

**DEPARTMENT OF HEALTH
AND
HUMAN SERVICES**

**DIVISION OF WELFARE
AND
SUPPORTIVE SERVICES**

ADMINISTRATIVE MANUAL

CHAPTER 100

ORGANIZATION

100 ORGANIZATION

101 DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS), DIVISION OF WELFARE AND SUPPORTIVE SERVICES (DWSS)

The DWSS is one of six divisions comprising DHR; the others are:

- Aging Services Division
- Division of Child and Family Services (DCFS)
- Health Division
- Mental Health/Developmental Services Division (MHDS)
- Division of Health Care Financing and Policy (HCFAP)

In addition to the six divisions, the Office of the Public Defender and the Indian Commission are under the Department of Health and Human Services.

The DWSS Administrator answers directly to the Director of the Department of Health and Human Services, who in turn serves at the pleasure of the Governor.

102 MISSION STATEMENT

The mission of the Nevada State DWSS is to provide quality, timely and temporary services enabling Nevada families, the disabled and elderly to achieve their highest levels of self-sufficiency.

103 LIST OF MAJOR PROGRAMS

- Temporary Assistance for Needy Families (TANF)
- Child Support Enforcement Program (CSEP)
- Employment and Training (E&T)
 - New Employees of Nevada (NEON)
 - Social Services
- Child Care Development Fund
- Medicaid Eligibility to include:
 - Medical coverage for TANF families
 - Child Health Assurance Program (CHAP)
 - Medical Assistance for the Aged, Blind and Disabled (MAABD)
 - Medicare Beneficiaries to include:
 - Qualified Medicare Beneficiary (QMB)
 - Special Low Income Medicare Beneficiary (SLMB)
 - Qualified Disabled Working Individuals (QDWI)
 - Qualified Individuals 1 and 2 (QI1 and QI2)

Note: Medicare Beneficiaries do not receive the full scope of Medicaid services.

- Supplemental Nutrition Assistance Program (SNAP)
- Energy Assistance Program (EAP)

104 MAJOR PROGRAM DEFINITIONS

A. TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

TANF provides assistance to needy families so children may be cared for in their homes or in the homes of relatives, and provides parents/relative caregiver with job preparation, work opportunities and support services to enable them to leave the program and become self-sufficient.

TANF is federally funded through a block grant from the Department of Health and Human Services. In addition, through a maintenance of effort (MOE) provision in the federal regulations, states are required to contribute money equal to 80% of the amount spent on the former Aid to Families with Dependent Children (AFDC) and AFDC-related programs during federal fiscal year 1994. The 80% MOE can be reduced to 75% for each year the work participation rates are met.

Individuals must complete an application and submit it to their local DWSS office. Individuals may apply for Medicaid on the same application; Medicaid eligibility is determined in conjunction with TANF and a decision on the application is made within forty-five (45) days.

B. RELATIVE CAREGIVER (RC) CASES

A Non-Needy Relative Caregiver is a relative, other than a legal parent, not requesting assistance for themselves and only requesting assistance for a relative child(ren). The gross income test is 275% of the Federal Poverty Level. Countable gross earned and unearned income of adults and children with a relationship (by blood or marriage) to the child(ren) living in the home is considered in the gross income test.

C. KINSHIP CARE PROGRAM

The Kinship Care Program, implemented October 1, 2001, is designed to promote a safe and permanent home for children residing with certain relatives who have obtained legal guardianship of a child because of the absence of the child's parent to care for them.

To qualify for the Kinship Care Program, all requirements of the TANF (RC) program must be met and a relative caregiver must be age 62 or over unless they have a qualifying hardship, have a minor relative child placed in their care for at least six months, obtain legal guardianship of the minor relative child and reside in Nevada.

Recipients of this program will receive a TANF cash assistance payment, equal to 90% of the state monthly foster care rate in effect June 30, 2007, in addition to the assistance payment and medical assistance, they receive reimbursement for the costs of obtaining guardianship and fingerprinting, respite care, transportation, and any other assistance deemed appropriate by the department.

The biggest difference between Kinship Care and other TANF programs is the payment scale. While the regular TANF and TANF (RC) Program payments are based upon family size, the Kinship Care Program pays per child.

D. CHILD SUPPORT ENFORCEMENT PROGRAM (CSEP)

Nevada's CSEP provides five basic services to both TANF and non-TANF families. They are 1) parent location; 2) establishing paternity for children born outside of marriage; 3) establishing financial and medical support orders; 4) enforcing support orders; and 5) collecting and distributing support payments. In providing these services, the birthrights of children are established, support is secured for children missing one or both parents, and the burden on Nevada taxpayers is reduced by offsetting the need for public assistance.

Federal Financial Participation (FFP) in the program is available at the rate of 66% for most necessary and approved expenditures. The state and participating counties contribute 34% toward the cost of the program. States have an opportunity to earn federal incentive dollars based on performance.

Individuals applying for TANF are automatically serviced by CSEP; in fact, cooperation with CSEP is a condition of eligibility. State offices and some county district attorneys provide CSEP services to non-TANF clients.

