2-Month Sanction: Non-Compliance Sanction Case Staffing
and
Review Criteria Reference Guide
Created November 2014

The Non-compliance Sanction (NCS) Case Staffing process and automated supports track each specific incidence of non-participation. If you consider sanction based on non-participation, you must create an NCS Case Staffing and Review Criteria, otherwise referred to as the NCS eJAS tool. The tool is a living document which provides the reader with evidence of steps taken when determining non-participation.

This tool is created by the WFPS/SSS when initiating the sanction process, and is used as a guide to ensure the sanction policy is followed. The CSO Supervisor/Designee will review and complete sections of the NCS eJAS tool when approving or denying the sanction recommendation, including the recommendation for TANF termination.

Please note that this guide, like the tool itself, shows different questions depending on which pathway the case follows. All pathways are the same up until question 14. At that point, the tool may follow any of these four pathways:

Page 8	**Pathway One**	Client attended the NCS Case Staffing.
Page 12	**Pathway Two**	Completed home visit/alternative meeting: eJAS will take you through the entire Pathway if you are able to contact and have a discussion with the client.
Page 16	**Pathway Three**	Made contact at the home visit/alternative meeting, but unable to have a discussion with the client.
Page 19	**Pathway Four**	Unable to contact client at the home /alternative meeting.
Page 21	**REIN (Pathway Four tool)**	Tracks WFSR cases (the client received the sanction case closure penalty and reapplies/completes a financial interview by the end of the month following the paid thru date.

This document offers guidance for completing the tool.

Complete for all NCS Case Staffings	
(once you complete question 14, the tool will follow one of four pathways)	

Section	CSO WorkFirst Program Specialist or WorkFirst Social Service Specialist
Question	**Document**
1. Was an IRP created? Yes/No	*No* (continue) *Yes* (continue to questions 1a, b, c, d, and e)
Note: The following question is available if the answer to question #1 is No	
a. Enter the date the appointment letter was sent	WFPS/SSS should use the eJAS appointment letter when scheduling the person to develop an IRP. Clicking on the hyperlink 'Letter History' will take the user to the client's letter history. The user will select the correct eJAS letter date by clicking the adjoining radial button. This will auto populate the date field on the tool.
*Note: The following group of questions are available only if the answer to question #1 is **Yes***	
a. Did the IRP clearly outline what participation was required? Yes/No	Review the IRP to ensure it includes: • Start and end date for each activity listed on the IRP • Hours for each activity • Any other specific requirements that are tied to the WorkFirst activity *No* (consider whether sanctioning is appropriate) *Yes* (continue)
b. Did the person agree to the IRP? Yes/No	Review eJAS case notes to ensure: • The IRP was created/updated with the parent either in person or via the phone • The person knew and agreed to the IRP requirements *No* (consider whether sanctioning is appropriate) *Yes* (continue)
c. Enter the date the person agreed to the IRP.	This date should match the last date the IRP was created or updated and should be found in the client eJAS notes. Clicking on the hyperlink 'IRP History' will take the user to the client's IRP History. The user will select the correct IRP date by clicking the adjoining radial button. This will auto populate the date field on the tool.
d. Enter the date the person was given or mailed the IRP.	This date should match the last date the IRP was created or updated and should be found in the client eJAS notes. Clicking on the hyperlink 'Notes History' will take the user to the client's Notes History. The user will select the correct note date by clicking the adjoining radial button. This will auto populate the date field on the tool

e. Did the person return the signed IRP within 10 days? Yes/No/NA – signed in office.	The IRP does not need to be signed and returned to the CSO for it to be valid. Policy does not require a copy of the signed IRP in DMS. Review the case notes and/or the client's ECR to determine if the IRP was signed in the office. *Yes/No/NA* (continue)
2. Enter the date of the eJAS note documenting what the person failed to do.	WFPS/SSS document in eJAS notes: • What the person failed to do • If the person showed or no showed to an appointment, and what date the appt was scheduled • Referral Backs, etc. Clicking on the hyperlink 'Notes History' will take the user to the client's Notes History. The user will select the correct note date by clicking the adjoining radial button. This will auto populate the date field on the tool.
3. Is there any reason to believe the person is not receiving their mail? Yes/No	Review the Client's ECR to determine if there has been any recent mail returned. *No* (skip to question #4) *Yes* (continue with the mandatory text box)
Text box: Describe the steps taken	If mail has been returned, describe the steps taken by the department to ensure the individual received a copy of their letters and IRP.
4. Has there been an opportunity to screen for family violence issues within the last 12 months? Yes/No	All WorkFirst clients must be screened for family violence annually. If an opportunity exists, this needs to be done at or prior to the good cause determination and case staffing. Review the case notes to determine if the FV screening has been completed and when. If it has not been completed and the person did not show up for the good cause case staffing appointment, review the case to determine if the WFPS/SSS had an opportunity to conduct the FV screening. If an opportunity existed, but the screening was not conducted, consider not recommending sanction and make appropriate referrals. *No* (skip to question 4a and complete the mandatory text box) *Yes* (continue entering the FV screening date)
Enter FV screening date	Clicking on the hyperlink 'FV Notes' will take the user to the clients list of FV Screenings. The user will select the correct screening date by clicking the adjoining radial button. This will auto populate the date field on the tool.
a. Is family violence a current barrier to participation? Yes/No	Review the case notes to determine if documentation is present and whether it raises concern. Note: If family violence is a barrier, a referral to the social service specialist FV worker or outside agency is required.

