**Section 117.15 Reinstatement Upon Cooperation**

a) When financial aid is reduced or terminated due to the failure of the client to cooperate with the Department and the client, within ten working days after the first day the financial aid would have been available, cooperates with the Department, financial aid shall be reinstated in full. The reinstatement is retroactive to the date the change or termination of the grant occurred, provided the client is not otherwise ineligible for financial assistance for the period in question.

b) Failure to cooperate includes but is not limited to:

1) failure to keep an appointment;

2) failure to attend a meeting;

3) failure to produce proof or verification of eligibility or need in response to a Department request to contact it; or

4) failure to be available for a home visit.

c) When a client whose benefits have been reduced or terminated for failure to cooperate contacts the Department about the termination or reduction within ten working days after the first day the financial aid would have been available, the Department shall inform the client that his or her financial assistance will be reinstated if he or she cooperates.

d) The client's cooperation shall be demonstrated by his or her attendance at a rescheduled appointment or meeting, producing needed proof or verification, attempting to obtain needed proof or verification, asking for help in obtaining proof or verification or seeking whatever is needed to determine continued eligibility.

e) The policy in this Section does not apply in the case of sanctions imposed due to the failure of a client to participate, as required, in the child support enforcement program (see 89 Ill. Adm. Code 160) or in any educational, training or employment program conducted through the Department.

f) The policy in this Section also does not apply to any cancellation, revocation, reduction, termination or sanction imposed for the failure of any recipient to cooperate in the quarterly reporting process.

(Source: Amended at 22 Ill. Reg. 16251, effective September 1, 1998)