E. EMPLOYMENT AND TRAINING (E&T)

The DWSS provides education and training to individuals via the New Employees of Nevada (NEON) program and the SNAP Employment and Training program. Clients are further assisted with social services to help them gain economic self-sufficiency.

1. New Employees of Nevada (NEON)

NEON provides Temporary Assistance for Needy Families (TANF) recipients a means to acquire basic and vocational skills and overcome barriers to achieve economic independence through employment. With few exceptions, a TANF applicant begins participation in the NEON program at the same time the eligibility is determined.

A TANF applicant is assessed to determine employability and what services are necessary (i.e., child care, transportation, work clothing, etc.) to facilitate a rapid transition into the workforce. For those TANF applicants unsuccessful in obtaining employment in pre-eligibility activities or determined not ready to enter the workforce, services are provided to enhance their future success. As a TANF participant, further assessment and/or evaluation occurs to determine vocational abilities and interests. Recipients are screened to determine if personal issues such as domestic violence, parenting, substance abuse, etc., are inhibiting a successful transition to productive employment. After completing the assessment, the participant enters into a plan (Personal Responsibility Plan) with the DWSS. The Personal Responsibility Plan specifies the services the participant will receive from the agency and identifies what the participant must do to achieve self-sufficiency goals. Services are

determined based on the individual's needs and can range from short-term classroom training to placements in public or non-profit settings where job skills are gained through practical experience. Workshops, support groups and individual counseling offer participants the opportunity to address issues such as drug/alcohol addiction, domestic violence and parenting. Supporting Teens Achieving Real-Life Success (STARS) offers workshops, support groups and mentoring aimed at reducing welfare dependence among teens by promoting education and employment.

The NEON program partners with the public school system, community colleges, the Department of Employment, Training and Rehabilitation, public health agencies and community-based nonprofit organizations to obtain many of the services provided to NEON participants.

The NEON program receives funding through the TANF Block Grant and State General Fund. Funding to provide child care services to NEON participants is obtained from the Child Care Development Fund.

2. SNAP Employment and Training

Nevada operates a SNAP Employment & Training (SNAP E&T) Program statewide to promote the employment of participants through job search activities and group or individual programs which provide a self-directed placement philosophy, allowing the participant to be responsible for his/her own development by providing job skills and the confidence to obtain employment.

Mandatory participants are invited to attend an orientation workshop. After a group orientation is completed, the participant is required to complete a Job Search Activity. Limited support services such as transportation, and money for work-related costs is available to participants. SNAP eligibility is approved or denied within 30 days from application for benefits. At approval the eligibility case manager determines each household member's SNAP E&T participation status. Exemptions from participation include being elderly, disabled, employed at least 30 hours per week, or being temporarily laid off from a job.

Each fiscal year, Nevada receives a 100% federal grant administered through Food and Nutrition Services of the U.S. Department of Agriculture to operate the program. Each state agency's grant is comprised of SNAP E&T grant funds and participant reimbursable expenses. SNAP E&T grant funds are 100% federal funds used for administration and operation of the program. Participant support service funds are 50% federal matched with 50% state funds.

The Balanced Budget Act of 1997 includes several provisions that affect the SNAP Employment & Training Program. Two of these provisions affect work requirements for Able-Bodied Adults Without Dependents (ABAWDs) and SNAP E&T funding. Additional federal funding has been allocated for federal fiscal year 1998 to encourage states to create work opportunities for ABAWDs. Eighty percent of the federal funds must be used to serve ABAWDs.

Special work requirements and time limits have been established for ABAWDs; they must work at least 20 hours a week (averaged monthly) or participate in a workforce or educational employment program. Nevada does not offer a workfare component and tracks the number of participants who obtain employment by participating in a work component.

3. Social Services

The challenge of working with the “hardest-to-employ” (HtE) participants, who are also facing cash assistance time limits, are addressed by DWSS social workers. The HtE families experience a multitude of barriers/issues preventing them from becoming both emotionally and economically self-sufficient. Some issues addressed by social workers with the HtE family are domestic violence, substance abuse, mental health, physical health and/or caring for children with severe medical or emotional problems. Services provided to TANF participants requiring social work intervention may include, but are not necessarily limited to:

- Completing psycho-social assessments on participants, including home visits to determine the home environment, to ensure a comprehensive picture of the participant and his/her family is gathered before a detailed Personal Responsibility Plan (PRP) is developed with the participant. Social workers utilize an array of assessments to identify client issues, such as South Oaks Gambling, learning disability and domestic violence screening tools, ecomaps and genograms. Also, Social workers provide intensive services and follow up with the families on a monthly basis until the issues are alleviated or resolved.
- Social workers administer the Substance Abuse Subtle Screening Inventory (SASSI) to TANF participants when substance abuse is suspected. Social workers then coordinate with the Substance Abuse Prevention and Treatment Agency (SAPTA) to provide further evaluation and treatment for TANF participants in need of substance abuse services.
- Social workers evaluate and approve alternative living situations for minor parents when the minor parent is not living with their parents, legal guardians or in an approved adult-supervised setting and apply for cash assistance.
- Assist disabled cash assistance applicants/recipients understand and proceed through the Social Security Income (SSI) application process.
- Social workers determine “Good Cause” waivers for TANF clients when domestic violence affects their ability to participate in the Child Support Enforcement and/or NEON programs.
- Social workers participate in Multi-Disciplinary Teams (MDTs) in their communities to help coordinate a continuum of services for participants (for example, a participant is receiving a housing subsidy, training and Vocational Rehabilitation services; each entity requires a service plan and the MDT ensures the plans are coordinated).

