

3.6.2 ~~Approved~~ Time Limit Extensions Reviews

S

Revised on: ~~September 20~~December 3~~July 1~~, 2021

Effective July 1, 2021, due to the Post-Pandemic Time Limit Extension from 7/1/21 through 6/30/22, staff approve TLE reviews using 'Caring for a disabled adult' (category 6) in the eJAS TLE review tool:

- ~~• Staff open a 'CO' component in eJAS when a client is affected by COVID-19, only until August 30, 2021.~~
 - ~~• Staff won't open a 'ZB' component in eJAS for Post-Pandemic TLE approvals.~~
- All Post-Pandemic TLE's are to be approved until 6/30/22.

~~Effective March 16, 2020, due to the COVID-19 outbreak, WorkFirst participants are temporarily suspended from:~~

- ~~• Mandatory participation~~
- ~~• Non-Compliance sanction penalties~~

-

Legal References:

- [RCW 74.08A](#)
- WAC [388-484-0005](#), [0006](#) and [0010](#)

The TANF time limit policy is divided in two separate sub-sections:

[Section 3.6.1](#) – *Time Limit Extensions ~~Decisions~~* describes how to make TANF/SFA time limit extension decisions.

Section 3.6.2 - *~~Approved~~ Time Limit Extensions Reviews* describes how to maintain the case once a TANF time limit extension is approved. This section includes:

- [3.6.2.1](#) What happens when the adult recipient/ineligible parent no longer qualifies for a time limit extension?

- [3.6.2.2](#) What happens when the adult recipient/ineligible parent with a time limit extension stops participating as required?
- [3.6.2.3](#) What happens when the adult recipient/ineligible parent with an approved family violence time limit extension stops participating as required in their family violence service plan?
- [3.6.2.4](#) What happens when the adult recipient/ineligible parent with an approved homeless time limit extension stops participating in activities to obtain stable housing?
- [3.6.2.5](#) How do I process the case when a time limit extension is about to expire?
- [3.6.2.6](#) Approved Time Limit Extensions – Step-by-step guide

3.6.2.1 What happens when the adult recipient/ineligible parent no longer qualifies for a time limit extension?

An adult recipient/ineligible parent’s circumstances may change once they are approved for a time limit extension. For example, WFPS/WFSSS ~~will is be~~ notified on the CLMR that the parent’s employment hours have changed and dropped below 32 hours per week. Or, a child dependency issue may be resolved.

Follow the normal financial change and reporting rules when a change in employment hours is reported. Financial ~~will verify~~ hours if the hours drop and the WFPS/WFSSS must verify hours for all job starts. If the recipient/ineligible parent reports an increase in employment hours, verification isn’t required until the next ER or MCR, but check verification obtained to authorize WCCC if available.

If the adult recipient/ineligible parent’s circumstances change so they no longer qualify for their current time limit extension, the WFPS/WFSSS:

- Determines if the adult recipient/ineligible parent is already approved for *another* type of hardship extension. If so, the WFPS/WFSSS completes the eJAS time limit tool to re-approve any other approved time limit extension(s) through their review date.
- If the adult recipient/ineligible parent doesn’t appear to qualify for another type of time limit extension, follow the process in 3.6.1.16 Time Limit Extension Decisions - Step-by-step guide for the steps to proceed with a TLE denial.

~~When a person no longer qualifies for a time limit extension, a new decision in the eJAS time limit tool can be completed without an ineligible parent's interview, if they meet another hardship exemption category to meet a time limit extension. Review the current tool and make a note of the types and duration of approved extensions and reenter the ones the person still qualifies for in a new eJAS time limit tool. For example, if a parent is approved for a disability and an SSI extension and the WFPS/WFSSS is no longer requiring a parent to pursue SSI, use-completes the eJAS tool to re-approve the disability time limit extension only. Since the parent is still eligible for an extension, there is no need to create an eJAS denial letter for the extension(s) closed.~~

~~If the recipient/ineligible parent isn’t already approved for another type of time limit extension follow the process in 3.6.1, Time Limit Extension Decisions, to determine if there is a time limit extension hardship category the recipient/ineligible parent might be eligible for.~~

Note: Reviewing the adult recipient's/ineligible parent's case to determine if there is any barrier or needs that might support a TLE extension is crucial in the TLE process. Steps such as looking in the ECR to look for medical evidence, returned mail, or further correspondence from the adult recipient/ineligible parent, are steps that must be taken.

