

### 3.6.1.16 Time Limit Decision Policy in Practice

**At the TLE meeting with an adult applicant, WorkFirst staff completes the following actions:**

1. Explains the TANF/SFA time limit policy and the TLE categories to the adult.
2. Reviews the adult's TANF/SFA months for accuracy, including the adult's out of state or tribal TANF months.
3. Uses the [Time Limit Hardship Extension Chart](#) to determine whether the adult qualifies for one or more extensions.
4. Makes the TLE decision based on the evidence available and requests any additional necessary evidence for a TLE ~~using an IRP~~ [by following the CSD Procedure "Processing a Request for TANF Cash when Household Exceeds 60 Months"](#).
  - If the adult **meets** TLE criteria, approve the TLE by answering '**Yes**' to question #5 in the eJAS TLE tool.
  - If the adult **doesn't meet** TLE criteria, answer '**No**' to question #5 in the eJAS TLE tool, enters the date of the following month when the TLE will close and selects save.
5. Clicks okay on the pop-up in eJAS stating the case goes to a supervisor/designee for review of the denial.
6. The TLE goes into pending status and the case appears in the TLE Decision Report in eJAS for the supervisor/designee to review.
7. Documents using the TLE note type that the TLE is pending for a supervisor/designee decision.

**Note:** The Supervisor/Designee's role is crucial in the TLE process to be sure all TLE denial decisions are reviewed.

**To review TLE denial decisions, the supervisor or designee:**

1. Reviews the TLE Decision Report in eJAS to find pending cases needing a TLE review.
2. Uses the [Time Limit Hardship Extension Chart](#) to review the case to determine if there are any barriers or needs that might support a TLE approval.

3. Looks in the ECR for medical evidence, returned mail, or further correspondence to determine if the applicant is eligible for a TLE approval.
4. Reviews to ensure the applicant isn't eligible for the High Unemployment Rate TLE. This includes checking ACES to verify if the applicant received TANF during high unemployment rate months (April 2020 and onward.)

**Reminder:** Each TANF benefit month needs to be recorded in eJAS to approve the High Unemployment Rate TLE.

**If the supervisor/designee agrees with the TLE denial decision they:**

1. In the TLE Decision section, within the eJAS TLE tool, reviews and checks 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 issues have been determined
  - Equal Access Plan has been followed
    - If screened and no plan needed, supervisor/designee checks this box in agreement.
  - CE created/updated within the last 12 months
    - If the individual didn't show for the Comprehensive Evaluation, supervisor/designee checks this box in agreement.
  - Social Service Assessment has been completed
    - If the individual didn't show for an assessment, supervisor/designee checks this box in agreement.
  - Applicant does not meet any TLE categories
2. Adds notes in the "**comments**" section at the bottom of the tool, stating **the TLE has been reviewed and they agree with the TLE denial**, resulting in denial of benefits.
3. Selects the "**agree**" button and "**ok**" on the pop-up that follows.

4. When 'ok' is selected the case appears on the CLMR section #2- TLE No Extension Report for the Case Manager to complete the final actions on the case.

**Note:** The TLE status changes from 'pending' to 'agree-print letter' in the TLE tool for the Case Manager to complete.

**If the supervisor/designee agrees with the TLE denial, the Case Manager:**

1. Looks in the CLMR section #2 TLE No Extension Report, Decision column for 'agree-print letter' decisions.
2. Selects a date in the Created Date column - *The letter only generates when dates are added*
3. Selects the 'Print Time Limit Extension letter'
  - a. Selects 'Preview'
  - b. Selects 'Save Print'

**Note:** The letter must be printed from the TLE tool and sent to the adult parent to deny the TLE. Printing prompts the systems to deny the benefits.

**If the Case Manager does any of the following actions:**

- Hits the back button while in the Time Limit Extension Determination letter before printing the letter,
- Goes back to home, or
- Goes to the main screen.

**The letter will not print, and a decision will generate regardless, denying TANF/SFA for No Extension without proper notice.**

See CSD Procedure Handbook "***Processing a Request for TANF Cash when Household Exceeds 60 months***," for additional details on the procedure to complete the TLE.

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

In the TLE Decision Section in eJAS, within the TLE tool, reviews and checks applicable boxes:

- Checks the "**disagree**" button.

