is important to remember that a participant could be in the review phase of Goal Plan Do Review and Revise (GPDRR) for a long time. As long as the participant is revising their goal or the steps of their plan, closure is not needed.

Consider the following and make sure to document the participant's progress in case notes:

- Have you used the review and revise portion of the GPDRR process, utilizing multiple tools when appropriate, to make sure the goal and plan is still what the participant wants to focus on?
- Have you revisited Stepping Stones to see if something else is rising to a higher level of priority?
- Have you offered support services to help remove barriers that might get in the way of accomplishing the goal or plan?
- Have you considered underlying reasons (mental health issues, domestic violence, etc) for the participant's lack of progress?
- After all of these efforts, is the participant still choosing to not set/change their goal or change their plan, but they continue to not take part in the do part of GPDRR?

Determining if closure is necessary during the goal achievement process is very subjective. Consult with the Reach Up Supervisor when unsure.

Closure Authorization

Complete a Closure Authorization (form 606CBA) and include the following:

- Specific information about the non-engagement;
- Explanation about why the closure will be implemented; and
- Rule cite(s) relied on to make this determination.

Give the completed Closure Authorization (606CBA) to the Reach Up Supervisor, or their designee, for review.

Review by Supervisor

The Reach Up Supervisor, or their designee, will determine:

- What were the participant's circumstances?
- Were multiple methods of communication attempted, was the goal achievement process used to determine the participant's goal(s)?
- Was good cause explored?
- Is the paperwork complete?
- Were rules 2234.1 and 2332 followed?

The closure will be approved or reversed at this time.

Closure reversed

If the Supervisor decides to reverse the closure, it is recorded in the case file and e-mailed or discussed with the case manager.

Closure approved

if the Supervisor agrees with the decision and the closure is approved, they will sign off on the Closure Authorization (606CBA) on the district director/designee line. A copy of the signed 606CBA should be kept in the case management file.

Entering closure in ACCESS

Go to WORK C under the parent who is not engaging.

Enter code 85 in the Participation Code field and hit ENTER.

Code 85 is used to close a case for not engaging in Reach Up Services. Can only be entered for cases with at least 60 countable months.

Check CASE D TIME to see if the case closed. If it didn't, ask a Supervisor or BPS to turn the case around using STAT C TRANS. If the case is still not closed, check ELIG C RUFA. It may need to be approved (a closure notice will automatically be created).

Write a CATN with:

- Name of participant who did not comply
- Name of supervisor who approved closure
- Reason for closure

EXAMPLE language: "John closed August 31, 2023 due to 60-month requirements and not engaging with Reach Up services. Closure approved by (Reach Up Supervisor name)."

Closing an active currently sanctioned case

If a household reaches their 60th countable month while they are sanctioned and they need to close for not being engaged, use the following process.

Go to CASE C SANC.

```
07/18/23 14:51              *** CASE SANCTIONS SCREEN ***                (ASPEBH)
   BPS:                                              DT LST MOD: 00 00 0000
   FSCM:                                                  MOD BY:

        SSN:                NAME:

SANCTION START  -----MEETING WITH CASE MANAGER------   SANCTION END    FORFEIT
RSN ---DATE---   SCHED DATE   TIME    HELD DATE  WAIVER  RSN ---DATE---   RU ?
                             00 00                                             
 _  __ __ ____   __ __ ____          _  __ __ ____    _   _  __ __ ____    _
                             (hh mm)
                                             ------UNFORGIVEN SANCTION HISTORY------
---- CURRENT SANCTION INFORMATION ----   ----START----- -----END------ FULL ACT
                                         RSN    DATE     RSN    DATE      AMT AMT
      HOUSING PROTECTION IN EFFECT? Yes          NO RUFA SANCTION HISTORY
  FAMILY HOUSING PROTECTED MONTHS:
          SANCTION $ AMT APPLICABLE: 75
    MONTHS ON RU SINCE JULY 2001: 11
CONSECUTIVE MONTHS OF COMPLIANCE: 0
       TOTAL MONTHS OF SANCTIONS: 0


  USER: 934 FNX: CASE MODE: C RPTGRP:             PERIOD: 07 23 COMMAND: _____
  DO: M IMS: GM1 RPTGRP NAME:                                                  3
```

Enter "T" in the Sanction End Reason with the current date.