The WFPS/WFSSS must do the following:

1. Sends an ACES online 50-05, General Appointment Letter or the eJAS appointment letter for a time limit interview. Gives the recipient/ineligible parent 10 business days' notice. Follows all Equal Access procedures around the Equal Access process and allow additional time for recipient/ineligible parent if enrolled in the Address Confidentiality Program (ACP).

If the WFPS/WFSSS is able to reach the recipient/ineligible parent before the TLE appointment, can waive the scheduled appointment can be waived by the recipient/ineligible parent, and completed the time limit extension interview sooner. The WFPS/WFSSS documents in the TLE tool, the recipient/ineligible parent waived the 10 business days' notice, over the phone or in person.

2. In the appointment letter, the WFPS/WFSSS adds canned text informing the recipient/ineligible parent they, "have the ability to bring a second person of their choosing to the appointment."

-

At the Time Limit Extension appointment, the WFPS/WFSSS:

1. Explains the TANF/SFA time limit policy and the TLE hardship categories to the recipient/ineligible participant.
2. Reviews the adult recipient/ineligible parent's TANF/SFA months for accuracy, including the adult recipient/ineligible parent's out of state, or tribal TANF months.
3. Discusses the available supports, such as transitional food or medical, for those who don't qualify for a time limit extension and provides the adult recipient/ineligible parent a list of community resources.
4. Uses the Time Limit Hardship Extensions Chart to determine whether the adult recipient/ineligible parent qualifies for one or more hardship extensions.
 5. Makes the TLE decision based on the evidence available, and requests any additional necessary evidence for a hardship determination using an IRP (or a Missing Verification for Interview pend letter (0023-01) for ineligible parents. If the participant qualifies for a TLE hardship extension, the WFPS/WFSSS, approves the case and completes the eJAS time limit extension tool to document the appointment and the time limit extension decision.
 - If the TLE decision is a denial, a supervisor or designee review must be completed prior to completing the eJAS time limit extension tool.
 - If the decision is a denial, the WFPS/WFSSS completes the TLE with "no".
 - Inputs the date of the TLE determination.
 - Pushes/Selects 'save'.

- ~~— A pop up in eJAS will display, stating the case will go to a supervisor/designee for review/and or approval of the denial.~~
- ~~— The WFPS/WFSSS will select/click “ok” on the pop up display.~~
- ~~6. The case will go into pending and the supervisor/designee will see the case on the TLE Decision Report in eJAS to make the determination.~~
- ~~7. Backs out of the TLE eJAS tool, due to further review of the case needed by a supervisory or designee.~~
- ~~8. Refers the case by e-mail to the supervisor or designee, for further review. Documents in the e-mail the client's id and the reason the adult recipient/ ineligible parent does not meet a Time Limit Hardship Extension category, sending for further supervisory or designee review.~~
- ~~9. Documents in the note type Time Limit Extension, the TLE is pending due to request for denial if the participant does not meet a TLE Hardship Extensions category, for further supervisory or designee review.~~

At the time limit extension review, the supervisor or designee:

- ~~— Reviews all cases forwarded for/need review due to a denial request, to determine if all denials have met policy and procedures throughout the TLE process, within 72 hours.~~
- ~~— Uses in eJAS the TLE Decision Report in eJAS to find pending cases needing a TLE hardship review.~~
- ~~1. Reviews the recipient's/ineligible parent's case to determine if there is any barrier or needs that might support a TLE approval.~~
 - ~~— Uses the TLE Supervisory Review Reference Guide and the Time Limit Hardship Extensions chart to review the case.~~
 - ~~— Looks in the ECR for medical evidence, returned mail, or further correspondence from the recipient/ineligible parent that might determine if the participant is eligible for a TLE approval.~~

If the supervisor/designee agrees with the denial, they will complete the following actions:

