

The case worker will support the participant's efforts to maintain employment. The goal for these participants is meaningful, long-term employment with a potential for wage gain. These individuals may benefit from case manager support through contact and supportive services.

812.1.1 Tier Tracking and Reporting Requirements

The case manager will be required to track and report the tier levels for each assigned participant.

813 PRE-ELIGIBILITY REQUIREMENTS AND SUPPORT SERVICES

813.1 Pre-Eligibility Work Activities

NEON applicants, who meet the definition of a work-eligible individual (see manual section A-816.1), may be required to participate in work activities prior to approval for assistance. The goal is to assist families at the earliest opportunity by preparing them to meet work requirements of the NEON program.

Prior to requiring an applicant to participate in pre-eligibility work activities, staff must complete comprehensive assessments. Based on the assessment results, the applicant may be required to: keep appointments with staff, attend in-house orientations and/or training, participate in education activities, join a job club, participate in a job readiness program, register with Job Connect, make arrangements for child care and/or transportation, develop a PRP, Job Search, maintain current employment and/or any combination of the above.

The specific work activity requirements assigned by the case manager must be tailored to the individual household's circumstances. Requirements and consequences for failing to meet the requirements must be provided to client in writing. (i.e., appointment letter, PRP, Insufficient Information Form 2429, or other comparable document.)

If an applicant fails to cooperate with pre-eligibility work activities without good cause they will be denied TANF/NEON assistance.

813.2 Pre-Eligibility Support Services

The following support services may be provided to TANF-NEON program applicants participating in pre-eligibility activities:

- a. Participant payments for mileage reimbursement (see Rate Chart in manual section A-814.2);
- b. Bus passes or tokens;
- c. Work permits;
- d. Interview/employment related clothing (limited to no more than \$150 without supervisory approval);
- e. Fingerprinting for applicants with a confirmed job offer;
- f. ID cards specific to employment or employment search;
- g. Driving records when required for an employment application or acceptance of employment; and/or
- h. Child Care assistance.

Please refer to manual section A-815.1 for information on issuing vouchers.

Note: TANF-Temporary program applicants are not eligible for pre-eligibility support services.

814 SUPPORT SERVICES

Support services are also available to assist TANF-NEON, TANF-Temporary, and SNAP participants during Employment & Training activities. All support service payments for authorized special needs and transportation must be processed within five (5) working days of receipt of the necessary verification, unless extenuating circumstances exist. Exceptions must be documented.

Support service needs for NEON participants are identified in assessments and are included in the participant's Personal Responsibility Plan (PRP). Support services may be authorized for both countable and non-countable work activities.

SNAPET participants receive payments or reimbursements for the cost of transportation and special need items, which are reasonably necessary and directly related to participation in the SNAPET program for no more than two (2) months of job search in a 12-month period and up to the first 30 days of employment if the client obtained employment while conducting SNAPET job search, or the participant is in a qualified third-party education program.

Support services may be provided to individuals who are disqualified from participating in SNAPET for failure to cooperate with work requirements if they need assistance to comply with program requirements to reestablish eligibility.

814.1 Child Care

TANF-NEON and TANF-Temporary participants who are primary caretakers of children may be eligible for child care services to facilitate program participation. Eligibility is based on the participant's need for child care to seek, accept or maintain employment or participate in other approved work activities, including meetings with DWSS staff.

A NEON participant with a child less than 6 years old may be exempt from the work requirements if suitable child care cannot be obtained. The child care contractor supplies verification (Form 2153, Work Required Exception) to the case manager regarding the inability to find suitable child care. (Refer to Manual Section A- 816.2.1)

If it is determined the participant is not complying with the NEON requirements, notify the child care case manager immediately to terminate services. Notification can be in the form of a child care referral (Form 2728-WA), Interagency Referral (Form 6009), or email.

Refer to the Child Care Manual for additional information on child care eligibility.

Child Care Reimbursement – Nevada does not anticipate any SNAP funded childcare reimbursements due to partnerships with the Child Care Development Fund and Workforce Investment Act.

814.1.1 Referrals

Staff will provide a complete NEON Child Care Referral, Form 2728-WA, to the child care program contract staff when the work eligible applicant/recipient is in need of assistance to comply with pre-eligibility, and/or post-eligibility work activities. Note: This includes work eligible individuals with a NEON Code “E” who participate in an activity that promotes self-sufficiency and have a signed PRP supporting the need for child care. Staff must correctly identify the case as a one-parent or two-parent household on the referral form to ensure the child care assistance payments are paid through the correct funding source. There **must** be a purpose of care (i.e., Job Search, GED classes, PRP follow-up) and referrals must specify a set schedule indicating days and hours per day on the form. If a varied schedule exists, define number of days per week and if part-time (less than 4½ hours per day) or full-time (4½ hours or more per day). If the form is incomplete or if it appears to have been altered, it may be returned to the case manager or the contractor may contact the case manager to verify the data.

If a household indicates they are in need of child care assistance, but are not required to participate in work activities (child-only, kinship care, etc.), DO NOT refer the family on a NEON Child Care Referral, Form 2728-WA. Staff should direct the client to the Child Care Unit for an eligibility determination under one of the other categories of child care assistance.

814.1.2 TANF Sanctions and Child Care Eligibility

TANF-NEON cases which are terminated for non-compliance with work activities (sanctioned) are not eligible for child care assistance, unless they meet the requirements for another child care eligibility category.

Immediately notify the child care contractor via the NEON Child Care Referral, Form 2728-WA, of the imposition of a sanction and include the effective date of TANF termination (sanction). Child care staff will terminate assistance and immediately notify the child care provider of this action.

Assistance will not resume unless the case manager sends a subsequent NEON Child Care Referral, Form 2728-WA, requesting services.

814.1.3 Child Care Overpayments and Intentional Program Violations

When applicants/recipients use their child care benefits for a purpose other than that which was authorized on the referral, an overpayment and/or an Intentional Program Violation (IPV) for the TANF and Child Care Programs may result.

If a child care overpayment is identified, the contractors will refer the overpayment to the Investigations & Recovery (I&R) Unit for pursuit and collection.

Examples of IPV scenarios:

Child care assistance was authorized and paid to allow the applicant to complete their pre-eligibility work activities. The recipient places the child in day care, but uses the time to attend a doctor's appointment.

Child care was authorized so the client could attend a PRP appointment. The recipient cancels the appointment, but uses the child care assistance.

814.2 Transportation

TANF-NEON and TANF-Temporary Program participants may receive assistance with transportation when it is necessary to complete a program activity.

814.2.1 Bus Passes

The Division of Welfare and Supportive Services purchases bus passes from public transportation providers for use by participants residing in areas where bus service is available. Supplies are maintained within district offices for distribution and participants are encouraged to utilize public transportation where it is available.

Transportation assistance, in the form of youth bus passes, may be provided to other household members when necessary to allow the NEON mandatory member to achieve the objectives set forth in their PRP.

Note: Some public transportation vendors will require a school or vendor generated ID card be presented with the youth passes.

All issued bus passes and tokens are to be documented in the Bulk Purchase Screen in OASIS no later than three (3) working days after the date of issuance.

814.2.2 Gasoline for Transportation

The Division of Welfare and Supportive Services allows for transportation costs reimbursement in the form of a participant payment and/or vouchers to assist the client in complying with work-related activities. The Employment & Training Transportation Claim Form (2750) must be completed and signed by participants requesting a reimbursement.

Transportation – SNAPET participants in a required activity or a qualified third-party education program are eligible to receive the following per month:

- Up to \$25 biweekly for gas reimbursement, one monthly bus pass, or daily and/or weekly bus passes, the total of which is not to exceed a 30 day timeframe. Costs of support service payment authorizations/reimbursements are recorded in the participant case records to keep a history of authorized payments. All issued bus passes are to be documented in the Bulk Purchase Screen in OASIS no later than three (3) working days after the date of issuance.

The transportation reimbursement **can not exceed** the amount on the Mileage Rate Chart below. Gas voucher issuances (used in rural areas) cannot exceed \$25 per week.

Participant payments and vouchers for transportation must be processed within five (5) working days of receipt of the necessary verification.

Mileage Rate Chart

| <u>Miles Per Day (round trip)</u> | <u>Rate Per Day</u> |
|-----------------------------------|---------------------|
| 1 – 20 Miles | \$6 Per Day |
| 21 – 50 Miles | \$15 Per Day |
| 51 or More Miles | \$20 Per Day |

814.2.3 DWSS District Office Bus Pass Inventory Policy and Procedures

All bus passes must be secured and accounted for from the time they are received in the office to the time they are distributed to participants. To reduce the risk of loss, access to inventory must be strictly controlled and limited to staff that have a business need. A separate inventory and accounting must be maintained for each program. To reduce exposure and loss, offices are to limit their on-hand supply to three (3) months. Orders are not to exceed a three (3) month maximum. Offices should provide their current inventory and rate of use when a General Requisition, Form 1010 is submitted to Central Office. Bus pass orders in excess of \$1,000 must be delivered or mailed by the vendor. Offices are not to pick up or transport any quantities over the \$1,000 amount.

814.2.4 Definitions

Authority Log: Form capturing which staff member(s) have access to what areas.

Bulk Storage: Combination safe or locking file cabinet in a secure location for storing of bus passes until needed.

Daily Use Storage: Locking file cabinet in a central location for the distribution of bus passes on a daily basis.

Distribution Log: Form to capture information on each bus pass distributed to a participant. **Note**: A separate inventory and distribution log is required for each program (NEON and SNAPET) and type of bus pass the office uses.

Master Log: EXCEL spreadsheet listing each purchase of bus passes from the vendor.

Retention and Disposition Schedule: Retain bus logs for a period of three (3) fiscal years.

