Reopening a Subsidized Guardianship Agreement Ended in Error

Note: Assignment to the case is needed in order to reopen an SG Agreement.

Introduction

Subsidized Guardianship can be reopened when eligibility has been terminated in error and the agreement, service, and associated amendment (if applicable) have been closed by eWiSACWIS overnight processing. The reopen function opens the agreement and service with the same information; no information is changed in this process. An Amended Agreement will only be reopened if one was open at the time the agreement was terminated.

Related User Guides
[Subsidized Guardianship Amended Agreement](#)
[Subsidized Guardianship Continued Eligibility and Related Notices & Decisions](#)
[Subsidized Guardianship Initial Determination & Case Creation](#)

Making the Subsidized Guardianship Termination as 'Made in Error'

In order to reopen a Subsidized Guardianship Agreement, the eligibility determination of 'Terminate' must first be 'Made in Error'.

1. Locate the child's Subsidized Guardianship Eligibility on the case outliner. Click the hyperlink to open the Subsidized Guardianship Eligibility page.

2. On the Subsidized Guardianship Eligibility page, click View on the Eligibility Status row where the status is 'Terminate'. This should be the most recent status listed on the Eligibility History tab. This opens the Subsidized Guardianship Eligibility Determination page.

3. On the Subsidized Guardianship Eligibility Determination page, select 'Made in Error' from the Options drop-down and click Go. Once Go is clicked, the status is changed to 'Made in Error'.

4. If the Eligibility Status change affects payment, the following message will appear as a reminder to create a new Eligibility Determination. Click Yes to continue.

5. Click Close on the Eligibility Determination page to return to the Subsidized Guardianship Eligibility page.

6. The Eligibility Status of 'Terminate' is changed to 'Made in Error'.

Note: To view the status that was Made in Error, select the View Not Approved/Made in Error checkbox.

7. In order to reopen an agreement, the most recent approved status must be 'Continue Payment'. A new determination may need to be entered. Click Close to return to the desktop.

8. Once the eligibility determination is approved, the Subsidized Guardianship Eligibility status on the outliner will be 'Continue Payment'.

Reopening the Subsidized Guardianship Agreement and Service

1. Locate the closed Subsidized Guardianship Agreement on the case outliner. Click the hyperlink to launch the agreement.

2. On the Subsidized Guardianship Agreement page, select 'Reopen Agreement' from the Options drop-down and click Go to open the Reopen Agreement History page.

3. The Reopen Agreement History page displays any previous reopening of the agreement. Click Insert to add a new row. The Agreement End Date, Date Closed, and Reason Closed automatically prefill from the last agreement ending. Click Save.

4. The following message will then display: "Saving this page will reopen the agreement, service, and amendment if one was open at the time of agreement closure. Do you wish to continue?". Clicking Yes automatically reopens the Agreement, Service, and Amendment (if applicable), closes the message, and refreshes the Reopen Agreement History page.

5. On the Reopen Agreement History page, the name of the worker reopening the agreement prefills under Reopened By and today's date under Date Opened. Click Close to return to the desktop.

Reopen Agreement History				Print 🖨	Help ❓

Basic

Child: Aardvark, Amy B. (9226559)   Service Provider: Albus Dumbledore (9221347)

Reopen Agreement History

Agreement End Date	Date Closed	Reason Closed	Reopened By	Date Opened
02/04/2023	02/04/2023	Family Request	Cake, Caitlin C.	02/06/2023

Insert

Save   Close

6. To view the changes, refresh the desktop. The agreement and service (and Amendment if applicable) are now open.