

STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families

Signed by:

9D28B1253ECC4BA...

FROM: Miranda Gray, Deputy Commissioner
Economic Services Division

BULLETIN NO.: 25-12

DATE: 6/26/2025

SUBJECT: Reach Ahead Procedures

CHANGES ADOPTED EFFECTIVE 07/01/2025

INSTRUCTIONS

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

MANUAL REFERENCE(S):

P-2280

Reach Ahead procedures have been updated to reflect the end of the Reach Ahead Pilot program on 6/30/25. Reach Ahead procedures have been updated to correct Reach Ahead benefit amounts, Reach Ahead eligibility look back window, the way that Reach Ahead months are counted toward a household's 24-month lifetime limit, and the removal of all Reach Ahead Pilot language.

Manual Maintenance

Significant changes are indicated by highlighting text in gray.

Reach Ahead Procedure

Remove

P-2280	(24-16)
P-2280A	(24-16)
P-2280B	(24-16)
P-2280C	(24-16)
P-2281	(24-16)

Insert

P-2280	(25-12)
P-2280A	(25-12)
P-2280B	(25-12)
P-2280C	(25-12)
P-2281	(25-12)

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Reach Ahead Procedure

Remove

P-2281A	(24-16)
P-2282	(24-16)
P-2282A	(24-16)
P-2282B	(24-16)
P-2283	(24-16)
P-2284	(24-16)
P-2284A	(24-16)
P-2285	(24-16)

Insert

P-2281A	(25-12)
P-2282	(25-12)
P-2282A	(25-12)
P-2282B	(25-12)
P-2283	(25-12)
P-2284	(25-12)
P-2284A	(25-12)
P-2285	(25-12)

P-2280 REACH AHEAD PROGRAM (25-12)

The Reach Ahead program provides benefits and services to families who have recently left the Reach Up (RU) or the Post Secondary Education (PSE) program due to unsubsidized employment maintain their employment by providing supports and resources.

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

Reach Ahead Program Overview

The following is an overview of Reach Ahead program eligibility, program lifetime limits, program month calculations, and program services. In-depth Reach Ahead program processes and guidance are outlined in Reach Ahead procedures [2280A](#), [2280B](#), [2280C](#), [2281](#), [2281A](#), [2282](#), [2282A](#), [2282B](#), [2283](#), [2284](#), [2284A](#) and [2285](#).

Reach Ahead Eligibility

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

- Household must live in Vermont.
- Household must include minor children.
- At least one eligible adult in the household must meet the work requirement through paid employment (Reach Ahead rule 2502.1). Please see additional information on work requirements below.
- At least one eligible adult in the household must have been active on Reach Up or Post Secondary Education (PSE) program within the prior 6 months from the date of application (starting July 1, 2023).
- Reach Ahead households are eligible under temporary absence rules if children or parents are absent from the home for up to 180 days ([Reach Ahead rule 2501B](#), Reach Up rule 2228).

Reach Ahead Work Requirement

Households need to meet their work requirement through unsubsidized employment to be eligible for Reach Ahead. Work requirements are based on household composition

and the ages of children/minors in the home. Work requirements change alongside household changes. The table below outlines household work requirements.

Child Age	Single Parent Household	Two Parent Household
Under 6 years	20 hours a week	35 hours a week
6 years and Over	30 hours a week	35 hours a week

Reach Ahead Case Management and Career Coach Services

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

P-2280 REACH AHEAD PROGRAM (CONTINUED)

P-2280A Reach Ahead Program 6-month Look Back (25-12)

A household is eligible for the Reach Ahead program if they are meeting the household's work requirement through paid employment and an eligible household member was active on Reach Up or PSE in the last 6 months from the date of application.

- The Reach Ahead program 6-month look back period does not include Reach Ahead, Reach First or Reach Up child-only household. The household must have been active on Reach Up or PSE in the prior 6-months to be eligible.
- Families who have closed Reach Up or PSE and are eligible for Reach Ahead will have 6 months to apply for Reach Ahead from the date they closed Reach Up or PSE.
 - Example: A household who closed out of Reach Up on 6/30/25 has until 12/31/25 to apply for Reach Ahead.
 - Example: A household who closed out of Reach Up on 6/30/25 is not eligible for Reach Ahead if they apply on or after 1/1/26.
- The 6-month look back window reset after each Reach Up or PSE closure.
 - Example: A household closes out of Reach Up on 6/30/25, they reopen on 8/31/25 and then close again on 10/31/25. The household has until 4/30/26 to apply for Reach Ahead.
- ACCESS will automatically calculate the 6-month look back period when a household applies for the Reach Ahead program.
- ACCESS will automatically prompt a denial when processing a Reach Ahead application if the household does not meet 6-month lookback eligibility.
- If you have any questions around a Reach Ahead program denial due to the 6-month look back period, or if it appears that a household was incorrectly denied due to the 6-month look back period, consult with district Senior BPS, supervisor and reach out to Reach Up AOPs.

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06/25/25 12:16          PERSON HISTORY STATUS          ASPAHC
SSN:                                DOB:                SEX: M
UID:                                RA MONTHS LEFT:      15
                                       RA MONTHS:         9
CAT-CODE      START      END      REM-RSN      REPORTING-GROUP      STATUS
*** REACH UP HISTORY ***
RA            06 01 2025                                ACTIVE
              04 01 2025    05 31 2025                66      CLOSED
RA            12 01 2024    04 30 2025                73      CLOSED
              10 01 2024    11 30 2024                66      CLOSED
              10 02 2024                63      DENIED
RA            06 01 2024    07 31 2024                57      CLOSED
              04 01 2024    05 31 2024                59      CLOSED
              02 01 2024    03 31 2024                66      CLOSED
              12 01 2023    02 29 2024                57      CLOSED
              08 21 2001    07 31 2002                57      CLOSED
              01 28 1999    01 31 2001                57      CLOSED
              07 13 1998    01 31 1999                59      CLOSED
USER: 154 FNX: PERS MODE: D RPTGRP:                PERIOD: 06 25 COMMAND:
VALID COMMANDS: PERS HIST INSU MEDI MED FS PREM HIPS EXIT
  
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Lastly, look at the START and END dates listed with each CAT-CODE. The END date is the last date the household was enrolled in that coinciding program. The END date of when a household was last enrolled in Reach Up or PSE is what the household's 6-month look back period is based on.

