1001 GOOD CAUSE VERSUS AN EXEMPTION

A. Good cause is an acceptable reason a customer has for not complying with program requirements.

B. Good cause is specific to each requirement and is therefore discussed more fully in each program requirement and also in the Work Book.

C. Good cause may be considered by the local department based on a customer’s individual circumstances, while an exemption is always defined by regulation.

D. The case manager must investigate good cause prior to sending a notice of adverse action (NOAA) regardless of the number of instances of non-compliance even when the customer is not entitled to a conciliation period.

E. Do not count an instance of non-compliance or impose a sanction if the customer verifies that good cause or an exemption exists (For further information review the information on good cause in each requirement section.)