



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #07-37-EMP

INTENSIVE CASE SERVICES GRANT PROGRAM FOR CASES IN SANCTION STATUS

Date: October 5, 2007	Subtopic(s): New Sanction Program/Employment
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AUDIENCE The instructions in this policy directive are for staff at the Intensive Services Center (71) and are informational for all other staff.

POLICY Federal and State laws and regulations require non-exempt individuals receiving public benefits to participate in approved work activities as a condition of eligibility for the receipt of cash assistance (CA) and/or food stamps (FS). If the individual willfully and without good cause fails to comply, s/he will be sanctioned.

Sanction timeframe for households with dependent children For CA, first-time employment sanctions are non-durational for households with dependent-age children and may be lifted as soon as the sanctioned individual complies. All subsequent sanctions are durational and once appropriately imposed cannot be lifted until the duration of the sanction has expired.

For households without dependent children, all employment sanctions are durational and cannot be lifted until the sanction has expired.

Condition that must be met prior to the lifting of an expired durational sanction In addition, once the durational sanction period has expired, the Family Independence Administration (FIA) requires that non-exempt individuals who are willing to comply with the required work activities in order to have their sanctions removed must participate in a 10-day Demonstrated Compliance activity at Center 71 before the sanction is lifted.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center*

BACKGROUND

Center 71 was established in 2005 to service households receiving CA where one or more non-exempt participants were in sanction status for failure to comply with work requirements (refer to [PD-05-24-OPE](#)).

Center 71 differs from other Job Centers in the following:

- A team from the Office of Revenue and Investigation (ORI) Bureau of Eligibility Verification (BEV) is on-site and participants with questionable or unverified information or documentation are referred to the BEV unit for a same-day investigative interview.
- Credentialed Alcoholism and Substance Abuse Counselors (CASAC) are on site and available for same-day referrals, if appropriate
- Demonstrated compliance activities are provided on-site.
- Participants who remain in sanction status because of continued refusal to comply with work requirements are called in every 60 days for an eligibility review to determine how they are financially managing on a reduced budget.

New program

FIA has now implemented the Intensive Case Services Grant (ICSG) program, which is located in the Intensive Services Center at 109 East 16th Street, New York, NY. The ICSG program provides expanded and enhanced services for the sanctioned population in receipt of Family Assistance (FA) and Safety Net Federal Participating (SNFP). The enhanced services include intensive case management by Caseworkers who will provide outreach services for sanctioned participants who fail to report (FTR) for eligibility review appointments.

Outreach letter

Sanctioned FA and SNFP participants whose **10SN/10SY** appointment remains open for two days will be will automatically be sent a systemically generated outreach letter (**EXP-84**). The **EXP-84** letter has a 14-day Future Action Date (FAD) The letter will explain to the sanctioned participant that s/he FTR to a mandatory eligibility review appointment and that attempts are being made to contact him/her. In addition, a phone number is provided encouraging the participant to contact ICSG.

Telephone outreach

The **ISCOR/10TA** worklist (outreach initiated) will be sent daily to the Director of the ICSG program, who in turn will forward it to the Supervisor of the Outreach Unit for assignment. After the case is assigned to a Caseworker, s/he will make at least three (3) attempts to contact the participant via telephone. If the participant cannot be reached after the third attempt, the Caseworker will make a home visit.

Social Workers and expanded BEV staff

Caseworkers have access to consultation services by on-site Social Workers. The Social Workers will review cases and help staff resolve barriers interfering with compliance. The ICSG Program also includes additional BEV and other designated staff in order to enable more frequent eligibility call-in appointments for participants who continue to fail to comply with work requirements.

30-day call-ins

Previously, all sanctioned participants assigned to Center 71 were called-in for a new case eligibility review appointment every 60 days. Now, FA and SNFP eligible sanctioned participants who continue to fail to comply with work requirements are called-in for a case eligibility review within 30 days and are referred to BEV automatically every 30 days. The call-in notice (form **W-140JJ**) informs the sanctioned individual that the purpose of the case eligibility review appointment is to discuss how the family has been financially managing on a reduced budget.