In the example below, the household was last enrolled in Reach Up on 07 31 24 (July 2024). That means this household's 6-month eligibility window will expire on January 31, 2025.

06/25/25 12:16

PERSON HISTORY STATUS

SSN:

DOB:

SEX: M

UID:

RA MONTHS LEFT: 15

RA MONTHS: 9

CAT-CODE	START	END	REM-RSN	REPORTING-GROUP	STATUS
*** REACH UP HISTORY ***					
RA	06 01 2025				ACTIVE
	04 01 2025	05 31 2025	66		CLOSED
RA	12 01 2024	04 30 2025	73		CLOSED
	10 01 2024	11 30 2024	66		CLOSED
		10 02 2024	63		DENIED
	06 01 2024	07 31 2024	57		CLOSED
RA	04 01 2024	05 31 2024	59		CLOSED
	02 01 2024	03 31 2024	66		CLOSED
	12 01 2023	02 29 2024	57		CLOSED
	08 21 2001	07 31 2002	57		CLOSED
	01 28 1999	01 31 2001	57		CLOSED
	07 13 1998	01 31 1999	59		CLOSED

USER: 154 FNX: PERS MODE: D RPTGRP:

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P-2280 REACH AHEAD PROGRAM (CONTINUED)

P-2280B Reach Ahead Program Months (25-12)

Households are eligible for Reach Ahead program benefits for up to a total of 24 months across their lifetime. A household's Reach Ahead program month count and available remaining months can be found in PERS-D-HIST.

- Reach Ahead program months are cumulative, which means households can come on and off the program with only months of enrollment counting toward their 24-month limit.
- Participants start with 1 month when they enroll in the program for the first time and receive their first Reach Ahead program benefit.
 - Example: A Reach Ahead household becomes active on March 1, 2024. March 2024 will be month 1 for this household. April 2024 will be the household's 2nd month if there is no break in benefits.
- Participants return to their last month count when they re-enroll in the Reach Ahead program.
 - Example: A participant with 10 months closes out of Reach Ahead on 6/30/25. The participant re-enrolls in the program on 8/15/25 and receives a Reach Ahead benefit that month. The participant now has 11 Reach Ahead months as of 8/2025.
- Reach Ahead months begin counting once the household is active on Reach Ahead. The months are not based on how long the household has been working for their current employer.
 - Example: An eligible member of the Reach Ahead household has been working the same job for the last 6 months. The household applies for Reach Ahead on March 1, 2024. The household is approved the same month and Reach Ahead becomes active as of March 2024. The household will have 1 month in March 2024.
- Reach Ahead program months in ACCESS are shown in "real time." The count is based on the actual date you look in ACCESS not the reporting period being looked in. The months will not show retroactively or in the future.

- Example: It is March 2024 and an active household has 5 Reach Ahead months. PERS-D-HIST for period 03-24 will show 5 Reach Ahead months. PERS-D-HIST for periods 02-24, 04-24 and so forth will also show 5 Reach Ahead months.
- ACCESS automatically populates the household's Reach Ahead month count and remaining months available.
- Reach Ahead months are attached to the household and will not transfer if a new household is set up. See below for additional information on Reach Ahead month calculation.

Reach Ahead Month Calculation

Every participant has their own Reach Ahead month count, however total months are calculated based on the eligibility of the head of household (HOH) ([Reach Ahead rule 2503B](#)).

Single Parent Households

The participant in a single parent household is the head of household. As HOH, the participant's Reach Ahead month count is based on the participant's Reach Ahead enrollment history.

Two Parent and Blended Households

Per Reach Ahead [rule 2503\(B\)\(2\)](#), a household's month count is determined by the head of household (HOH).

- The household's month count follows the HOH.
 - Example: Parent 1 has received 1 month of Reach Ahead benefits and Parent 2 has received 12 months of Reach Ahead benefits. If Parent 1 is HOH, the household has 1 month. If Parent 2 is HOH, the household has 12 months.
- If there is a change in HOH, the household's month count changes.
 - Example: Parent 1 is HOH and has received 1 month of Reach Ahead and Parent 2 has received 12 months. If the current household designates Parent 2 as HOH, the household will have 12 months.
 - Example: Parent 1 is HOH and has received 24 months of Reach Ahead and Parent 2 has received 1 month. If the current household applies and designates

Parent 2 as HOH, the household is eligible for Reach Ahead and the household has a month count of 1.

- Participants who are not head of household continue to accrue months toward their own 24-month limit while enrolled in Reach Ahead.
 - Example: In 2/2024 Parent 1 is HOH and has received 10 months of Reach Ahead Parent 2 has received 5. As of 3/2024, the household has received 11 months of Reach Ahead and Parent 2 has received 6.

BPS Support

A participant’s Reach Ahead month count (RA MONTHS) and how many Reach Ahead months remain available (RA MONTHS LEFT) can be viewed in the upper right corner of PERS-D-HIST.

06/25/25 12:16

PERSON HISTORY STATUS

SSN:

UID:

DOB: 02/19/1988 SEX: M

RA MONTHS LEFT: 15

RA MONTHS: 9

CAT-CODE	START	END	REM-RSN	REPORTING-GROUP	STATUS
*** REACH UP HISTORY ***					
RA	06 01 2025				ACTIVE
	04 01 2025	05 31 2025	66		CLOSED
RA	12 01 2024	04 30 2025	73		CLOSED
	10 01 2024	11 30 2024	66		CLOSED
		10 02 2024	63		DENIED
	06 01 2024	07 31 2024	57		CLOSED
RA	04 01 2024	05 31 2024	59		CLOSED
	02 01 2024	03 31 2024	66		CLOSED
	12 01 2023	02 29 2024	57		CLOSED
	08 21 2001	07 31 2002	57		CLOSED
	01 28 1999	01 31 2001	57		CLOSED
	07 13 1998	01 31 1999	59		CLOSED

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P-2280 REACH AHEAD PROGRAM (CONTINUED)

P-2280C Reach Ahead Program Benefits, Job Retention Payments, and Supports (25-12)

The Reach Ahead program provides eligible households with Reach Ahead specific food benefits, a job retention payment for continuous employment while enrolled in Reach Ahead, and case management and/or career coaching services for support and referrals to help maintain employment.