814.2.5 Suggested Assignments

| NEON MEMBER | BULK STORAGE (SAFE COMBINATION OR LOCKING FILE CABINET) | DAILY USE LOCKING FILE CABINET | CONDUCTS AUDITS / MONITORS CONTROLS | OASIS INPUT AND DISTRIBUTES TO CLIENTS |
|-----------------------------|---|--------------------------------|-------------------------------------|--|
| OFFICE MANAGER | X | | X | |
| SUPERVISOR(S) | X | | X | |
| SUPERVISOR(S) | | X | X | |
| SOCIAL WORKER SUPERVISOR(S) | | X | X | |
| ADMINISTRATIVE AID(S) | | X | X | |
| FSS STAFF | | | | X |
| SOCIAL WORKERS | | | | X |

NOTE: Supervisor(s), who have access to the safe's combination or the locking file cabinet where the bulk bus passes (bulk storage) are stored, must not have key access to the daily use locking file cabinet. Every office should attempt to keep the bulk bus passes separate from the daily use bus passes, however, it is understood this isn't always possible. NEON bus passes must be kept and tracked separate from SNAPET bus passes.

814.2.6 Establishing Written Office Procedures

Office Managers are required to have written bus pass procedures that meet the criteria established in this document and address the unique business environment and practices in their office. These procedures should include, but are not limited to: where bulk inventory will be stored; where daily inventory will be stored; define individual roles and responsibilities; who has access to what inventory; the number of passes bundled per daily use packet; limits on the number of passes accessible in the daily use inventory; distribution practices, record retention, etc.

814.2.7 Receiving Shipment of Bus Passes

Receipt of bus passes is restricted to the office manager and / or their designated supervisors with access to bulk storage. The delivery of bus passes will be logged by a minimum of two staff to ensure the presence of all passes ordered and the master bus pass log will be updated indicating receipt.

Bus passes should be bundled into daily use size packets for each pass type. The number of passes for each packet is established by the office in their written procedures and should be based on an individual office usage history.

The goal is to ensure an adequate supply of passes are available for daily operations, while limiting the liability should a loss occur. The following is an example:

| Type of Bus Pass | # Per Bundle |
|------------------|--------------|
| Daily | 50 |
| Weekly | 25 |
| Monthly | 25 |
| 10 Ride | 25 |
| Child | 25 |

A bus pass log, for each type and bundle of passes will be created. Each bus pass serial number will be listed on a separate line of the log. Each log will be photocopied and the photocopies kept with the master log in the bulk storage area.

The bundles of passes by type and corresponding logs will be placed in individual sealed and date-of-delivery stamped envelopes. Both employees who verified the incoming inventory must sign over the sealed flap. Each envelope will list the type of pass and the pass series it contains (beginning number of pass and ending number of pass in the envelope).

Both employees who verified receipt of the bus passes will sign and date the vendor invoice which is forwarded to the Employment and Supportive Services (ESS) Unit in Central Office.

The bulk stock of passes will be kept in the bulk storage area along with the master logs showing the receipt and disbursement of passes and suspense copies for each bundled group of passes.

814.2.8 Daily Use Inventory

Bus pass inventory kept in the daily use storage area must be limited to no more than what is expected to be distributed for the work day. This will vary by office depending on caseload. The limits must be established in the office's procedural document. The following is an example:

| Type of Bus Pass | # of Bundles |
|------------------|--------------|
| Daily | 2 |
| Weekly | 1 |
| Monthly | 1 |
| 10 Ride | 1 |
| Child | 1 |

One staff authorized to access the Daily Storage Area and one staff authorized access to the bulk storage area will sign the log(s) for each envelope of bus passes that are moved from bulk storage to daily use storage.

When the distribution of a full bundle of bus passes is complete, the log for that bundle must be placed with the master log for audit purposes.

Two staff will be present when a bundle of bus passes is opened for use in the daily inventory to verify the envelope contains the correct number of bus passes based on the type of bus passes (see table above) and that the sequence of the bus passes matches the sequence on the log. Any discrepancy must immediately be reported to the office manager or a supervisor (other than one opening the envelope) and a full audit conducted. If a loss is confirmed, refer to manual section 814.2.10.4.

814.2.9 Distribution To Clients

When a pass is distributed, staff must record the participant's name, case number and date next to the passes serial number on the log and initial their actions. The action must also be documented in the OASIS system using the Bulk Purchase Screen no later than the third working day after distribution.

Staff must ensure the participant acknowledges the date of receipt of the pass/passes in writing; this documentation must be retained for audit purposes. The following are some acceptable documentation practices:

- The participant signs and dates an acknowledgement of receipt on a copy of the Bulk Purchase screen in OASIS listing the pass(es) being distributed.
- The participant signs and dates an acknowledgement of receipt on a copy of the bus pass.

The documents may be retained in the case records or with the distribution logs, as long as the procedure is consistent within the office.

814.2.10 Staff With Audit Authority

Staff assigned to audit bus pass inventories must not be the same staff assigned and responsible for duties related to the receipt, secure storage and/or distribution of bus passes.

814.2.10.1 Daily Reconciliation

At the end of each business day, a staff member will reconcile the remaining passes in the daily use inventory with the logs.

814.2.10.2 Weekly Reconciliation

At the end of each week, a staff member with audit authority will ensure there is a Bulk Purchase screen for each name on the Distribution Log. Any errors found must be researched. Then, OASIS and/or the logs must be updated with the corrected information.

814.2.10.3 Monthly Reconciliation

A minimum of once a month, two staff with audit authority must audit the quantity of the bus passes in the bulk storage area to ensure the amount matches that of the master log. At least one of the staff assigned to this duty should be rotated on a periodic basis, so the same two staff are not always completing the audit. (Exceptions to this practice are allowed in rural offices with limited staff and must be addressed in the office's written procedures.) Both staff must sign and date the master log attesting to the correctness. The monthly inventory should be done no later than the fifth day of each month.

814.2.10.4 Reporting Losses

If any staff member suspects or confirms a loss of a bus pass(es), they are to immediately report such loss to their office manager. The office manager must immediately report the loss to the Deputy Administrator of Field Operations, Field Operations Manager, Chief of Employment and Support Services, the Chief of Investigations and Recovery and the Administrator.

814.3 Vehicle Repairs, Registration and Insurance – Employment Related Activities Only

TANF-NEON and TANF- Temporary Program participants, who own a motor vehicle in need of repairs to provide safe and reliable transportation, may obtain up to a lifetime maximum of \$2,000 in vehicle repairs when necessary for employment or to attend activities leading to employment. Case managers shall verify vehicle ownership through DMV registration documents prior to the consideration of any vehicle repairs. Vehicle repairs include tires, battery, brakes, exhaust system, trans-mission/transaxle, differential, motor, electrical system repairs, vehicle registration fees (which includes the basic registration fee, government services tax, and supplemental government service tax), license plate fees, smog check when required for registration, and up to three months of basic motor vehicle liability insurance as required by Nevada state law. Two written estimates of repair costs must be obtained from licensed auto repair shops prior to approving the repairs and will be maintained in the casefile.

Note: When creating a voucher for vehicle repairs, registration, and/or insurance, it is important to select “Transportation Services–SS” in OASIS in the Support Service type field. Staff must select a Sub-Type of Auto Insurance, Car Registration or Car Repairs to ensure the lifetime limit is tracked correctly.

NEON or Social Work Supervisors may make an exception and authorize repairs when estimates are not available.

NEON or Social Work Supervisors must approve all vehicle repairs.

814.4 Community Work Experience Program (CWEP) Stipend

Participants in the Community Work Experience Program (CWEP) may receive a \$40 per month payment to assist with work-related expenses. The payment may be generated monthly by the case manager in OASIS to each CWEP participant who participated in the program and met their CWEP work activity requirement as agreed upon in their PRP for the month. In the initial month, if a CWEP recipient is unable to meet their requirements due to a pending police background check and/or fingerprinting, the participant remains eligible to receive the monthly or one-time payment amounts as noted above.

814.5 Employment Related Special Needs

TANF-NEON and TANF-Temporary Program participants seeking employment may need work permits, clothing, tools or equipment to begin a job or CWEP placement. Verify the offer of employment or CWEP placement and necessary items prior to authorizing the purchase. Supervisory approval is required when the authorized amount exceeds \$250.

Special Needs – Up to \$200 for support services (i.e., Sheriff’s Card, Driver’s License, Health Card, clothing or shoes), which are reasonably necessary and directly related to participation in the SNAPET program, may be issued to a SNAPET participant per year.

Costs of support service payment authorizations/reimbursements must be recorded in the participant's case record and accurately detail a history of authorized payments. All payments and vouchers will be tracked on the Online Automated Self-Sufficiency Information System (OASIS).

The amount/value of special needs allowances must be documented and tracked in OASIS.

814.5.1 Vocational Education/Training Options

Vocational training opportunities for TANF-NEON and TANF-Temporary Program participants are offered to assist the participant in attaining the education, skills and/or qualifications they need to increase their ability to obtain employment and maximize their earning potential, thus reducing or eliminating their need for public assistance.

There are a wide variety of excellent vocational education/training choices available to Nevada residents and it is the intent of the DWSS to provide our NEON participants access to the training option best suited to their individual needs and interests.

SNAP recipients may volunteer for a qualified third-party education program offered through contracted Community Based Organizations.

If staff determines a participant is in need of additional job training and/or skills during the assessment process or if the participant expresses an interest in training, staff should assist the participant in exploring their training options.

All training decisions must be mutually agreed upon and documented in the PRP. A post-training plan for securing employment must be incorporated in the PRP (i.e., does the school or educational facility provide job placement services?).

