



Colorado Department of Human Services

people who help people

OFFICE OF SELF SUFFICIENCY
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Conciliation and Sanction Process

Each CARES client has the responsibility to comply with their family self-sufficiency and employment service plans.

- This is the plan that you and your case manager will develop that will assist you in becoming self-sufficient and employed within the shortest period of time. The plan may include, if needed, English language instruction focusing on English as it relates to obtaining and retaining employment, WorkStyles, Work Intensive Skills Camp, and job search assistance and placement. While a resettlement agency cannot require an employer to hire you, they are able to assist you in obtaining a job.
- When a CARES client is not following their family self-sufficiency or employment service plan, the resettlement agency will notify them of that, and request that the client attend a conciliation meeting with the case manager and a supervisor or director to discuss the reasons, if any, for failure to comply with the plan. Failure to follow the plan may include:
 - Failure to attend school regularly, as required by the plan
 - Failure to attend activities listed on your Family Self-Sufficiency Plan or failure to be available for job search or other employment related activities.
 - Refusal to fill out employment applications and/or go to interview for a suitable job
 - Refusal to accept a suitable job when offered
 - Failure to report to work after being hired
 - Quitting suitable employment without good reason

It is important that you attend the conciliation.

- At that meeting you may speak for yourself or be represented by a relative, friend, lawyer (at your expense) or other spokesperson, if they have your written authorization to do so. The agency will also provide an interpreter if one is needed.
- At the conciliation appointment, you will have a chance to explain why you are not following the family self-sufficiency or employment service plan.
- The agency will decide within 5 business days if you had good reason not to follow the plan. If so, a new plan will be developed. If you did not have a good reason, the agency will send you a letter stating that a sanction is imposed, and the person not following through with the plan will not receive cash assistance. For a family unit that person will be removed from the cash assistance grant, and the grant will be reduced. For a single person, their case will be closed.

- For a first sanction, the person does not receive cash assistance for 3 months, a second sanction for 5 months (which is the end of the CARES cash assistance period).
- Services are also sanctioned, including the employability services listed above as well as case management services. Case management for significant health and mental health services will continue.

If the sanctioned person does not feel that the sanction is appropriate, the sanction decision can be appealed to the State Refugee Coordinator's office.

- The sanction letter will include a form for requesting an appeal. That form must be mailed within 15 calendar days of the date on the sanction letter. The sanctioned person can also request the appeal by phone within the 15 days.
- If the request is not received within that the 15 day time period, no appeal hearing will take place.

The state hearing board will consist of a Colorado Refugee Services Program (CRSP) staff member and a representative from each of two resettlement agencies not involved in the sanctioning. CRSP will provide an interpreter if one is needed.

- The appeal board will notify the individual of their decision in writing within 10 business days of the hearing by certified mail. That letter will be translated into the individual's language if needed.
- The decision of the hearing board is final.

A member of my resettlement agency has explained and discussed with me the Conciliation/Sanction Procedure.

_____	_____
Date	Refugee's Signature

I have explained and discussed the Conciliation/Sanction Procedure with the participant. If this form is not in the client's language, and I am not fluent in that language, an interpreter has been used.

_____	_____
Date	Refugee Resettlement Case Manager

_____	_____
Date	Interpreter

(August 2007)