

8/1/15

Bulletin No. 15 - 26

P-2284

P-2284 Transfer from Reach Ahead back to Reach Up

When a Reach Ahead case closes for failure to meet the work requirement, a blurb on the notice will inform participant that if they wish to be transferred to Reach Up without an application, they must contact the BSC within ten days of receiving the notice.

A. Client calls Benefit Service Center requesting transfer from RA to Reach Up

1. Check notices for date of RA closure notice and reason for closure
2. Transfer back to Reach First **may** occur if client requests transfer within 10 days of the date the notice is received, or before the date of RA closure, whichever is later:
 - a. Enter the date the request was made (either verbally or in writing) as the APPL date in ACCESS
 - b. Send 202v requesting:
 - 1) Child support forms 137s (if applicable)
 - 2) Verification of shelter expense
 - 3) Verification of last 30 days of income,
 - 4) Information about resources if change from last application/review
 - 5) Verification of shelter expenses
 - 6) Information about any new household members
 - 7) Verification of any other information affecting eligibility
 - c. If above verification is not received by due date, deny RU, unless good cause is provided or an extension has been requested.
 - d. If the approved case has had at least 60 countable cumulative months of Reach Up, ask team leader to enter a deferment code so that ACCESS will not prevent approval before two weeks of compliance.

B. Client calls Benefit Service Center requesting transfer from RA to Reach First

1. Check notices for date of RA closure notice and reason for closure
2. Transfer back to Reach First **may** occur if client requests transfer within 10 days of the date the notice is received, or before the date of RA closure, whichever is later:
 - a. Enter the date the request was made (either verbally or in writing) as the APPL date in ACCESS.
 - b. Send 202v requesting:
 - 1) Reach First Questionnaire (604)
 - 2) Child support forms 137s (if applicable)
 - 3) Verification of shelter expense
 - 4) Verification of last 30 days of income,
 - 5) Information about resources if change from last application/review
 - 6) Verification of shelter expenses

8/1/15

Bulletin No. 15 - 26

P-2284 P.2

- 7) Information about any new household members
- 8) Verification of any other information affecting eligibility

- c. If above verification is not received by due date, deny RU, unless good cause is provided or an extension has been requested.
- d. If above verification is received by due date, and Reach First Questionnaire indicates RF is appropriate, transfer to Reach First.
- e. If above verification is received by due date, and Reach First Questionnaire indicated RF is **not** appropriate, transfer to Reach Up.

C. Client contacts case manager requesting transfer

- 1. Case manager sends 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
- 2. BPS follows procedures 2284 A or B for transfer

D. How to proceed after Reach Up or Reach First has been approved

- 1. BPS sends email to district team leader and enters CATN (cc team leader), letting team leader know that the case has been approved
- 2. Team leader assigns case to appropriate case manager for assessment and follow-up