Text box: If the screening was not completed, briefly describe the attempts made.	This is a mandatory text box if the answer to #4 is "No". If the screening was not completed describe the attempts made and/or reasons why there was no opportunity to screen.
5. Is a member of this household pregnant? Yes/No	Review the adult member's status in ACES and eJAS for this cash assistance unit. *No* (skip to question #6) *Yes* (continue)
a. Was a Full P to E assessment completed for the parent? Yes/No	Review eJAS assessment history notes. *No* (continue to question 5b) *Yes* (enter the assessment date)
Enter the assessment date	Clicking on the hyper link 'Assessment History' will take the user to the clients list of assessments. The user will select the correct assessment date by clicking the adjoining radial button. This will auto populate the date field on the tool
b. If no, enter the date of the appointment letter or IRP.	Review eJAS letter history or IRP for the verification the person was invited to a P to E assessment. Clicking on the appropriate hyperlink will take the user to the client's eJAS 'Letter History', ACES 'Letter History', or the 'IRP History'. The user will select the appropriate letter or IRP which reflects the scheduled appointment by clicking the adjoining radial button. This will auto populate the date field on the tool and bold the selection.
c. If this parent is in their 3rd trimester, are they required to participate in mandatory activities? Yes/No	Review the P to E assessment. *No* (If the individual is in their 3rd trimester but does not have any chemical or mental health barriers, do not proceed with sanction. *Yes* (continue)
Text box: Comments are optional	WFPS/SSS may wish to enter comments of scheduled appointment, missed appointments, assessment findings, etc.
6. Is there a child under one year old in the household? Yes/No	Review ACES or eJAS for household member's ages.
a. Was an assessment completed for this parent? Yes/No	Review eJAS assessment history notes. *No* (continue to question 6c) *Yes* (continue)
Enter the assessment date	Clicking on the hyper link 'Assessment History' will take the user to the clients list of assessments. The user will select the correct assessment date by clicking the adjoining radial button. This will auto populate the date field on the tool.
b. Does this parent have to participate in mandatory activities? Yes/No	Review the P to E assessment. *No* (review policy as sanction would not be appropriate) *Yes* (continue)

c. If the assessment was not completed, enter the: IRP date Or Appointment Letter date	Review eJAS letter history or IRP for the verification the person was invited to a P to E assessment. Clicking on the appropriate hyperlink will take the user to the client's eJAS 'Letter History', ACES 'Letter History', or the 'IRP History'. The user will select the appropriate letter or IRP which reflects the scheduled appointment by clicking the adjoining radial button. This will auto populate the date field on the tool and bold the selection.
d. If this is a 2 parent household, did the other parent complete an assessment after the child was born and/or before claiming the infant exemption? Yes/No/NA	Review the other parent's eJAS notes and P to E assessment by using the "Two Parent Household" link at the top of the NCS eJAS tool. *No* (continue to question #6e) *Yes* (enter the assessment date) *N/A* (skip to question #7)
Enter the assessment date	Clicking on the hyperlink 'Assessment History' will take the user to the clients list of assessments. The user will select the correct assessment date by clicking the adjoining radial button. This will auto populate the date field on the tool.
e. If the assessment was not completed, enter the date of the appointment letter or IRP.	Review eJAS letter history or IRP for the verification the person was invited to a P to E assessment. Clicking on the appropriate hyperlink will take the user to the client's eJAS 'Letter History', ACES 'Letter History', or the 'IRP History'. The user will select the appropriate letter or IRP which reflects the scheduled appointment by clicking the adjoining radial button. This will auto populate the date field on the tool and bold the selection.
Text box: Comments are optional	WFPS/SSS may wish to enter comments of scheduled appointment, missed appointments, assessment findings, etc.
7. Is the person receiving Equal Access (EA) services? **Yes**	This is auto filled from the ACES on-line EA screening. Yes will appear if the person is receiving EA services. All individuals must be screened at application, recertification or as needed for EA services.
a. If the person was not identified in ACES as needing EA services, is there any indication an EA screening should be done before making the sanction decision? Yes/No	Review eJAS and ACES case notes. *No* (continue to question #8) *Yes* (continue to question #7b)
b. Is the EA Plan being followed? Yes/No	Review the EA Plan in ACES On-line, or ACES DEM screen for services needed. Determine if accommodations are being met. *No* (consider if sanction is appropriate) *Yes* (continue)
8. Has the person requested interpreter services or translated letters and notices? Yes/No	Review eJAS, ACES ADDR screen and ACES On-line when determining if the person has requested interpreter services. *No* (continue) *Yes* (continue)