There are four options for accessing training:

1. Contracted Training Vendors – Staff may refer clients to one of the training vendors with established contracts. The Division establishes contracts with training vendors when a significant number of NEON participants will benefit from the same course. Contracting allows the Division to specify the course content, length and schedule.
2. Community Partners – Staff may refer clients to Job Connect to access training opportunities offered through our WIA partners such as DETR, JOIN, Nevada Partners, Nevada Works, Culinary Academy, etc.
3. Financial Assistance – Participants often qualify for financial assistance when enrolled in universities, community colleges or qualified technical schools. When attending such an institution these opportunities must be pursued before authorizing training funds through an Individualized Training Agreement as defined in #4 below.
4. Individualized Training Agreements – Staff may establish Individualized Training Agreements with participants and vendors to purchase training on behalf of a NEON participant. These funds are either paid directly to the client or to the vendor depending on the Agreement established. (Refer to manual section 814.5.1.1 and 814.5.1.2)

Limitations

Each NEON participant may be authorized up to \$2,500 per fiscal year for vocational training purposes. Exceptions to this limitation may be granted on a case-by-case basis by the Chief of Employment and Support Services, but will not exceed \$5,000 per participant per fiscal year.

Purchase of Training may only be authorized if it qualifies under the definition of a core or non-core “Work Activity” when determining the Federal Work Participation Rate. (Please refer to manual section 821.1).

814.5.1.1 Providing Individualized Training Benefits

Providing individualized training benefits provides a wider range of training and educational choices to meet the needs of the participant. There are two types of agreements. One provides a lump sum payment directly to the participant and the other authorizes payment to the training vendor on behalf of the individual. To be eligible, the participant must:

- Have a signed Personal Responsibility Plan documenting their chosen career path, training needs, choice of training vendor and a post-training employment plan
- Meet the minimum pre-requisites for the training program
- Worked with the case manager to address all potential barriers to attendance (i.e., transportation, child care, doctor/agency appointments, etc.)
- Provide verification that financial aid in the form of grants is not available for this purpose
- Sign either the Individualized NEON Vocational Education Agreement – Participant Payment, Form 2781-EG/B or the Individualized NEON Vocational Education Agreement – Payment to Vendor, Form 2781-EG/A

At a minimum, the agreement must include:

- The amount of funds to be distributed to the participant
- The vendor the participant will purchase training from
- The training/course to be purchased
- The timeframe the participant has to enroll and complete training
- The consequences for using the funds for any purpose other than the purposes for which it was authorized
- The consequences for failing to maintain acceptable attendance, progress or completing the course
- An agreement that the participant or vendor will return any unused or refundable portion of the tuition to the Division
- The Participant's signature
- The authorizing signature of an FSS Supervisor or Social Welfare Manager and when applicable the vendor's representative
- The Chief of Employment and Support Services or their appointed representative must approve agreements authorizing over \$2,500 in benefits

814.5.1.2 Authorizing Training Benefits

The original training agreements are to be forwarded to the Employment and Support Services Unit in Central Office. When benefits have been authorized to go directly to the participant, staff must use the Participant Payment function in OASIS to generate a warrant. When benefits are to be paid directly to the vendor, forward the training agreement with a request for a vendor payment to program staff in central office. A copy is to be kept in the casefile.

Staff must allow adequate time for the client/vendor to obtain the funds prior to the course fee deadline. All Participant Payments are mailed the Monday following the week the benefit is approved in OASIS. Most Vendor Payments are mailed the Monday following the week the payment is approved by accounting.

IMPORTANT: A vendor must be registered with the Controller's Office and have a current/valid vendor control number, prior to establishing a training agreement. (Refer to manual section A-815.2).

814.5.1.3 Misuse of Funds Intended for Vocational Training

The participant is required to use the funds solely for the purpose of purchasing the training specified within the timeframes established in the training agreement, and is required to maintain acceptable attendance and satisfactory progress.

An overpayment will be established for any funds not used as outlined in the training agreement and/or any funds the vendor returns to the participant regardless of the reason (i.e., the course is canceled, the fees are misquoted, the vendor refunds all or part of the training/course fee, because the participant did not begin or complete the training/course.) An overpayment may be established for the entire amount of the benefit if the participant fails to complete the course satisfactorily.

If the participant fails to use the funds as agreed or fails to return funds to DWSS when they receive a refund from the vendor, they will be referred to I&R for an IPV hearing and their household may be disqualified for receiving TANF benefits for five years (60 months).

814.6 Court-Ordered Community Service Enrollment Fee

Payment of an administrative enrollment fee on behalf of NEON participants required to perform community service by a court of law may be paid when hours of attendance can be verified.

Participants may receive a bus pass, transportation reimbursement or a gasoline voucher (Refer to manual section A-814.2.2).

814.7 Relocation Expenses for Employment

Relocation expenses, for TANF-NEON participants with a verified job offer at least 50 miles from their current residence, may be authorized one-time only for no more than \$1,000. Allowable expenses include the one-way rental cost of a do-it-yourself moving van or trailer, necessary rental liability insurance, fuel costs, and a maximum of \$100 for hiring a laborer to assist in loading/unloading the moving van or trailer.

This relocation service may be allowed for training, work experience and job search on a case by case basis:

Case manager must obtain written approval from their supervisor prior to authorizing relocation assistance

814.8 Drug/Alcohol Treatment Co-pay Reimbursement

Experts in the substance abuse field have indicated the importance of investing clients in their treatment both emotionally and financially. The Division of Welfare and Supportive Services, in support of this philosophy, allows substance abuse treatment providers to collect a co-payment from TANF-NEON and TANF-Temporary participants. A reimbursement for any co-payment paid to the substance abuse treatment provider is authorized when the case manager and substance abuse treatment provider mutually agree the TANF participant has successfully completed their substance abuse treatment program. Reimbursement can be issued to the participant directly through the Participant Payment process in OASIS. A copy of the paid statement of co-payments from the vendor must be retained in the participant's file.

814.9 Employment Retention Payment (ERP)

Ongoing TANF NEON households who are due to terminate for excess earned income are eligible for an extension of TANF support services and a \$50 per month Employment Retention Payment (ERP) for six (6) months. These cases must be active TANF NEON cases (TN, TN1, or TN2), with a NEON Code of A, B, C,D, or M.

If employment terminates or income decreases to a dollar amount that is below the TANF payment income limit, the household may no longer be eligible for ERP; however, they may be eligible for regular TANF NEON benefits. There is no limit to the number of times a household can become qualified for six (6) consecutive months of ERP.

Example: A TANF NEON household becomes eligible for ERP and receives ERP payments for four (4) months. After four (4) months, they become unemployed and are eligible for regular TANF NEON. One month later, they are due to term for excess earned income. They would then be eligible for another (6) months of ERP.

State and federal time limits do apply to ERP; however, if the household has reached their 24 or 60 month time limit, they will be granted an automatic hardship in order to continue receiving ERP and support services for an entire six (6) month period, if

eligible. If employment terminates or income decreases to a dollar amount that is below the TANF payment income limit during the automatic hardship for ERP, unless determined by the Hardship Committee to be eligible for regular TANF NEON benefits, the case will terminate and the household will be subject to state and federal time limit restrictions.

814.10 Lifetime Limits for Some Support Service Categories

NEON participants have lifetime limits for the following support services:

- a. Auto repairs/registration/insurance and
- b. Relocation expenses

It is the responsibility of the case manager to ensure participants do not exceed their lifetime limits. Before authorizing benefits in the categories above, the case manager must review the case history to determine the amount, if any, of their lifetime benefits the participant has received.

815 ONLINE AUTOMATED SELF-SUFFICIENCY INFORMATION SYSTEM (OASIS)

OASIS is the case management system designed and maintained to support the Employment and Training functions of the Division of Welfare and Supportive Services.

Staff must generate and save the following documents in OASIS. This documentation is related to fiscal accountability, legal requirements and automated case management functions. When OASIS is unavailable, exceptions to using the online versions of these forms must be documented in OASIS:

- Notices of Decision
- Participant Verification Form (PVF)
- Vouchers

Case managers may choose to use the DWSS approved online or hardcopy versions of the following forms. If the hard copy form is used, staff must document the activity in the OASIS case narrative and retain a copy in the casefile. Exception: Report of illness documentation from a doctor must be kept in a locked file cabinet if it contains any specific medical information of a diagnosis.

- | | |
|-----------------------------------|--|
| ● Appointment letters | ● Report of Illness |
| ● Child Care Assistance referrals | ● Personal Responsibility Plans (PRPs) |
| ● Intra-office referrals | ● Assessment Summary (optional) |
| ● Job Search forms | ● Timesheets for activities |
| ● Assessment Form(s) | |

Staff is required to enter data in OASIS to:

- Authorize payment to vendors when vouchers are redeemed
- Create and store case narratives
- Generate participant payments (gas reimbursements, CWEP stipends, etc.)
- Track countable and non-countable work activities
- Track bulk purchase distribution (bus passes, and DMV vouchers, etc.)

815.1 OASIS Vouchers

The Authorization to Purchase, Form 2728-WA (commonly referred to as vouchers), are issued so eligible individuals may obtain the special need items and services necessary to comply with work-related activities. (Please refer to manual section A-814 for types of items and services which may be authorized.)

Vouchers are issued from the OASIS system. The system assigns each voucher a unique number consisting of the office code, fiscal year and sequential number. Please refer to the OASIS Task Guides for OASIS voucher instructions.

Hardcopy vouchers are available, but should only be issued when system problems prevent the case manager from using OASIS to create the voucher. (Refer to manual section 815.1.2)

815.1.1 Voucher Completion

All vouchers must include:

- The name of the vendor where it is to be redeemed
- The program the individual is participating in (i.e., TANF-NEON, NEON Pre-eligibility, TANF Temporary Program, SNAPET)
- The items and/or services being authorized for purchase
- The maximum payment amount being authorized
- The name of the participant
- Signature of the participant
- Signature of the Division representative issuing the voucher
- Signature of a supervisor when the maximized authorized amount:
 - exceeds \$150 for pre-eligibility work activities or SNAPET participants
 - exceeds \$250 for TANF-NEON or NEON-Temporary participants
- Supervisor/manager approval when applicable per policy.
- Signature of an office manager for vehicle repairs and certain moving expenses
- The name and address the voucher should be returned to for redemption

Note: TANF-Temporary and TANF-Loan Program applicants/recipients are not eligible for pre-eligibility support services.