- ~~— In the TLE Decision Section in eJAS, within the eJAS TLE tool, supervisors/designees must review and check all of the boxes below in agreement~~
 - ~~— Letters sent timely~~
 - ~~— Correct canned text in the letter~~
 - ~~— No mail was returned~~
 - ~~— No medical evidence in ECR within the last 12 months~~
 - ~~— No Family Violence issue has been determined~~
 - ~~— Equal Access Plan has been followed~~
 - ~~— CE created/updated within the last 12 months~~
 - ~~— Social Service Assessment has been completed~~
 - ~~— Participant does not meet any hardship categories~~

- The supervisor/designee will add notes in the “comments” section at the bottom of the tool, stating the TLE has been reviewed and they agree with the denial.
- If a denial is the decision the supervisor/designee checks the “agree” button, after checking all of the boxes mentioned above.
- A pop up will populate prompting the supervisor/designee to clickselect “ok’.”
- The case will now generate into the Time Limit Extension No Extension Report for the WFPS/WFSSS to complete the final actions in the case.

Note: The case status changes to ‘agree’, print letter (in the TLE tool for the WFPS/WFSSS to complete.)

Once the TLE has been reviewed and the supervisor/designee approves/agrees with the denial the WFPS/WFSSS will take the following steps:

- Goes into the report TLE Decisions and finds the case by the eJAS client IDid
 - Selects the letter Completes the following case actions
 - in the TLE tool for the specific case, clicks on the letter
- Selects ‘Prints the letter’ at the bottom of the tool, to deny benefits at the bottom of the tool.
- Selects print letter.
 - The letter will only generate when dates are added
 - Click on Select ‘Preview’
 - Select ‘Save Print’

Note: The letter must be printed from eJAS and sent to the recipient/ineligible parent to deny the TLE case. If the WFPS/WFSSS does any of the following actions, the letter will not print and a decision will not generate to close the TLE.

- If the WFPS hits the back button in eJAS before printing the letter:
 - Goes back to home, but does not follow the print steps above.
 - Goes to the main screen in eJAS but does not follow the print steps above.

Printing prompts the systems to close out the benefits. The WFPS/WFSSS must follow the print steps above to complete the TLE process for denying the TLE.

If the supervisor/designee disagrees with the denial they will do the following actions

- In the TLE Decision Section in eJAS, within the TLE tool, supervisors/designees must review and check all of the boxes.
 - **If the denial is not approved by the supervisor/designee the box left “unchecked” is the reason the supervisor/designee disagrees with the denial.**

If the supervisor/designee disagrees with the denial the supervisor/designee checks the “disagree” button.

- The supervisor/designee will add a case note stating TLE denial has been reviewed and disagrees with the denial decision in eJAS.

Once the TLE has been reviewed and the supervisor/designee **disagrees** with the denial the WFPS/WFSSS will take the following steps:

- Goes into the report TLE Decisions and finds the case by the eJAS client IDid
- Completes the following case actions
 - Goes to the TLE tool for the specific case, reviews the decision made, by the supervisor/designee.
 - The supervisor/designee’s decision will show by the unchecked box in the TLE tool stating what was missed in the TLE process. For example if the following boxes were left unchecked they need to be followed up on by the WFPS/WFSSS
 - Letters sent timely
 - Correct canned text in the letter
 - No mail was returned
 - No medical evidence in ECR within the last 12 months
 - No Family Violence issue has been determined
 - Equal Access Plan has been followed
 - CE created/updated within the last 12 months
 - Social Service Assessment has been completed
 - Participant does not meet any hardship categories

2.

3. ~~Staffs cases with the case manager if a step has been missed in the TLE process or further questions arise.~~
4. ~~Responds to all TLE cases from the case manager within 72 business hours, with a response to the case manager.~~
5. ~~Documents in note type Time Limit Extension, the case was reviewed and the determination of the supervisory or designee review.~~

-

3.6.2.2 What happens when the adult recipient with a time limit extension stops participating as required?

Adult recipients with an approved time limit extension must still participate in any WorkFirst activities required in their IRP or go through the sanction process under WAC 388-310-1600. This includes:

- Adults who are approved for an SSI extension because they are required to apply for SSI in their IRP.
- Adults who *must* participate in their family violence service plan to remain eligible for a family violence time limit extension.
- Families who meet the TLE due to homelessness, must participate in activities to achieve stable housing. These activities must be developed in coordination with a housing provider or other available resources.

