

3.6.2 Time Limit Extension Reviews

Revised on: ~~September 8, 2023~~~~February XX~~March 7, 2024

The Ineligible Parent Hardship Time Limit Extension (TLE) begins July 1, 2023.

- After the Ineligible Parent has reached 60 months of TANF and meets all other financial eligibility they should be extended through the Ineligible Parent Hardship TLE.
- WorkFirst staff must follow these steps in eJAS for applicants, recipients, or those reinstating:
 - Question 4: Select "Caring for a disabled adult"
 - Length of extension: 12 months
 - Reason for extension: Copy and past the following note:
 - "Applicant meets the Ineligible Parent hardship criteria, coding "Caring for a disabled adult" to extend TLE hardship."

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](#) describes how to make TANF/SFA time limit extension decisions.

[Section 3.6.2 - Time Limit Extension Reviews](#) 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 no longer qualifies for a time limit extension?
- [3.6.2.2](#) What happens when the adult recipient with a time limit extension stops participating as required?
- [3.6.2.3](#) What happens when the adult recipient 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 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 no longer qualifies for a time limit extension?

An adult recipient's circumstances may change once they are approved for a time limit extension. If this occurs WorkFirst staff:

- Determine if the adult recipient is already approved for **another** type of hardship extension. If so, ~~the WFPS/WFSSS~~ WorkFirst staff completes the eJAS time limit tool to re-approve any other approved time limit extension(s) through their review date.

Example: An adult recipient is approved for a disability and an SSI extension. Then the adult recipient is no longer required to pursue SSI, WorkFirst ~~Staff~~ staff would complete the eJAS tool to re-approve the disability time limit extension only. Since the adult recipient is still eligible for an extension, there is no need to create an eJAS denial letter for the closed SSI related extension.

- If the adult recipient doesn't already qualify for another type of time limit extension, schedule a new time limit extension review appointment to determine if the adult recipient qualifies for another type of extension. If it is determined that the adult recipient does not meet the criteria for any other extension, follow the process in [3.6.1.16 Time Limit Extension Decisions- Step-by-step guide](#) to proceed with an extension denial.

Example: WorkFirst staff are notified that the adult recipient's employment hours have changed and dropped below 32 hours per week. WorkFirst staff ~~the would~~ first check to see if the adult recipient already meets any other extension criteria. If not, WorkFirst staff would schedule the adult recipient for a new TLE review appointment. If at the new TLE appointment, the adult recipient doesn't meet any other extension criteria, the WorkFirst staff would deny the TLE.

Note: Reviewing the adult recipient'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 at the ECR to look for medical evidence, returned mail, or further correspondence from the adult recipient, are steps that must be taken.

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 *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 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 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/WFSSSCase Manager](#) is notified that the participant is not participating in their family violence service plan the [WFPS/WFSSSCase Manager](#):

- Schedules a good cause appointment to determine whether the participant has good cause for not participating in the plan. Enters the decision in the eJAS family violence case 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 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_s out if the adult will participate in the future. If so, keep_s the family violence extension open.
- If the adult recipient doesn't have good cause for failure to participate and also refuses to start participating in their family violence service plan, use_s 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 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 participant doesn't attend their appointments, make_s the determination of good cause and time limit extension eligibility based on the information given.

If the adult recipient is closed for no time limit extension, later reapplies 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 stops participating in activities to obtain stable housing?

To qualify for a homeless time limit extension, the adult recipient 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 must comply with a housing plan, completed by a housing provider, if available. If the adult recipient 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 stops participating as required to obtain stable housing.

When a [WFPS/WFSSSCase Manager](#) is notified that the participant stopped participating in activities to achieve stable housing the [WFPS/WFSSSCase Manager](#):

- Schedules a good cause appointment to determine whether the participant has good cause for not participating in the housing plan or housing activities. 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, finds 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 doesn't have good cause for failure to participate and also refuses to start participating in housing activities, uses 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 time limit extension 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 participant does not attend their appointments, the [WFPS/WFSSS Case Manager](#) makes the determination of good cause and the time limit extension eligibility, based on the information given.

If the adult recipient 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 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 to provide updated evidence, such as medical evidence for themselves or a disabled family member.

The [WFPS/WFSSS WorkFirst](#) staff [The Case Manager](#):

- Assists the adult recipient with requesting medical evidence for themselves or their household member. See [WFHB 6.6.4](#) 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 guide, 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 local Coordinated Entry services, or by providing housing resources.
- 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 Extensions, to complete the time limit extension.