Reach Ahead Food Benefit

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

- The Reach Ahead food benefit is issued in the following structure:
 - \$50 food benefit per month for the first 12 months on Reach Ahead.
 - \$5 food benefit per month for the remaining 12 months on Reach Ahead program.
- ACCESS automatically calculates and updates the Reach Ahead food benefit for households.
- ACCESS automatically issues notices to households when their Reach Ahead food benefit is scheduled to change.

Reach Ahead Job Retention Payments

Reach Ahead households are eligible for a job retention payment for continuous employment while enrolled in Reach Ahead. Reach Up Case Managers/Career Coaches manually issue \$300 job retention payments to households after they have completed their first 6 months at a job. Households should be directed to their Case Manager/Career Coach for any job retention payment questions. Additional job retention payment information can be found in procedure [2285](#).

P-2281 Reach Ahead Auto-Enrollment and Applications (25-12)

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

Auto-Enrollment into Reach Ahead

When a household's Reach Up or Post Secondary Education (PSE) closes, ACCESS will automatically enroll the household into Reach Ahead if they are eligible for the program and the family has not opt-ed out.

- If a Reach Up or PSE case closes in time for Reach Ahead to be approved the next calendar month (i.e. Reach Up or PSE closes before the 2nd adverse action of the month), the case will automatically enroll into Reach Ahead.
- If Reach Up or PSE closes after the 2nd adverse action of the month, ACCESS will put the case in PENDING mode. When propagate and carry forward programming runs, ACCESS will approve any PENDING Reach Ahead cases unless there are edits. Any remaining cases with edits will need to be manually approved and will appear on the District's daily report.
- Sanctioned Reach Up households - including those that are scheduled to close at the end of the month for not engaging in Reach Up Services requirements-can still auto-enroll into Reach Ahead as long as income/work hours verification is provided and meets eligibility requirements.
- If you are expecting auto-enrollment and the case does not auto-enroll, enter a CATN and bring case to district Senior BPS.
- If case should have auto-enrolled and did not:
 - Review and confirm that the household is meeting their [work requirement](#).
 - If the household is meeting their work requirement, APPL case for RA and approve.

Reach Ahead Application

A Reach Ahead application is required when a household was not eligible for Reach Ahead at the time of Reach Up or PSE closure, if the household opted out of auto-

enrollment, or if there was a break in Reach Ahead benefits; which is when a household goes a full month without receiving a Reach Ahead food benefit (Reach Ahead rule 2502.2).

- Mail or hand Reach Ahead Enrollment/Review form ([600](#)) and/or 202 to household.
- When the application is returned, enter APPL into ACCESS. For RUFA type, enter “RA”.
- Household must return one of the following with application: last 30 days of paystubs, a statement from employer that includes both income and hours worked, or self-employment documentation.
 - Last 30 days of paystubs should include paystubs 30 days prior to the application date.
 - Statement from employer, including [218E](#), should be dated within the last 30 days and cover hours and wages for the last 30 days. A collateral call to the employer should be made if the employer statement does not include all needed information.
 - Reach Ahead self-employment documentation requirements follow Reach Up self-employment procedures and rules. Please see [P-2213C Self-employment \(Rule 2274\)](#) and [ESD Verification Matrix](#) for more information and guidance.
 - If a paystub is missing, but returned paystubs are reflective of ongoing income, process Reach Ahead.
 - If income verification is not returned, or application is otherwise incomplete, send 202v requesting correct information. Check off “Reach Ahead” on 202v.
- If it appears that the household has been on Reach Up or PSE in the last 6 months and ACCESS wants to deny for not meeting the 6-month look back period, bring the case to district Senior BPS and contact [Reach Up AOPs](#).

Reach Ahead Two Parent Households

Reach Ahead application procedures for two parent households vary based upon what Reach Up program the household is currently enrolled in, the household composition at time of Reach Ahead application and/or auto-enrollment, and both parents' ability to work.

If one parent receives SSI

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

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

If one parent is meeting the work requirement

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

- Request income/work hours verification for the second parent's new job.
- If income/work hours verification for the second parent's new job is not received:
 - If the first parent is meeting the household's work requirement and provided verification, do not close Reach Ahead.
 - If the second parent's employment hours are needed for the household to meet their full work requirement, close Reach Ahead and email the household's case manager or career coach to alert them.

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

If the household is currently receiving Reach Up:

- Add the second parent according to current Reach Up procedures.
- If the household closes and the family is otherwise eligible for Reach Ahead, follow Reach Ahead application procedures.

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

- Follow Reach Ahead application procedures.
- Add second parent to the household.

If the household is receiving Reach Ahead:

- Add the second parent to the household.
- Verify parent's income/hours.
 - If income is not verified, do not close Reach Ahead unless the second parent's hours are needed to meet the work requirement.

Reach Ahead Household Found Ineligible After Approval

Households may be approved for Reach Ahead and then later found ineligible at the time of approval. This can occur due to additional information and/or documentation being received after approval for either Reach Ahead or Reach Up.

If household was ineligible for Reach Up at time of Reach Up approval

If it is found that a household was ineligible for Reach Up at time of Reach Up approval:

- The household is not eligible for Reach Ahead based off that period of Reach Up enrollment. Reach Ahead should be closed.
 - Example: Household was approved for Reach Up in 9/2025 and auto-enrolls in Reach Ahead on 11/2025. In 12/2025 it is found that the household was not eligible for Reach Up at time of approval in 9/2025. Since household was not eligible for RU at time of approval, the household is not eligible for Reach Ahead.
- The household may still be eligible for Reach Ahead if the household was eligible for and received a Reach Up benefit at another time within the last 6 months.
 - If the household is eligible for Reach Ahead based off this, the household will need to complete the application process by submitting a 600 and providing 30 days of income and work hours verification.
 - Example: Using the same household above, the family previously received Reach Up benefits from 3/2025 through 5/2025. The household is still eligible for Reach Ahead in 12/2025 due to the 6-month look back period. The household will need to complete the Reach Ahead application process if they would like to enroll in the program.

P-2281 REACH AHEAD AUTO-ENROLLMENT AND APPLICATIONS (CONTINUED)

P-2281A REACH AHEAD SCREENING (25-12)

The Reach Ahead program has a look back period of 6-months from the date of Reach Up/PSE closure. It is important that all potentially eligible households be screened for Reach Ahead to ensure that as many families as possible can access Reach Ahead program supports and resources. General Reach Ahead screening guidance is below and the steps and processes for screening is outlined in the following section.