See the next section for information on how to process family violence time limit extensions if the adult stops following the family violence service plan or activities to resolve homelessness. See also the participation column on the time limit hardship extension chart for a brief description of each extension's participation requirements. See also the [Time Limit Extensions and Sanctions Chart](#).

3.6.2.3 What happens when the adult recipient/ineligible parent with an approved family violence time limit extension stops participating as required in their family violence service plan?

To qualify for a family violence time limit extension, the adult recipient/ineligible parent must participate in activities needed to address the family violence issues according to a service plan developed by a person trained in family violence. When the person stops following their family violence service plan, and refuses to participate, the person would no longer qualify for the extension.

When a WFPS/ WFSSS is notified that the participant is not participating in their family violence service plan the WFPS/WFSSS:

- Schedules a good cause appointment to determine whether the participant has good cause for not participating in the plan. Mirrors the good cause process for ineligible parents (including adjusting activities as needed) but enter the decision in the eJAS family violence case note type. See [Ineligible Parents' Family Violence Plans](#) for more information.
- Schedules and sends an appointment letter for a follow up time limit extension appointment (which can be the same day, but at a different time) in case the participant doesn't have good cause and doesn't intend to participate.
- Uses the good cause interview and the eJAS sanction tool for adult recipients to determine good cause for non-participation and places the adult recipient in sanction if there is no good cause. This will support the decision that the adult didn't have good cause should the adult file an administrative hearing.

—If referred for sanction for failure to follow the family violence service plan, find out if the adult will participate in the future. If so, keep the family violence extension open.

•

- If the adult recipient /ineligible parent doesn't have good cause for failure to participate and also refuses to start participating in their family violence service plan, use the time limit

interview and the eJAS time limit tool to document the person no longer qualifies for the family violence time limit extension.

- Determines whether the person qualifies for another ~~type of time limit extension~~ TLE hardship and completes the eJAS time limit extension tool (Please see 3.6.1.16 Time Limit Extension Decisions - Step-by-step guide).
- ~~• If the case is referred for a denial/denied, follow all steps above in WFHB section 3.6.2.1, What happens when the adult recipient/ineligible parent no longer qualifies for a time limit extension?~~
- ~~• and, if not, closes the case for no time limit extension.~~
- If the participant doesn't attend their appointments, make the determination of good cause and time limit extension eligibility based on the information given.

If the adult recipient /ineligible parent is closed for no time limit extension, later reappplies and now agrees to participate in their family violence plan or activities to obtain stable housing, the extension can be re-approved. Adult recipients' cases are reviewed to determine if they need to participate for 28 days and cure their sanction.

Note: If the case closes for no time limit extension (229 exceeds the time limit) and non-compliance sanction (252 NCS process) in the same month, the NCS case closure will override the time limit case closure in ACES and the adult will be required to participate for four weeks, if able, before TANF can be approved.

3.6.2.4 What happens with the adult recipient/ ineligible parent stops participating in activities to obtain stable housing?

To qualify for a homeless time limit extension, the adult recipient/ineligible parent must participate in activities to achieve stable housing. These activities must be developed in coordination with a housing provider or other available resources. The adult recipient/ineligible parent must comply with a housing plan, completed by a housing provider, if available. If the adult recipient/ineligible parent stops participating with their IRP requirements, they will no longer qualify for the homeless extension.

Note: The homeless TLE category is open for 6 months in duration. The TLE must not be updated before the 6 month duration expires, unless the recipient/ineligible parent stops participating as required to obtain stable housing.

When a WFPS/WFSSS is notified that the participant stopped participating in activities to achieve stable housing the WFPS/WFSSS:

- Schedules a good cause appointment to determine whether the participant has good cause for not participating in the housing plan or housing activities. Mirrors the good cause process for ineligible parents (including adjusting activities as needed) but enters the decision in the time limit extension note type.
- Schedules and sends an appointment letter for a follow up time limit extension appointment (which can be the same day, but at a different time) in case the participant doesn't have good cause and doesn't intend to participate.

