

P-2349 Case Management Procedures for Post-60-Month Cases

A. Pending Reach Up application for those who have received 60 months of countable, cumulative assistance – How to proceed from the initial case management meeting

1. Scheduling individual case management assessment.

Within three days of the face-to face eligibility interview, the district schedules an individual case management assessment either by phone or in person, according to district procedures.

2. Applicant does not show for the first meeting with the case manager.

a. If the applicant does not call and does not show up leave the application as pending for 30 days. Participant has to complete their requirements by 30 days after date of application or longer if processing date is extended due to department delay or good cause.

i. If participant does not complete their requirements within 30 days after the date of application send email to district management team for application to be denied.
CATN.

b. If the applicant calls ahead to reschedule, reschedule the meeting for as soon as administratively possible as long as 30 days have not passed from the date of application, and let participant know that if they have not completed their requirements by 30 days after date of application—or longer if processing date is extended due to department delay or good cause— (give them date) their application will be denied.

3. Applicant is able to work.

a. Create FDP with countable activities in ACCESS and print for applicant to sign.

b. Determine what support services are needed in order to be able to participate. Applicants are eligible for all support services including transportation and childcare. Reminder - Authorize childcare for one year.

c. The applicant must meet their work requirement for two full consecutive weeks completed by the 30th day after the date of application (unless processing date is extended due to department delay or good cause):

- Excused absences are not allowed during this period. The participant is expected to make up any missed hours.

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- Holiday hours are allowed if the holiday falls on a regularly scheduled work day for the participant.
 - The two weeks can start at any time after they apply if they can complete their two weeks by the 30th day after the date of application (unless processing date is extended due to department delay or good cause).
 - The two weeks are not prorated and must be full weeks (example: Wednesday to Tuesday).
- d. After two consecutive weeks of meeting the work requirement, the case manager sends an email to district management team that the application can be approved. Enter CATN.
- e. If two weeks of participation has not been completed by the 30th day after the date of application (unless processing date is extended due to department delay or good cause), the application must be denied. Send an email to district management team. Enter CATN.

NOTE: If there is a delay caused by the department in processing the application/ scheduling meetings or by the applicant with good cause, the deadline for completing the two weeks may be extended beyond the 30th day.

4. Applicant requests a deferment or case manager determines one is needed (see P-2344 C)
- a. Create FDP in ACCESS and print for participant to sign.
 - b. If the appropriate verification is received grant the deferment right away. The case manager sends an email to district management team that the benefits can be granted. Enter CATN.
 - i. For a Young Child Deferment once the participant completes the [Deferment Request](#) the deferment and benefits can be granted.

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- c. If verification is needed enter as activity on FDP: “provide verification to determine eligibility for a deferment within 10 days of initial case management meeting.”
- d. Send self TODO for date deferment paperwork is due and schedule a meeting with the applicant for that date.
- e. If the verification is received, the case manager sends an email to district management team that the benefits can be granted. Enter CATN.
- f. If the verification comes back and the deferment is denied the applicant should be encouraged to meet their work requirement (modified or not) for the remainder of the two weeks.
- g. If verification has not been received by the 30th day after the date of application (unless processing date is extended due to department delay or good cause), the grant must be denied. Send an email to district management team that the application must be denied for not complying with requirements. Enter CATN.