Non-Compliance Scheduler Examples

Outreach Letters

**Scenario:** Customer was mailed an outreach letter on 7/9/19 and is due to respond by 7/16/19. However, customer failed to contact the local career office; therefore, the customer not in compliance with the SNAP/Choices program. A penalty will be documented in the “Scheduler Event” as follows:

**Sample Note:**

**“7/17/19 Per file review. Customer failed to respond to outreach date of 7/16/19; a penalty has been initiated and case closed.”**

Non-Compliance Letter

**Scenario**: Ms. Jane is participating in the Choices program and is required to submit her hours every Monday. On Tuesday, the Tracker reviews her case for compliance and discovers that she is missing hours for the week of 7/7/19-7/13/19. The Tracker mails a non-compliance letter by creating “Scheduler Event” for 7/19/19; which gives the customer a reasonable attempt to get into compliance. On the following Monday 7/22/19, the Tracker reviews the “Non-Compliance” roster and discovers the Ms. Jane failed to submit the missing hours; therefore Ms. Jane is not in compliance and needs a penalty dated for 7/15/19. The following statement will be entered in the comment section in the scheduler event

**Sample Note:**

**“7/16/19 Per file review.** **Customer failed to provide hours for the week of 7/7/19-7/13/19 on 7/15/19; case has been penalized for non-compliance.”**

Next Step Letters

**Scenario:** Customer was mailed a “Next Step Letter” on 7/11/19 and must respond by 7/18/19. On 7/19/19 the Tracker reviews the case to determine if the customer contacted the career office to complete the “Next Step Assessment”. If the customer didn’t complete the respond the letter; then the customer will be penalized for 7/18/19. The following statement will be entered in the comment section in the scheduler event:

**Sample Notes:**

**“7/19/19 Per file review. Customer failed to respond to the next step letter by 7/18/19; a penalty has been initiated and case closed.” (SNAP)**

**“7/19/19 Per file review. Customer failed to respond to the next step letter by 7/18/19; a penalty has been initiated.” (TANF)**