- Any household that is active in any ESD program and/or any household that is applying or reviewing for any ESD program can and should be screened for Reach Ahead eligibility.
- Any household that has already submitted an application and completed the application process for Reach Up, 3SquaresVT, or General Assistance can be screened for Reach Ahead, regardless of if the household is active or closed in any ESD program.
- Households can request to be screened for Reach Ahead anytime they believe they may be eligible for the program.
- Initiate Reach Ahead screening whenever they believe a household may be eligible for the program.
- Screening can be completed by a BPS, case manager, career coach or supervisor.
- Households can provide verbal agreement to participate in the Reach Ahead program.
- Households must be given the option not to participate in the Reach Ahead program.
- Income/work hours verification that the household is currently meeting their work requirement is required for Reach Ahead approval.
- Interviews are not required for Reach Ahead screening and approvals.
- Households should only be approved for Reach Ahead after screening if the household meets all Reach Ahead eligibility requirements, they have been notified

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

- A new application/202 is not required for approval after screening if the household is active in another ESD program, is within their 6-month look back period, meets all other Reach Ahead eligibility requirements and they have previously submitted an application **and** completed the application process.
 - Approval can occur without an application/202 in these situations since the open household would have:
 - Submitted an application/202 and completed the application process for any ESD program within the last 6 months ([the Reach Ahead look back period](#)) as part of their annual review.
 - Verified household members and income within at least the last 6 months and reported any household changes as part of any program enrollment.

Example: A household submitted a 202 and completed the application process for Reach Up in May 2024. Reach Up closes out in April 2025. The household begins receiving 3SVT in June 2025 and their benefit has remained open. The household asks to be screened for Reach Ahead in October 2025. The household provides the correct range of paystubs and they meet all Reach Ahead requirements. A new application/202 is not required for approval as the household is within their 6-month look back period, the household previously submitted an application/202 in the month of June 2025 and completed the application process at that time.

Example: The same household above has not enrolled in any ESD program since Reach Up closure in April 2025. The household asks to be screened for Reach Ahead in October 2025. They provide the correct range of paystubs and screening shows they meet all Reach Ahead eligibility requirements. Although they meet all requirements, and the household falls within their 6-month look back, the household will need to submit an application (600/202) to be approved as they are not open in ACCESS and updated verification is needed.

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

Reach Ahead Screening Process

Households should be screened for Reach Ahead eligibility on an ongoing basis. Screening can occur at any time, however it is best practice to screen at time of

application for any ESD program, during interviews and/or reviews for any ESD program, and if change reports or verification is received that indicates possible employment income.

If Screening is Requested by Household

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

When a household requests Reach Ahead screening:

- The BPS, case manager/career coach or supervisor who received the request will enter a CATN to report that Reach Ahead screening was requested by the household.
- BPS will review ACCESS and OnBase to see:
 - If the household is enrolled in other ESD programs.
 - If a household member received RU/PSE in the last 6 months.
 - If household meets other Reach Ahead eligibility requirements:
 - Income from employment.
 - A minor child in the household.
 - See procedure [2280A](#) and [2280B](#) for additional eligibility information.
 - If the household has submitted an application and completed the application process for any ESD program in the last 12 months.
 - If the household has recently submitted verification (such as income) that is required to approve Reach Ahead.

If screening shows household is not eligible for Reach Ahead:

- BPS will enter CATN to report that household was screened for Reach Ahead, household is not eligible for Reach Ahead, and why household is not eligible.
- BPS will send a blank notice to the household to:

- State household requested to be screened for Reach Ahead.
- Screening found the household is not eligible for Reach Ahead at this time and the reason why.
- Household will need to submit an application (202/600) if they would like to apply for Reach Ahead now or in the future.
- No additional action is needed as household did not submit an application.

If screening shows potential eligibility for Reach Ahead but additional verification is needed:

- BPS will enter a CATN to report household was screened for Reach Ahead but additional verification is needed.
- BPS will send a 202V with a due date to the household to:
 - Review household asked to be screened for Reach Ahead.
 - Request income/work hours verification for the prior 30 days if not already in OnBase or documented in ACCESS.
 - Request 600 or 202 if household is not open in other programs and updated household information/verification is needed.
 - State that the household is not required to participate in the Reach Ahead program and they can decline to participate in the program if they are found eligible.
- If feasible, the household's current or prior case manager/career coach is encouraged to reach out to the family to review what verification is needed to complete screening and to offer support in submitting documentation.

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

- BPS will enter a CATN to report household was screened for Reach Ahead and household is eligible for the program.
- BPS will send a blank notice to the household to:
 - Review household asked to be screened for Reach Ahead.

- Screening found the household is eligible for Reach Ahead at this time.
- Ask the household to contact ESD within 10 days if they want to enroll in Reach Ahead.
- State that household is not required to participate in the Reach Ahead program and household can decline to participate in the program.

OR

- BPS will enter a CATN to report household was screened for Reach Ahead and household is eligible for the program.
- BPS, case manager/career coach, or supervisor will contact the household by phone, email, or in-person to let them know they are eligible for the program, to share the household is not required to participate in the program, and to ask if the household would like to enroll in Reach Ahead.
- BPS, case manager/career coach, or supervisor will enter a CATN to report:
 - Household was informed they are eligible for Reach Ahead.
 - Household was asked if they would like to participate and what their response was, if applicable.
 - Household is aware they are not required to participate in the Reach Ahead program and household can decline to participate in the program.

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

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

If the household does not submit required verification:

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

- Best practice is BPS sending a notice to the household that states ESD did not receive the requested verification and the household must contact ESD within 10 days if they would still like to enroll in Reach Ahead.
- No further action is needed as the household did not submit an application.

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

- Best practice is BPS entering a CATN to report that household has not contacted ESD to request or decline participation.
- Best practice is BPS sending a notice to the household that states ESD has not received a response from the household about Reach Ahead participation and household must contact ESD if they would like to enroll in Reach Ahead.
- No further action is needed as the household did not submit an application.

If Screening is Requested or Initiated by ESD

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

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

- BPS, case manager/career coach, or supervisor will enter a CATN that household may be eligible for Reach Ahead and will be screened for eligibility.
- If ESD has recent verification documentation in OnBase or ACCESS, BPS will complete screening based off this verification.
 - If household is eligible for Reach Ahead based off verification ESD already has, BPS will:
 - Enter a CATN that household was screened for Reach Ahead and they meet eligibility requirements.