- Social workers provide guidance and field supervision to UNLV/UNR social work interns assigned to the division's Supporting Teens Achieving Real-Life Success (STARS) Program.

The DWSS has developed a protocol with the Division of Mental Health/Developmental Services, and Vocational Rehabilitation to effectively address mental health and vocational rehabilitation issues with TANF clients serviced by these agencies.

F. CHILD CARE DEVELOPMENT FUND

Nevada's child care programs were administered by several state agencies and funded through more than one federal and state source until the 1997 Legislature consolidated the various child care programs within the Nevada State Division of Welfare and Supportive Services (DWSS). The federal government also consolidated its child care funding streams as a part of the national welfare reform efforts.

The DWSS contracts with two nonprofit agencies which manage the child care program: the Children's Cabinet in northern Nevada and UNLV, in southern Nevada. These entities outstation staff in DWSS field offices throughout the state to provide resource and referral services as well as child care subsidy services to other clientele needing those services to become self-sufficient.

The DWSS continues to support quality child care activities including scholarships for early childhood education at the community colleges and universities and training activities provided by our contractors. Additionally, the Division has contracted with the University of Nevada, Reno, to conduct a statewide study of child care to determine the income and education level of Nevada's child care workforce.

G. MEDICAID ELIGIBILITY

1. TANF-Related Medical Only

There are several groups related to the TANF program which receive medical assistance only (no cash) referred to as Temporary Assistance for Needy Families – Related Medical Only cases. These groups are

- a. Medicaid coverage for persons who are eligible to receive cash assistance but choose to receive medical benefits only, or who are ineligible to receive cash assistance due to TANF time limits or failure to cooperate with a cash-only eligibility requirement;

- b. Medicaid coverage for persons who cannot receive cash assistance (TANF) or assistance through the Child Health Assurance Program (CHAP) due to income from an individual who is not their parent or spouse. This includes: (a) children ages 0-18 who cannot receive cash assistance due to step-parent income; (b) children ages 0-18 of a minor parent (under age 18) not eligible to receive cash assistance due to the grandparent's income; and (c) parents or children ages 0-18 ineligible for TANF/CHAP due to income of another child in the household;
- c. Emergency medical services only on a month-by-month basis for all illegal or other non-citizens not covered in other eligible categories for emergency medical assistance. These applicants must meet TANF or CHAP requirements except for citizenship;
- d. Medicaid for any pregnant woman eligible for the program in any month of her pregnancy continues for pregnancy-related and postpartum coverage during the course of her pregnancy regardless of changes in her income;
- e. Medicaid for the first year of life for any newborn of a Medicaid eligible pregnant women regardless of income changes;
- f. Medicaid prior medical coverage is available up to three (3) months prior to the Medicaid application month if the client/family received medical services during this time. Eligibility is determined on a month-by-month basis;
- g. TANF post-medical assistance is available for the following groups: a) Medicaid assistance continues for up to twelve (12) months for households which become ineligible for TANF cash assistance due to the increased earned income of the caregiver OR loss of a disregard (exclusion) in the budgeting process; and b) Medicaid assistance continues for up to four (4) months for households which become ineligible for TANF cash assistance due to child support collected through the agency.

Certain child welfare cases are eligible for medical-only coverage because they are eligible by income standards (Title IV-E or Foster and Institutional Care [FIC]). Consequently, medical coverage is provided to children in foster care and children receiving adoption subsidies who are Title IV-E and FIC eligible, and children for whom a public agency is assuming full or partial financial responsibility.

2. Child Health Assurance Program (CHAP)

The Child Health Assurance Program provides Medicaid coverage to pregnant women and children under age six, including unborns, with income below 133% of poverty; and to children age six or older with income below 100% of poverty. It provides necessary medical assistance to these individuals who meet poverty limits, yet are ineligible to receive TANF cash benefits or TANF-related Medicaid.

Those requesting assistance must complete an application for medical services and submit it to the local DWSS office for processing. A decision is made within 45 days. Medicaid may be requested and granted when certain criteria are met, for up to three months prior to the application month.

CHAP funding is 50% federal and 50% state funding for medical services, staff and administrative costs. The federal Medicaid funds are administered through the Division of Health Care Financing and Policy.

3. Medical Assistance for the Aged, Blind and Disabled (MAABD)

Medical Assistance for the Aged, Blind and Disabled (MAABD) is a medical services only program. Frequently many applicants are already on Medicare; thus Medicaid supplements their Medicare coverage. Additionally, others are eligible for Medicaid coverage as a result of being eligible for a means-tested public assistance program, (i.e., Supplemental Security Income [SSI]). The various categories of eligible persons who may qualify for Medicare, Medicaid or both are:

- Supplemental Security Income (SSI) recipients;
- Nursing facility residents with gross monthly income up to 300% of the SSI payment level (State Institutional Cases);

Under an agreement with the DWSS, Nevada counties pay the non-federal share of costs for institutionalized person whose monthly income is between 156% and 300% of the SSI payment level. These cases are known as County Match cases.