Shift F12 will bring up the help screen to see all reasons.

```
04/30/14 17:28          *** CASE SANCTIONS SCREEN ***          (ASPEBH)
  BPS:  GS1 / SDO FINANCIAL                      DT LST MOD: 04 09 2014
  FSCM:                                               MOD BY: 338

      SSN: 008 +-----------------------------------------------------+
               |                                                     |
SANCTION START | END SANCTION CODES              ASHD32EE    | IT
RSN ---DATE--- |                                             | ?
 7  01 01 2014 |    C - COMPLIED                             |
               |    D - DEFERRED                             |
               |    F - FOUND GOOD CAUSE                     | ----
---- CURRENT S |    T - TRANSITION OFF SANCTION TO 60 MO RULES | ACT
   HOUSING PR  |                                             | AMT
(ALREADY RCVD  |  YOUR SELECTION: T                          | 225
     SANCTIO   |                                             | 225
    MONTHS ON  |  You may see these codes which are created by ACCESS. | 225
CONSECUTIVE MO |  You may not enter them on-line.            | 150
    TOTAL MON  |    A - Continuation of sanction data (Administrative) | 150
 * Month count |    B - Break in benefits cured sanction     | 75
               |    Z - Person went off benefits under sanction | 75
               |                                             |
  USER: 701 FNX: +-----------------------------------------------------+    ___
  DO: S IMS: GS1 RPTGRP NAME:                                          3
```

After entering "T" and hitting ENTER, ACCESS will prompt you to choose a 60 month code.

```
04/30/14 17:33          *** CASE SANCTIONS SCREEN ***              (ASPEBH)
  BPS:  GS1 / SDO FINANCIAL                        DT LST MOD: 04 09 2014
  FSCM:                                               MOD BY: 338

    SSN:              NAME:

SANCTION START   -----MEETING WITH CASE MANAGER------    SANCTION END    FORFEIT
RSN ---DATE---   SCHED DATE   TIME    HELD DATE   WAIVER   RSN ---DATE---    RU ?
 7  01 01 2014   04 02 2014  09 00   04 09 2014     _      T   04 30 2014     _
                            (hh  m)
                                            ------UNFORGIVEN SANCTION HISTORY------
---- CURRENT +------------------------------------------------+ FULL ACT
   HOUSING  |                                                 |  AMT AMT
(ALREADY  C |                                                 |  225 225
     SANCT  | You have entered 'D' or 'T' for the end reason. |  225 225
   MONTHS O | Here is the current Reach Up Participation code.|  225 225
CONSECUTIVE | Please update it with the appropriate participation| 150 150
    TOTAL M | code if appropriate.  Use SHIFT F12 for CODE LIST.|  150 150
 * Month co | Code: 85                                        |   75  75
            |                                                 |   75  75
            | Go to WORK/C to update other information such as |
USER: 701 FN| a review date. You may also need a DISA  panel. | :
DO: S IMS: G +-----------------------------------------------+           3
```

Enter participation code 85 and hit "Enter".

Check CASE D TIME to see if the case closed. If it did not, ask a supervisor or BPS to turn the case around using STAT C TRANS. If the case is still not closed, check ELIG C RUFA. It may need to be approved. A closure notice will automatically be created.

Write a CATN with:

- Name of participant who did not comply
- Name of supervisor who approved closure
- Reason for closure

Two parent households
If there are two parents receiving Reach Up and the non-engaging parent is not the head of household, enter any CATNs under both parent's SSNs (if possible).

Protected participation code

If the participation code is "protected" and ACCESS will not allow the code to be entered directly in WORK C, place cursor over the participation code, and hit Shift F12 for the Help field. Here the code should be unprotected and it can be updated to code 85.