

3.6.2.6 How do I process the case when a time limit extension for a TANF recipient is about to expire?

Cases with an approved time limit extension (TLE) appear on the CLMR two months before the current time limit extension is slated to end. Case Managers 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 Case Manager, based on a family's circumstances:

- 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 information on obtaining medical evidence.
- Assists the adult recipient in developing a Family Violence Service Plan (FVSP).

Note: If an in-office family violence advocate is not available, or the office does not have an assigned family violence advocate, the Case Manager updates the Family Violence Service Plan (FVSP) for a family violence time limit extensions and develops an IRP with the agreed upon activities.

- 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 pathway extensions (disabled or caring for a disabled family member) following the process in **WFHB 6.6, Disabilities**. If the participant states they have a health issue(s) that interferes with their ability to do work related activities see CSD Procedure Handbook "Processing a Request for TANF Cash when Household Exceeds 60 Months," for more information.
- 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 eligibility call center staff during the person's concurrent eligibility review (ER) or mid-certification review (MCR). For older caretaker or employment extensions/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 **WFHB 3.6.13.6.2.7, Time Limit Extensions Step-by-step guide**, to complete the time limit extension TLE Review.

3.6.2.7 Time Limit Extensions Review - Step-by-step Guide

For a recipient prior to a TLE Review appointment:

1. The adult recipient receives a prominently displayed notice of the months of TANF/SFA receipt on the recertification notice as they approach 48 months on TANF/SFA.
2. Once the adult recipient reaches 56 months on TANF/SFA, the eJAS demographic screen updates and the WorkFirst staff has access to the eJAS TLE tool to process a decision.
3. Once the adult recipient reaches 58 months on TANF/SFA, the adult recipient's case appears on the CLMR indicating a required TLE decision by the end of month 58 (when possible) and no later than the end of month 60.
4. The Case Manager sends an ACES Online 50-05, General Appointment Letter or the eJAS appointment letter and includes in the letter:

- o Notifies the adult recipient when the adult recipient they will reach 60 months and the need for a TLE review appointment, and

An adult recipient may waive the 10-calendar days' notice and complete the time limit extension appointment if they are in the office or contact the Case Manager prior to their scheduled appointment.

- o Canned letter text needs to include that in the letter canned text, needs to be added, the adult recipient parent "has the ability to bring a person of their choosing to the appointment."

5. The Case Manager adds an AP component with end date to match the scheduled TLE review appointment.

Note: An adult recipient may waive the 10-calendar days' notice and complete the TLE review appointment if they are in the office contact the department or contact the Case Manager prior to their scheduled appointment. If this occurs, WorkFirst Staff are to document that when an adult recipient waives the 10-day notice and that they provided an eJAS appointment letter reflecting when the time limit extension TLE review -hardship appointment occurred.

At the TLE review appointment with the adult recipient, the WorkFirst Staff Case Manager:

1. Explains the TANF/SFA time limit policy and the TLE categories to the adult.

2. Reviews the adult recipient'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 recipient 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.
5. ~~Sequential Evaluation Process (SEP)~~—Follows the SEP process in **CSD Procedure “Processing a Request for TANF Cash when Household Exceeds 60 Months,”** when the participant states they have a health issue(s) that interferes with their ability to do work related activities.
 - If the TLE cannot be approved due to insufficient or not enough medical evidence to prove the customer has a disability, the **Case ManagerSSS** will complete the SEP process or refer for SEP decision.
 - The Disability Specialist follows the Disability Determination Process through the Sequential Evaluation Process (SEP process.) ~~(Ssee Social Service Manual - TANF Sequential Evaluation Process (SEP))~~ to determine eligibility and communicates the determination to WorkFirst staff.
 - If the Disability Specialist determines the adult recipient's condition **doesn't meet** ABD criteria, WorkFirst staff complete the eJAS TLE tool and refers to the supervisor/designee if a denial is recommended. Please see the steps ~~below~~above for the denial process.
 - If the Disability Specialist determines the adult recipient's condition **does meet** ABD criteria, WorkFirst Staff approves the TLE, updating the TLE tool, choosing the Disabled Adult TLE ~~hardship~~.
6. If the **adult meets TLE criteria**, ~~to approve the TLE~~ answer '**Yes**' to question #5 of the eJAS TLE tool to approve the TLE. This approves an extension for the case and completes the eJAS TLE tool.
7. 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.
 - ~~Clicks okay on the~~A pop-up in eJAS ~~displays~~, stating the case ~~will go~~es to a supervisor/designee for review/and or approval of the denial. The Case Manager selects 'ok' on the pop up display.
 -
 - The TLE goes into pending status and the case appears in the TLE Decision Report in eJAS for the supervisor/designee sees the case on the TLE Decision Report in eJAS to make the determination to review.

