**POTENTIAL SUSPENSION REQUESTS, JOB SEARCH**

**AND RELOCATION**

**CHAT Q & A**

**1/6/22**

**Q1: What if a customer refuses to sign the Waiver Revocation Letter (Form #003d)?**

A1: Just document that is was sent to the address of record. If you never receive it back- that's just how it goes. Our burden is to notify them, give them appeal rights and record our efforts. Upload the #003d when sent and if received. Be sure to case note when sent and received and file. Case note if it is not returned.

**Q2: Should the letter be sent as certified mail?**

A2: You are not required to send it certified since they are supposed to keep you updated on their current address. You can send it certified if you want but are not required to.

**Q3:** **How much lead time is needed to get a job search expense or travel for job search approved?**

A3: As much time as you can give us but at least 2 days please. Be sure that Sheila Sloan, Lori Graham and Susan Boggs are on all emails that will ensure that if someone is off or pulled on another project, the email is seen and acted on.

**Q4: How many mover estimates are required for moving household items?**

A4: Two

**NOTES:**

The current mileage rate effective January 1, 2022 is .585.

Here is the link to the most recent forms: <https://www.illinoisworknet.com/tradeforms>