

DEPARTMENT OF HUMAN RESOURCES FAMILY INVESTMENT ADMINISTRATION		TEMPORARY CASH ASSISTANCE MANUAL
NON-COMPLIANCE 1000	COMAR 07.03.03.19	NON-COMPLIANCE 1000

1000.1 TERMS DEFINED

- A. **Conciliation Period** -The one-time, up to a 30-day period, allowed to address the customer's non-compliance and help the customer resolve barriers to compliance.
- The objective of the conciliation period is to allow the customer time to correct the non-compliance before a sanction is imposed.
- B. **Sanction** -The penalty imposed for the customer's failure to comply with program requirements without good cause.
- C. **Full Family Sanction** - closure of the TCA case. All household members are ineligible because the head of household or other adult failed to comply with program requirements.
- D. **Cure** - the action taken by the customer to remedy the non-compliant behavior and cooperate with program requirements.
- E. **Individual Sanction** - An individual is not complying with requirements and that individual's needs are removed from the TCA benefit.
- This is applies to teens or minor parents who are children on their parent's TCA case and to some substance abuse situations.
- F. **Instance** - the number of times that a customer has been non-compliant with a specific program requirement.
- G. **Non-compliance** - the customer fails to do what is required in order to receive or continue to receive assistance.

1000.2 REQUIREMENTS

- A. There are five specific TCA program requirements that customers must comply with in order to receive assistance. Not all customers must comply with the requirements.
1. Work Activity, including failure to provide verification of time and attendance
 2. Compliance with Child Support Enforcement Administration (CSEA) requirements
 3. Substance Abuse and Treatment Services (SATS)

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4. Disability Advocacy Program
 5. Minor Parent School Attendance
- B. Customers may claim **good cause** for not complying with program requirements (see Section 1001 of this manual – Good Cause).
 - C. Customers who do not comply with the requirements are considered in non-compliance status and are **subject to sanction** (see Sections 1003 – 1007 of this manual for sanctioning procedures).
 - D. A **sanction penalty** varies according to specific program requirements.
 - E. Customers are entitled to **one conciliation period** for each of the specific program requirement in A above (see Section 1002 of this manual – Conciliation Process).

1000.3 NON-COMPLIANCE ISSUES NOT REQUIRING CONCILIATION

- A. There are **three situations** where the conciliation process is not required when customers are non-compliant with TCA requirements.
 1. Customer does not comply with the family's FIP/Independence Plan
 2. Customer refuses or fails to provide needed verification to determine or continue eligibility
 3. Customer refuses to sign required forms
- B. Give the customer 10 days adverse action time and close the TCA case, or if any of these three circumstances occurs at application, deny the application.

1000.4 SANCTIONS ARE NOT IMPOSED AT APPLICATION

- A. Applications may be denied, or
- B. Individual needs removed for non-compliance