a. Are the parent's letters translated? Yes/No	If interpreter services have been requested review the ACES Online (AOL) letter history and DMS ensuring letters/notices were translated. *No* (continue) *Yes* (continue)
9. In reviewing the case, did the department identify any new barriers to participation? Yes/No	Review eJAS notes, assessments, CE, ACES On-line, and narratives for barriers *not* previously identified. *No* (continue) *Yes* (continue)
Text box: If yes, enter summary of barriers identified and how the department plans to respond.	Comments are optional if the answer to question #9 is *No*. Comments are mandatory if the answer to question #9 is *Yes*. If yes, document: • The record was reviewed and what barrier was newly identified • How will this barrier make it difficult for the person to participate • How the Department's plans to respond to this newly identified barrier Note: Consider modifying the IRP to address the barrier/s
10. Did the department respond appropriately to barriers we knew about that would make it difficult or impossible for a parent to successfully participate in WorkFirst activities? Yes/No/NA	Review eJAS notes, assessments, CE, ACES On-line, and narratives for known barriers both old and new. Ensure that known barriers were addressed and resolution was attempted. *No* (consider if sanction is appropriate and modify the IRP, if necessary) *Yes* (continue)
Text box: If yes, enter summary of barriers identified and how the department responded.	Comments are optional if the answer to question #10 is *No*. Comments are mandatory if the answer to question #10 is *Yes*. If *yes*, document: • The record was reviewed and all barriers (old and new) were identified and addressed and resolution was attempted. • Whether the individual refused services • Whether the individual informed the Department these barriers were resolved • How barriers were resolved

11. Did the department mitigate risks for families who are currently involved with Children's Administration by: Yes/No/NA
    a. Contacting the Children's Administration to find out if they are working with the family. If so, let the social service specialist know the family faces non-compliance sanction.
    b. Inviting the Children's Administration social service specialist to the non-compliance case staffing
	Review eJAS case notes to identify if the family is working with CA. If unknown, check Client Registry or FAMLINK for activity with Children's Administration.
	
	If the family is involved with CA, ensure:
	• CA is invited to the case staffing
	• Document if CA participated in the case staffing
	
	Note: CA requirements must be supported and incorporated into the IRP.

Client Registry Link	Review Client Registry for CA involvement. If case record indicates some concern, but nothing is found in Client Registry, contact your local CA by email or phone to verify.
Save/Pend Section	The user can click here to save and pend the document
12. Was the person given an opportunity to establish good cause and told what activities they did not do? Yes/No	Review ACES On-line letter history to locate the letter inviting the person to this good cause case staffing appointment. The letter must advise the person: • Who is being set-up for the good cause appointment (specific person in the free-form text) • What was not done (specific activity in IRP) • The date and time of the good cause appointment • They can invite anyone they want to the case staffing
Enter 085-01 letter date	Clicking on the hyperlink 'ACES Letter History' will take the user to a list of AOL 085-01 letters organized by date and time. The user will review in ACES on-line (if necessary) and select the correct 085-01 letter date and time by clicking the adjoining radial button. This will auto populate the date field on the tool.
a. Was the person advised they could invite anyone they wanted to the case staffing? Yes/No	Review the AOL letter 85-01 to ensure the person was advised of this *No* (consider whether sanction is appropriate) *Yes* (continue)
Text box:	User may enter comments if necessary
13. Was an NCS Case Staffing held with appropriate WorkFirst partners and other providers working with the family? Yes/No	Including the WFPS/SSS, there must be at least one other professional present when conducting the case staffing. *No* (consider whether sanction is appropriate) *Yes* (continue)
a. Enter the NCS Case Staffing date	Click on the calendar to select the appropriate date
Attendee List	Click on the 'Attendee List' link to enter all who participated in the good cause case staffing.
14. Did the parent attend the NCS Case Staffing either in person or by phone? Yes/No	• Yes **eJAS will take you to Pathway One (Client attended the NCS Case Staffing)** • No **eJAS will take you to Pathway Two (Completed Home Visit/Alternative Meeting)**

Pathway One Client attended the NCS Case Staffing *If the answer to question #14 is* **Yes,** *the following Pathway One questions will appear.*	
a. Was the following discussed with the parent? Yes/No • Re-engagement • Benefits of participation • NCS policy • How to cure sanction • The opportunity to build a new IRP	Discuss with the person during the case staffing: • Re-engagement • Benefits of Participation • NCS policy • How to cure sanction • The opportunity to build a new IRP *No* (consider whether sanction is appropriate) *Yes* (continue)
Text box: Describe how this was completed.	Comments are mandatory. Document the key elements of the case staffing, these include: • Whether the person attended the case staffing in person or by phone. • There was a discussion of the circumstances of the case. • Who was involved? Who were the relevant professionals in attendance? • Identify the client's issues, strengths, concerns, and the anticipated duration of those issues or concerns. • Was the case reviewed and were past/current barriers and concerns appropriately acted upon? • Create a joint action plan with time frames. • Review the EA plan and take appropriate steps to modify the accommodation plan as needed.
Child Safety Plan	
a. Does the parent have a plan for supporting their family once TANF is terminated for refusal to participate? Yes/No b. Was information provided to the parent of the possible continuation of Food assistance if the parent is terminated? Yes/No c. Did we discuss and provide information of other community resources that are available to help meet the family's needs? Yes/No	The WFPS/SSS is required to discuss the three Child Safety Review questions and provide the information packet of local resources at the NCS Case Staffing (if the person shows up). If the person does not show to the NCS Case Staffing, make sure the parent is mailed the information packet. *No* (consider whether sanction is appropriate) *Yes* (continue)
Text Box: Describe how this was completed	Comments are mandatory Document the Child Safety Review was completed by acknowledging the three questions were discussed with the client and whether the information packet was given or mailed.
Save/Pend Section or Save/Print Section	WFPS/SSS should click Save/Pend if the NCS eJAS Tool is not complete. WFPS/SSS should click Save/Print Case Staffing Results letter if the staffing is complete.