- Uses the good cause interview and the eJAS sanction tool for adult recipients to determine good cause for non-participation.
- If referred for sanction for failure to follow the housing plan or activities to obtain stable housing, find out if the adult will participate in the future. If they agree to participate in housing activities, but keep the extension open.
- If the adult recipient/ineligible parent doesn't have good cause for failure to participate and also refuses to start participating in housing activities, use the time limit interview and the eJAS time limit tool, to document the participant no longer qualifies for the homeless time limit extension.
- ~~Determines whether the participant qualifies for another type of time limit extension TLE hardship and completes the eJAS time limit extension tool (Please see 3.6.1.16 Time Limit Extension Decisions - Step-by-step guide), and if, not, closes the case for no time limit extension. If the case is referred for a denial/denied, follow all steps above in WFHB section 3.6.2.1, What happens when the adult recipient/ineligible parent no longer qualifies for a time limit extension?~~
-
- If the participant does not attend their appointments, the WFPS/WFSSS makes the determination of good cause and the time limit extension eligibility, based on the information given.

If the adult recipient/ineligible parent is closed for no time limit extension, later reappplies and now agrees to participate in their housing plan, the extension can be re-approved. Adult recipient's cases are reviewed to determine if they need to participate for 28 days and cure their sanction in order to receive a full grant.

If the case closes for no time limit extension (229 exceeds the time limit) and the non-compliance sanction (252 NCS process) in the same month, the NCS case closure ~~will~~ overrides the time limit case closure in ACES and the adult will be required to participate for four weeks, if able, before TANF can be approved.

3.6.2.5 How do I process the case when a time limit extension is about to expire?

Cases with an approved time limit extension appear on the CLMR two months before the current time limit extension is slated to end. Begin the review process as quickly as possible as it may take some time for the adult recipient/ineligible parent to provide updated evidence, such as medical evidence for themselves or a disabled family member.

The WFPS/WFSSS:

- Assists the recipient/ineligible parent adult obtain with requesting medical evidence for self/themselves or their household member if needed. See WFHB section XXX6.6.4 (How do I get medical evidence?) or, WFHB 6.3.6 Participants with medical issues who do not have Washington Apple Health- Step-by-step guided, for steps in obtaining medical evidence.
- Updates the service plan for family violence extensions.

- Contacts the participant in a homeless time limit extension to inquire about housing status and update participation in activities to obtain stable housing. This could include connecting the family with Coordinated Entry resources-services in their local area, or by providing housing resources.
- Except for SSI/SSDI ineligible parents, obtains new medical evidence for disability and SSI extensions (disabled or caring for a disabled family member) following the process in [WFHB 6.6](#), Disabilities.
- Contacts DCYF for an update on child dependency extensions.
- Uses verification needed to continue an older caretaker relative, SSI parent or employment time limit extension gathered by call center staff during the person's concurrent eligibility review (ER) or mid-certification review (MCR). For older caretaker/employment/SSI extensions, schedules the time limit interview and obtains any needed documentation that won't be obtained during a concurrent ER/MCR following financial eligibility change and verification rules. There is no requirement to follow up and ensure a concurrent ER/MCR was done as the case will close if the person fails to meet review requirements.
- Follows the process in [3.6.1](#), Time Limit Extension ~~Decisions~~, to ~~decide whether to close the case or approve another~~ complete the time limit extension. That is, schedules an appointment, gathers evidence, completes the eJAS time limit tool and translates the eJAS Time Limit Extension denial letter as needed. ACES will generate a letter to notify the adult recipient/ineligible parent of the result.