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

The [WFPS/WFSSSCase Manager](#) must do the following:

- Sends an ACES online 50-05, General Appointment Letter or the eJAS appointment letter for a time limit review. Gives the adult recipient parent 10 calendar days' notice. Follows all Equal Access procedures and allows additional time for the adult recipient if enrolled in the Address Confidentiality Program (ACP.)
 - If the [WFPS/WFSSSCase Manager](#) is able to reach the adult recipient before the TLE appointment, the scheduled appointment can be waived by the adult recipient, and completed sooner. The [WFPS/WFSSSCase Manager](#) documents in the TLE tool, the adult recipient waived the 10 calendar days' notice, over the phone, or in person.
- In the appointment letter, the [WFPS/WFSSSCase Manager](#) adds canned text informing the adult recipient they "have the ability to bring a second person of their choosing to the appointment."
- Documents when an adult recipient waives the 10-day notice and provide an eJAS appointment letter reflecting when the time limit extension hardship appointment occurred.

At the Time Limit Extension appointment, the [WFPS/WFSSSCase Manager](#):

- Explains the TANF/SFA time limit policy and the TLE hardship categories to the adult recipient.
- Reviews the adult recipient's TANF/SFA months for accuracy, including the adult recipient's out of state, or tribal TANF months.
- 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 parent a list of community resources.
- Uses the [Time Limit Hardship Extensions Chart](#) to determine whether the adult recipient qualifies for one or more hardship extensions.
- Makes the TLE decision based on the evidence available, and requests any additional necessary evidence for a hardship determination using an IRP. Completes the eJAS time limit extension tool process (please see [3.6.1.16 Time Limit Extension Decisions- Step-by-step guide](#)):
 - If the participant qualifies for a TLE hardship extension, the [WFPS/WFSSSCase Manager](#) 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/designee review must be completed prior to completing the eJAS time limit extension tool.
- Documents in the note type Time Limit Extension, the TLE is pended due to request for further supervisory/designee review.

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

- Reviews the TLE Decision report in eJAS to find pending cases needing a TLE hardship review.
- Uses the Time Limit Extension chart to review the case to determine if there is any barrier or needs that might support a TLE approval.
- Looks in the ECR for medical evidence, returned mail or further correspondence from the adult recipient that might determine if the participant is eligible for a TLE approval.
- Reviews all hardship categories to determine if the applicant/participant is eligible for the high unemployment category, checks ACES to verify if the client received TANF during high unemployment months (March 2020 on.) You will need to record each TANF benefit month in eJAS to approve this extension.

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

- In the TLE Decision section of the eJAS TLE tool, reviews and check all of the boxes below ~~in agreement~~ to note agreement or the box doesn't apply:
 - 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
 - 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.
- 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/WFSSSCase Manager](#) to complete the final actions on the case.

Note: The TLER status changes from 'pending' to 'agree-print-letter' (in the TLE tool for the [WFPS/WFSSSCase Manager](#) to complete).

Once the TLE has been reviewed and the supervisor/designee **agrees with the termination/denial** the [WFPS/WFSSSCase Manager](#):

- Utilizes the CLMR section #2-TLE No Extension report in the Decision column 'agree-print-letter' decisions.
- Select date in the Created Date column.
- Select 'Print Time Limit Extension Letter'
 - The letter only generates when dates are added
 - Select 'Preview'
 - Select 'Save Print'

Note: The letter must be printed from the TLER and sent to the adult recipient to terminate/deny the TLE. If the [WFPS/WFSSSCase Manager](#) does any of the following actions, the letter will not print and a decision will generate regardless and the TANF will be terminated/denied for No Extension.

If the [WFPS/WFSSSCase Manager](#) hits the back button while in the Time Limit Extension Determination Letter before printing the letter, or

- Goes back to home
- Goes to the main screen

Printing prompts the systems to close out the benefits.

If the supervisor/designee **disagrees with the 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 termination/denial is not approved, the boxes/es 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/WFSSSCase Manager](#):

- Goes into the report TLE Decisions and finds the case by the eJAS ID
- Completes the following case actions

- Goes to the TLE tool for 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/WFSSSCase 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
 - 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 stops participating as required, the [WFPS/WFSSSCase Manager](#):

- 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 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 doesn't have a good reason for failure to follow the family violence service plan or participate in activities to obtain stable housing.
 - Uses the time limit interview and eJAS time limit tool to:
 - Determines whether the participant qualifies for another type of time limit extension (please see [3.6.1.16 Time Limit Extension Determinations- Step-by-step guide](#).)
 - 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.
 - If a denial is the decision, the [WFPS/WFSSSCase Manager](#) follows steps above in [3.6.1.16](#).

When the current time limit extension is due to expire, the [WFPS/WFSSSCase Manager](#):

- Reviews all pending TLE decisions in the CLMR.

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