New action codes and forms

For the purpose of this initiative, the following new NYCWAY action codes and new forms have been developed:

- Action Code **10TA** (Outreach Initiated)
- Action Code **10T1** (First Telephone Outreach Call)
- Action Code **10T2** (Second Telephone Outreach Call)
- Action Code **10T3** (Third Telephone Outreach Call)
- Action Code **10T5** (Telephone Outreach: Contact Made)
- Action Code **10TN** (Participant Refuses to Report to the Center)
- Action Code **10TS** (Individual Reports to Rescheduled Appointment)
- Action Code **10T4** (Home Visit Outreach Initiated)
- Action Code **438M** (Sanctioned Individual who is part of the Intensive Case Services Grant population FTC with Work Rules)
- Outreach Letter (**EXP-84**)
- Intensive Case Services Eligibility Call-in and Sanction Guide (**W-140RR**)
- Intensive Services Center (ISC) Caseworker Outreach to Sanctioned Cases: Daily Record of Actions Taken (**W-500NN**)

In addition, Action Codes **10SN** (Sanction Case Eligibility Review-Nonpayees)/**10SY** (Sanction Case Eligibility Review-Casehead) have expanded definitions to include case eligibility review call-in appointments and automatic BEV referrals every 30 days for individuals in the ICSG program.

REQUIRED ACTION

Workers in Center 71 must refer all sanctioned FA and SNFP eligible participants who report to an eligibility review appointment (**10SN/10SY**) but still refuse to comply with employment requirements to an ICSG Caseworker.

New process

The ICSG Caseworker must:

Refer to ICSG Desk Guide (**W-140RR**) and **Attachment A** Flow Chart

- attempt to engage the participant in a dialogue to determine the reasons for non-compliance
- address any barriers indicated by the participant through internal FIA referrals and referrals to other available resources
- explore the individual’s skills (including household responsibilities)
- review the transitional and other work support benefits available to employed individuals and families

Social Worker consultation

If the Caseworker is unable to persuade the participant to comply with the employment requirements, s/he will consult with his/her Supervisor and the ICSG Social Worker for advice on how to proceed.

The Social Worker will review the case and offer advice on how to engage the sanctioned participant and may meet with the sanctioned participant to explore his/her reason(s) for not complying.

Participants who refuse to comply

After the consultation, if the participant still refuses to comply, the Caseworker must enter Action Code **438M** in NYCWAY to indicate non-compliance with work rules. The participant will be called-in for an eligibility review and automatically referred to BEV in 30 days.

Participant agrees to comply

Participant agrees to comply after consultation

If the participant agrees to comply after the consultation, the Caseworker will follow the JOS instructions under “Individual Agrees to Comply” (refer to form **W-140RR** Desk Guide Section “A” and the Intensive Case Services Grant (ICSG) Flow Chart (**Attachment A**)).

Outreach is conducted when a sanctioned ICSG participant FTR to a **10SN/10SY** eligibility review appointment

Participants who fail to report to the eligibility review appointment

NYCWAY will autopost Action Code **10TA** (outreach initiated) if a FA/SNFP participant FTR to a **10SN/10SY** appointment that remains open for two days beyond the appointment date and a systemically generated outreach letter (**EXP-84**) is sent to the participant. The outreach letter has a 14-day Future Action Date (FAD). The **ISCOR/10TA** worklist is received by the Outreach Unit Supervisor daily and s/he assigns each case to a Caseworker for telephone outreach.