- Send a 202V with due date or make contact with the household to let them know they were screened for Reach Ahead, they are eligible for the program, they have the choice to decline participation, and they must contact ESD within 10 days if they would like to participate.
- Follow screening procedures in prior section where applicable.
- If household is not eligible for Reach Ahead based off verification ESD already has, BPS will:
 - Enter a CATN that states household was screened for Reach Ahead, household does not meet eligibility requirements, and what makes the household ineligible.
 - Best practice is BPS sending a notice to the household that states:
 - Household was screened for Reach Ahead however they are not eligible at this time. Provide the reason why the household is not eligible and state household can apply for Reach Ahead now or in the future if they are interested and submit an application.
 - Follow screening procedures in prior section where applicable.
- If verification is needed to determine eligibility, BPS will:
 - Enter CATN that household was screened for Reach Ahead, however more verification is required.
 - Best practice is BPS sending a 202V with a due date that outlines:
 - Household was screened for Reach Ahead, however verification is needed to determine eligibility.
 - Household must contact ESD if they are interested in enrolling in Reach Ahead.
 - Household can decline to participate in the program if they are found eligible.
 - Follow screening procedures in prior section where applicable.

P-2282 REACH AHEAD REVIEWS (25-12)

Reach Up rule 2502.2

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

Reach Ahead households need to be reviewed every six months. Reach Ahead review dates depend on what other benefits (3SVT, fuel) the household may be receiving and the way in which the household was enrolled into the Reach Ahead program.

Requirements for Reach Ahead reviews

Only verification of income/work hours for the 30 days prior to the receipt of the review (IR or 12-month recertification) is required to complete a Reach Ahead review.

- Reach Ahead does not require the submittal of review forms (IR, 600, 202) as long as income/work hours for the prior 30 days is received.
- Interviews are not required for Reach Ahead reviews.

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

Example: A household receives both Reach Ahead and 3SVT benefits. The household is due for their recertification in March 2025. On March 15, 2025 the household submits paystubs for the prior 30 days that indicates continued Reach Ahead eligibility. Reach Ahead review can be completed, however the household will still need to submit a full recertification application and complete an interview to complete their 3SVT recertification.

Break in benefits

A break in benefits is different for Reach Ahead than other programs. Reach Ahead considers eligibility to be continuous unless there is at least one full month in which the household does not receive a Reach Ahead benefit. This means that there is a one month “grace period” for missing to review. As long as Reach Ahead is reviewed by the

last day of the month following closure, Reach Ahead can be re-established and benefits will be dated back to the first of the month.

Example: A household did not submit required verification of income/work hours for their March 2025 recertification. Reach Ahead closes March 31, 2025. The household submits required paystubs that show continued RA eligibility on April 30, 2025. Reach Ahead recertification can be completed with no break in benefit as household provided required verification within Reach Ahead reinstatement window. Benefits will be dated back to the first of the month.

Example: A household does not submit required income/work hours verification for their March 2025 review. Reach Ahead closes March 31, 2025. The household submits required verification of income/work hours on May 2, 2025. The household did not provide required verification within Reach Ahead reinstatement window. The household had a break in Reach Ahead benefits. The household will need to submit a new application (600 or 202) and meet all Reach Ahead eligibility requirements to enroll back in Reach Ahead.

If household is closed but 202 is received within grace period

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

- Contact the household by phone to make sure they want to remain in the Reach Ahead program.
- If the household wants to remain in the Reach Ahead program, follow Reach Ahead review processing procedures. You do not need to process a denial for Reach Up.
- If the household does not answer or respond to contact attempts and the household remains eligible for Reach Ahead, follow Reach Ahead review processing procedures. You do not need to process a denial for Reach Up.

Employed participant starts new job

If a participant receiving Reach Ahead ends employment and starts a new job, end of employment verification is not required, however income/work hours verification for the new job is required.

P-2282 REACH AHEAD REVIEWS (CONTINUED)

2282A Reviews for Households Receiving both Reach Ahead and 3SquaresVT benefits (25-12)

Review Dates at Enrollment

Automatic enrollment

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

Example: A household automatically enrolls into Reach Ahead on February 1, 2025. The household also receives 3SVT benefits and the next recertification date for 3SVT is October 2025. ACCESS will automatically set the Reach Ahead review date for October 2025 to align with 3SVT.

Manual enrollment

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

Example: A household is enrolled in Reach Ahead on February 1, 2025. The household also receives 3SVT and the next recertification date for 3SVT is scheduled for October 2025. BPS will set Reach Ahead review date October 2025 to align with 3SVT.

Review notice

A review notice indicating the household is due for an interim report or 12 month recertification will be mailed out by BGS with the appropriate form (202 or IR).

Processing the Interim Report (IR)

The only requirement for a Reach Ahead Interim Report (IR) is verification of income/work hours for the 30 days prior to the receipt of the IR. If an IR is not returned,

but the household provides verification of the hours being worked, the review can be considered complete.

If IR is Returned Without Income Verification

If an IR form is due and returned without verification of income/work hours, use a 202V to request income/work hours verification for the 30 days prior to the receipt of the IR.

Verification is received upon request

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

See Reach Ahead procedure 2282 for more information on what is considered a break in benefits for Reach Ahead.

Verification is not received upon request

If income verification is not returned by the requested date the Reach Ahead should be closed.

However it is best practice to:

- Review all available documentation (including ACCESS and OnBase) to see if recent paystubs have been provided,
- Attempt a collateral call to the employer to confirm income/work hours, if applicable,
- Email the household's case manager/career coach to let them know the household is closing.
 - The household's case manager/career coach should be checking their caseload at least once per month to help make sure families remain enrolled in Reach Ahead.

If Income Verification is Returned without IR

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

Processing a Reach Ahead recertification at 12 Months

202 or 600 is Returned without Income Verification

If a Reach Ahead recertification application is due and returned without income verification, use a 202V to request income/work hours verification for the 30 days prior to the receipt of the review.

Verification is returned upon request

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

See Reach Ahead procedure 2282 for more information on what is considered a break in benefits for Reach Ahead.

Verification is not returned upon request

If income verification is not returned by the requested date Reach Ahead should be closed at adverse action.