815.1.2 Voucher Distribution

OASIS Voucher:

- OASIS Vouchers are created in OASIS and saved in OASIS Case History.
- The generated voucher must be printed and signed.
(See manual section A-815.1.1 for required signatures.)
- A copy of the signed voucher is kept in the casefile, and the original is given to the participant to present to the vendor. Staff should encourage vendors to verify and document the participant's ID on the voucher, but we have no authority to require compliance with this request.
- The voucher may only be redeemed by the vendor specified on the voucher. If the vendor is unable to provide the items/services required or the participant prefers to use a different vendor, the participant must return to the office to obtain a voucher specifying a different vendor. The original voucher should be voided if it was not used to purchase any of the authorized items/services.
- The vendor or participant must return the voucher and an invoice or receipt to the originating office for payment authorization.

Hardcopy Voucher:

Hardcopy vouchers are negotiable documents with unique numbers. Supplies must be maintained in a secure environment. District offices are required to utilize an internal control log to track the forms distribution. Staff authorized to issue vouchers must track each individual voucher issued to participants. When OASIS is available, the issuance of a manual voucher must be documented in Case History and a replacement voucher created in OASIS. When redeemed, staff must submit both the original hardcopy voucher and the replacement voucher with the receipt to Accounting.

Hardcopy vouchers are printed on NCR paper and are only used when case managers are unable to generate a voucher in OASIS due to system issues.

- The voucher is completed and signed.
- The white and green copies are provided to the participant who will present it to the vendor. The canary and pink copies are maintained in a pending file within the district office.
- The goldenrod copy(s) must be batched weekly and forwarded to the Accounting Unit in Central Office. The weekly batch must include a statement indicating the beginning and ending voucher numbers issued. Accounting staff must account for all issued vouchers.
- If vouchers are voided, they must be returned to the Accounting Unit in Central Office with the weekly batch.
- Upon receipt of the item or service, the vendor retains the white copy and forwards the green copy and an invoice or receipt to the district office for payment authorization.

815.1.3 Voucher Redemption

- All vouchers must be returned to the originating office with an invoice or receipt for the items and/or services provided for payment authorization.
- The case manager reviews the invoice and receipt, to validate the purchased items were authorized, before entering the payment amount in OASIS. Invoices/Receipts need to clearly identify the date, vendor, purchased items and amount of purchase. When unclear, the case manager should contact the vendor to obtain and document this information. The total payment may not exceed the total maximum amount authorized. Particular items/services may exceed the estimated amount listed per line item.

- When it is determined vouchers have been altered or a receipt indicates the voucher was used to purchase unauthorized items/services; the case manager will determine whether it is a training issue with client (use form 6058-AF to formally notify a client of any incident where it appears a voucher was inappropriately used) or use prudent judgment as to whether the client intentionally misused the voucher and an IPV referral would be appropriate. If appropriate, refer the matter to I&R for a possible Intentional Program Violation (IPV) and establishment of an overpayment claim.

Accounting will not process vouchers with unauthorized purchases, unless a copy of form 6058-AF or I&R referral is attached. The Division of Welfare and Supportive Services will honor the voucher with the vendor if the vendor used prudent judgment in accepting the voucher for the items/services provided.

- All voucher payments are authorized in OASIS on the Voucher Payment screen within five (5) working days of receipt.

As a public agency, the Division of Welfare and Supportive Services does not pay State of Nevada **sales tax**. If the receipt indicates sales tax was charged, deduct this amount from the total payment amount.

(When a hardcopy voucher is being redeemed, staff must issue a voucher in OASIS with the identical information originally entered on the hardcopy form (Exception: The current date must be used due to OASIS system constraints). Use the OASIS generated voucher number to authorize payment in the system. The hardcopy form must be voided and attached to the OASIS voucher when sent to the Accounting Unit for processing.)

- After authorizing payment in OASIS, attach the receipt/invoice to the voucher and forward to the Accounting Unit. Accounting staff will verify the payment amount and process the payment. Copies of the voucher are stored electronically in OASIS and copies of the invoice/receipt are kept in the casefile.

815.1.4 Voucher Payment Errors

When an error in the payment amount authorized in OASIS is discovered before the payment is processed by accounting, staff can correct the payment amount by entering the correct payment amount and selecting the [Override Payment] button to save the new payment amount.

When an error is discovered after the payment has been authorized by Accounting, the vendor will be asked to refund the overpayment. The supervisor must send a memo to the Chief of Employment and Support Services outlining the facts and attach a copy of all relevant documentation.

815.1.5 Unreturned Vouchers

Vouchers expire 15 days after issuance. If a voucher is outstanding for 30 or more days after expiration, it will appear on the delinquent voucher report (45 days from issuance). Case managers must take action on delinquent vouchers within ten (10) calendar days of the voucher appearing on their report. The case manager must determine if the voucher was redeemed by contacting the vendor and/or participant. If redeemed, obtain the necessary invoice/receipt to authorize payment. If unredeemed or if the participant cannot be reached, the voucher is to be voided in OASIS.

Failure to void outstanding vouchers in a timely manner leaves these funds obligated and they cannot be used to support other NEON/SNAPET activities.

815.1.6 Vouchers for Department of Motor Vehicle (DMV)

The Department of Motor Vehicles (DMV) provides driver's licenses (including test), identification and car registration services to our participants. DMV does not accept our vouchers, but provides their own vouchers for our use. These vouchers are negotiable documents with unique numbers. District offices may obtain a supply of these documents by contacting the Accounting Unit in Central Office. District office supplies must be maintained in a secure environment, and staff is required to utilize an internal control log to track the forms distribution.

When issuing the voucher to the client, include the client's name, UPI number, service requested, maximum voucher redemption amount, case manager's printed name, case manager's signature and district office. Use the Bulk Purchase function in OASIS to attach a record of the voucher to the participant's Case History.

DMV will send copies of redeemed vouchers to their central administration office, where they will be batched and sent to the Employment & Training Unit in Central Office. Program staff will utilize the Direct Pay function in OASIS to authorize payment. Payments are deducted from each office's support services budget based on the office of origin provided by the case manager on the voucher.

815.2 Vendor Registration

Payments can only be generated for vendors known to the State of Nevada Controller's Office and the OASIS system. Only registered vendors will be input into the OASIS system. DO NOT issue a manual voucher to a non-registered vendor.

When new vendors are identified, provide the vendor with the appropriate vendor registration forms or refer them to the Controller's Office's web site. Vendor registration forms are available online at:

http://controller.nv.gov/VendorServices/Vendor_Services.html. The vendor must complete the registration forms and mail or fax them **to the Controller's Office** at the address or fax number provided on the form. Once registered, the Controller's Office will provide the vendor with a Vendor Registration Number.

To add the vendor to OASIS, email the following information to a program specialist in the Employment and Support Services Unit in Central Office:

- Vendor Name
- Vendor Address (include mailing address if it differs from physical address)
- Vendor Registration Number
- Tax Identification Number
- Vendor Telephone Number (non-mandatory)

If a vendor states they are already registered with the Controller's Office, but do not know their Vendor Registration Number, contact program staff for assistance.

When a voucher is redeemed, payment will be mailed or electronically transferred to the address and/or account provided by the vendor to the Controller's Office. The Controller's Office does not receive address/account change information from OASIS. If the vendor reports a change in either, please ask them to notify the Controller's Office and provide them with the appropriate forms. Change forms are available online at http://controller.nv.gov/VendorServices/Vendor_Services.html. Changes in addresses must also be reported to the Employment and Support Services Unit in Central Office so OASIS may be updated.

Registered vendors are not obligated to accept our vouchers and may choose not to at any time.

815.3 Returned or Lost/Stolen OASIS Warrants

The following steps are to be taken when a participant and/or vendor claims non-receipt of an OASIS generated warrant.

Please note: Field staff should NOT contact Accounting and/or program staff to determine if a warrant has been cashed before proceeding, as this will be determined as part of the reissue process if applicable.

1. Check the 'Returned Warrant Listing'

The Returned Warrant Listing is a list of all warrants returned to Central Office. Accounting maintains this list and it is updated and emailed to designated district office staff each time one or more checks are returned in the mail. A new list is started each month, so you may need to check the list for a prior month based on when the check was issued.

2. Resend a Returned Warrant

If the warrant is on the list, an FSS, FSS supervisor, office manager and/or program specialist may email accounting staff and request the warrant be mailed to the correct address. The email must identify the check, the check amount, the intended recipient, AND the address to which it is to be mailed. The current contact person in Accounting is always identified each time the Returned Warrant Listing is emailed to the district offices.

3. Requesting Approval to Reissue a Warrant

If a warrant is not on the Returned Warrant List and it is determined enough time has passed to be reasonably certain the warrant should have either arrived at its destination or been returned, the participant or vendor may request the warrant be reissued by completing and submitting a Lost/Stolen Warrant Affidavit Form-1060. The case manager is required to send Form-1060 to the Accounting Unit within two (2) days of receipt. Allow twenty (20) days for a response. If approved for reissue, a new warrant will be generated by program specialist staff. Please contact accounting staff if you have not received a response within twenty (20) days.

816 DETERMINING MANDATORY AND EXEMPT PARTICIPANTS

816.1 Employment & Training Status

Individuals who meet the definition of a “Work Eligible Individual” are NEON mandatory.

