

P-2201 APPLICATION (continued)

P-2201E Refusal to Cooperate (Reach Up rule 2211)

Deny households refusing to cooperate in completing the application process (interviewing or providing verification) at the time of refusal. Refusal to cooperate means the household is able to cooperate but shows the BPS they will not take required actions to complete the application process. Example: A household telling you they will not be interviewed shows refusal to cooperate.

Households are not found uncooperative when someone outside of the household fails to provide requested verifications

CATN Refusal

CATN the following information when a household has refused to cooperate:

- The action the household was asked to take,
- The reason the action is required to determine eligibility,
- The household is capable of completing the action,
- How the agency informed the household of the actions they need to take, and the dates they were informed, and
- The household has indicated verbally or in writing that it chooses not to take the action.

Once the denial notice is sent, the household must reapply for benefits.

The original application cannot be reopened unless households submit a new signed first page of the application, and request that the rest of the information be taken from a denied application already available in OnBase if the information is still accurate.