However, it is best practice to:

- Review all available documentation (including ACCESS and OnBase) to see if recent paystubs have been provided,
- Attempt a collateral call to the employer to confirm income/work hours, if applicable,
- Email the household's case manager/career coach to let them know the household is closing.
 - The household's case manager/career coach should be checking their caseload at least once per month to help make sure families remain enrolled in Reach Ahead.

If Income Verification is Returned without 202 or 600

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

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

Two Parent Households

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

Verification received for only one parent

If required income/work hours verification is only received for one Reach Ahead household member request verification of income/work hours for the other wage-earning household member.

However, if verification of income/work hours provided by one household member indicates the household is continuing to meet their work requirement, complete Reach Ahead IR or recertification, regardless of if other parent provides requested verification.

Verification received is not complete

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

- If provided paystubs between both parents cover the required date range *and* paystubs verify the household is meeting their work requirement, complete Reach Ahead IR or recertification.
- If provided paystubs between both parents cover the required date range and paystubs indicate the household is not meeting their work requirement request verification of the missing income/work hours and follow IR and recertification processes.

P-2282 REACH AHEAD REVIEWS (CONTINUED)

P-2282B Reviews for Households Receiving Reach Ahead Only, or Reach Ahead and Fuel Only (25-12)

Review Dates at Enrollment

Automatic enrollment

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

Manual enrollment

If household is manually enrolled into Reach Ahead, the first review should be set at six months.

Review Notices

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

P-2283 REACH AHEAD RE-INSTATEMENT (25-12)

A break in Reach Ahead benefits occurs when a household does not receive a Reach Ahead food benefit for one full month ([Reach Ahead Rule 2502.3](#)). A break in Reach Ahead benefits can greatly impact a household's eligibility for the Reach Ahead program due to the limited timeframe allowed for the look back period.

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

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

- Re-APPL case in ACCESS for the date the necessary documentation is provided.
- If eligible approve benefits; no “break in benefits”.

Example: A household is scheduled to close out of Reach Ahead on October 31, 2025. The household reapplies on November 1, 2025 and submits verification that confirms ongoing Reach Ahead eligibility that same day. The household will be re-APPL’ed for November 1, 2025 and there is no break in Reach Ahead benefits.

Example: A household is scheduled to close out of Reach Ahead on October 31, 2025 for not completing their review. The household provides documentation in November 2025 that indicates ongoing Reach Ahead eligibility and they are approved then. There is no break in benefits.

Reapplication After Reach Ahead Closure

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

- Review household program history:
 - Check PERS-D-HIST to see if the household received Reach Up/PSE within the last 6 months.
- If the household received Reach Up/PSE within the last 6 months:
 - Request income/work hours verification for the 30 days prior to the date of application.

- If household is meeting their work requirement, APPL case the day income/work hours verification is received.
- If household is not meeting their work requirement, APPL case in ACCESS the date the application or request is received. ACCESS will automatically deny the household.
- If the household has not received RU/PSE within the last 6 months:
 - APPL case in ACCESS the date the application or request is received. Denial will be prompted through ELIG approval actions completed by BPS.

P-2284 TRANSFER FROM REACH AHEAD TO REACH UP (25-12)

When a Reach Ahead household closes because they are not meeting their work requirement, the closure notice will inform the household that they can request to be transferred back to Reach Up without a new application if the request is made verbally or in writing by the day of closure listed on the household's Reach Ahead closure notice and the household responds to the request for verification in a timely manner.

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

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

- Check notices for date of Reach Ahead closure notice and reason for closure.
- Household can be screened for Reach Up or Reach First. Reach First transfers can occur if household requests Reach First transfer before date of Reach Ahead closure. See procedure below.
- Enter the date the request was made (either verbally or in writing) as the APPL date in ACCESS.
- Send 202v requesting:
 - Verification of last 30 days of income
 - Initial Family Development Plan ([614FDP](#))
 - Child support forms 137s (if there is an absent parent)
 - Information about shelter expense if change from last application/review
 - Information about resources if change from last application/review
 - Information about any new household members
 - Application ([202](#)) only if a new parent has joined the household since the last application/review

- Verification of any other information affecting eligibility – such as verification that household applied for unemployment
- If above verification is not received by due date, deny Reach Up *unless* good cause is provided or an extension has been requested.
 - Unlike regular Reach Up applications, households do not get 60 days to submit verification without needing to provide a new application.
- Set the review date for six months or align with 3SquaresVT review, whichever is earlier.
- When Reach Up is approved:
 - Send an email to the Reach Up Supervisor for case assignment.
 - Enter a CATN with the Reach Up Supervisor's number so that it will show up in the Reach Up Supervisor's TODO.
 - The Reach Up Supervisor will assign case to appropriate case manager and/or career coach for assessment and follow up.

If Reach First is Requested

- Screen using the [Reach First flow chart](#) if it seems the household is eligible for Reach First.
- Enter the date the request was made (either verbally or in writing) as the APPL date in ACCESS.
- Send 202v requesting:
 - Information about shelter expense if change from last application/review
 - Verification of last 30 days of income
 - Information about resources if change from last application/review
 - Information about any new household members
 - Application ([202](#)) only if a new parent has joined the household since the last application/review

- Verification of any other information affecting eligibility - such as verification that household applied for unemployment.
- If above verification is not received by due date, deny Reach First *unless* good cause is provided or an extension has been requested.
- If above verification is received by due date and Reach First is appropriate, transfer to Reach First.
- If above verification is received by due date, and Reach First is **not** appropriate, transfer to Reach Up:
 - Follow procedure above.
- If Reach First is approved:
 - Send an email to the Reach Up Supervisor for case assignment.
 - Enter a CATN with the Reach Up Supervisor's number so that it will show up in the Reach Up Supervisor's TODO.
 - The Reach Up supervisor will assign case to appropriate case manager and/or career coach for assessment and follow up.

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

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

Follows above procedure for transfer.

P-2284 TRANSFER FROM REACH AHEAD BACK TO REACH UP (CONTINUED)

P-2284A Child Support for Reach Ahead and Reach Up Transfers (25-12)

Transition from Reach Ahead to Reach Up

- Reach Up recipients' child support is collected by the Office of Child Support (OCS) each month and should appear in each programs' budget as income two months after receipt.
- When a household transfers back to Reach Up, the UNEA panel must be removed from STAT to avoid duplicating the income.