- Individuals can receive medical coverage for up to three months prior to their application if they apply for or would be eligible for any of the Medicaid categories (Prior Medical Cases);
- Certain individuals who have lost SSI eligibility, but would still be eligible if some of their income were disregarded (Public Law Cases);

- Disabled children who require medical facility care but can appropriately be cared for at home (Katie Beckett Cases);
- Aged, physically disabled or mentally retarded individuals who require medical facility care but can appropriately be cared for at home. Aged individuals who have been residing in nursing facilities who can appropriately be cared for in adult group facilities (Home and Community-Based Waivers);
- Non-citizens who do not meet citizenship eligibility criteria who have emergency medical services may qualify for some (not all) Medicaid services.

Applications are required for all of the above-mentioned benefits; they are processed as follows:

- SSI cases: 10 working days following receipt of the eligibility determination made by the Social Security Administration.
- Aged cases: Within 45 days of application.
- Disabled and Blind cases: Within 90 days of application.

4. Medicare Savings Program

Medicare Savings Programs are different from other coverage groups in that they do not receive the full scope of Medicaid benefits. The five groups of individuals described below comprise the Medicare Savings Program population. Application for benefits must be made and a decision rendered within forty-five (45) days. Success in the Medicare Savings Program is assessed by the fact there are program expenditures meaning: if the state can pay for a low-income individual's Medicare premium, it saves state dollars by ensuring Medicare coverage of medical services. For example, a medical service costing \$100 is incurred by a client with dual coverage. Approximately 80% of the charge, or \$80, is paid by Medicare. The remaining \$20 is paid on a 50/50 basis by the state and federal government. The eligible groups are:

- a. Qualified Medicare Beneficiaries (QMBs) are Medicare recipients who have income at or below 100% of the federal poverty level. Medicaid pays for their Medicare premiums, co-insurance and deductibles. Eligibility begins the month following the decision is made.
- b. Special Low Income Medicare Beneficiaries (SLMBs) are Medicare recipients with income between 100%-120% of federal poverty level. Medicaid pays their Medicare Part B medical insurance premiums.

- c. Qualified Disabled Working Individuals (QDWIs) have their Medicare Part A hospital Insurance premium paid by Medicaid. Eligibility begins with the application month with three months of prior medical coverage available.
- d. Qualifying Individuals (QI-1s) are Medicare recipients with income of at least 120%, but less than 135% of federal poverty level. Medicaid pays their Medicare Part B medical insurance premiums. Funding is 100% federal up to the state allocation. Eligibility begins with the application month with three months of prior coverage available.

H. SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

The purpose of SNAP is to raise the nutritional level among low income households whose limited food purchasing power contributes to hunger and malnutrition among members of these households. SNAP is an entitlement program; however, effective November 22, 1996, some individuals aged 18 through 49 may be classified as Able-Bodied Adults Without Dependents (ABAWDs) and limited to receiving food coupons for three months in a 36-month period if they are not meeting work requirements.

SNAP benefits are funded with 100% federal monies. Administrative costs for SNAP are 50% federal and 50% state supported.

SNAP application requests may be made verbally, in writing, in person or through another individual. Each household applying must submit an application including, at a minimum, the applicant's name, address and signature. Households in which members are applying for TANF and SNAP or in which all members are applying for SSI and SNAP may complete one application and interview.

All applications are screened for expedited service. If the household has less than \$100 in income and/or \$150 in resources, or has shelter expenses which exceed its income, it may be entitled to expedited service. If eligible for expedited services, benefits are made available no later than the seventh (7th) day which includes the date of application; otherwise, a case decision is made within thirty (30) days of application.

SNAP Food Stamp regulations require continued performance reviews to ensure benefit accuracy and contractor compliance with inventory, safeguards and issuance practices. Two federally required monitoring systems are state quality control case reviews and management evaluation office reviews.

I. ENERGY ASSISTANCE PROGRAM (EAP)

The Energy Assistance Program (EAP) provides benefits to eligible households to help maintain residential heating/electric service. Funding is from the U.S. Department of Health and Human Services through the Low Income Home Energy Assistance Block Grant and the Universal Energy Charge (UEC) assessed to most public utility retail customers in the state.

Persons seeking assistance may apply for and be awarded benefits once each program year. Applications are submitted to and processed by staff at one of the two central processing units. The division sends application packets to all prior-year clients. Applications are accepted year round.

Applications are generally processed in the order in which they are received. Due to the volume of applications received, processing may take 8 weeks. Clients who meet specific criteria may have their applications/payments expedited to alleviate winter or summer energy-related crises. Applications may be submitted directly to the Division or through contracted intake sites and applicants must document an unexpected loss/reduction of income or unexpected emergency expenses in addition to meeting general income/assets criteria.