Outreach efforts	<p>To document the calls made, the Caseworker must enter the following action codes in NYCWAY as appropriate:</p> <ul style="list-style-type: none"> • 10T1 for the first telephone call • 10T2 for the second telephone call • 10T3 for the third telephone call
Outreach/telephone contact outcomes	<p>If the participant is reached by phone and agrees to report to the Job Center, the Caseworker must enter Action Code 10T5 (outreach contact made) in NYCWAY to record the conversation and the time and date of the agreed-upon rescheduled appointment.</p>
Repts to Center after phone contact	<p>If the participant reports for the appointment, the JOS/Worker must enter Action Code 10TS (outreach successful) in NYCWAY and follow the instructions for assigning to Demonstrated Compliance activities.</p>
FTR to Center	<p>If the participant FTR to the Center on the date of the appointment made by phone and does not report to the Center by the expiration date of the EXP-84 outreach letter, Action Code 496 (FTR to a 10SY/10SN appointment) will autopost in NYCWAY to initiate the NOI (Notice of Intent) process based on the original missed appointment date.</p>
Refuses to report	<p>If the participant <u>refuses to report</u> to the Center, the Caseworker must enter Action Code 10TN in NYCWAY. Action Code 496 will autopost and the NOI process will be initiated based on the initial missed appointment date.</p>
Outreach/Home Visit	<p>If the participant cannot be reached after three phone calls, the Caseworker must make a home visit and enter Action Code 10T4 (outreach home visit) in NYCWAY. During the home visit the Caseworker must:</p> <ul style="list-style-type: none"> • ask the participant if there are any barriers or limitations that are preventing him/her from participating in work activities • provide child care forms (if required) • encourage the participant to report to the Center if there are other barriers that need to be addressed <p><u>Outcomes of the home visit</u></p>
Participant is not at home or does not allow the Caseworker into the house	<p>If the participant is not at home at the time of the visit, is at home but does not allow the Caseworker to come into the house, Action Code 496 will autopost in NYCWAY and a NOI will be generated based on the initial missed appointment date.</p>

Participant allows Caseworker into house, but refuses to comply

If the participant allows the Caseworker into the house but refuses to comply, the Caseworker must enter Action Code **438M** (FTC) in NYCWAY. The participant will be called-in for a **10SN/10SY** appointment and automatically referred to BEV in 30 days.

Participant agrees to comply at home visit and is scheduled for a new eligibility review appointment. Caseworker prepares and gives participant **M-3G** with new appointment date.

If the participant allows the Caseworker to come into the house and agrees to comply, the Caseworker must give him/her a new appointment date for a case eligibility review. For this purpose the Caseworker must prepare and give the participant a Notice to Report to Center (**M-3g**). In addition to noting the new appointment date, the Caseworker must manually write the following sentence in the "To Discuss:" box on the **M-3g**: "How you have been managing on a reduced budget after your employment sanction was imposed".

When the Caseworker returns to Center 71, s/he must scan and index a copy of the **M-3g** into the case record and enter Action Code **10T5** (outreach contact made) in NYCWAY to document the contact.

Appointment scheduled at home visit is kept and participant agrees to comply

If the participant reports for the new appointment and agrees to comply, the JOS/Worker must enter Action Code **10TS** (outreach successful) in NYCWAY and follow the instructions for assigning individuals to Demonstrated Compliance.

Appointment scheduled at home visit is kept but participant refuses to cooperate

If the participant keeps the new appointment, but still fails to comply, the JOS/Worker will enter Action Codes **10TS** and **438M** in NYCWAY. The participant will be called-in for a **10SN/10SY** appointment and automatically referred to BEV in 30 days.

If the participant FTR to the new appointment, Action Code **496** will autopost in NYCWAY and the NOI process will be initiated based on the date of the new **M-3g** appointment.

All outreach actions must be documented on the **W-500NN** and NYCWAY

All Caseworker outreach actions must be recorded in NYCWAY and on form **W-500NN**, which includes a page to record the statistics of telephone actions and a page for home visit actions.

PROGRAM IMPLICATIONS

Model Center Implications

There are no Model Center implications.

Paperless Office System (POS) Implications If the sanctioned individual complies with the work requirements or is no longer work-rules required, the POS TAD must be changed to reflect the change in status from “sanction” to “active” status. If employment verification is received, it must be scanned and indexed in the POS system.

Food Stamp Implications Individuals receiving FS are not required to report for CA eligibility appointments between FS certification periods. If a sanctioned individual FTR/FTC with a CA eligibility call in appointment between FS certification periods, a separate FS determination is required. CA cases closed with a separate determination code will continue to receive FS via the automated separate FS determination process.

FS sanction expired and individual is willing to comply If the individual was also sanctioned for FS, the FS sanction may be lifted if the duration of the FS sanction period has expired and the participant is willing to comply or s/he becomes exempt from the Food Stamp Employment and Training (FSET) requirements.