- Document ss using the TLE note type thead; the TLE is pending for a supervisor/designee decision prior to termination/denial of benefits.

To review and approve/deny 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 participant is eligible for a TLE approval.
4. Reviews to ensure the participant isn't eligible for the High Unemployment Rate TLE category. This includes checking ACES to verify if the participant 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 time limit extension.

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.
- Comprehensive Evaluation 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.
- Participant does not meet any TLE hardship 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 no extension for termination/denial of benefits.

3. Selects the "agree" button and select "ok" on the pop-up that follows. When 'ok' is selected the case will appear on the CLMR section #2- TLE No Extension Rreport for the Case Manager to complete the final actions on the case.

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

1. Looks to 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'
 - Selects 'Preview'
 - Selects 'Save Print'

Note: For recipients the letter must be printed from the TLE and sent to the adult recipient to ~~terminate~~/deny the TLE. Printing prompts the systems to close out benefits.

If the Case Manager does any of the following actions: ~~terminating~~/SFA

:-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 of completing the TLE.

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

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

1. Looks to the CLMR section #2 TLE No Extension Report, Decision column for 'disagree' decisions.
2. Selects the date of the Created Date column
3. Goes to the TLE tool for the 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 recipient 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.

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 review 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 EvaluationE created/updated within the last 12 months
- Social Service Assessment has been completed
- Participant does not meet any TLEhardship categories

During or after the ~~Time Limit Extension~~TLE review interview/appointment, based on a family's circumstances if an recipient shares they have a health issue(s) that interferes with their ability to do work related activities,, the Case Manager:

1. Refers the adult recipient for a TLE disability evaluation when available medical evidence doesn't meet the severity or duration requirements for the disabled adult TANF/SFA exemption.
 - o The Disability Specialist follows the Disability Determination Process through the SEP (see Social Services Manual *TANF Sequential Evaluation Process SEP*) to determine eligibility and communicates the determination to WorkFirst Staff.
 - o If the Disability Specialist determines the adult recipient's condition **doesn't meet** ABD criteria, WorkFirst staff complete the eJAS TLE tool and submits it refers to the supervisor/designee if a denial is recommended. Please see the steps above for the denial process.Please see the steps above for the denial process.
 - o If the disability specialist determines the adult recipient'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 recipient ~~+~~doesn't qualify for a time limit extension:TLE.
3. For non-English speaking recipients, the Case Manager saves the letter in eJAS, prints, **translates and holds** (without imaging in DMS) the Time Limit Decision Letter. If the adult recipient doesn't qualify for a TLE:
 - a. When receiving a Barcode tickle for Time Limit Extension Denial letter needing translation the Case Manager: ~~FLETLETLE~~
 - o Sends a copy of the translated eJAS denial letter for imaging.
 - o Translates the ACES termination notice if it's in a non-supported language.
 - o Locally prints and mails the translated ACES and eJAS letters to the adult recipient ~~parent~~ in one envelope.
 - o Documents that the letters were sent in the eJAS time limit note type.
 - o Clears the Barcode tickle.

Note: If the recipient doesn't show up or call in for the TLE review appointment tThe Case Manager determines TLE ~~the time limit extension~~ eligibility decision based on available information ~~if the adult recipient doesn't show up for the time limit extension appointment.~~

Please see [WFHB 3.6.1.16 Time Limit Extension Decisions- Step-by-step Gguide](#) for the complete process.

