



## TANF 104-1 Failure/Refusal to Comply

**Supersedes:** TANF 104-1 (7/1/07)

**Reference:** ARM 37.78.216 and .227

**Overview:** The applicant, client, or authorized representative is required to provide information, verification, sign documents, participate in interviews, report changes, and cooperate with all program requirements before an eligibility determination can be made and benefits issued. The individual or his/her authorized representative is allowed a specified amount of time in which to fulfill the requirements. When the individual fails or refuses, without good cause, to provide information (whether verbally, in writing, or through lack of action) necessary to determine eligibility for the household, that individual's action affects the entire assistance unit's eligibility. Timely notice is required, unless it meets one of the exceptions to timely notice. The action taken is documented in case notes.

### **GOOD CAUSE:**

If the household has good cause for failing to comply with a non-financial eligibility requirement and they are making a good faith effort to comply, the individual is disqualified until they are able to comply or the good faith effort stops. An eligibility determination is made for the remaining household members if all necessary information is provided.

This does not apply to households who are applying for extended benefits. Extended benefits cannot be approved for any members of the household until eligibility is established for all required household members.

If the disqualified individual is a work-eligible individual who is required to negotiate an Employability/Service Plan (E/SP), benefits for the remaining household members cannot be issued until this eligibility requirement is met. Benefits in the initial month will be pro-rated based on the benefit start date.

**Effective Date:** January 01, 2018