A Work Eligible Individual includes:

- All adults or minor head-of-households receiving assistance under TANF-NEON or a Separate State Program funded with TANF MOE; and
- Non-recipient parents living with a child receiving assistance. (Parents disqualified due to IPV, parents sanctioned for non-cooperation, Fleeing Felons, Parole Violators)

The following are not considered Work Eligible Individuals:

- Minor parents who are not the head-of-household
- An undocumented non-citizen who is ineligible for TANF due to immigration status
- SSI or SSDI recipients
- Parents providing care for a disabled family member in the home (Refer to manual section A-816.2.3)
- Tribal TANF program recipient
- Non-recipient relative, other than a parent

SNAPET participation is mandatory for household members age **16 through 59**, unless exempt, as a condition of continuing eligibility.

SNAPET participation is voluntary for participants enrolled in a qualified third-party education program.

SNAPET promotes the employment of participants through job search and educational activities 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.

816.2 NEON Exception, Exemption, and Not Work Eligible Criteria

816.2.1. Child Care Exception

A single custodial parent with a child under 6 years of age who proves appropriate child care is unavailable, unsuitable or unaffordable. The child care contractor supplies verification (Form 2153, Work Required Exception) to the case manager regarding the inability to find suitable child care.

Attempts must be made to adjust child care arrangements required activities to accommodate unavailable unsuitable child care, whenever possible. The case record is to note attempts made.

816.2.2 Single Parent 12-Month Exemption

Note: The Single Parent 12-Month NEON Exemption, Form 2139-WG, must be completed during the screening assessment for appropriate intake and ongoing cases.

A single parent caring for a child under age twelve (12) months may be exempt from participation for 3 months per pregnancy, not to exceed a lifetime limit of twelve (12) months. An additional three (3) months may be granted should the office manager determine the head of household to be suffering from a hardship. If a client goes to work they must report the change immediately and become a mandatory NEON participant if their scheduled hours are anticipated to meet work participation requirements.

ABAWD and non-ABAWD individuals, determined mandatory to participate in E&T, will be referred to participate in job search activities. **Note:** Refer to manual section B-470 for full ABAWD requirements.

Exception: In households entitled to expedited service, members claiming an exemption from SNAPET participation are requested to provide proof of the exemption as a postponed verification. If the proof is not provided, the member is required to participate in the SNAPET.

Note: Update SNAPET work code as appropriate.

FEDERAL SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING EXEMPTIONS

An individual meeting a federal exemption is exempt from the ABAWD provisions (see manual section B-470.1). When an individual no longer meets a federal exemption, determine if the individual is then subject to the ABAWD provisions and SNAPET requirements. Update the SNAPET code (mandatory or exempt). The following are codes used in NOMADS:

The Single Parent 12-Month Exemption, Form 2139-WG (available in the OASIS Forms Library), must be completed by ALL TANF single parents with children under age 1. This will ensure the client understands the limitations of this exemption and the option of choosing to participate.

The exemption is effective:

- The month Form 2139-WG is signed by the client and worker. If mutually agreed upon by the client and worker, the exemption may be started in a future month. This agreement must be documented on the form
- The month of birth, if the client and worker signed Form 2139-WG and it was submitted prior to the birth of the child

The exemption must not be allowed for any month prior to the month the form was signed.

Note: This exemption is not available when both parents reside in the home, even if one parent is ineligible for TANF (i.e., SSI eligible, ineligible non-citizen, disqualified, etc.) or has been determined to be ill/incapacitated.

816.2.3 Parent Caring for a Disabled Family Member Exemption (Not Work Eligible)

A parent caring for a disabled family member is exempt if the following criteria exist:

- The disabled family member is living in their home; and
- Medical documentation is required, in the form of an ROI, signed by a physician or other qualified Medicaid provider, indicating the participant is needed in the home to provide the disabled family member with basic medical, personal or safety needs.

| Federal Exemption Codes NOMADS | Definition |
|---------------------------------------|--|
| 00 | Code is used to designate a TANF CHILD. |
| 01 | A household member subject to and complying with the NEON program, either mandatory or as a volunteer. If there are no NEON program services available, a person not otherwise exempt must register for work. NOTE: If a NEON case closes, update the SNAP case with the appropriate work code. If mandatory, the SNAP participant will be required to comply with SNAPET requirements. |
| 02 | Age 15 or younger. |
| 03 | Age 60 or older. |
| 04 | Parent(s) or other house-hold member responsible for the care of a child under age 6. Two adults can be exempt due to shared care of a child (e.g., both work different shifts and one takes care of the children during one period of time and the other person for the other period of time). |

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Staff must review the exemption status periodically based on the expected duration of the disability. A new ROI is only required when the condition is temporary and the duration of the disability AND need for care exceeds the original estimate provided by the physician.

Use the following codes to identify individuals who are not a work eligible individual or are otherwise exempt:

| Federal Exemption Codes NOMADS | <u>Definition</u> |
|---|--|
| 05 | Household member caring for a disabled person of any age living with the household. A doctor's statement is required. |
| 06 | Receiving unemployment insurance benefits (UIB) or has applied, but has not yet been notified of eligibility. |
| 07 | <p>Physically or mentally unfit for employment. Requires proof of a disability that is not obvious before exempting the applicant.</p> <p>A professionally qualified person in the field of psychiatric mental health is defined as:</p> <ol style="list-style-type: none"> 1. A psychiatrist licensed to practice medicine in the State of Nevada and certified by the American Board of Psychiatry and Neurology. 2. A psychologist licensed to practice in Nevada. 3. A social worker, who holds a master's degree in social work, is licensed by the state as a clinical social worker and is employed by the Division of Mental Health and Developmental Services. 4. A marriage and family therapist licensed pursuant to chapter 641A of NRS (Marriage and Family Therapists). 5. A registered nurse who: <ol style="list-style-type: none"> a. is licensed in Nevada; b. holds a master's degree in the field of psychiatric nursing; and is employed by the Division of Mental Health and Developmental Services. |
| 08 | Persons receiving federal or state disability payments who are disabled and/or elderly and meet the definition in manual section B-432. |
| 09 | A regular participant or outpatient in a drug addiction or alcoholic treatment and rehabilitation program. |
| 10 | Employed or self-employed <ul style="list-style-type: none"> – at least 30 hours per week, or – receiving earnings equal to 30 hours per week multiplied by the federal minimum wage. |
| 12 | 16 or 17 (not the head of household) attending school or training at least half time. |
| 25 | <p>An eligible student age 18 through 49 enrolled at least half time in school or a training program, including an institution of higher education or training program through State Vocational Rehabilitation meet this exemption. Refugee training programs approved, funded or operated by the Office of Refugee Resettlement (ORR), Department of Health and Human Services (HHS), are federally recognized training programs.</p> <p>Note: Special student eligibility criteria in manual section B-480 must be met to qualify for SNAP.</p> |

816.2.4 EXEMPTION CODES

CODE E A single parent, who meets the definition of a work eligible individual caring for a child under age 12 months may be exempt up to three months per pregnancy, not to exceed a lifetime limit of 12 months. An additional three (3) months may be granted should the office manager determine the head of household to be suffering from a hardship. **Note:** Multiple births resulting from one pregnancy (i.e., twins) would qualify for one three (3) month exemption.

816.2.4.1 Not Work Eligible Individual Codes

CODE G Ineligible members of the TANF household who do not meet the definition of a work eligible individual (i.e., relative caregivers, SSI recipients, non-qualified non-citizens, minor parents who are not the head of household, fathers when the only common child is an unborn, etc.).

CODE I Participants caring for a disabled family member. The disabled family member must be living in the home. Medical documentation is required.

CODE S Ineligible members of the TANF household who do not meet the definition of a work eligible individual (SSDI recipients).

STATE SNAPET EXEMPTIONS:

An individual meeting a state exemption may be an ABAWD or Non-ABAWD.

| State Exemption Codes NOMADS | <u>Definitions</u> |
|---|--|
| 11 | <p>Individuals applying for SSI or have an SSI appeal pending until</p> <ul style="list-style-type: none"> –determined eligible for SSI (change to exempt code E); or –determined ineligible for SSI and a work registration determination will be made <p>Future-action case to check on SSI status and update ET code.</p> <p>Note: This code may not be used for ABAWD individuals.</p> |
| 15 | –apparent alcohol or drug use. |
| 16 | <p>Individuals with the following medical or family problems affecting availability for work or ability to seek or obtain employment</p> <ul style="list-style-type: none"> –in their 4th or subsequent month of pregnancy; or |
| 17 | Child care costs exceed \$200 per dependent under age 2 or \$175 for children 2 years and older per month. This applies only when determined by Employment & Support Service staff. |
| 19 | Individuals laid off for 90 days or less. |
| 21 | <p>Individuals living outside the metropolitan areas of Clark and Washoe Counties.</p> <p>Note: If an individual living in a rural area, who would otherwise be mandatory without this exemption, wants to participate, they will be allowed to do so as staff time and funding allows.</p> |
| 26 | Individuals working a minimum of twenty (20) hours weekly or receiving weekly earnings equal to 20 hours per week at the federal minimum wage. |
| 32 | <p>An individual who meets the homeless definition as defined below:</p> <ul style="list-style-type: none"> – An individual who lacks a fixed, regular, and adequate nighttime residence; and – An individual who has a primary nighttime residence that is: <ul style="list-style-type: none"> a. A supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill); b. An institution that provides a temporary residence for individuals intended to be institutionalized; or c. A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings. |

816.3 Participation Deferrals

The following household members are mandatory work registrants; however, they are deferred from participation. They are not required to carry out SNAPET activities; however voluntary quit provisions which apply to other mandatory registrants also apply to these members.

| NOMADS CODE | PARTICIPATION DEFERRALS |
|--------------------|---|
| 28 | ABAWD other work program 20 plus hours. |
| 29 | Ineligible/Disqualified household member. |

817 TANF WORK PARTICIPATION RATE REQUIREMENTS

Unless a TANF-NEON recipient meets one of the exempt criteria, they become a part of the mandatory NEON TANF adult population. The work participation rate is achieved through this population's participation in countable work activities. TANF recipients must participate in countable work activities as soon as administratively possible after approval.