Referral for supervisory approval of grant reduction and termination	
15. Based on the NCS Case Staffing and Review Criteria, should the person be referred to the Supervisor or CSO Designee for : • **Grant reduction; and Yes/No** • **NCS termination after two months of reduced grant? Yes/No**	*No* for either (select Save/Finish to complete this tool without continuing) *Yes* for both (continue)
Text Box: Provide a summary of the decision	Comments are mandatory Review and provide a summary of why the Department decided the sanction was appropriate and why the case is being recommended for sanction.
Save/Pend Section or Save/Complete Section	WFPS/SSS should click Save/Pend if the NCS eJAS Tool is not complete. WFPS/SSS should click Save/Complete to forward the NCS eJAS Tool to the Supervisor/Designee for review.

Section	Supervisor or CSO Designee
16. Supervisor or CSO Designee, after review of this, do you approve for: • **Grant reduction; and Yes/No** • **NCS termination after two months of reduced grant? Yes/No**	The Supervisor/Designee: • Routinely monitors the Clients Awaiting Sanction/Term Approval report. • Reviews eJAS, ACES, DMS, AOL and all entries for accuracy and clarity *No* - reopens previous questions of the tool and sends back to WFPS/SSS to fix and resubmit. *Yes* - provides approval to sanction/terminate.
Text Box: Provide a summary of the decision	Brief comments are optional if the answer to #this question is *Yes* Brief comments are mandatory if the answer to question #this questions is *No*
Save/Pend Section or Save/Complete Section or Stop/Complete Do Not Refer	Supervisor/Designee should click Save/Pend if review is not complete. Supervisor/Designee should click Save/Complete when the review is complete. This will remove the person from the Clients Awaiting Sanction/ Term Approval report and update the "Approved/Not Approved" column of the NCS Review Pathway report accordingly. ***Stop/Complete Do Not Refer*** closes the tool entirely.

Section	CSO WorkFirst Program Specialist or WorkFirst Social Service Specialist
When supervisor approves sanction grant reduction and term after two months.	
Sanction Grant Reduction	Worker checks the box for grant reduction.
17. Was an adverse action letter sent to the parent 10 days prior to the sanction effective date listing the following information? Yes/No	The WFPS/SSS routinely monitors the NCS Pathway report for the Supervisor/Designee decision. If the case is sent back for rework, make the

• Who is being placed in sanction (specific person) • What they failed to do (specific activity)	necessary corrections and resubmit to this tool to the Supervisor/Designee. If the case is denied, the WFPS/SSS must click the Complete/Do Not Refer to Sanction Review Panel button which permanently closes this tool. If the case is approved for sanction, the WFPS/SSS will: • Process the sanction in ACES and eJAS • Send the 08-01 Change in Benefit letter with all required information included
Enter ACES letter date	Clicking on the 'ACES Letter History' link will take the user to ACES letter history. The user will review letter history to identify the letter which notified the person of the sanction being imposed. This is usually an 08-01 Change in Benefits letter; however, it can also be a Benefit Award letter. The user will enter the date of the letter in the field.
Enter Sanction effective date _____ Enter Projected Term date _____	WFPS/SSS will review ACES and ACES On-line to determine the sanction effective date and enter the corresponding date using the calendar (month in which AU will enter month one of sanction).
Select one sanction reason code:	WFPS/SSS will review the sanction reason on the 85-01 and/or 08-01. Enter *one* reason from the drop down box.
Save/Pend Section	WFPS/SSS should click Save/Pend after completing question #17. Continue to monitor this case and offer monthly re-engagement opportunities. (At the start of month two of sanction, start termination process.)
In second month of grant reduction when sanction is not cured.	
NCS Termination	WFPS/SSS checks the box for NCS Termination
18. Was an adverse action letter sent to the parent 10 days prior to the NCS termination effective date? Yes/No	If the case is approved for NCS Termination, the WFPS/SSS will: • Process the NCS Termination in ACES and eJAS • Send the 06-02 Termination of TANF/SFA letter with all required information included
Enter ACES letter date	Clicking on the hyperlink 'ACES Letter History' will take the user to ACES letter history. The WFPS/SSS will review letter history to identify the letter which notified the person of the sanction termination. The WFPS/SSS will enter the date of the letter in the field.
Enter NCS termination effective date	Enter month in which AU will receive last TANF payment.