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UNIT FUNCTIONS

To complement the organizational chart illustrated on Exhibit 100-1, the functions of the units identified are as follows:

A. FINANCE AND ACCOUNTING

The Finance and Accounting Unit is responsible for processing financial transactions generated by the DWSS. This includes bills for supplies and equipment, contracts and leases, emergency services, buildings and grounds maintenance and repairs, travel claims, sub-recipient and client payments.

Accounting staff allocates expenditures to the proper budget accounts and charges appropriate federal grant programs through direct charging, staffing allocations and cost allocation. Staff prepares requests for federal funds as needed to cover the federal share of expenditures and complete the required federal financial reports.

The Accounting Unit provides centralized processing of supply and equipment orders.

B. BUDGET AND STATISTICS

Budget and Statistics provides support services to DWSS staff in the areas of research, statistics, audits, contracts, rate development, facilities management, property inventory, publications, print shop and budget services. Budget and Statistics staff:

1. Ensure sufficient resources are available to meet DWSS objectives through the coordination of the biennial budget preparation process.
2. Ensure the DWSS remains within legislatively approved authority through oversight of expenditures.
3. Advises the DWSS on the most efficient and cost-effective methods for conducting business.
4. Ensure all division contracts meet federal and state criteria and are economically feasible and advisable.
5. Function as the primary source of historical and projected financial and statistical data.
6. Function as the unit responsible for the Print Shop, Publications and Forms Control, and the Mail Room.

C. PROGRAM REVIEW AND EVALUATION

1. Quality Control

The Quality Control (QC) staff is responsible for the continuous and systematic review of a sample of cases according to federal mandate and guidelines. This review determines if the percentage of correctness of eligibility and payment in the Medicaid, Food Stamp and Child Care programs remains within established federal tolerance levels and if TANF is within established state tolerance. The findings are analyzed to determine the significant causal factors of both agency and client errors recorded. Periodically, recommendations for corrective action are developed and transmitted to appropriate program staff for consideration in future planning and the required federal corrective action reports.

2. Hearings

The Hearing Officers are responsible for scheduling, conducting and rendering decisions for clients aggrieved in the TANF, Medicaid and Food Stamp programs. They are also responsible for scheduling, conducting and rendering decisions for Intentional Program Violations alleged by DWSS staff in the TANF and Food Stamp programs.

3. FEDERAL TANF DATA REPORTING

Staff are responsible for collecting data from a sample of active and closed TANF cases for required federal quarterly and annual reports. The data is also used to calculate and report the division's progress toward meeting federally mandated work participation rates.

4. Ensure the division compliance with federal and state audit criteria including A-133 sub-recipient audits, child support enforcement district attorney audits and internal audits and controls.

D. PERSONNEL UNIT

The Personnel Unit provides a full range of personnel services. This includes, but is not limited to: staffing, recruitment and selection; position classification; personnel action processing (new hires, promotions, merit salary increases, terminations etc.); employee relations including consultation with managers and employees to resolve disputes and respond to grievances; interpretation of personnel policy and regulation; safety plan coordination; payroll processing; affirmative action plan implementation; and, Americans with Disabilities Act compliance coordination.

The unit is staffed with personnel professionals and technicians charged with implementing the various personnel program areas described above. The first point of contact for all DWSS employees with personnel questions or concerns should be with the Personnel Unit.

E. ELIGIBILITY AND PAYMENTS

Eligibility and Payments (E&P) is responsible for developing plans, regulations and procedures for implementation of state and federal laws and regulations which establish eligibility for and provide financial assistance to recipients under the Temporary Assistance for Needy Families (TANF) program, Self-Sufficiency Grant, SNAP, Child Health Assurance Program (CHAP), Medical Assistance to the Aged, Blind and Disabled (MAABD) program and Medicare Beneficiary programs. During legislative sessions, E&P participates in the development, analysis and testimony of proposed legislation.

The unit conducts research studies and prepares in-depth reports to assist management in evaluating the effectiveness and efficiency of program operations. Problem areas are identified and corrective action plans are developed. E&P maintains records and reports, and establishes controls and accountability programs. The unit conducts on-site field office reviews, develops and implements staff training, evaluates and coordinates E&P program activities, consults and provides technical assistance to DWSS staff, and acts as a liaison with other related local, state and federal agencies.

F. INVESTIGATIONS AND RECOVERY (I&R)

The Investigations and Recovery (I&R) unit is responsible for developing plans, policies and procedures to implement effective program integrity measures for all programs administered by DWSS. These measures include, but are not limited to, internal audits, pre-eligibility investigations, recipient investigations, overpayment calculations, debt recovery, program disqualifications, civil court actions and criminal prosecutions.

Additionally, the unit administers the Electronic Benefit Transfer (EBT) program, which is the method by which SNAP and TANF benefits are issued. The EBT program has proven to be cost effective and a valuable tool in detecting and preventing fraud.

The unit administers the Public Assistance Reporting Information System (PARIS). PARIS is a Federal-State Partnership Program whereby client information is shared and matched with other participating states to detect and prevent program fraud and abuse.