Transition from Reach Up to Reach Ahead

- Reach Up recipients' child support is collected by OCS each month and should appear in each programs' budget as income. However, this is not true for Reach Ahead due to the two-month delay in the OCS to ESD CS reporting.
- A client's child support may still be pulled into the Reach Ahead budget for the first two months they are in the program.
- After the first two months, or possibly sooner, a UNEA will have to be created.
- A question mark (?) needs to be entered in the UNEA to place an edit on the daily to update this each month and/or a TODO needs to be entered for the first of the following month to update in the month after.

Reach Up to Reach Ahead Transition Process

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

- CS tape match:
 - Verify with the client that the amount is correct.
 - Check INQD for child support payments received.

- UNEA entered on the case:
 - Verify that the amount is correct.
- An edit will appear on the daily report asking for an approval of change due to income.
 - If the change is due to the start or end of the OCS tape match, review and update.

OR

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

P-2285 REACH AHEAD CASE MANAGEMENT AND CAREER COACH SERVICES (25-12)

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

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

Case Manager and Career Coach Expectations

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

- Contact participants receiving Reach Ahead at least once per month to check-in and review:
 - If any supports are needed and/or could be beneficial for the participant to continue in employment. Please see Reach Ahead and [Reach Up support services procedures](#) and [Reach Up Support Services Matrix](#) for additional information.
 - If the participant would like to participate in case management and/or career coaching services and what these services entail.
 - General supports, resources, and referrals that are available to the household and how they can access such.
 - Upcoming reviews or other eligibility requirements that can impact Reach Ahead enrollment. See case manager/career coach support for tools to help with this.
 - If participant needs any support to submit paystubs or other eligibility-based documents (if/when applicable).
 - Reach Ahead program status such as month count and 6 month look back window.
 - Current and the best contact info for the participant.

- Contact Reach Ahead participants through their preferred method of communication; this includes mail, email, phone, FaceTime, virtual meetings, and text.
- Contact Reach Ahead participants every month, even if the participant does not respond to current or past outreach and/or has previously declined case management or career coaching services.
- Document all contact and contact attempts in case notes.
- Update Reach Ahead participant contact information (phone, email, mailing address) in ACCESS whenever changes are reported.
- Be aware of the 6-month look back period and number of Reach Ahead months for all assigned Reach Ahead participants to ensure participants remain in the program and are eligible for all supports and services. Please see Reach Ahead procedure [2280A](#) for additional information on look back window and Reach Ahead months.
 - A break in Reach Ahead benefits (which is going a full month without receiving a Reach Ahead benefit) can greatly impact a household. A break in benefits can cause a household to become ineligible for the program.

Reach Ahead Participation

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

- It is still an expectation that case managers/career coaches reach out at least once a month.
- It is best practice to utilize Goal, Plan, Do Review and Revise ([GPDR/R](#)) tools and coaching techniques to support participant and household goals, when applicable.
- Reach Ahead participants cannot be conciliated or sanctioned.
- Reach Ahead participants can request to meet in-person, however this is not a requirement for participants or case managers/career coaches alike.
- It is best practice to honor in-person meeting requests when appropriate and feasible.

Family Development Plans and other forms

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

- It is best practice to utilize GPDR/R/coaching techniques and tools to support job retention, goal exploration, participant progress, and future planning.
- It is best practice to enter FDPs if Reach Ahead participants feel such would be helpful. FDPs can also be used to document agreed upon support services.
- FDPs should focus on employment retention and advancement. (Reach Ahead rule 2505.1).

Two parent households

If both parents are employed:

- Outreach, support services, referrals, and case management/career coaching services should be offered to each employed parent monthly.
- Case manager/career coach expectations apply to both parents.
- Both parents are eligible for support services that are directly connected to maintaining employment (Reach Ahead rule 2505).

If one parent is not employed:

- Case management and career coaching expectations do not apply to the parent who is not employed.
- It is best practice to make outreach to the parent who is not employed once a month to:
 - Ask if employment and/or education and training is a goal they would like to work on.
 - Offer referrals and review resources such as HireAbility, Department of Labor (DOL), and Vermont Student Assistance Corporation (VSAC).
- The parent who is not working is not eligible for support services.
 - If this parent becomes employed, they then become eligible for support services.

Temporary Absences in Reach Ahead Households

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

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

- Reach out to the household as soon as it is known that child/adult is out of the home and/or once temporary absence is granted to review:
 - Temporary absence processes and timelines.
 - Case management/career coaching services and support services remain available.
 - What supports and services may help the household remain employed.
 - What expectations and requirements support temporary absence extensions.
- Follow general guidance outlined in Reach Up Case Management Procedures for Temporary Absence [P2355.pdf \(vermont.gov\)](#) where/if applicable.
- Case managers and career coaches should and can submit temporary absence extension requests, however the communication/engagement level of the participant will impact the decision.

Reach Ahead Case Assignment

Assignment process for Reach Up supervisors

If practicable, the case manager and/or career coach shall be the same case manager and/or career coach previously assigned to and working with the family (Reach Ahead rule 2505.1). If both parents are employed, Reach Up supervisors should assign separate case managers and/or career coaches to each parent if/when feasible.

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

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

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

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

- Career coaches should not have a caseload primarily made up of Reach Ahead participants whenever this is possible.
- The non-working parent in a two-parent household can be assigned to a career coach if the non-working parent identifies employment as their goal and if the non-working parent requests to participate in case management and/or career coaching services.

Assignment process for case managers and career coaches

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

Reach out to the household within 10 days of assignment to:

- Introduce yourself and provide all your contact information, if applicable and not already known to the participant.
- Provide Reach Ahead program overview – including available supports and services and how participants can access such.
- Review participant's eligibility for case management/career coaching services and ask if they would like to participate at this time.
- Review that it is the participant's choice to participate in case management or career coaching services and participant can request to participate in case management/career coach services at any time.
- Offer to schedule a meeting if participant would like to participate in case management or career coaching services or if they would like to talk more about Reach Ahead program and supports.
- Share that participant can reach out to you at any time/if they'd like to check-in, if supports are needed to maintain employment, if they'd like a referral, and/or if they have any questions.
- Review that you will reach out every month to check-in and see if any support is needed in case there have been any changes or updates.

- Ask participant what their preferred method of contact is.
- Ensure all contact is correct and up to date in ACCESS.

