

DEPARTMENT OF HUMAN RESOURCES FAMILY INVESTMENT ADMINISTRATION		TEMPORARY CASH ASSISTANCE MANUAL
GOOD CAUSE – 1001	COMAR: 07.03.03.19	NON-COMPLIANCE 1000

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.)