The unit conducts research studies and prepared in-depth reports to assist management in evaluating the effectiveness and efficiency of program operations. Program areas are identified and corrective action plans are developed. I&R maintain records and reports, and establish controls and accountability programs. The unit conducts on-site field office reviews, develops and implements staff training, evaluates and coordinates I&R program activities, consults and provides technical assistance to Division and Non-Division staff, and acts as a liaison with other related local, state and federal agencies.

G. EMPLOYMENT AND SUPPORT SERVICES (E&SS)

1. The Employment and Support Services (E&SS) unit is responsible for developing plans, regulations and procedures to implement state and federal laws and regulations which pertain to Employment and Training programs for TANF and SNAP, Domestic Violence, Substance Abuse support services to the non-custodial Employment and Training program, Supporting Teens Achieving Real-life Success (STARS) and social services (i.e., physical and/or mental health issues, teen pregnancy, individuals with significant barriers to employment, etc.). E&SS works closely with Budget and Statistics to build program budgets. During legislative sessions, E&SS participates in the development, analysis and testimony of proposed legislation.

The unit also works closely with Budget and Statistics to coordinate the request for proposal (RFP) process for services to mandatory employment and training participants. Once responses to RFPs have been received, E&SS participates in the reviews of potential vendors and the contracting process. Budgets and contracts are then monitored for compliance.

The unit conducts research studies and prepares in-depth reports to assist management in evaluating the effectiveness and efficiency of grantee operations. Problem areas are identified and corrective action plans are developed. E&SS maintains records and reports and establishes controls and accountability systems. The unit conducts on-site field office or subgrantee reviews, develops and implements staff and sub-grantee training, evaluates and coordinates E&SS program activities, consults and provides technical assistance to Division and sub-grantee staff, and acts as a liaison with other related local, state and federal agencies. The unit provides support and assistance to Division social work staff.

Division social workers assess, develop and amend Personal Responsibility Plans (PRPs), and provide ongoing case management services as assigned by conducting home and/or collateral visits. Division social workers may contact participants on a frequent basis via telephone, home and collateral visits. A social worker may provide services to those participants that have been determined to be in need of special attention which may include:

- Supporting Teens Achieving Real-Life Success (STARS) participants;
- Participants with significant barriers to employment. The social worker, as a liaison, conducts in-depth assessments to determine the extent of the barriers to achieving economic independence and makes referrals to appropriate service providers;
- NEON participants who are currently experiencing physical abuse and/or fleeing from a domestic violence perpetrator; and
- Provides Crisis Intervention services to those participants that may present themselves in the district offices with an immediate issue.

Social workers administer additional assessments to TANF participants to identify barriers to self-sufficiency such as domestic violence, substance abuse, learning disabilities, problem gambling and cognitive processing issues. If assessment results indicate barriers to self-sufficiency, social workers refer participants to contract or community providers for further assessment and/or treatment.

2. Social Work Management Procedures

The following procedures have been established with the intent to support both the supervisory role of the District Office Managers in regards to social work staff and the role of the Social Work Chief, who have dual supervision of social work staff.

Social Work Chief is to ensure social work staff is performing their assigned duties in a manner consistent with prevailing law and social work licensing requirements and to provide program guidance and support.

a. Monitoring Social Work Licensing Issues/Concerns

- 1) All Divisional social work staff has open access to the Social Work Chief to staff cases and discuss licensing concerns.
- 2) The Social Work Chief will notify the Office Manager and Social Work Supervisors of licensing board concerns/opinions/directives.
- 3) The Social Work Chief will conduct regular meetings with Social Work Supervisors to coordinate services statewide and address any global program concerns. Office Managers will be notified of all scheduled meetings.

b. Hiring of Social Work Staff

- 1) In addition to normal hiring procedures, Social Work Supervisors will conduct interviews and complete background requests for social work candidates. Office Managers or their designated staff may participate at the Office Managers discretion.

- 2) Upon request by interviewing staff the Social Work Chief will obtain state personnel background information and verify candidates' licensing status and forward to the interview panel.
- 3) Before an employment offer can be made to a candidate, the Field Services Manager and the Social Work Chief will review written recommendations and approve all selections.
- 4) The Field Services Manager and the Social Work Chief will consult and jointly determine the best location of assignment. The Field Services Manager will notify the affected office managers.
- 5) The Social Work Chief will receive copies of all letters of resignation from social work staff.
- 6) The Field Services Manager and the Social Work Chief will jointly make final determination on all office transfer requests.
- 7) The Social Work Chief will maintain a social work unit organization chart and provide it to all staff each time it is updated.
- 8) The Social Work Chief will be a panel member for all Social Work Supervisor staff interviews.

c. Training for Social Work Staff

- 1) The Social Work Chief will review and approve training requests for all social work staff.
- 2) Social Work Supervisors are responsible for notifying the Office Managers of social work staffs intent to attend training.
- 3) Office Managers and/or Social Work Supervisors will provide the Social Work Chief and training personnel with copies of certificates of training attendance for all social work staff, which will facilitate tracking of CEUs (Continuing Education Units) for licensing requirements.
- 4) The Social Work Chief will coordinate staff awareness training for social service issues like, domestic violence, fetal alcohol, substance abuse, child protective services, suicide prevention, etc.