3.6.2.6 ~~Approved~~ Time Limit Extensions Review- Step-by-step guide

The WFPS/WFSSS must do the following:

1. Sends an ACES online 50-05, General Appointment Letter or the eJAS appointment letter for a time limit interview. Gives the recipient/ineligible parent 10 business days' notice. Follows all **Equal Access** procedures and allow additional time for recipient/ineligible parent if enrolled in the **Address Confidentiality Program (ACP)**.
 - a. If the WFPS/WFSSS is able to reach the recipient/ineligible parent before the TLE appointment, the scheduled appointment can be waived by the recipient/ineligible parent, and completed sooner. The WFPS/WFSSS documents in the TLE tool, the recipient/ineligible parent waived the 10 business days' notice, over the phone or in person.
2. In the appointment letter, the WFPS/WFSSS adds canned text informing the recipient/ineligible parent they "have the ability to bring a second person of their choosing to the appointment."

At the Time Limit Extension appointment, the WFPS/WFSSS:

1. Explains the TANF/SFA time limit policy and the TLE hardship categories to the recipient/ineligible participant.

2. Reviews the adult recipient/ineligible parent's TANF/SFA months for accuracy, including the adult recipient/ineligible parent's out of state, or tribal TANF months.
3. Discusses the available supports, such as transitional food or medical, for those who don't qualify for a time limit extension and provides the adult recipient/ineligible parent a list of community resources.
4. Uses the Time Limit Hardship Extensions Chart to determine whether the adult recipient/ineligible parent qualifies for one or more hardship extensions.
5. Makes the TLE decision based on the evidence available, and requests any additional necessary evidence for a hardship determination using an IRP (or a Missing Verification for Interview pend letter (0023-01) for ineligible parents. Completes the eJAS time limit extension tool process (Please see 3.6.1.16 Time Limit Extension Decisions - Step-by-step guide):
 1. If the participant qualifies for a TLE hardship extension, the WFPS/WFSSS, approves the case and completes the eJAS time limit extension tool to document the appointment and the time limit extension decision.
 2. If the TLE decision is a denial, a supervisor or designee review must be completed prior to completing the eJAS time limit extension tool.
6. Documents in the note type Time Limit Extension, the TLE is pending due to request for denial if the participant does not meet a TLE Hardship Extensions category, for further supervisory /~~or~~ designee review.

At the time limit extension review, the supervisor or designee:

1. Reviews ~~all~~ the TLE Decision Report in eJAS to find pending cases needing ~~review due to a TLE hardship review. denial request, to determine if all denials have met policy and procedures throughout the TLE process, within 72 hours.~~
 - ~~—Reviews the TLE Decision Report in eJAS to find pending cases needing a TLE hardship review.~~
 - ~~—Reviews the recipient's/ineligible parent's case to determine if there is any barrier or needs that might support a TLE approval.~~
2. Uses the ~~TLE Supervisory Review Reference Guide~~ and the Time Limit Hardship Extensions chart to review the case to determine if there is any barrier or needs that might support a TLE approval.
3. Looks in the ECR for medical evidence, returned mail or further correspondence from the recipient/ineligible parent that might determine if the participant is eligible for a TLE approval.
 - ~~—Looks in the ECR for medical evidence, returned mail, or further correspondence from the recipient/ineligible parent that might determine if the participant is eligible for a TLE approval.~~

If the supervisor/designee agrees with the termination/denial, the supervisor/designee:

In the TLE Decision Section of the eJAS TLE tool, ~~must~~ reviews and check all of the boxes below in agreement

- Letters sent timely
- Correct canned text in the letter
- No mail was returned
- No medical evidence in ECR within the last 12 months
- No Family Violence issue has been determined
- Equal Access Plan has been followed
- CE created/updated within the last 12 months
- Social Service Assessment has been completed
- Participant does not meet any hardship categories

Adds notes in the “comments” section at the bottom of the tool, stating the TLE has been reviewed and they agree with the -no extension for termination/denial of benefits.

Checks When the “agree” button is selected, after checking all of the boxes mentioned above.

- A pop-up populates, prompting the supervisor/designee to select ‘ok’.
- When ‘ok’ is selected the case will appear on the CLMR section #2-TLE No Extension report for the WFPS/WFSSS to complete the final actions on the case.
~~— The case generates into the Time Limit Extension No Extension Report for the WFPS/WFSSS to complete the final actions in the case.~~

Note: The TLER case status changes from ‘pending’ to ‘agree-’, print-letter’ (in the TLE tool for the WFPS/WFSSS to complete.)

