

## .06 RCA Work Program Noncompliance

[PSP](#) staff notify the EI when a participant fails or refuses to comply with work program requirements. This is accomplished manually via the RCA Cash Assistance Work Program Notification. PSP staff make all good cause determinations and reconciliation efforts before sending notice of noncompliance to FAA. The Local Office Manager ensures that all RCA Cash Assistance Notifications are keyed into ACTS to ensure timely action.

When Jobs sends a noncompliance ACTS alert to the local office, take action to impose the disqualification. Complete the following:

- Review the participant's exempt or mandatory Jobs participation status.
- When the participant is now determined exempt, Do NOT IMPOSE THE DISQUALIFICATION. Notify the work program of the changes, and document the [case file\(g\)](#) thoroughly.
- When the participant is determined [Jobs](#) mandatory, impose the disqualification by keying DI in the PT field on SEPA allowing for [NOAA](#).
- Review the noncompliant participant for possible MA eligibility.

The RCA benefit reduction must not result in an increase to NA. AZTECS continues to count the gross amount of RCA before the reduction when there is a noncompliant participant. Key the following on UNIN:

- The actual RCA payment amount as AF income next to the PI.
- The reduction amount as SA income next to the noncompliant participant. (See [SA Income](#))

When the noncompliant participant is the only RCA eligible child, disqualify the child. The parents on the benefit remain eligible for RCA. Separate noncompliance reports may be received during the same month requesting a work program disqualification and non-work program disqualification. In this situation, complete both disqualifications. Send a separate NOAA for each disqualification.

While a disqualification for a work program noncompliance is being applied, one of the following may be discovered:

- The RCA case is closed.
- The noncompliant participant is already disqualified (for a non-work program related reason).

When the case is closed or the noncompliant participant is already disqualified for the month the second report of noncompliance is to be effected, the following applies:

- For closed cases, cancel the report of noncompliance. Do not act on it, unless the budgetary unit reapplies before it has lost a full months benefit.
- For active cases, send the NOAA notifying the participant of the noncompliance. When more than one sanction is effected for the same month, all sanctions count toward the same disqualification period.

When the disqualified participant is the parent caretaker payee of the case, make a reasonable effort to locate an appropriate [CA EBT Representative](#). Consider the following:

- When a CA EBT Representative cannot be found, continue to pay the benefits for the remaining budgetary unit participants to the parent caretaker. (See [CA EBT Responsibilities](#))
- When a CA EBT Representative is assigned, they continue to be the payee as long as the disqualified participant remains in the residence and FAA does not receive verification of compliance.

Disqualify the participant as follows:

- First Disqualification - A minimum period of one month.
- Second Disqualification - A minimum period of three months.
- All subsequent disqualifications - A minimum period of six months.

The minimum disqualification period must be applied once the NOAA has been sent.

When the action is taken, document in the case file which of the three disqualifications was applied. Since the participant, not the budgetary unit, is disqualified, moving from one budgetary unit to another does not clear the participant's previous disqualifications. The disqualification follows the participant to the new case.

The participant may agree to comply or becomes Jobs exempt during the disqualification period. In this situation, the participant is eligible to be added back to the case at the end of the minimum disqualification period.

Prior to the end of the required disqualification months, notify the PI of the date the noncompliant participant is eligible to have the disqualification lifted. Maintain a control to ensure the notice is sent at the proper time.

Prior to ending any disqualification, the disqualified participant must notify FAA that they agree to comply. The participant may indicate agreement verbally or in writing. Document the case file thoroughly with the notification of the participant's intent. A participant may have their RCA closed during their disqualification for non-work program related reasons. In this situation, the minimum disqualification period continues.

At renewal, determine whether the minimum disqualification period has expired as follows:

- When the disqualification period has expired, and the noncompliant participant agrees to comply, apply no further disqualification.
- When the disqualification period has not expired, or the noncompliant participant does not agree to comply, continue the disqualification until BOTH of the following occur:  
The minimum disqualification period expires.  
The participant agrees to comply.

The participant is eligible to receive RCA the first month after BOTH of the following occur:

- The minimum disqualification period expires.
- The participant agrees to comply.

(See Example [Refer After Disqualification](#))

When the noncompliant participant is added back to the RCA budgetary unit, re-refer the participant according to procedures listed in [RCA Work Program Requirements](#).