

.04 STBL Hardship Extension Keying Procedures

REVISION 14
(10/01/10 – 12/31/10)

Complete one of the following when eligibility for an [STBL Hardship Extension](#) is determined:

- Approve the extension when the budgetary unit is eligible to receive an STBL hardship extension. Complete all of the following:

Key the appropriate [Extension Reason Code](#) in the AZ EXT RSN field on WERE.

Authorize the benefits on AFPD.

Send the [A102 notice](#).

Document CADO with the STBL hardship extension reason.

The STBL hardship may not be valid for the entire approval period. Complete the following when the STBL hardship is valid for:

- 30 days or less
 - Authorize only the month(s) the STBL hardship is valid.
 - Send the A081 notice, requesting any other STBL hardship reason.
- 31 to 60 days
 - Authorize only the first and second month of the STBL hardship extension, up to the current system month.
 - Send the A081 notice, requesting any other STBL hardship reason.
- More than 60 days
 - Authorize the STBL hardship extension up to the current system month.
 - Set an EWAL alert for the first day of the month prior to the last month the STBL hardship is valid. On the EWAL due date, send the A081 notice, requesting any other STBL hardship reason.

NOTE When no additional STBL hardship reason is claimed or verified by the expiration date of the A081, elevate the case to the [Policy Support Team](#) (PST) the following business day.

WARNING

All potential STBL hardship claims of OTHER must be elevated to the [Policy Support Team](#) (PST) prior to taking action.

- Stop CA benefits when the budgetary unit has requested an STBL hardship extension, PST has determined the participant is NOT eligible to receive an STBL hardship extension, and all other eligibility criteria are met.

Complete all of the following:

- Key the TI Denial Closure Reason Code and effective date on AFED.
- Send the A211 notice
- Reauthorize benefits for other programs, when appropriate.
- Send the appropriate notices for the other programs.
- Document CADO with the reason that the STBL hardship extension was not approved.

- Stop CA benefits when all of the following occur:

No STBL hardship extension reason has been requested.

AZTECS has sent a [NOAA](#) to the PI.

The AZ CNTR AF field on WERE displays 36 months or more.

In this situation, complete all of the following:

- Key the TI Denial or Closure Reason Code and the effective date on AFED.
- Send the [A209 notice](#).
- Reauthorize benefits for other programs, when appropriate.
- Send the appropriate notices for the other programs.