



Noncompliance and Sanction Policy Overview



September 30, 2025

Purpose

This presentation will focus on Noncompliance and Sanction discontinuances for START-related reasons and ways to resolve noncompliances.



Background

41-400 Employable Status

- General Relief (GR) applicants/participants, ages 18 through 59 years, who can work, do not have any disabilities that prevent them from working, and/or do not have minor children under their custody are considered **Employable**.
- **Employable** GR participants are **required** to complete employment related activities through the Skills and Training to Achieve Readiness for Tomorrow (START) Program unless they have a physical or mental health condition that prevents them from obtaining or retaining the employment.



Noncompliance and Sanction Policy

41-411 Noncompliance and Sanction Policy

- As a condition of General Relief (GR) eligibility, all GR employable applicants/participants are required to comply with GR and START Program requirements.
- Participants' failure to comply with GR/START Program requirements without Good Cause will trigger a noncompliance.

3-Month Grace Period



- Employable GR participants who fail to comply with START Program requirements will not be discontinued or sanctioned during their first three months of receiving GR benefits. This period is known as the “3-month Grace Period”.
- The “3-Month Grace Period” begins the date of the GR application and ends after the participant receives aid for three months.

Good Cause



- After the “3-month Grace Period”, when a participant fails to comply with START Program requirements, a determination will be made to determine if the participant had a Good Cause for not complying with START requirements.
- If Good Cause is determined, the participant’s benefits will not be impacted.
- Good Cause can be determined at a Noncompliance Review by a START Case Manager (SCM) or at a START Hearing by a START Supervisor.

Good Cause Cont.



Examples of Good Cause:

- Had a job interview
- Had a doctor's appointment
- Started a school/training program
- Started a new job

Negligent or Willful Determination



- If there is no Good Cause for failure to comply, then a Hearing Officer will make a determination on whether the failure to comply with START requirements was Negligent or Willful.
- Willful Failure is when a participant deliberately, intentionally refused to comply. A single act of Willful failure will cause a potential case discontinuance and sanction.
- Negligent Failure is when a participant does not exercise good judgement or fails to take necessary steps to comply with START requirements. Three acts of Negligent failure in different months will cause a case to discontinuance and sanction.

Noncompliance/Hearing Process



- The first time a participant fails to request a Noncompliance Review or contact the Hearing Officer in a 12-month period, the participant's case will be discontinued but no sanction will be imposed.
- The 0/30/60-day sanction policy will be applied. Any Willful or Negligent noncompliance participants acquire without Good Cause may cause the GR case discontinuance and a sanction for 0/30/60 days.
- Participants are provided an Extended Suspend Period, known as the third Thursday of the month following the date of discontinuance, to comply with all noncompliance issues.

Noncompliance/Hearing Process



- The 0/30/60-day sanction policy will be applied as follows:
- The first sanction imposed will be 0 days, which means that the case will discontinue, and participant can reapply immediately after discontinuation.
 - The second sanction imposed will be 30 days, which means that the case will discontinue, and participant may apply 30 days after the discontinuation.
 - The third, and any subsequent sanctions imposed will be 60 days, which means the case will discontinue, and participant may reapply 60 days after the discontinuation.

Noncompliance/Hearing Process Cont.



- Participants may resolve their noncompliance by contacting their START Case Manager to complete the Noncompliance Review anytime but before the Extended Suspend Period.
- Participants can request a hearing with a START Hearing Officer.
- The GR case will not be discontinued when the participant resolves the START noncompliance through the Noncompliance Review process or the Hearing process.



Questions