The Case Manager must do the following:

1. Sends an ACES online 50-05, General Appointment Letter or the eJAS appointment letter and:

a. Notifies the for a time limit review. Gives the adult recipient when they will reach 60 months and the need for a TLE review appointment, and

b. An adult recipient may waive the 10 calendar day's notice and complete the time limit extension appointment if they are in the office or contact the Case Manager prior to their scheduled appointment.

c. In the letter canned text, needs to be added, the adult recipient/ineligible parent "has the ability to bring a person of their choosing to the appointment."

d. 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 Case 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 Case 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 Case Manager adds canned text informing the adult recipient they "have the ability to bring a second person of their choosing to the appointment."

Documents in eJAS notes when an adult recipient waives the 10-day notice and provides an eJAS appointment letter reflecting when the time limit extension hardship appointment occurred.

2. The Case Manager adds AP component with end date to match scheduled TLE appointment.

At the Time Limit Extension appointment with the recipient the, the Case Manager completes the following actions:

- 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 [TLE Decision Report](#) 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 [here](#)):~~
 - a. ~~If the participant qualifies for a TLE hardship extension, the Case Manager approves the case and completes the eJAS time limit extension tool to document the appointment and the time limit extension decision.~~
 - 1. ~~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 pending 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 [TLE Decision Report](#) 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:~~

1. ~~In the TLE Decision section of the eJAS TLE tool, reviews and check all of the boxes below 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
- 2.—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.
 - 0.—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'.
 - 3.—When 'ok' is selected the case will appear on the CLMR section #2-TLE No Extension report for the Case 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 Case Manager to complete).

Once the TLE has been reviewed and the supervisor/designee agrees with the termination/denial the Case 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 Case 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 Case 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 Case Manager:

1. Goes into the report TLE Decisions and finds the case by the eJAS ID
2. 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 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
- 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 Case 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 FVSP ([WFHB 3.6.2.3](#)) or activities to obtain stable housing ([WFHB 3.6.2.4](#)):

- [Schedules a TLE review appointment.](#)
- 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 FVSP](#) or participate in activities to obtain stable housing.
- Uses the [TLE review appointment time limit interview](#) and eJAS [time limit tool TLE tool](#) to:
 - Determines whether the participant qualifies for another [type of time limit extension TLE](#) ([See please see WFHB 3.6.1.16 Time Limit Extension Determinations- Step-by-step Guide](#)).
 - ~~If the TLE is approved, documents the time limit approval decision and notifies the person why the participant that they qualify for the family violence extension TLE, or if approved for housing needs that they qualify for a homelessness TLE, on the eJAS time Time limit Limit decision Decision letter.~~
 - ~~If the TLE is denied is the decision, the Case Manager follows steps above in [WFHB 3.6.1.16](#) to process the denial.~~

When the current [time limit extension TLE](#) is due to expire, the Case 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 TLE categories](#).
- Uses the process in [WFHB 3.6.1, Time Limit Extension Decisions](#), to determine whether to approve another [time limit extension TLE category](#).
- [If the TLE is denied, follows steps above to process the denial.](#)

~~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.~~

[After the Time Limit Extension TLE review interview/appointment, if the recipient shares they have a health issue\(s\) that interferes with their ability to do work related activities, WorkFirst Staff the Case Planner will follow the CSD P procedure "Processing a Request for TANF Cash When Household Exceeds 60 Months."](#)

[Sequential Evaluation Process \(SEP\) - If a review recipient sequential Evaluation P \(SEP\) submits it Dup in review sTLE](#)

Note: If the recipient doesn't agree with the TLE decision:

The participant can file an administrative hearing if they disagree with the TLE decision. If the ALJ rules in favor of the adult recipient, 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.**"

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
- [Social Services Manual – Good Cause](#)
- [Social Services Manual- TANF Sequential Evaluation Process \(SEP\)](#)
- [Time Limit Hardship Extensions Chart](#)
- [Time Limit Extensions and Sanction Flow Chart](#)
- [Flyer, Transitioning off TANF](#)
- [TLE High Unemployment Rate](#)- Desk Aid
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