FS sanction not expired, but there is a change in non-exempt status
See PB #02-47-EMP If the individual’s FS sanction has not expired, but h/she claims an exempt status, the exempt status must be documented before the FS sanction can be lifted. If the exempt status claim is based on a medical/mental health disability that is documented through WeCARE, the individual must be coded as work rules exempt for FS.

Separate FS determination In instances where the CA case of a sanctioned individual (whose sanction period for CA and FS has expired) is now being closed for failure to comply with efforts to document a claim of disability, the FS sanction must first be lifted (day one) before the CA case is closed in order to allow the sanctioned individual to be included in the automatic establishment if a Non-Cash Assistance (NCA) FS case. NCA individuals who fail to document an exemption from the FS work requirements are work rules required, unless otherwise exempt.

Medicaid Implications There are no work requirements for Medicaid.

LIMITED ENGLISH SPEAKING ABILITY (LESA) AND HEARING-IMPAIRED IMPLICATIONS For Limited English Speaking (LESA) participants, make sure to obtain appropriate interpreter services in accordance with [PD #06-12-OPE](#). For hear-impaired participants, make sure to obtain appropriate interpreter services in accordance with [PD #06-13-OPE](#).

FAIR HEARING IMPLICATIONS

Avoidance/ Resolution	<p>Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date.</p> <p>Remember that participants must receive either adequate or timely and adequate notification of all actions taken on their case, as appropriate.</p>
Conferences	<p>A participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If a participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen.</p> <p>The FH&C AJOS/Supervisor I will listen to and evaluate the participant's complaint. After reviewing the case file and discussing the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor, s/he will determine if the action taken was correct.</p> <p>If the determination is that the action taken was correct, the FH&C AJOS/Supervisor I will explain the reason for the determination to the participant. If the explanation is accepted, no further action is necessary. The AJOS/Supervisor I must complete a Conference Report (M-186a).</p> <p>If the determination is that the action taken was incorrect or correct but lacking the supporting documentation, the FH&C AJOS/Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the participant to the appropriate JOS/Worker for corrective action to be taken. In addition, if the adverse case action still shows on the Pending (08) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (LDSS-3722) if the case has been granted aid continuing (ATC) to change the 02 to an 01, or a CA Recoupment Data Entry Form (LDSS-3573) to delete a recoupment. The M-186a must also be prepared.</p>
Evidence Packets	<p>Should the participant elect to continue his/her appeal by requesting or proceeding to a Fair Hearing which has already been requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.</p> <p>All Evidence Packets must contain a detailed history, copies of relevant WMS screen printouts, other documentation relevant to the action taken and copies of NYCWAY Case Notes screens.</p>


REFERENCES

05-ADM-08
 06-LCM-11
 18 NYCRR 351.2 (l) (7)
 18 NYCRR 351.21
 18 NYCRR 351.28
 18 NYCRR 358.2 (b)
 18 NYCRR 385.12

RELATED ITEMS

[PD #05-24-OPE](#)
[PB #02-47-EMP](#)

ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

EXP-84	Outreach Letter (Rev. 10/5/07)
EXP-84 (S)	Outreach Letter (Spanish) (Rev. 10/5/07)
W-140RR	Intensive Case Services Eligibility Review and Sanction Outreach Process Desk Guide
W-500NN	Intensive Service Center (ISC) Caseworker Outreach to Sanctioned Cases: Daily Record of Actions Taken
Attachment A	Intensive Case Services Grant (ICSG) Flowchart



Date: _____
Case Number: _____
Case Name: _____
Case Type: _____
Center: _____
Action Code: _____

Our records indicate that on _____ you failed to report to the Intensive Services Center for a mandatory eligibility appointment. Your case was transferred to the Intensive Services Center to help you achieve economic independence and self-sufficiency. We are concerned about your lack of progress to that end.

Accordingly, we will be making further attempts to contact you in order to discuss ways we can assist you and address any barriers or issues you may have that are preventing you from becoming self-sufficient and to monitor your ongoing eligibility for assistance. We will try to contact you at the telephone number you have provided.

We also encourage you to contact us at _____, to discuss steps you can take to help us help you.