d. Monitoring of Social Work Licenses

- 1) The Social Work Chief will monitor and track license status and CEU totals for all social work staff.
- 2) The Social Work Chief will notify the Office Manager of social work staff failing to comply with licensing maintenance requirements.
- 3) The Social Work Chief will investigate reports of license violations as required and notify Office Manager.

e. Evaluations

- 1) The Social Work Chief will review all social work evaluations prior to delivery to staff.
 - a) The evaluation will go to the Office Manager for initial review then to the Social Work Chief for the final review.
 - b) The following signatures will need to be obtained on the evaluation for a Social Work Supervisor:
 - Rater = Office Manager
 - Reviewing Officer = Social Work Chief
 - Appointing Officer = Field Services Manager
 - c) The following signatures will need to be obtained on the evaluations for a Social Worker:
 - Rater = Social Work Supervisor
 - Reviewing Officer = Office Manager
 - Appointing Officer = Field Services Manager

f. Statistical Reports

- 1) The Social Work Chief will receive monthly statistical reports from Social Worker Supervisors for each social worker in the field.
- 2) The Social Work Chief will send the Field Services Manager a monthly statewide report. The Field Services Manager will disseminate the monthly report to the Office Managers and any additional field staff.

g. Additional Assignments

- 1) The Social Work Chief will assign tasks directly to a social work unit when required and notify the Office Manager of the assignment (i.e. Repatriation program).

H. INFORMATION SYSTEMS

Information Services is comprised of the following:

1. Nevada Operations of Multi-Automated Data Systems (NOMADS)

NOMADS is the name of the Nevada State Division of Welfare and Supportive Services' data processing system.

NOMADS support the following programs:

- a. Child Support Enforcement (known as IV-D);

b. FAME which includes:

- SNAP;
- Temporary Assistance for Needy Families (TANF);
- Medicaid Eligibility (Med-EI);
- Employment & Training (E&T).

NOMADS allows DWSS to meet the following goals:

- a. Improve the quality of services to the public;
- b. Improve the efficiency and effectiveness of DWSS programs;
- c. Ensure compliance with federal and state requirements;
- d. Take advantage of new technology to meet functional requirements; and
- e. Ensure system security and auditability.

1. Information Services

Information Services is responsible for the planning, development, implementation and maintenance of the Division's computer systems. The division's computer systems include, in coordination with the Department of Information and Technology, the state mainframe for connectivity and the division's local area and wide area networks. These responsibilities include the purchasing and installation of communication lines, network servers, personal computers, printers, associated peripheral equipment and software. The unit supports, through internal or external sources, all computer applications and e-mail. The unit is also responsible for the development, support and maintenance of database applications for the division.

2. Electronic Benefits Transfer (EBT)

The unit is charged with the development, coordination and implementation of electronic benefits transfer (EBT) for the Food Stamp program. The mandated implementation date for the EBT program is October 1, 2002.

I. CHILD SUPPORT ENFORCEMENT

The Child Support Enforcement Program provides five basic services:

1. Location of noncustodial parents;
2. Establishing paternity;
3. Establishing financial and medical support orders;
4. Enforcing support orders, and
5. Collecting and distributing support payments.

Under cooperative agreement with county district attorneys and district courts, these services are provided free of charge.

Central Office has overall administrative responsibility including development of legislation and policy, implementation of state and federal laws and regulations, a central registry for incoming out-of-state cases, a parent locate unit, an IRS tax refund and unemployment insurance benefits (UIB) intercept unit, and IRS administrative hearings officer, and training and quality control services. Central Office oversees Program Area Offices (PAOs) and cooperative agreements with county district attorneys and district courts. Program Area Offices provide appropriate child support services for cases referred from the TANF, foster care and Medicaid programs. The PAOs either provide these services directly or process referrals to district attorneys for legal action. District attorneys provide services to non-public assistance families

In SFY 2000, the Nevada Child Support Enforcement Program implemented the centralized State Collections and Disbursement Unit (SCaDU), which was required under the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA). This unit provides a single, automated location for collections and disbursements, allowing for greater efficiencies and getting payments to families faster. In addition, SCaDU makes the task of withholding child support wages easier for employers because there is only one location to send payments to, rather than a multitude of county locations.

J. CHILD CARE

The child care unit is a stand alone unit that manages approximately \$39 million each state fiscal year to provide child care subsidies to low-income families transitioning from welfare to work. The child care subsidy program is contracted out to two entities specializing in child care subsidy programs. These two agencies co-locate child care staff within the DWSS offices for the convenience of Temporary Assistance for Needy Families (TANF) applicants. The child care staff assist applicants with their child care needs, issue certificates obligating child care funds, register child care providers and provide information concerning quality child care applicants.

The DWSS was awarded a Department of Labor grant on February 17, 2000 for Child Care Apprenticeships. Nevada is the first state in Region IX to be awarded this grant. Child care providers who sign up for the program will go through a series of college courses and hours of hands-on care in a child care setting. This is a two-year program, comprised of just over 4,000 hours. Upon completion, the provider will be certified by the State of Nevada as a full-time child care specialist. They will also receive a federal certification, and achieve a Child Development Associate (CDA), which is nationally recognized. The certifications will enable providers to command a higher wage.