When sanction is cured or lifted.	
19. Sanction cured or lifted prior to sanction termination	If NCS Termination has been selected, all edits satisfied and Save/Finish Section is initiated, the Sanction Review will be saved and locked from further editing except for the "Sanction cured or lifted prior to sanction termination" subsection. To open this section, WFPS/SSS checks the box for Sanction cured or lifted prior to sanction termination.
Reason sanction was lifted or cured	WFPS/SSS will have the option to select up to three reasons from a drop-down menu.
Save/Finish	To Save/Finish Section, the following must apply: NCS Termination has been selected and all edits satisfied, OR Sanction cured or lifted prior to sanction termination has been selected and its edits satisfied.

Pathway Two **Completed Home Visit/Alternative Meeting** *If the answer to question #14 is* **No,** *the following Pathway Two questions will appear.*	
a. Was the decision based on the available information? Yes/No	Review and discuss eJAS, ACES, DMS history for all available relevant information with the attendees. • Identify the client's issues, strengths, concerns, and the anticipated duration of those issues or concerns. • Was the case reviewed and were past/current barriers and concerns appropriately acted upon? *No* (consider whether sanction is appropriate) *Yes* (continue)
b. Was information mailed to the parent about continued medical and food assistance and a list of community resources they may need? Yes/No	The WFPS/SSS is required to mail the information packet of local resources (if the person did not show). *No* (consider whether sanction is appropriate) *Yes* (continue)
Text Box: Describe the decision and how the community resources were provided	Comments are mandatory Document the key elements of the case staffing were conducted. They include: • Circumstances of the case were reviewed and discussed. • Who was involved? Who were the relevant professionals in attendance? • Identify the client's issues and strengths. • Past and/or current barriers were appropriately acted upon. • The information packet of local resources was mailed.
Save/Pend Section or Save/Print Section	WFPS/SSS should click Save/Pend if the NCS eJAS Tool is not complete. WFPS/SSS should click Save/Print Case Staffing Results letter if the staffing is complete.
Home Visit or Alternate Meeting	
Date of home visit/alt mtg	Click on the calendar to select the appropriate date
Attendee list	Click on the 'Attendee Tab' link to enter all who participated in the home visit or alternate meeting
Address/location	Edit this field by entering the address/location of the home visit/alternate meeting if it was not held at the client's physical address of record.
15. Was contact made with the client at the home visit/alternative meeting place? Yes/No	No: • **eJAS will take you to Pathway Four (Unable to contact client at the home /alternative meeting)** Yes: • eJAS will continue

a. Was there an opportunity to discuss the following with the parent: • Re-engagement • Benefits of Participation • NCS policy • How to cure sanction • The opportunity to build a new IRP • The child safety plan Yes/No	No: • complete the following mandatory text box explaining how contact was made and why the discussion was not possible. • **eJAS will take you to Pathway Three (contact at home visit/alternative meeting but unable to have a discussion with the client)** Yes: • complete the following text box describing how this was completed • **eJAS will take you through to the end of Pathway Two**
Child Safety Plan (if #15 (a) is marked *yes*, these questions will appear)	
b. Does the parent have a plan for supporting their family once TANF is terminated for refusal to participate? Yes/No	The WFPS/SSS is required to discuss the three Child Safety Review questions and may provide the information packet of local resources again. Complete the text box describing how this was completed.
c. Was information provided to the parent of the possible continuation of food assistance if the parent is terminated? Yes/No	
d. Was information provided to the parent of other community resources that are available to help meet the family's needs? Yes/No	
Referral for supervisory approval of grant reduction and termination	
16. Based on the NCS Case Staffing and Review Criteria, should the person be referred to the Supervisor or CSO Designee for : • **Grant reduction; and** **Yes/No** • **NCS termination after two months of reduced grant? Yes/No**	*No* for either (select Save/Finish to complete this tool without continuing) *Yes* for both (continue)
Text Box: Provide a summary of the decision	Comments are mandatory Review and provide a summary of why the Department decided the sanction was appropriate and why the case is being recommended for sanction.
Save/Pend Section or Save/Complete Section	WFPS/SSS should click Save/Pend if the NCS eJAS Tool is not complete. WFPS/SSS should click Save/Complete to forward the NCS eJAS Tool to the Supervisor/Designee for review.
Section	**Supervisor or CSO Designee**
17. Supervisor or CSO Designee, after review of this, do you approve for: • **Grant reduction; and** **Yes/No** • **NCS termination after two months of reduced grant? Yes/No**	The Supervisor/Designee: • Routinely monitors the Clients Awaiting Sanction/Term Approval report. • Reviews eJAS, ACES, DMS, AOL and all entries for accuracy and clarity *No* - reopens previous questions of the tool and sends back to WFPS/SSS to fix and resubmit. *Yes* - provides approval to sanction/terminate.

Text Box: Provide a summary of the decision	Brief comments are optional if the answer to #this question is *Yes* Brief comments are mandatory if the answer to question #this questions is *No*
Save/Pend Section or Save/Complete Section or Stop/Complete Do Not Refer	Supervisor/Designee should click Save/Pend if review is not complete. Supervisor/Designee should click Save/Complete when the review is complete. This will remove the person from the Clients Awaiting Sanction/ Term Approval report and update the "Approved/Not Approved" column of the NCS Review Pathway report accordingly. ***Stop/Complete Do Not Refer*** closes the tool entirely.

Section	CSO WorkFirst Program Specialist or WorkFirst Social Service Specialist

When supervisor approves sanction grant reduction and term after two months.

