

Letters Process for TANF Time Limit Extensions Reviews, Terminations, Reapplications, Denials and Approvals

Scenario	Letter	Language	What to do
WorkFirst Cases – Approval process			
A parent is approved for a time limit hardship extension.	ACES Approval for Extension of TANF Past 60 Months (25-05)	English & All Other Languages	<ul style="list-style-type: none"> The eJAS Time Limit extension reason and dates will be sent to ACES. ACES will generate and send the client letter 25-05 Approval for Extension of TANF Past 60 months. There is no eJAS letter that needs to be created if the extension is approved. Translations will happen through the regular process.
Ongoing WorkFirst Cases – Termination process			
<p>Parent is a current recipient on TANF, is at month 56+ and has had a Time Limit Extension Review completed.</p> <p>They have provided evidence for a hardship extension but do not meet the criteria for approval.</p>	eJAS Time Limit Extension Determination Letter	English	<ul style="list-style-type: none"> Add appropriate denial template(s) and update template text if the parent meets some, but not all, criteria for a time limit extension. Save the letter (this will be the only option in eJAS).
		All Other Languages	<ul style="list-style-type: none"> Print the letter. Send the eJAS letter for translation. Once the eJAS letter comes back from translation, hold the translated letter until the ACES Termination letter is generated.
	English	ACES Termination Letter (Letter 006-02 Termination of TANF/SFA)	<ul style="list-style-type: none"> The ACES Termination letter will be generated when the case is terminated, but will not be sent by ACES. Barcode will run a special print process to print the ACES and eJAS letter together to be mailed in one envelope. The combined ACES and eJAS letters will show in the Barcode ECR as “TANF Time Limit Letter”.
			Supported Languages CA – Cambodian CH – Chinese KO – Korean LA – Laotian RU – Russian SP – Spanish VI – Vietnamese SM-Somali
		Non-Supported Languages (Any language other than English or those listed above)	<ul style="list-style-type: none"> Users will receive a tickle in Barcode notifying them of a 229 termination for a non-English speaking client. Locally print the ACES letter.

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			<ul style="list-style-type: none"> Follow normal translation processes to get the ACES letter translated. Once the ACES letter comes back from translation combine with the translated eJAS letter and send to the client. Send a copy of the translated letters to DMS to be imaged. Document in eJAS notes that the letters were sent to the client. Clear the tickle in Barcode.
Parent has sent in more evidence for a time limit extension <u>before</u> the termination notice is sent out and is still ineligible for an extension.	eJAS Time Limit Extension Determination Letter & ACES Letter	English & All Other Languages	<ul style="list-style-type: none"> If a parent provides more evidence but is still ineligible for an extension, complete a new eJAS Time Limit Extension tool and eJAS determination letter with the appropriate template text as required. The most recent eJAS letter will be sent with the ACES termination notice. For LEP households follow the eJAS and ACES letters processes above.
Parent has sent in more evidence for a time limit extension <u>after</u> the ACES termination notice went out but before the end of the month and is still ineligible for a time limit hardship extension.	eJAS Time Limit Extension Determination Letter	English	<ul style="list-style-type: none"> If a parent provides more evidence but is still ineligible for an extension, create a new eJAS Time Limit extension tool and eJAS Determination letter. Add appropriate denial template(s) and update template text if the parent meets some, but not all, criteria for a time limit extension. Print the eJAS letter and mail it to the client.
		For all other languages, the eJAS letter text will need to be translated.	
Reapplications – Denial Process			
Parent applies for TANF and is past 60 months and thinks they might be eligible for an extension but has no supporting information.	ACES Pending letter Missing Verification for Interview (0023-01)	English	<ul style="list-style-type: none"> If it's unclear whether the person meets extension criteria, deny the extension in eJAS, pend the application for more time limit extension evidence, and make another decision in the eJAS time limit review tool once the evidence comes in. Remember to use template language when the parent meets some, but not all, of the criteria for a time limit extension category.
		For all other languages, the ACES letter text will need to be translated. Follow the same steps and then have the (0023-01) translated and mailed to the parent.	
Parent does not provide pending	ACES Denial Letter	English	<ul style="list-style-type: none"> If the person doesn't qualify for an extension and is denied for ACES reason code 229 -Exceeds

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time limit hardship information or does not meet any hardship extension criteria.	Cash Denial for AU (0004-01)	<p>For all other languages, the ACES letter text will need to be translated.</p> <p>Follow the same steps and then have the (0004-01) translated and mailed to the parent.</p>	<p>TANF Time Limits, the ACES Denial letter will include the correct time limit denial text.</p> <ul style="list-style-type: none"> • Add any appropriate templates from the Time Limit Hardship Extension Chart to the ACES denial letter to explain why the person doesn't qualify for an extension if the parent meets some, but not all, of the criteria for a time limit extension category. • No separate eJAS time limit denial letter is required.
Add a Person – Added Household Member Causes TANF AU to Terminate no extension			
One parent household is receiving TANF. They do not need an extension because they are either receiving SSI, or have not received 60 months of TANF yet. Other parent is added to the household and has received 60+ months of TANF and does not qualify for an extension. The TANF AU is terminated for exceeding the time limit.	eJAS Time Limit Extension Determination Letter	English	<ul style="list-style-type: none"> • Complete an extension review for the person requesting to be added, add appropriate denial template(s) and update template text if the parent meets some, but not all, criteria for a time limit extension. • Save the letter (this will be the only option in eJAS).
		All Other Languages	<ul style="list-style-type: none"> • Print the letter. • Send the eJAS letter for translation.
	ACES Termination Letter (Letter 006-02 Termination of TANF/SFA)	English	<ul style="list-style-type: none"> • The ACES Termination letter will be generated to the head of household, when the case is terminated, but will not be sent by ACES. • The day after the case is terminated in ACES, a tickler will be generated in Barcode indicating that the letters need to be sent to the client. • Print the ACES termination letter for the head of household. • Print the eJAS letter for the person requesting to be added (this will be allowed because the TANF status will be denied). • Mail the letters to the client. • Call Customer Support at 360-664-4560 to have the Barcode tickler stop generating.
		Supported Languages CA – Cambodian CH – Chinese KO – Korean LA – Laotian RU – Russian SP – Spanish VI – Vietnamese SM- Somali	<ul style="list-style-type: none"> • Users will receive a tickle in Barcode notifying them of a 229 termination for a non-English speaking client. • Locally print the ACES termination letter. • Manually combine the eJAS letter with the ACES T letter in one envelope and send to the client. • Send a copy of the translated letters to DMS to be imaged. • Document in eJAS notes that the letters were sent to the client. • Clear the tickle in Barcode.

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		Non-Supported Languages (Any language other than English or those listed above)	<ul style="list-style-type: none"> • Users will receive a tickle in Barcode notifying them of a 229 termination for a non-English speaking client. • Locally print the ACES letter. • Follow normal translation processes to get the ACES letter translated. • Once the ACES letter comes back from translation combine with the translated eJAS letter and send to the client. • Send a copy of the translated letters to DMS to be imaged. • Document in eJAS notes that the letters were sent to the client. • Clear the tickle in Barcode.