Once the TLE has been reviewed and the supervisor/designee agrees with the termination/denial the WFPS/WFSSS:

- ~~Goes into~~ Utilizes the CLMR section #2-TLE No Extension report in the Decision column for ‘agree-print letter’ decisions.
~~— report TLE Decisions and finds the case by the eJAS client ID~~
- ~~Selects the date in the Created Date column letter in the TLE tool for the specific case.~~
~~— Selects ‘Print Time Limit Extension Letter’ at the bottom of the tool, to deny benefits.~~
- ~~—~~
 - The letter only generates when dates are added
 - Select ‘Preview’
 - Select ‘Save Print’

Note: The letter must be printed from eJAS the TLER and sent to the recipient/ineligible parent to terminate/deny the TLE. If the WFPS/WFSSS does any of the following actions, the letter will not print and a decision will not generate regardless and the TANF will be terminated/denied for No Extension to close the TLE.

If the WFPS hits the back button while in the Time Limit Extension Determination Letter in eJAS before printing the letter:

- Goes back to home, but does not follow the print steps above.

- Goes to the main screen in eJAS but does not follow the print steps above.

Printing prompts the systems to close out the benefits. The WFPS/WFSSS must follow the print steps above to complete the TLE process for denying the TLE.

If the supervisor/designee disagrees with the denial, the supervisor/designee:

- In the TLE Decision Section of their eJAS, within the TLE tool, must reviews and checks applicable all correct the boxes:
 - Checks the “disagree” button
 - If the termination/denial is not approved, the box/es left “unchecked” is the reason the supervisor/designee disagrees with the denial.
The box left “unchecked” is the reason the supervisor/designee disagrees with the denial.
 - Adds a case note stating TLE denial has been reviewed and disagrees with the termination/denial decision in eJAS.

Once the TLE has been reviewed and the supervisor/designee disagrees with the termination/denial the WFPS/WFSSS:

- Goes to the report TLE Decisions and finds the case by the eJAS ID
- Completes the following case actions
 - Goes to the TLE tool for the specific case, reviews the decision made, by the supervisor/designee.
 - The supervisor/designee’s decision shows by the unchecked box in the TLE tool stating what was missed in the TLE process. For example if the following boxes were left unchecked they need to be followed up on by the WFPS/WFSSS:
 - Letters sent timely
 - Correct canned text in the letter
 - No mail was returned
 - No medical evidence in the ECR within the last 12 months
 - No Family Violence issues has been determined
 - Equal Access Plan has been followed
 - CE created/updated within the last 12 months
 - Social Service Assessment has been completed
 - Participant does not meet any hardship categories

If the adult recipient/ineligible parent stops participating as required, the WFSSS/-or-WFPS:

- Follows the sanction process to determine good cause and pursue sanction, as appropriate for adult recipients.
- Schedules a time limit interview if the adult recipient/ineligible parent isn’t participating in their family violence service plan (3.6.2.3) or activities to obtain stable housing (3.6.2.4).
- Uses the good cause interview and the eJAS sanction tool to refer for sanction if the adult recipient/ineligible parent doesn’t have a good reason for failure to follow the family violence service plan or participate in activities to obtain stable housing. For ineligible

parents, use the good cause interview only, adjust activities as needed and document the results in eJAS family violence case notes.

- a. Uses the time limit interview and eJAS time limit tool to:
 - i. Determine whether the participant qualifies for another type of time limit extension (Please see 3.6.1.16 Time limit Extension Decisions – Step-by-step guide)
 - ii. Document the time limit approval decision and notifies the person why the participant qualifies for the family violence extension on the eJAS time limit decision letter.
 - iii. If a denial is the decision, the WFPS/WFSSS follows steps above in 3.6.1.16.

When the current time limit extension is due to expire, the WFPS/WFSSS:

- a. Reviews all pending TLE decisions in the CLMR
- b. Uses a concurrent ER/MCR to gather any needed documentation for the older caretaker relative, SSI parent or employment extension.
- c. Obtains updates or required evidence for the other time limit extensions.
- d. Uses the process in 3.6.1, Time Limit Extension Decisions, to determine whether to approve another time limit extension.
- e. If a denial is the decision, follows steps above to refer the case to a supervisor/-or designee for review before the case can be terminated/denied.

