



# Memo

To: Career Advancement Program Partners  
Refugee Center Partners providing Career Advancement Program Services

From: SFW Adult Programs

Date: October 23, 2007

Re: Sanction Procedures - New Requirements

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## **PURPOSE**

To inform Service Partners of the new requirements that must be followed when applying a sanction to the case of Career Advancement Program (CAP) customers.

## **BACKGROUND:**

During the Non-Compliance and Sanction Training held on September 21, 2007, the procedure for requesting a sanction was modified to include the requirement to attempt an oral contact with a customer who is non-compliant with a work requirement or the alternative plan prior to the mailing of the Notice of Failure Possible Sanction form (2290), also introduced was the implementation of the Notice of Failure Counseling Form.

## **ACTION REQUIRED:**

### **Emphasis on Counseling**

Prior to taking action to impose a penalty, the career advisor is required to notify the customer that (s)he is subject to a penalty for failing to comply with work requirements or the ARP requirements. The notification attempts must be ***both oral and written***.

If the customer has complied to have the sanction lifted, the career advisor shall counsel the customer **utilizing the Notice of Failure Counseling Form** and update the IRP prior to assigning the customer into an activity to meet the required Career Advancement Program work participation requirements. The customer shall be counseled as to the consequences of non-compliance and, if appropriate, shall be referred for services that could assist the customer to fully comply with program requirements. The Notice of Failure Counseling form must be signed by both parties and a copy must be retained in Section II, Sanction/Good Cause Documentations.

If the customer has good cause for non-compliance or demonstrates satisfactory compliance, the penalty must not be imposed. It is extremely important that no sanctions are imposed when the customer has good cause for failing to comply.

### **Procedure for Requesting Sanctions**

- A.** If a customer is non-compliant with a work requirement, or the alternative plan:
1. Enter a pre-penalty sanction in OSST,
  2. Attempt an oral contact with the customer **prior** to mailing the Notice of Failure to Participate and Possible Sanction. A case note is required to document the contact and or the attempted contact. If the customer does not have a phone, or the number is disconnected, it must also be documented in OSST that the attempt was made.
  3. Mail the Notice of Failure to Participate and Possible Sanction, to the customer on the same day that the pre-penalty is entered in OSST, and no later than two working days after the first failure, and
  4. Attempt a **second oral** contact during the pre-penalty phase via telephone and document the results of such attempt in OSST. If the customer does not have a phone, or the number is disconnected, it must be documented in OSST that an attempt was made.
- B.** If the oral attempt to contact the customer is not successful, allow the customer 10 calendar days after the "date mailed" on the Notice of Failure to Participate and Possible Sanction form to respond about the reason for the non-compliance.
- C.** If the oral attempt to contact the customer is not successful and if the customer does not respond to the Notice of Failure to Participate and Possible Sanction, request a sanction after allowing the 10 calendar days for the customer to respond.

**Note:** Please review sanction history and follow all of the other sanction procedures as appropriate.