817.1 TANF-NEON Work Participation Requirements

The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996 requires the Division of Welfare and Supportive Services meet certain performance criteria described below or face financial penalties in future years. Each district office is responsible for fulfilling the performance criteria.

For the purposes of determining monthly participation rates, no more than 30% of the individuals 19 or older in single and two-parent households who are mandatory (**Numerator**) may be engaged in Vocational Education Training.

817.1.1 Defining One- and Two-Parent Families for the Work Participation Rate

A TANF household with only one Work Eligible Individual in the home is defined as a one-parent household for purposes of the work participation rate calculation. This includes households with two parents when only one parent is a Work Eligible Individual.

Note: If one of the parents in a two-parent household is disabled (Aid Code “TN1”) or is exempt due to caring for a disabled family member (Aid Code “TN”), the household will only be required to meet the one-parent work participation requirements.

A two-parent family is a household where both parents are Work Eligible Individuals.

817.2 All-Family Participation Rate Requirement

The All-Family Participation Rate (includes one- and two-parent households) is determined as follows:

NUMERATOR

The number of families receiving TANF containing at least one work-eligible adult or minor child head of household participating in countable work activities for the minimum hours per week listed in the chart in manual section 817.3 divided by:

DENOMINATOR

The number of families receiving TANF containing at least one work-eligible adult or minor child head of household less:

- TANF cases with a NEON code 'E' - child less than 12 months of age.

= WRP %

817.3 All-Family Participation Rate and Hours Per Week Table

| <u>Federal Fiscal Year</u> | <u>Percent</u> | <u>Hr/Wk</u> |
|----------------------------|----------------|--------------|
| 2002+ | 50% | 30 |

NOTE: For limitations and special rules (i.e., like having children less than six (6) years old) see manual section A-821.5.

817.4 Two-Parent Participation Rate Requirement

The two-parent participation rate is determined as follows:

NUMERATOR

The number of families receiving TANF Two-Parent assistance or containing two work-eligible adults or minor child head of households participating in countable work activities for the minimum hours per week listed in the chart in manual section A-817.5 divided by:

DENOMINATOR

The number of families receiving TANF containing two work- eligible adults or minor child head of household:

= WPR %

Note: If one of the two parents is disabled, the family is excluded from the two-parent WRP calculation and only counted in the All-Family participation rate.

817.5 Two-Parent Participation Rate and Hours Per Week Table

| <u>Federal Fiscal Year</u> | <u>Percent</u> | <u>Hr/Wk</u> |
|----------------------------|----------------|--------------|
| 2002+ | 90% | 35 |

A minimum of 30 of the 35 hours must be spent in core work activities. A maximum of five hours may be in non-core work activities. The hours of participation of **both parents** may be combined to attain the 35 hours when calculating the Two-Parent Participation Rate.

Exception: If the TANF Two-Parent family receives federally-funded child care assistance and an adult in the family is not caring for a severely disabled child, the hours of participation of both parents combined must total 55 hours per week, 50 of which must be in core work activities. The Division’s Child Care Assistance Program uses state MOE funds to provide assistance to Two-Parent TANF families and is NOT federal assistance. Examples of child care assistance which may be federally funded, includes assistance provided by educational institutions, non-profit organizations, and tribal programs.

IMPORTANT: One of the two parents must be engaged in countable work activities for a minimum of 30 hours per week to count positively in the All-Family WPR.

818 REFERRAL TO EMPLOYMENT & TRAINING PROGRAM**818.1 E&T Determination**

At approval, staff must ensure TANF/SNAP participants are referred to the appropriate Employment & Training Program by entering appropriate mandatory/exempt codes in NOMADS.

NEON codes are required for all TANF adults and minor parents in the assistance unit who are work eligible.

- **CODE A** - Mandatory parent or needy relative caregiver over 19 years old
- **CODE B** - Mandatory parent age 18-19
- **CODE C** - Mandatory parent, under age 18, not a high school graduate. Living with legal parent(s). This code is to be used even if the major parent is not TANF eligible (i.e., the parent is an SSI recipient or a non-qualified non-citizen) to ensure the minor is correctly referred to Social Work staff
- **CODE D** - Mandatory parent, under age 18, not a high school graduate. **Not** living with parent(s)
- **CODE M** – Mandatory non-recipient parents living with a child receiving assistance (parents disqualified due to IPV, fleeing felons, parole violators and minor parents who are the head of household disqualified for not meeting eligibility requirements)

Note: Code E – Work eligible individual who qualifies for an exemption. For NEON exemption codes refer to manual section A-816.2.4.

SNAPET codes are required for all SNAP recipients.

- **CODE M** – Mandatory participant
- **CODE E** – Exempt participant

Note: An Exempt Reason code must be selected (Refer to manual section A-816.2)

- **CODE for Volunteers** – Enter Y in the Vol Sts field on the MEMB Screen in NOMADS.

818.1.1 SNAP Employment and Training (SNAPET) Orientation & Job Search

All mandatory SNAPET recipients must attend the program orientation and job search workshop unless they are participating in a qualified third-party education program. The workshop portion provides basic information about the program and is part of the first day of the Individual Job Search. The Individual Job Search requires the participant to actively seek work by making in-person or on-line contacts with prospective employers who have valid openings.

Job Search

Job Search is limited to eight (8) weeks in a consecutive 12-month period. When a participant has completed eight (8) weeks of job search in a consecutive 12-month period, they have met SNAPET requirements. Once a consecutive 12-month period has expired, SNAPET mandatory participants are required to attend an additional SNAPET orientation and 8-weeks of job search within a new 12-month period.

Participants attending the individual job search workshop are provided information on:

- ▼ Job seeking skills and techniques
- ▼ Employment application and resume completion
- ▼ Interviewing techniques
- ▼ Personal appearance
- ▼ Appropriate attitude and communication in the work place

At the conclusion of the job search workshop, the SNAP Employment and Training Program Agency/Client Contract, Form 2744-WA, and Individual Job Search Plan, Form 2674-WF, are completed and signed by the participant and case manager.

The SNAP Employment and Training Program Agency/Client Contract consists of:

- ▼ General Provisions
- ▼ Division Responsibilities
- ▼ Support Services
- ▼ Participant Responsibilities

The Individual Job Search Plan consists of:

- ▼ Purpose of the Individual Job Search
- ▼ The number of valid job contacts necessary to complete the plan (minimum of 10 contacts in a 4-week period).
- ▼ The beginning and ending dates of the job search (cannot exceed 8 weeks in a consecutive 12-month period)
- ▼ Consequences of failure to comply with the Job Search Plan
- ▼ Employer name, address, title of job opening, source of job opening information, person contacted, date of contact, the results of the contact and additional information as requested by Division of Welfare and Supportive Services staff

819 DISQUALIFIED/SANCTIONED PARTICIPANTS**819.1 Disqualified Participants**

Participants disqualified from the TANF program are NEON mandatory and will be included in the federal work participation rate calculation. They may or may not be eligible for NEON support services as indicated in the following chart.

| Type of Disqualifications | Eligible for NEON Support Services? | NEON Child Care Assistance |
|---|--|-----------------------------------|
| Intentional Program Violation | Y | Y |
| Fleeing Felon | N | Y |
| Parole Violators | N | Y |
| Battered non-citizen who has not served a five year bar* | N | Y |
| Minor parents who are the head of household disqualified for not meeting eligibility requirements | N | Y |

* A Battered non-citizen who entered the U.S. on or after August 22, 1996 and who has not served a five-year bar may be eligible to receive state-funded (MOE) TANF cash assistance. See A-437.1.

819.2 Participants in Non-Compliance with Work Activities (Conciliation Status)

A TANF participant currently in non-compliance with NEON (Conciliation Status) may participate in the NEON program and receive all NEON related support services. If the participant fails to resolve the non-compliance issue(s) within the allotted time frame, TANF assistance is terminated and they are not eligible for continued NEON related services.

820 SUPPORT SERVICES PROVIDED TO EMPLOYMENT & TRAINING PARTICIPANTS

Support services are available to assist TANF-NEON and TANF-Temporary participants during Employment & Training activities.

Refer to manual section A-814 for details regarding support services

821 WORK ACTIVITIES LEADING TO ECONOMIC INDEPENDENCE

Case management staff assists participants in planning and engaging in activities tailored to their unique circumstances with the goal of ending the families' dependency on TANF assistance. Below are some of the activities participants may be required to participate in:

- Attending scheduled meetings
- Accepting and pursuing employment referrals
- Participating in the development of a Personal Responsibility Plan (PRP)
- Signing a PRP
- Utilizing support services to eliminate barriers to employment
- Participating in a structured program of training or other work activities
- Accepting bona fide offers of suitable employment; and
- Maintaining employment

Case managers are required to have ongoing contact with participants to monitor progress and compliance with NEON work activities.

TANF participants engage in work activities based on their assessed needs and the goals set forth in their Personal Responsibility Plan (PRP).

- 1-parent households -- 20 of the 30 required weekly work participation hours must come from core activities.
- 2-parent households -- 30 of the 35 weekly work participation hours must come from core activities.

If the household is receiving federally funded child care assistance, 50 of the 55 weekly work participation hours must come from core activities (refer to manual section a-817.5 regarding an explanation of state vs. federal funds).

Refer to manual section A-817.1.1 for definition of one and two parent families/households Countable Work Activities are considered in determining the work participation rate and are federally categorized as core or non-core activities.

CORE ACTIVITIES

- Unsubsidized Employment
- Subsidized Private Sector Employment
- Subsidized Public Sector Employment
- Work Experience
- On-the-Job Training
- Job Search & Job Readiness
- Community Service Programs
- Vocational Educational Training
- Providing Child Care to Someone in a Community Service Program (not currently applicable)

NON-CORE ACTIVITIES

- Job Skills Training Directly Related to Employment
- Education Directly Related to Employment
- Attendance for High School/Equivalency

Note: Non-Core Work Activities are not considered in determining the participation rate unless the core activity is met first. However, non-core hours may be equally important in preparing a person to achieve a lifestyle of economic independence.