~~1. If the adult recipient/ineligible parent's circumstances change so they no longer qualify for their current time limit extension, the WFPS/WFSSS:~~

- a. ~~Determines if the person is already approved for *another* type of hardship extension. If so, they use the ~~the~~ WFPS/WFSSS uses the eJAS time limit tool to end the current extension and re-approve any other approved time limit extension(s) through their review date.~~
- b. ~~If the participant doesn't appear to qualify for another type of time limit extension, follow the process in 3.6.1, Time Limit Extension Decisions for the steps to proceed with a TLE denial, to make a referral to the supervisor or a designee to review the case before a denial can be made.~~

~~e. Backs out of the TLE tool and refers the case to a supervisor or designee via email including the client id, and the reason the adult recipient/ ineligible parent does not meet a TLE hardship category.~~

~~d. Documents in the TLE note type, sending to supervisor or designee for further review due to a denial request.~~

2. ~~If the adult recipient/ineligible parent stops participating as required, the WFSSS or WFPS:~~

- ~~— Follows the sanction process to determine good cause and pursue sanction, as appropriate.~~
- ~~a. Schedules a time limit interview if the adult recipient/ineligible parent isn't participating in their family violence service plan or activities to obtain stable housing.~~
- ~~b. Uses the good cause interview and the eJAS sanction tool refer for sanction if the adult recipient/ineligible parent doesn't have a good reason for failure to follow the family violence service plan or participate activities to obtain stable housing. For ineligible parents, use the good cause interview only, adjust activities as needed and document the results in eJAS family violence case notes.~~
 - ~~i. Uses the time limit interview and eJAS time limit tool to:
 - ~~A. Determines whether the participant qualifies for another type of time limit extension.~~
 - ~~B. Documents the time limit approval decision and notifies the person why the participant qualifies for the family violence extension on the eJAS time limit decision letter.~~
 - ~~C. If a denial is the decision, the WFPS/WFSSS follow steps above in 3.6.2.1 above to refer the case to a supervisor or a designee for review before the case can be denied.~~~~

3. ~~When the current time limit extension is due to expire, the WFPS/WFSSS will:~~

- ~~Be notified via the Review all pending TLE decisions in the CLMR~~
- ~~— two months before the time limit extension is due to expire.~~
 - ~~a. Uses a concurrent ER/MCR to gather any needed documentation for the older caretaker relative, SSI parent or employment extension.~~
 - ~~b. Obtains updates or required evidence for the other time limit extensions.~~
 - ~~e. Uses the process in 3.6.1, Time Limit Extension Decisions, to determine whether to approve another time limit extension.~~
 - ~~d. If a denial is the decision, follows steps above to refer the case to a supervisor or designee for review before the case can be denied.~~
 - ~~e. Puts in the TLE note type the reason for the TLE and e-mails the supervisor or designee to reviews the TLE denial request.~~
 - ~~f. Modifies the IRP, including any housing activities, and updates the family violence service plan and eJAS component codes as appropriate.~~
 - ~~g. Mails corresponding letters to the participant with the decision of the TLE extension.~~

Related WorkFirst Handbook Chapters

- [3.2.1 Comprehensive Evaluation](#)
- [3.3.1 IRP](#)
- [6.6 Disabilities](#)
- [6.5 Family Violence](#)
- [6.8 Exemptions](#)

Forms & Other Resources

- Domestic Violence Hotline for general public 1-800-562-6025
- EA-Z Manual-[TANF/SFA Time Limits Indian Country Disregard](#)
- EA-Z Manual - [Time Limits Overview](#)
- Family Violence Technical Assistance for all staff working with WorkFirst participants
Monday-Friday 9:00 am - 5:00 pm 360) 586-1022 Ext 102 or 104
- [Ineligible Parents' Family Violence Plans](#)
- [Social Services Manual – Good Cause](#)
- [Time Limit Extensions and Sanctions Chart](#)
- [Time Limit Hardship Extensions chart](#)
- ~~[TLE Supervisory Review Reference Guide](#)~~