Sanction Grant Reduction	Worker checks the box for grant reduction.
18. Was an adverse action letter sent to the parent 10 days prior to the sanction effective date listing the following information? Yes/No • Who is being placed in sanction (specific person) • What they failed to do (specific activity)	The WFPS/SSS routinely monitors the NCS Pathway report for the Supervisor/Designee decision. If the case is sent back for rework, make the necessary corrections and resubmit to this tool to the Supervisor/Designee. If the case is denied, the WFPS/SSS must click the Complete/Do Not Refer to Sanction Review Panel button which permanently closes this tool. If the case is approved for sanction, the WFPS/SSS will: • Process the sanction in ACES and eJAS • Send the 08-01 Change in Benefit letter with all required information included
Enter ACES letter date	Clicking on the 'ACES Letter History' link will take the user to ACES letter history. The user will review letter history to identify the letter which notified the person of the sanction being imposed. This is usually an 08-01 Change in Benefits letter; however, it can also be a Benefit Award letter. The user will enter the date of the letter in the field.
Enter Sanction effective date _____ Enter Projected Term date _____	WFPS/SSS will review ACES and ACES On-line to determine the sanction effective date and enter the corresponding date using the calendar (month in which AU will enter month one of sanction).
Select one sanction reason code:	WFPS/SSS will review the sanction reason on the 85-01 and/or 08-01. Enter *one* reason from the drop down box.

Save/Pend Section	WFPS/SSS should click Save/Pend after completing question #17. Continue to monitor this case and offer monthly re-engagement opportunities. (At the start of month two of sanction, start termination process.)
In second month of grant reduction when sanction is not cured.	
NCS Termination	WFPS/SSS checks the box for NCS Termination
19. Was an adverse action letter sent to the parent 10 days prior to the NCS termination effective date? Yes/No	If the case is approved for NCS Termination, the WFPS/SSS will: • Process the NCS Termination in ACES and eJAS • Send the 06-02 Termination of TANF/SFA letter with all required information included
Enter ACES letter date	Clicking on the hyperlink 'ACES Letter History' will take the user to ACES letter history. The WFPS/SSS will review letter history to identify the letter which notified the person of the sanction termination. The WFPS/SSS will enter the date of the letter in the field.
Enter NCS termination effective date	Enter month in which AU will receive last TANF payment.
When sanction is cured or lifted.	
20. Sanction cured or lifted prior to sanction termination	If NCS Termination has been selected, all edits satisfied and Save/Finish Section is initiated, the Sanction Review will be saved and locked from further editing except for the "Sanction cured or lifted prior to sanction termination" subsection. To open this section, WFPS/SSS checks the box for Sanction cured or lifted prior to sanction termination.
Reason sanction was lifted or cured	WFPS/SSS will have the option to select up to three reasons from a drop-down menu.
Save/Finish	To Save/Finish Section, the following must apply: NCS Termination has been selected and all edits satisfied, OR Sanction cured or lifted prior to sanction termination has been selected and its edits satisfied.

Pathway Three ***Made contact at home visit/alternative meeting, but unable to have a discussion with the client*** *If the answer to question #15 (a) "Was there an opportunity to discuss the following with the parent:"* *is **No,** the following Pathway Three questions will appear.*	
Referral for supervisory approval of grant reduction and termination	
16. Based on the NCS Case Staffing and Review Criteria, should the person be referred to the Supervisor or CSO Designee for : • **Grant reduction; and Yes/No** • **NCS termination after two months of reduced grant? Yes/No**	*No* for either (select Save/Finish to complete this tool without continuing) *Yes* for both (continue)
Text Box: Provide a summary of the decision	Comments are mandatory Review and provide a summary of why the Department decided the sanction was appropriate and why the case is being recommended for sanction.
Save/Pend Section or Save/Complete Section	WFPS/SSS should click Save/Pend if the NCS eJAS Tool is not complete. WFPS/SSS should click Save/Complete to forward the NCS eJAS Tool to the Supervisor/Designee for review.
Section	**Supervisor or CSO Designee**
17. Supervisor or CSO Designee, after review of this, do you approve for: • **Grant reduction; and Yes/No** • **NCS termination after two months of reduced grant? Yes/No**	The Supervisor/Designee: • Routinely monitors the Clients Awaiting Sanction/Term Approval report. • Reviews eJAS, ACES, DMS, AOL and all entries for accuracy and clarity *No* - reopens previous questions of the tool and sends back to WFPS/SSS to fix and resubmit. *Yes* - provides approval to sanction/terminate.
Text Box: Provide a summary of the decision	Brief comments are optional if the answer to #this question is *Yes* Brief comments are mandatory if the answer to question #this questions is *No*
Save/Pend Section or Save/Complete Section or Stop/Complete Do Not Refer	Supervisor/Designee should click Save/Pend if review is not complete. Supervisor/Designee should click Save/Complete when the review is complete. This will remove the person from the Clients Awaiting Sanction/ Term Approval report and update the "Approved/Not Approved" column of the NCS Review Pathway report accordingly. ***Stop/Complete Do Not Refer*** closes the tool entirely.
Section	**CSO WorkFirst Program Specialist or WorkFirst Social Service Specialist**
When supervisor approves sanction grant reduction and term after two months.	
Sanction Grant Reduction	Worker checks the box for grant reduction.