If we are unable to resolve this issue within fourteen days from the date of this letter, we will take action to close your Cash Assistance case for failing to report to a mandatory eligibility appointment.



Fecha: _____
Número del Caso: _____
Nombre del Caso: _____
Tipo de Caso: _____
Centro: _____
Código de Acción: _____

Nuestros archivos indican que el _____ usted rehusó reportarse al Centro de Servicios Intensivos (Intensive Services Center) para una cita obligatoria de elegibilidad. Su caso fue trasladado al Centro de Servicios Intensivo para ayudarle a lograr la independencia económica y la autosuficiencia. Estamos preocupados por su falta de progreso en ese sentido.

Por consiguiente, estaremos intentando de nuevo contactarnos con usted para discutir cómo podemos asistirle y superar cualesquier barreras o problemas que usted pueda tener que le impidan lograr la autosuficiencia y además para darle seguimiento a su elegibilidad para asistencia. Intentaremos contactarnos con usted al número de teléfono que usted nos ha proveído.

Lo recomendamos que se comunique con nosotros al _____, para discutir los pasos que usted puede tomar para que podamos ayudarle.

Si no podemos resolver este asunto dentro de catorce días de la fecha de esta carta, tomaremos medidas para cerrar su caso de Asistencia en Efectivo, por no reportarse a una cita obligatoria de elegibilidad.



Intensive Case Services Eligibility Review and Sanction Outreach Process Desk Guide

NYCWAY will systemically check to determine if the sanctioned individual has had a previous FTR/FTC to a **10SN/10SY** (Eligibility Review Appointment) or Action Code **438M** (FTC with Employment Rules) in his/her record in NYCWAY. If one exists, an automatic referral to BEV as well as a new **10SN/10SY** appointment will be generated in 30 days.

Subsequent call-in appointments will be scheduled every 30 days if the sanctioned individual is work-rules required, but does not agree to comply or is not found to be work-exempt.

Sanctioned individuals who Fail to Report (FTR) to the sanction call-in appointment will be outreached.

SAMPLE

Eligibility Review Call-in Process	Actions Taken
Eligibility Review Appointment for Casehead	Action code 10SN will be posted in NYCWAY to generate an Eligibility Review Appointment for the casehead (form W-140JJ)
Eligibility Review Appointment for Nonpayee	Action code 10SY will be posted in NYCWAY to generate an Eligibility Review Appointment for nonpayees (form W-140JJ)

Intensive Case Services Eligibility Review and Sanction Outreach Process Desk Guide

Eligibility Review Call-in Outcomes	Actions Taken
Individual Fails to Report (FTR) to Eligibility Review Appointment	Referral to Caseworker for Outreach (see "D")
"A"	JOS
Individual Reports to Call-in Agrees to Comply	<ol style="list-style-type: none"> 1) Check WMS to confirm status 2) Address barriers 3) Make referrals based on claimed barriers (e.g., childcare, Substance Abuse, DV, WeCARE) 4) Provide Return Appointment if appropriate 5) Assign to Demonstrated Compliance if non-exempt 6) Lift sanction if Demonstrated Compliance completed 7) Assign to off-site employment activities
"B"	JOS
Individual Reports to Call-in Fails to Comply (FTC)	<ol style="list-style-type: none"> 1) Check WMS to confirm status 2) Post action code 436N (FTC with employment rules) if <u>first call-in</u>. Post 438M (FTC with employment rules) for <u>subsequent call-in</u> appointments 3) New call-in and automatic BEV referral will be in 30 days 4) Refer to BEV on site if one of the indicators is met at first call-in
"C"	JOS or Caseworker/Employment Reported
Individual Reports Employment Full-Time	<p>If the sanctioned individual reports full-time employment, the Worker must:</p> <ul style="list-style-type: none"> • Lift the Sanction (if the duration has expired) • Verify the employment • Complete an FIA3A to budget the income
Individual Reports Employment Part-Time	<p>If the sanctioned individual reports part-time employment, follow the directions above <u>and assign the individual to concurrent activities</u></p>

Intensive Case Services Eligibility Review and Sanction Outreach Process Desk Guide