821.1 RULES FOR PAID ACTIVITIES

The following hours are countable and must be entered into the individual's OASIS NEON Calendar within ten (10) business days following the receipt of verification, but no later than the NEON Calendar cutoff (batch finalization process).

If hours for a prior month are received after cutoff (batch finalization process), narrate when the verification was received and the number of hours verified.

When projecting hours based on information received in prior months, hours must be entered by the last working day of the report month:

Note: The OASIS NEON Calendar is designed to capture hours based on weeks, with each week being a consecutive seven-day period, beginning with Monday and ending on Sunday.

821.1.1 **Actual Hours** – Actual hours are those hours the participant has worked. Actual hours may be averaged, but must be rounded up on a weekly, not daily, basis.

Actual work hours must be entered for at least the first week of new employment and/or until the client has worked and verified sufficient hours to allow the hours of participation to be projected.

Example: An employer’s pay period begins on Thursday and ends the following Wednesday. Your client started on Saturday and worked 28 hours by the end of the pay period. From Saturday to Wednesday, the calendar should reflect 28 hours, unless days worked are known.

821.1.2. **Projecting Hours** – Projecting hours is the action of reporting verified, average weekly hours into future weeks/months. Participation in employment, subsidized employment and on-the-job training activities may be projected for up to six months if:

- A full week of actual hours worked has been verified AND a signed employer’s statement indicating the number of hours are expected to remain consistent, OR
- A minimum of two weeks of actual hours have been verified AND it is expected hours will remain consistent.

Use the following methodology to PROJECT HOURS depending on the employer’s pay periods:

CHART FOR PROJECTING HOURS

| Pay Period | Verification Required | Action to Take |
|--------------------|--|--|
| Weekly | One full week (7 days) of verified actual hours with a signed employer's statement indicating the number of hours are expected to remain consistent or two full weeks of verified actual hours (two paychecks covering a 14 day period). | Report/enter the average hours worked for each future week. (If average weekly hours do not equal a whole number, like 32.3, round up to the next whole number 33). |
| Bi-Weekly | One full two-week paycheck (i.e., December 1-14 = 14 days). | Divide by two (2) to obtain the average weekly hours worked. Enter/report the average weekly hours for each future week. (If average weekly hours do not equal a whole number, like 32.3, round up to the next whole number 33). |
| Semi-monthly | One full semi-monthly paycheck (i.e., January 1-15, = more than 14 days in a pay period). | Divide by 2.15 to obtain the average weekly hours worked. Enter/report the average weekly hours for each future week. (If average weekly hours do not equal a whole number, like 32.3, round up to the next whole number 33). |
| Monthly | One full monthly pay check (i.e., November 1-30). | Divide by 4.3 to obtain the average weekly hours worked. Enter/report the average weekly hours for each future week. (If average weekly hours do not equal a whole number, like 32.3, round up to the next whole number 33). |
| Partial Pay Period | The verification must cover a minimum of one 7 day consecutive period with an employer's statement. Or, equal 14 consecutive days. | Divide the total number of hours worked by the total number of days worked to obtain a daily average. If you have enough information to project enter the average weekly hours for each future week. (If average weekly hours do not equal a whole number, like 32.3, round up to the next whole number 33). |

a. Weekly or Bi-Weekly Pay Periods

When you are using one full week of verified actual hours with a signed employer's statement indicating the number of hours are expected to remain consistent, round the actual hours up and report/enter the hours for each future week. When you are using two or more consecutive weeks of actual hours the hours may be averaged and then used to project forward by totaling the number of hours worked and dividing by the number of weeks. If a week is not representative of what is expected in the future, it will be dropped or adjusted when determining the average. Overtime hours will be used in the projection when they are consistent based on the verification. If overtime hours are not expected to continue, do not include when calculating the projection.

Example: A client submits a weekly paycheck stub showing two hours of overtime with a signed employer's statement verifying overtime is expected to continue. The actual hours including overtime should be entered into the calendar week(s) and projected forward.

b. Semi-Monthly/Monthly Pay Periods: To accurately report and project hours, the Division converts semi-monthly/monthly pay periods into a weekly average of hours as follows:

- One full semi-monthly pay period – total hours worked divided by a factor of 2.15
- Two full "consecutive" semi-monthly or one full calendar month pay periods – Total hours worked divided by a factor of 4.3

c. Partial Pay Periods: Divide the total number of hours worked by the number of days worked to obtain a daily average. Multiply the daily average by the number of actual days worked in a seven-day consecutive period.
Note: The verification used must cover a minimum of one seven-day consecutive pay period.

821.1.2.1 Verification for Projecting Hours

- Pay stubs
- Time sheets signed by the employer
- Documented third party verification is only acceptable when pay stubs cannot be obtained. Staff must clearly document their attempts to secure pay stubs.
- The Earnings Verification Form – 2074 is acceptable verification for projecting employment participation hours when the employer provides a minimum of one week of actual work history.

821.1.2.2 Ongoing Projections and Date of Discovery

Ongoing Projection – Once projected hours are calculated and being projected into future weeks/months, any entry into the NEON calendar must be completed by the last working day of the report month. Staff must document the verification and methodology used to determine the projected hours reported.

Date of Discovery – Is the day the participant reports or the agency otherwise becomes aware of a change in employment. Once aware of the change, staff must obtain current verification, if the participant did not already submit the required verification. The current verification is used to establish a new projection from the Date of Discovery forward. Enter the new projected hours beginning Monday of the week of the discovery. Use the previously projected hours for any week prior to the week of the Date of Discovery.

Note: Once current verification is obtained, the hours must be entered within ten (10) business days of receipt of verification.

821.1.3. Hours of Paid Holiday, Annual and/or Sick Leave Time

The holiday, vacation and/or sick leave hours employed participants are compensated for are considered regular hours worked and included in both calculations for actual and projected hours entered in the NEON Calendar.

821.2 RULES FOR UN-PAID ACTIVITIES

The following hours are countable and must be entered into the individual's OASIS NEON Calendar within ten (10) business days following the receipt of verification, but no later than the NEON Calendar cutoff (batch finalization process).

If hours for a prior month are received after cutoff (batch finalization process), narrate when the verification was received and the number of hours verified.

If hours are not being used, narrate the reason they are not being used.

821.2.1 Holiday and Excused Absences for Unpaid Scheduled Activities

When a client misses a scheduled unpaid activity due to a holiday or excused absence, participation hours may be reported within the limits of each type of absence below. The activity must be in an unpaid category such as work experience, community service, vocational education, or short periods of treatment (i.e., mental health, substance abuse or rehab activities). Note: Do not report uncompensated holidays and excused absences from paid activities such as employment or on the job training. Refer to the OASIS Task Guides for entry of activity hours.

- a. **Excused Absences** – Recipients will be allowed 80 hours of excused absences from **unpaid** work activities in any 12-month period. This limit applies to the preceding 12 month period. No more than sixteen (16) hours of unpaid excused absences are allowed per report month. Unpaid excused absences are allowed on a case-by-case basis with the following limitations:
- The participant must have been scheduled to work the hours reported;
 - The participant followed the worksite supervisor’s policy for notifying them of their intended absence;
 - The absence must be for reasons that an employer would reasonably classify as an “excused absence” (i.e., illness, illness of a family member, a doctor/dentist appointment, a meeting with a child’s teacher, jury duty, etc.);
 - Excused hours may be reported for no more than sixteen (16) hours in a “report” month as defined in the OASIS NEON Calendar; and
 - Excused hours may be reported for no more than 80 hours in a 12-month period.
- b. **Holidays** – Recipients who are unable to participate in an unpaid activity due to one of the following holidays will be credited for the hours they would have otherwise been scheduled to participate:
1. New Years Day
 2. Martin Luther King Day
 3. President’s Day
 4. Memorial Day
 5. Independence Day
 6. Labor Day
 7. Nevada Day (Observed on the last Friday of October)
 8. Veterans Day
 9. Thanksgiving Day
 10. Christmas Day

Example: A recipient is scheduled to participate in a work experience site Monday through Friday, six hours per day. Monday is President’s Day and the office will be closed. The recipient will be credited six hours towards their work requirement and these hours will be reported by the Division.

821.2.2 FLSA – Fair Labor Standard Act

Fair Labor Standards Act (FLSA) is a federal law that guarantees a worker's right to be compensated fairly for their work. Community Service, Work Experience, and CWEP activities are subject to Fair Labor Standard Act (FLSA).

821.2.2.1 FLSA – (Fair Labor Standard Act) Calculation

A. When determining the maximum number of hours allowed under FLSA for a participant, add the, monthly TANF and SNAP benefit, then divide by the greater of the federal or state minimum wage. (Nevada offers two different minimum wages. For Medicaid recipients, use the lowest of the Nevada minimum wages. If the participant does not receive Medicaid, use the highest Nevada minimum wage). The final calculation for the maximum number of hours must be rounded down to the nearest whole number.

- When there are multiple TANF cases associated with the same SNAP case, prorate the SNAP benefit based on the number of individuals in the TANF case.

EXAMPLE: Two adult sisters each with their own children share housing and receive SNAP benefits as one unit. Each sister has a separate TANF case. To determine FLSA participation hours for the TANF case, divide the total SNAP benefit by the total number of participants to get a prorated SNAP benefit for each household member. Then multiply that amount by the number of recipients in each TANF case. Use the sum of the TANF benefit plus the prorated amount of the SNAP benefit to determine the maximum FLSA participation hours per TANF case for that TANF household.

- When there is only one TANF household associated with a SNAP case, use the sum of the TANF benefit and full SNAP benefit to determine the number of participation hours allowed under FLSA.