18. Was an adverse action letter sent to the parent 10 days prior to the sanction effective date listing the following information? Yes/No • Who is being placed in sanction (specific person) • What they failed to do (specific activity)	The WFPS/SSS routinely monitors the NCS Pathway report for the Supervisor/Designee decision. If the case is sent back for rework, make the necessary corrections and resubmit to this tool to the Supervisor/Designee. If the case is denied, the WFPS/SSS must click the Complete/Do Not Refer to Sanction Review Panel button which permanently closes this tool. If the case is approved for sanction, the WFPS/SSS will: • Process the sanction in ACES and eJAS • Send the 08-01 Change in Benefit letter with all required information included
Enter ACES letter date	Clicking on the 'ACES Letter History' link will take the user to ACES letter history. The user will review letter history to identify the letter which notified the person of the sanction being imposed. This is usually an 08-01 Change in Benefits letter; however, it can also be a Benefit Award letter. The user will enter the date of the letter in the field.
Enter Sanction effective date _____ Enter Projected Term date _____	WFPS/SSS will review ACES and ACES On-line to determine the sanction effective date and enter the corresponding date using the calendar (month in which AU will enter month one of sanction).
Select one sanction reason code:	WFPS/SSS will review the sanction reason on the 85-01 and/or 08-01. Enter *one* reason from the drop down box.
Save/Pend Section	WFPS/SSS should click Save/Pend after completing question #17. Continue to monitor this case and offer monthly re-engagement opportunities. (At the start of month two of sanction, start termination process.)
In second month of grant reduction when sanction is not cured.	
NCS Termination	WFPS/SSS checks the box for NCS Termination
19. Was an adverse action letter sent to the parent 10 days prior to the NCS termination effective date? Yes/No	If the case is approved for NCS Termination, the WFPS/SSS will: • Process the NCS Termination in ACES and eJAS • Send the 06-02 Termination of TANF/SFA letter with all required information included
Enter ACES letter date	Clicking on the hyperlink 'ACES Letter History' will take the user to ACES letter history. The WFPS/SSS will review letter history to identify the letter which notified the person of the sanction termination. The WFPS/SSS will enter the date of the letter in

	the field.
Enter NCS termination effective date	Enter month in which AU will receive last TANF payment.
When sanction is cured or lifted.	
20. Sanction cured or lifted prior to sanction termination	If NCS Termination has been selected, all edits satisfied and Save/Finish Section is initiated, the Sanction Review will be saved and locked from further editing except for the "Sanction cured or lifted prior to sanction termination" subsection. To open this section, WFPS/SSS checks the box for Sanction cured or lifted prior to sanction termination.
Reason sanction was lifted or cured	WFPS/SSS will have the option to select up to three reasons from a drop-down menu.
Save/Finish	To Save/Finish Section, the following must apply: NCS Termination has been selected and all edits satisfied, OR Sanction cured or lifted prior to sanction termination has been selected and its edits satisfied.

<table>
<tr><td colspan="2">Pathway Four
Unable to contact client at the home /alternative meeting
If the answer to question #15 "Was contact made with the client at the home visit/alternative meeting place?"
is No, the following Pathway Four questions will appear.</td></tr>
<tr><td colspan="2">Referral for supervisory approval of NCS termination without grant reduction</td></tr>
<tr><td>16. Based on the NCS Case Staffing and Review Criteria, should the person be referred to the Supervisor or CSO Designee for NCS termination for not attending the in-office staffing or the home visit/alternate meeting? Yes/No</td><td>No for either (select Save/Finish to complete this tool without continuing)
Yes for both (continue)</td></tr>
<tr><td>Text Box:
Provide a summary of the decision</td><td>Comments are mandatory
Review and provide a summary of why the Department decided the sanction was appropriate and why the case is being recommended for sanction.</td></tr>
<tr><td>Save/Pend Section or Save/Complete Section</td><td>WFPS/SSS should click Save/Pend if the NCS eJAS Tool is not complete.
WFPS/SSS should click Save/Complete to forward the NCS eJAS Tool to the Supervisor/Designee for review.</td></tr>
<tr><td>Section</td><td>Supervisor or CSO Designee</td></tr>
<tr><td>17. Supervisor or CSO Designee, after review of this, do you approve for:
• NCS termination for not attending the in-office staffing or the home visit/alternate meeting? Yes/No</td><td>The Supervisor/Designee:
• Routinely monitors the Clients Awaiting Sanction/Term Approval report.
• Reviews eJAS, ACES, DMS, AOL and all entries for accuracy and clarity
No - reopens previous questions of the tool and sends back to WFPS/SSS to fix and resubmit.
Yes - provides approval to sanction/terminate.</td></tr>
<tr><td>Text Box:
Provide a summary of the decision</td><td>Brief comments are optional if the answer to #this question is Yes
Brief comments are mandatory if the answer to question #this questions is No</td></tr>
<tr><td>Save/Pend Section or Save/Complete Section or Stop/Complete Do Not Refer</td><td>Supervisor/Designee should click Save/Pend if review is not complete.
Supervisor/Designee should click Save/Complete when the review is complete. This will remove the person from the Clients Awaiting Sanction/ Term Approval report and update the "Approved/Not Approved" column of the NCS Review Pathway report accordingly.
Stop/Complete Do Not Refer closes the tool entirely.</td></tr>
<tr><td>Section</td><td>CSO WorkFirst Program Specialist or
WorkFirst Social Service Specialist</td></tr>
<tr><td colspan="2">When supervisor approves NCS termination without grant reduction</td></tr>
<tr><td>NCS Termination</td><td>WFPS/SSS checks the box for NCS Termination</td></tr>
<tr><td>18. Was an adverse action letter sent to the parent 10 days prior to the NCS termination effective date? Yes/No</td><td>If the case is approved for NCS Termination, the WFPS/SSS will:
• Process the NCS Termination in ACES and eJAS
• Send the 06-02 Termination of TANF/SFA letter with all required information included</td></tr>
</table>