Sanction Eligibility Call-in Outcomes	Actions Taken
“D”	Outreach Caseworker
Fails to Report to Subsequent Call-in: Outreach	1) Caseworker attempts maximum of three (3) phone calls: <ul style="list-style-type: none"> • Action code 10T1 posted for first telephone call • Action code 10T2 posted for second telephone call • Action code 10T3 posted for third telephone call 2) If the 10SN/10SY appointment remains open for 2 days past the FAD date, action code 10TA (outreach initiated) will autopost to generate a 14-day Outreach Letter (EXP-84)
“E”	Caseworker
Telephone Contact or Individual’s Response to Outreach Letter (EXP-84)	1) If the individual is contacted and agrees to reschedule the sanction call-in appointment, the Caseworker posts action code 10T5 (outreach contact made) to record the conversation and the time/date of the new appt 2) If the individual <u>refuses to reschedule</u> , enter action code 10TN . Action code 496 will autopost to generate an NOI based on the original missed eligibility appointment 3) If the individual cannot be reached by phone, consult with the Supervisor/MSW and make a home visit
“F”	JOS
Reports to Rescheduled Telephone Appointment/Agrees to Comply	Enter Action code 10TS in NYCWAY (outreach successful) and follow the instructions in section “A”
Reports to Rescheduled Appointment/FTC	Enter 10TS and follow instructions in section “B” (FTC)
FTR to Rescheduled Telephone Appointment	Action code 496 will autopost in NYCWAY and an NOI will be generated based on the initial missed call in appointment

Intensive Case Services Eligibility Call-in and Sanction Outreach Process Desk Guide

Sanction Eligibility Call-in Outcomes	Actions Taken
“G”	Field Caseworker
Individual Not Home at Visit	Enter action code 10T4 to document date of attempted home visit. Action code 496 autoposts in NYCWAY to generate an NOI based on the FTR to the initial eligibility review call-in appointment
Will Not Allow CW Into Home	Action code 496 autoposts in NYCWAY to generate an NOI based on the FTR to the initial eligibility review call-in appointment
Allows Worker into Home/FTC	Worker enters action codes 10T4 (date of home visit) 10T5 (contact made), and 438M (FTC) in NYCWAY. The system will automatically call-in the individual and refer to BEV in 30 days.
Individual Home/Agrees to Comply	If the individual agrees to comply the Caseworker provides a <u>new</u> Notice to Report to Center (M-3g) with an appointment date. The Caseworker <u>must write</u> the following sentence in the M-3g To Discuss box: “How you have been managing on a reduced budget after your employment sanction was imposed”.
“H”	JOS/Worker
Individual Reports to Center/Agrees to Comply	JOS/Worker follows instructions in section “A”
Individual Reports to Center/FTC	JOS/Worker enters action codes 10TS (outreach successful) and 438M in NYCWAY. The system will automatically call-in the individual and refer to BEV in 30 Days
FTR to Rescheduled Appointment	Action code 496 autoposts in NYCWAY and an NOI is generated based on the M-3g appointment date



**Intensive Service Center (ISC) Caseworker Outreach to Sanctioned Cases:
Phone Daily Record of Actions Taken**

Participant Information				Outcomes (mark with "X")												
No.	Name	Case Number	Telephone Number	Attempt No.			Unable to Reach Participant					Successful Participant Contact				
				1	2	3	Discon- nected	Left Message	No Answer	No Phone	Told to Call Back Later	Wrong Number	Willing to Comply	JOS Appointment Date	Not Willing to Comply	Reason for Failure to Comply
1																
2																
3																
4																
5																
6																
7																
8																
9																
10																
11																
12																
13																
14																
15																
16																
17																
18																
19																
20																
TOTAL:				0	0	0	0	0	0	0	0	0	0		0	

SAMPLE

Worker's Name: _____

Date: _____

Supervisor's Signature: _____

Date: _____

**Intensive Service Center (ISC) Caseworker Outreach to Sanctioned Cases:
Home Visit Daily Record of Actions Taken**

Participant Information				Unable to Reach Participant			Successful Participant Contact				
No.	Name	Case Number	Address	Misc.	Not Home	Refused Entry Into Home	Willing to Comply	JOS Appointment Date	Not Willing to Comply	Referral to BEV	Reason for Failure to Comply
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											
19											
20											
TOTAL:				0	0	0	0		0		