K. PROFESSIONAL DEVELOPMENT CENTER

In 1998, the Division of Welfare and Supportive Services (DWSS) opened the Professional Development Center (PDC) in Las Vegas, and in 1999, the Northern Nevada Professional Development Center (NNPDC) in Reno. Both PDCs serve three important purposes. The first is providing an adequate training facility and available classrooms needed to help welfare recipients develop the skills and abilities necessary for them to become financially independent of the DWSS system; the second is providing a training environment for staff, both Division staff and other agencies wishing to use the facility. A third, is the planned on-site location of licensed child care facilities for use by welfare recipient's children while the parent attends classes or work activities.

Nevada has been successful in its welfare reform efforts to date having experienced a significant drop in its TANF caseload in recent years. However, as we continue moving recipients into the work force, the more difficult to employ remain to be served. Though the PDCs serve all recipients, staff remains dedicated to providing the critical training to our clientele. Lecture halls and computer labs are available for client use with the intent to provide such courses as adult basic education, personal and financial management, vocational skills and customized job training programs.

The DWSS is in the process of establishing a child care training center within the PDC in southern Nevada. The child care center will provide child care for TANF recipients who are in training programs or participating in work activities. In addition, if recipients wish to become licensed child care providers, these facilities will be used as a training site. Upon the successful establishment of the child care training program in southern Nevada, the DWSS intends to establish a similar child care training program in the NNPDC.

The PDC in Las Vegas houses training staff, Welfare-to-Work, program review and hearing staff as well as a centralized mail area for southern Nevada agency staff. The NNPDC in Reno includes a second Reno area district office as well as training and information systems staff. Both PDCs also provide standardized training for the eligibility, child support and employment and training workers employed in all Nevada field offices. More is planned for these state-of-the-art facilities. They are a by-product of the Division's cultural change with the advent of welfare reform and continuing efforts in "Working for the Welfare of ALL Nevadans."

106 DIVISION OFFICES STATEWIDE

Carson City - Central Office	1470 College Parkway, 89706-7924	(775) 684-0500 Fax 684-0646
Carson City District Office	2533 N. Carson Street, Suite 200, 89706-0240	(775) 684-0800 Fax 684-0844
Elko District Office	1020 Ruby Vista Drive, #101, 89801-2876	(775) 753-1233 Fax 777-1601
<i>(Child Support Enforcement – Room 1)</i> <i>(Investigations & Recovery)</i>		(775) 753-1187 / Fax 753-1228 (775) 753-1234
Ely Office	725 Avenue K, 89301-2796	(775) 289-1650 Fax 289-1645
Fallon District Office	111 Industrial Way, 89406-3116	(775) 423-3161 Fax 423-1450
Hawthorne Office	1000 "C" Street, PO Box 1508, 89415-1508	(775) 945-3602 Fax 945-4439
Henderson District Office	520 S. Boulder Hwy., 89015-7512 [CACU (formerly MASH) 702-387-2201]	(702) 486-1001 Fax 486-1270
Las Vegas - Belrose	700 Belrose Street, 89107-2235	(702) 486-1675 Fax 486-1633
Las Vegas – Cambridge Community Ctr.	3900 Cambridge Street, #202, 89119-7469	(702) 486-8770 Fax 486-8790
Las Vegas – Desert Inn <i>(Child Support Enforcement)</i> <i>(Recovery)</i> <i>(SCaDU)</i>	3120 E. Desert Inn Road, 89121-3857	(702) 486-8500 Fax 486-8511 (702 486-8501 or 486-8511 (702) 486-8534 / Fax 486-8592
Las Vegas – Flamingo <i>(Senior Services Center)</i> <i>(EAP)</i>	3330 E. Flamingo Road, #55, 89121-4397	(702) 486-9400 Fax 486-9401 (702) 486-9500 / Fax 486-9525 (702) 486-1404 / Fax 486-1441
Las Vegas - Nellis	611 N. Nellis Blvd., 89110-5383	(702) 486-4828 Fax 486-4827
Las Vegas - Owens <i>(Investigations)</i>	1040 W. Owens Avenue, 89106-2520	(702) 486-1899 Fax 486-1802 (702) 486-1751 / Fax 486-1895
Las Vegas – Southern PDC <i>(Hearings & Quality Control)</i>	701 N. Rancho Drive, 89106-3704	(702) 486-1429 Fax 486-1430 (702) 486-1437 Fax 486-1438
Pahrump Office	1840 Pahrump Valley Blvd., Unit A, 89048-6131	(775) 751-7400 Fax 751-7404
Reno District Office	3697 Kings Row, 89503-1963	(775) 448-5000 Fax 448-5094
Reno Child Support Enforcement	300 E. Second Street, #1200, 89501-1586	(775) 448-5150 Fax 448-5199
Reno – Northern PDC	680-690 S. Rock Blvd., 89502-4113	(775) 448-5238 Fax 448-5246
Winnemucca Office	3140 Traders Way, 89445-3677	(775) 623-6557 Fax 623-6566
Yerington Office	215 W. Bridge Street, #6, 89447-2544	(775) 463-3028 Fax 463-7735