Enter ACES letter date	Clicking on the hyperlink 'ACES Letter History' will take the user to ACES letter history. The WFPS/SSS will review letter history to identify the letter which notified the person of the sanction termination. The WFPS/SSS will enter the date of the letter in the field.
Enter NCS termination effective date	Enter month in which AU will receive last TANF payment.
When sanction is cured or lifted.	
19. Sanction cured or lifted prior to sanction termination	If NCS Termination has been selected, all edits satisfied and Save/Finish Section is initiated, the Sanction Review will be saved and locked from further editing except for the "Sanction cured or lifted prior to sanction termination" subsection.
	To open this section, WFPS/SSS checks the box for Sanction cured or lifted prior to sanction termination.
Reason sanction was lifted or cured	WFPS/SSS will have the option to select up to three reasons from a drop-down menu.
Save/Finish	To Save/Finish Section, the following must apply: NCS Termination has been selected and all edits satisfied, OR Sanction cured or lifted prior to sanction termination has been selected and its edits satisfied.

Reinstatement of NCS Case Staffing Tool (REIN)
To be opened after completing Pathway Four for WF Sanction Reopen (WFSR) cases only
The Non-compliance Sanction – Reinstatement tool contains a link to the most recent Completed/Approved NCS tool. The original NCS tool can be viewed, but not altered.

Date the ACES letter was mailed or given to the parent showing that the TANF/SFA grant was reopened, the NCS termination lifted, and the parent remains in sanction with a reduced grant:	Clicking on the hyperlink 'ACES Letter History' will take the user to ACES letter history. The WFPS/SSS will review letter history to identify the letter which notified the person of the TANF reopen in sanction. The WFPS/SSS will enter the date of the letter in the field.
Was there an opportunity to discuss the following with the parent? Yes No • Re-engagement • Benefits of Participation • NCS policy • How to cure sanction • The opportunity to build a new IRP • The child safety plan	*Yes* - The WFPS/SSS is required to discuss the three Child Safety Review questions and may provide the information packet of local resources again. Complete the text box describing how this was completed. *No*- Comments are required to explain why this was not possible.
If the above answer is yes these questions will appear: ***Child Safety Plan***	
Does the parent have a plan for supporting their family once TANF is terminated for refusal to participate?	The WFPS/SSS is required to discuss the three Child Safety Review questions and may provide the information packet of local resources again. Complete the text box describing how this was completed.
Was information provided to the parent of the possible continuation of food assistance if the parent is terminated?	
Was information provided to the parent of other community resources that are available to help meet the family's needs?	
Enter Projected Term Date	Enter month in which AU will receive last TANF payment using the calendar. *For example, if month two of the reduced grant is October 2014, you would enter 10/2014.*
Select one sanction reason code:	WFPS/SSS will review the sanction reason on the 85-01 and/or 06-02. Enter one reason from the drop down box.
When in second month of grant reduction and sanction is not cured.	
NCS Termination	WFPS/SSS checks the box for NCS Termination.
Was an adverse action letter sent to the parent 10 days prior to the NCS termination effective date? Yes/No	The WFPS/SSS will: • Process the NCS Termination in ACES and eJAS. • Send the 06-02 Termination of TANF/SFA letter with all required information included.
Enter ACES letter date	Clicking on the hyperlink 'ACES Letter History' will take the user to ACES letter history. The WFPS/SSS will review letter history to identify the letter which notified the person of the sanction termination. The WFPS/SSS will enter the date of the letter in the field.
Enter NCS termination effective date	Enter month in which AU will receive last TANF payment.
When sanction is cured or lifted.	
Sanction cured or lifted prior to sanction termination	If NCS Termination has been selected, all edits satisfied and Save/Finish Section is initiated, the Sanction Review will be saved and locked from further editing except for the "Sanction cured or lifted prior to sanction termination" subsection. To open this section, WFPS/SSS checks the box for

	Sanction cured or lifted prior to sanction termination.
Reason sanction was lifted or cured	WFPS/SSS will have the option to select up to three reasons from a drop-down menu.
Save/Finish	To Save/Finish Section, the following must apply: NCS Termination has been selected and all edits satisfied, OR Sanction cured or lifted prior to sanction termination has been selected and its edits satisfied.