SAMPLE

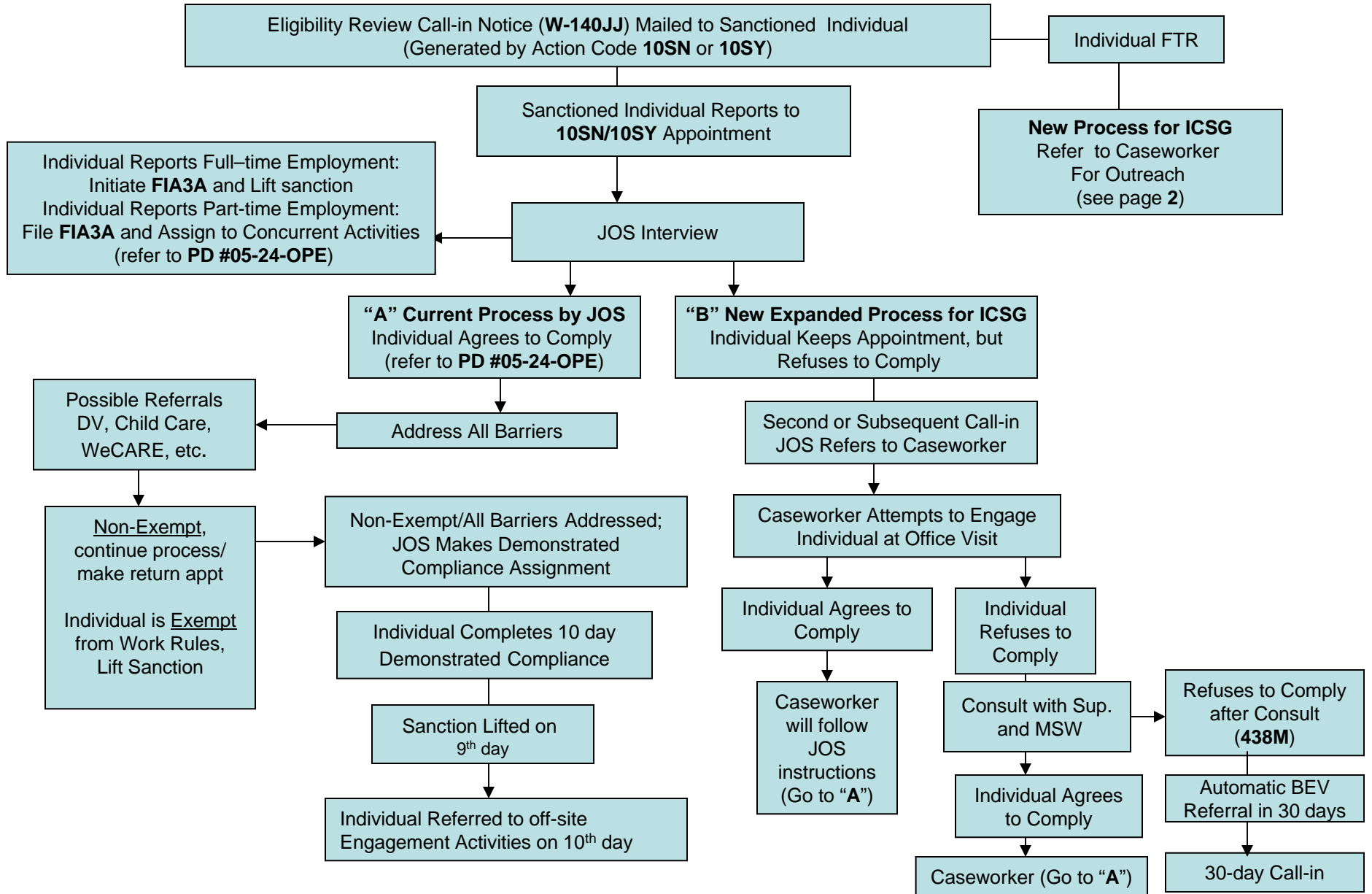
Worker's Name: _____

Date: _____

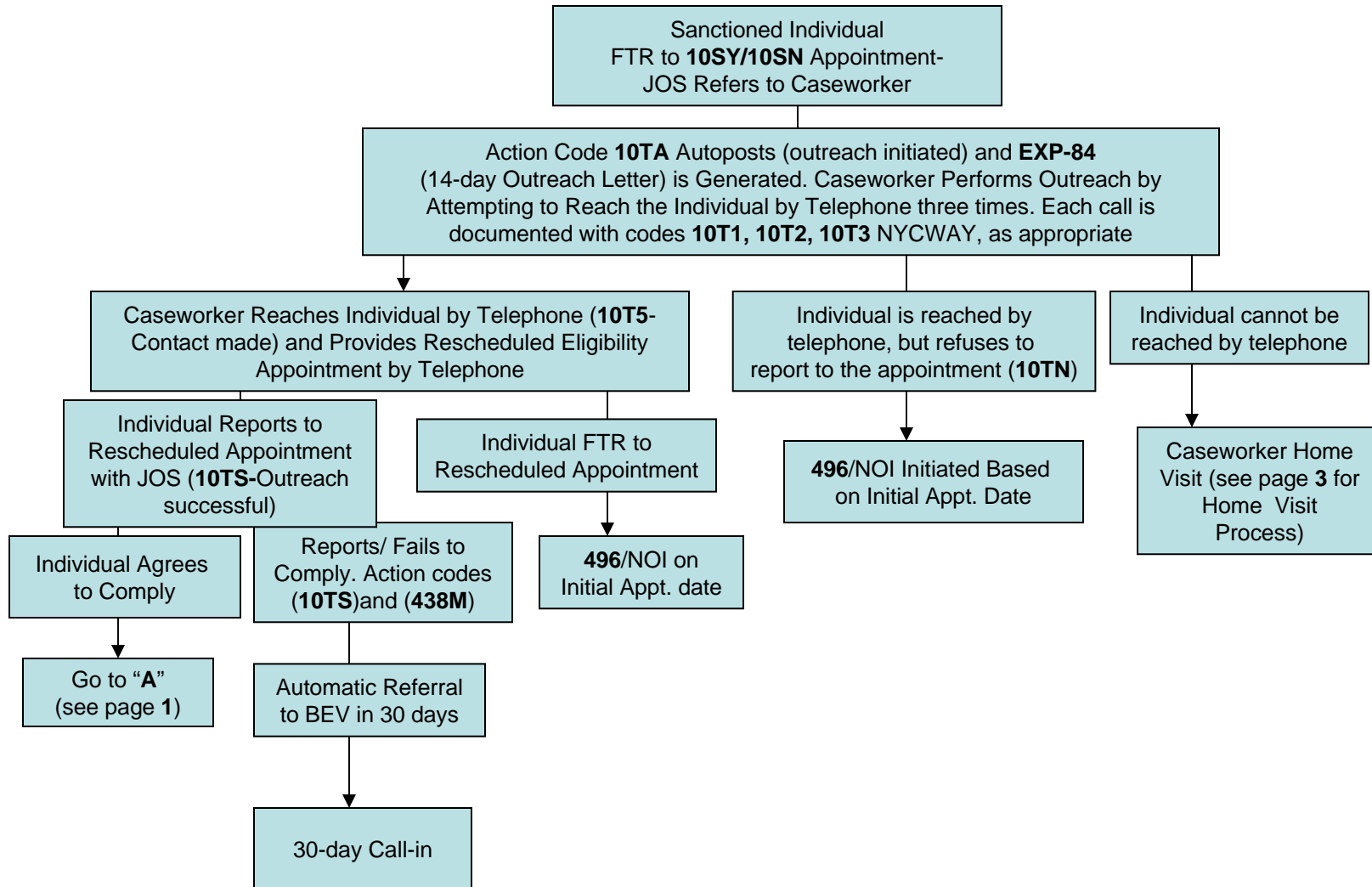
Supervisor's Signature: _____

Date: _____

Intensive Case Services Grant (ICSG) Flowchart



Sanctioned Individual Fails to Report (FTR) to Eligibility Review Appointment/Outreach Initiated



Caseworker Home Visit Process