Reach Ahead Case Management/Career Coach Letters

Reach Ahead case management letters (600RA-NEW, 600RA-ONG, 600RA-REV, 600RA-CLO, 600RA-C99) are useful tools to communicate with participants at various stages of program enrollment. Utilizing RA letters is not required, however they can be helpful with limited participant communication. All RA letters include CM/CC contact information and a brief overview of Reach Ahead program services and benefits.

- 600RA-NEW is a letter that CMs/CCs send to new Reach Ahead households. The 600RA-NEW letter provides CM/CC contact information and a brief outline of Reach Ahead services and benefits.
 - It is best practice to send this letter to all newly assigned Reach Ahead households for information purposes.
- 600RA-ONG is a letter that CMs/CCs send to households that have been active on Reach Ahead for several months. The 600RA-ONG letter provides CM/CC contact information and a brief outline of Reach Ahead services and benefits.
 - It is best practice to send this letter periodically to households who have had limited and/or no communication with CMs/CCs so they remain aware of Reach Ahead program resources and the ability to access such.
- 600RA-REV is a letter that CMs/CCs send to households when they have ESD program reviews due and/or coming up. The 600RA-REV letter provides a reminder that a review is due, that income and work hours verification is required as part of the review, CM/CC contact information, and a brief outline of Reach Ahead services and benefits.
 - It is best practice to send this letter to households who have not responded to CM/CC contact.
 - It is best practice to send this letter to households when a household has surpassed their 6 month look back window and will be ineligible for Reach Ahead if there is a break in benefits.
- 600RA-CLO is a letter that CMs/CCs send to households who have closed out of Reach Up, have employment, and were not eligible for Reach Ahead at time of closure. A Reach Ahead enrollment form should be sent with this letter. The 600RA-

CLO letter outlines that the household may be eligible for Reach Ahead, the household's work requirement vs the employment hours the household has reported, an overview of Reach Ahead services and benefits, and CM/CC contact information.

- It is best practice to send this letter with a Reach Ahead enrollment form (600) when CMs/CCs become aware that a closed household has employment.
- It is best practice to send this letter with a Reach Ahead enrollment form to households who have opted out of Reach Ahead auto-enrollment and have employment.
- 600RA-C99 is a letter that CMs/CCs send to households who have closed out of Reach Up due to employment income but are not meeting the household's work requirement. A Reach Ahead enrollment form should be sent with this letter. The 600RA-C99 letter outlines that the household is eligible for transitional support services, the date that household will become ineligible for transitional supports, examples of available support services, a brief overview of Ahead services and benefits, the household's work requirement vs the employment hours the household has reported, and CM/CC contact information.
 - It is best practice to send this letter to households who recently closed out of Reach Up due to employment income but are not meeting the household's work requirement.
 - It is best practice to send this letter to households who are coded 99

Reach Ahead Support Services

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

- Support services must be directly connected to maintaining employment (Reach Ahead rule 2505).
- Reach Ahead follows Reach Up support services procedures and spending limits. Please see [Reach Up support services procedures](#) and [Reach Up Support Services Matrix](#) for additional information.
- Reach Ahead participants are eligible for a \$300 job retention payment after 6 months from the start of employment.

- Reach Ahead participants are only eligible for another \$300 job retention payment if they start a new job. They cannot receive additional job retention payments for the same job.
- Reach Ahead job retention payments do not count toward a household's support services spending limit.
- Reach Ahead participants are not eligible for FDP activity incentives and/or goal-based incentive payments.
- Case managers and career coaches who have participants in the same household should communicate with one another before authorizing support services to ensure there is no overlap and support services are best maximized.
- Reach Ahead households are only eligible for ICAN support services in very specific circumstances. Reach Up support services categories and limits should be utilized before considering ICAN support services. Please contact [Reach Up AOPs](#) before issuing ICAN support services for Reach Ahead households.

Case Manager/Career Coach Support

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

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

```

05/15/24 11:57          DAILY   TO-DO   REPORT          ASPE70
                        FOR:
05/15/24
...                      ACTV/PNDG Pgrms: RUFA FS
-   New Applicant 5/1/2024. Expect RU601. (          )
05/16/24 ----->>>>> FUTURE ENTRIES BEGIN HERE! <<<<<< -----
-   RUFA ended 05/15/2024. Determine eligibility for Follow-up and review
    activities for closure. If eligible, update participation code to 99.
    (          )
05/20/24
...                      ACTV/PNDG Pgrms:
-   SENT TO:
    TA ELIGIBLE PERIOD ENDS ON 5/24/24. IF CHILD NOT REUNIFIED, GRANT MUST
    CLOSE UNLESS COMPELLING REASON TO REQUEST 90 DAY EXTENSION.
06/01/24
...                      ACTV/PNDG Pgrms: RUFA FS SF
-   RUFA ended 05/31/2024. Determine eligibility for Follow-up and review
    activities for closure. If eligible, update participation code to 99.
    (          )

USER: 154 FNX: TODO MODE: D RPTGRP:          PERIOD: 05 2 MORE>>>>
                PF3 = MENU PF7 = PREV PF15 = EXIT PF24 = HELP CMD:

```

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

```

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

Report to be produced for worker:

Show entries beginning from: MM DD YYYY

OR Show entries for Case:

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

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

```

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

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

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

```

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

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

```

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

```

05/15/24 11:42          DAILY    TO-DO    REPORT          ASPE70
                        FOR: Sdo Financial (GS1)

05/02/24

...
-   Response from 6 month Interim Report due 5-2-2024    ACTV/PNDG Pgrms: RUFA
...
-   Response from 6 month Interim Report due 5-2-2024    ACTV/PNDG Pgrms: RUFA FS ME
...
-   Response from 6 month Interim Report due 5-2-2024    ACTV/PNDG Pgrms: RU-RA FS ME SF
...
-   Response from 6 month Interim Report due 5-2-2024    ACTV/PNDG Pgrms: RUFA FS ME SF
...
-   Response from 6 month Interim Report due 5-2-2024    ACTV/PNDG Pgrms: RUFA FS ME
...
-   Response from 6 month Interim Report due 5-2-2024    ACTV/PNDG Pgrms: RUFA FS ME
...
-   Response from 6 month Interim Report due 5-2-2024    ACTV/PNDG Pgrms: RUFA FS
...
-   Response from 6 month Interim Report due 5-2-2024    ACTV/PNDG Pgrms: RUFA FS

                                MORE>>>>

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

```