- If the denial isn't approved, the box/es left "unchecked" is the reason(s) the supervisor/designee disagrees with the denial.
- Adds a case note stating the TLE denial has been reviewed and **disagrees** with the denial decision in eJAS.

**Note:** The supervisor/designee's decision reason is indicated by the **unchecked** boxes in the eJAS 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 Case Manager:

- 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 have been determined
- Equal Access Plan has been followed
- Comprehensive Evaluation created/updated within the last 12 months
- Social Service Assessment has been completed
- Participant does not meet any TLE categories

**If the supervisor/designee disagrees with the TLE denial, the Case Manager:**

1. Looks to the CLMR section #2 TLE No Extension Report Decision column for 'disagree' decisions.
2. Selects date of the Created Date column.
3. Goes to the TLE tool for specific case and reviews the decision made by the supervisor/designee.
4. Determines next steps:
  - a. Approves the TLE **or**,
  - b. Schedules an appointment with the adult applicant to address what was missed in the TLE review process.

See CSD Procedure Handbook "***Processing a Request for TANF Cash when Household Exceeds 60 months***," for additional details.

After the TLE interview/appointment, if the applicant shares with WorkFirst staff they have a health issue(s) that interferes with their ability to do work related activities, WorkFirst staff follow the CSD procedure "***Processing a Request for TANF cash When Household Exceeds 60 Months***," section (e) **When the Case Planner can't determine that the TLE can be approved or denied.**

**If an applicant shares, they have a health issue(s) that interferes with their ability to do work related activities during the TLE interview, the Case Manager:**

1. Refers the adult applicant to a Disability Specialist for a TLE disability evaluation when available medical evidence doesn't meet the severity or duration requirements for the disabled adult WorkFirst exemption. See CSD procedure "***Processing a Request for TANF Cash when Household Exceeds 60 Months***," for further information. If the TLE cannot be approved due to insufficient or not enough medical evidence to prove the applicant has a disability, the Case Manager completes the Sequential Evaluation Process (SEP), or refers to the Disability Specialist for a SEP decision.
  - a. The Disability Specialist follows the [Disability Determination Process](#) through the SEP, (see Social Service Manual TANF- Sequential Evaluation Process SEP,) to determine eligibility and communicates the determination to WorkFirst staff.
  - b. If the Disability Specialist determines the adult applicant's condition **doesn't meet** ABD criteria, WorkFirst staff complete the eJAS TLE tool and submits it to the supervisor/designee if a denial is recommended. Please see the steps above for the denial process.
  - c. If the Disability Specialist determines the adult applicant's condition **does meet** ABD criteria, WorkFirst staff approves the TLE, updating the TLE tool choosing the Disabled Adult TLE category.
2. Documents evidence used to make the decision in the free form text box in the eJAS TLE tool, using language from the eJAS Time Limit Extension Denial Letter template or the [Time Limit Hardship Extension Chart](#) if the adult applicant doesn't qualify for a TLE.

3. **Saves the letter.**
4. For non-English speaking applicants, the Case Manager saves, prints, **translates, and holds** (without imaging in DMS) the Time Limit Extension Denial Letter in eJAS. If the adult applicant **doesn't qualify** for a TLE:

**When receiving a Barcode tickle for Time Limit Extension Denial Letter needing translation, the Case Manager:**

- Sends a copy of the translated Time Limit Extension Denial letter for imaging.
- Translates the ACES termination notice if it's in a non-supported language.
- Locally prints and mails the translated ACES and eJAS letters to the adult applicant in one envelope.
- Documents that the letters were sent in the eJAS time limit note type.
- Clears the Barcode tickle.

Refers to the ACES processing Procedure "***Processing a Request for TANF Cash when Household Exceeds 60 month,***" for additional information.

**Note:** If the applicant doesn't show up or call in for the TLE review appointment the Case Manager determines the TLE based on available information.

**Note:** The adult applicant can file an administrative hearing if they disagree with the TLE decision. If the ALJ rules in favor of the adult applicant, the Case Manager needs to complete and approve a new TLE in the eJAS time limit tool. Follow the steps in the CSD Procedure "***Processing a Request for TANF Cash when Household Exceeds 60 months.***" When the adult recipient offers additional evidence before their case closes, the WorkFirst staff: See WFHB 3.6.2.6 How do I process the case when a time limit extension is about to expire?