EXAMPLE: Client is the HOH on the NEON and SNAP case. NEON case includes HOH and her child. SNAP case includes HOH, her child, and HOH’s boyfriend (not FOC). Since the NEON case has two (2) members and the SNAP case has three (3), count the entire SNAP benefit in the FLSA determination.

NOTE: When determining the FLSA limits for a 2 parent case the maximum number of hours allowable is for the household not per participant.

821.2.3 FLSA (Fair Labor Standard Act) Deemed Hours – The Division has adopted a “mini” Simplified SNAP Program to expand available core hours. Deemed hours allow the participant to meet their core hour requirement once they have participated the maximum number of hours authorized under the FLSA calculation.

If the participant completes the maximum number of hours allowed under FLSA limitations for the report month and the hours are less than the required core hours per week, deemed hours should be reported. The deemed hours reported in the NEON calendar should bring the total weekly average hours of participation up to the required core hours for the case type (20 hours for one parent cases and 30 hours for two parent cases).

Note: Deemed hours must be reported under one of the following OASIS codes: Community Service Programs (DC) and Work Experience (DW).

If the recipient does not work the maximum number of hours allowed under FLSA limitations, deemed hours can not be reported in the NEON calendar.

Note: Holiday and excused hours can not be used in the calculation of the maximum number of hours the participant participated.

821.3 Verification

Verification is required for all work activity hours recorded on the NEON Calendar. When a change in participation hours is reported or otherwise becomes known to the agency and the participant did not already submit the required verification, staff must send a request for verification of participation hours by the end of the next business day. The participant may be allowed up to 10 calendar days to provide the requested verification. Based on the type of work activity the participant is engaged in, the verification requirements and frequency of monitoring may vary. Refer to manual section A-821.4 (under each activities verification requirements).

821.4 Work Activities

821.4.1 Unsubsidized Employment (core)

Full- or part-time employment in a private, public or non-profit organization when the individual is receiving non-subsidized compensation for such work. Unsubsidized employment also includes self-employment and work in exchange for in-kind services.

- A. **Self-employment** – An individual is self-employed if engaged in an enterprise for gain, either as an independent contractor, franchise holder, or owner-operator. This includes individuals working on a commission only, per-job or per-piece basis.

NOTE: *Independent Contractors* set their own rules, which includes setting hours, receiving payments by the job, working at separate/multiple locations and provide their own equipment. They pay their own expenses of doing business. *Independent Contractor's* are paid by the amount of work done rather than by the hour.

If a participant is being paid by the hour, it is not self-employment.

Countable participation hours for self-employment are limited to no more than the number derived by dividing the individual's net self-employment income (gross income less business expenses), by the Federal Minimum wage and rounded up, not to exceed an average of 40 hours per week.

If a participant is an independent contractor, franchise holder or owner-operator a self-employment worksheet (Form 2011 or Form 2120) must be completed, signed and submitted. Documentation must be provided substantiating claimed income and expenses.

Example self-employment as an independent contractor, franchise holder, or owner-operator:

- Owner and operator of an ice cream truck would have to use the self-employment worksheet to report his claimed income and expenses. His monthly income minus his monthly expenses divided by minimum wage would determine his average weekly hours.

If a participant works commission only or on a contracting basis **and** receives a pay stub, a self-employment worksheet (Form 2011 or Form 2120) is not required. The number of participation hours will be those tracked by the employer or the hours should be derived by dividing the gross income less expenses by federal minimum wage (unless hourly wage is known OR unless otherwise specified), not to exceed an average of 40 hours per week in a report month.

Examples of the many different types of commission or contracted employment:

- A truck driver who is an independent contractor and receives compensation via a paycheck that shows his deducted expenses we would use his gross pay less deducted expenses divided by minimum wage (unless otherwise specified) not to exceed an average of 40 hours per week in a report month.
- A Real Estate Agent working for commission submitted a time sheet verifying that he worked 40 hours per week but reports that he didn't receive a wage yet. We would use the tracked and supervised hours reported on the time sheet.
- A Saleswoman receives a sales commission or wage per demonstration (demonstrations are an hour long). If her sales commission is higher than the amount she would have received for her demonstrations, she receives the sales commission amount instead of the demonstration wage. We would use the documented wage divided by the commission to determine the hours worked (not to exceed 40 hours per week).

Self-employment hours may be projected. (See Projection of hours in section A-821)

B. **In-Kind Income** - Is work performed by the participant that meets the following conditions:

- The type of goods/services rendered in exchange for work, meets the TANF definition of 'in-kind' income (refer to manual section C-140) and that income is budgeted when determining TANF eligibility and monthly benefit.
- The work is assigned and hours verified in writing by the individual providing the in-kind income.
- The number of hours reported will not exceed the value of the in-kind income divided by the federal minimum wage.

Work in exchange for in-kind income may be projected.

C. **Salaried employees:** When the Division verifies the employer does not track actual hours of work, the Division will report the number of participation hours as follows:

- If the employer provides the hourly wage, divide the gross income by the hourly wage to obtain the number of hours worked; or
- If the employer does not provide the hourly wage, calculate the hours reported by dividing the gross income by the federal minimum wage, not to exceed 40 hours per week.

821.4.1.2 Determining Countable Hours

Refer to manual section A-821.1 regarding "Rules for Paid Activities".

821.4.1.3 Verification

- Wage stubs
- Earnings Verification Form 2074 documenting actual hours worked and signed employer statements, self-employment worksheets with income records, if available, and expense receipts.
- Written documentation from the employer of actual hours worked. Must include date, participants name, **actual** hours worked, employer's signature, address and telephone number.
- The Work Number – An automated employee data warehouse service. Employers provide their payroll data to the vendor and refer all inquiries for payroll verification. It may be necessary to calculate the actual hours based on the gross income and hourly wage displayed on this verification, as the number of hours worked could default to a standard 40 hour work week, if not reported by the employer.

- Self-Employment – Participants must complete and sign the Self-Employment Work Sheet (form #2011) or the Self-Employment/Tip Statement (form #2120) and provide documentation for income, and expenses claimed and paid. Documentation may consist of business records (i.e., income tracking record/calendar), signed statements from individuals purchasing services, invoices and receipts. Returned forms (2011 & 2120) must be copied to eligibility.
- Third Party Contact – A documented telephone call will be accepted as verification only if it is not possible to obtain a pay stub, the pay stub does not indicate the hours of work or if the information provided by the employer is incomplete. At a minimum, staff must document the date of the call, the name of the employer, the name and title and telephone number of the contact person, the actual hours worked and for what specified period of time. Staff must document their attempts to obtain pay stubs and the reason it is not available.

Verification documents are to be kept in the casefile. Participant statements, without backup documentation, are not acceptable verification. (Exception: Self-employment Income. A daily income tracking document is acceptable such as the Self Employment Income/Tip Statement, Form-2120, other comparable income/tip statement or a calendar the client uses to track their revenue.)

821.4.1.4 Supervision – N/A

821.4.1.5 Activity Code:

EM – Unsubsidized Employment

821.4.2 Subsidized Private and Public Employment – Employment for which the employer receives a subsidy from TANF or other public funds to offset some or all of the wages and costs of employing a recipient. **Note:** On-the-job training programs with subsidies are not included in this category.

TANF recipients may be placed in subsidized employment through DWSS, the Division of Employment, Training and Rehabilitation, Universities (work study), Community Colleges (work study) or community agency providers.

821.4.2.1 Determining Countable Hours

Refer to manual section A-821.1 regarding “Rules for Paid Activities.”

821.4.2.2 Verification

- Wage stubs
- Earnings Verification Form 2074 documenting actual hours worked and signed by the employer or their representative.
- Written documentation from the employer of actual hours worked. Must include date, participants name, **actual** hours worked, wages and employer’s signature, address and telephone number.
- The Work Number – an automated employee data warehouse service. Employers provide their payroll data to the vendor and refer all inquiries for payroll verification. It may be necessary to calculate the actual hours based on the gross income and hourly wage displayed on this verification, as the hours worked could default to a standard 40 hour work week, if not reported by the employer.
- Third Party Contact – A documented telephone call will be accepted as verification only if it is not possible to obtain a pay stub, the pay stub does not indicate the hours of work or if the information provided by the employer is incomplete. At a minimum, staff must document the date of the call, the name of the employer, the name, title and telephone number of the contact person, the actual hours worked and for what period of time. Staff must document their attempts to obtain pay stubs and the reason if it is not available.

Verification documents are to be kept in the casefile. Participant statements, without backup documentation, are not acceptable verification.

821.4.2.3 Supervision – N/A

821.4.2.4 Activity Codes:

SE – Subsidized Private Employment
SP – Subsidized Public Employment

821.4.3 On-the-Job Training

Training in the public or private sector given to a paid employee while he or she is engaged in productive work and provides the knowledge and skills essential to the full and adequate performance of the job.

This category is limited to positions providing significant on-site training not to exceed a six-month period. If limited training is involved and the position is subsidized, report the participation hours under the Subsidized Employment activity type.

Refer to manual section A-824 for details of the NEON On-the Job Training Program.

821.4.3.1 Determining Countable Hours – Refer to manual section A-821.1 regarding “Rules for Paid Activities”.

821.4.3.2 Verification

- Wage stubs
- Earnings Verification Form 2074 documenting actual hours worked and signed by the employer or their representative.
- Written documentation from the employer of actual hours worked. Must include date, participants name, **actual** hours worked, wages and employer’s signature, address and telephone number.
- The Work Number – an automated employee data warehouse service. Employers provide their payroll data to the vendor and refer all inquiries for payroll verification. It may be necessary to calculate the actual hours based on the gross income and hourly wage displayed on this verification, as the hours worked could default to a standard 40 hour work week, if not reported by the employer.
- Third Party Contact – A documented telephone call will be accepted as verification only if it is not possible to obtain a pay stub, the pay stub does not indicate the hours of work or if the information provided by the employer is incomplete. At a minimum, staff must document the date of the call, the name of the employer, the name and title and telephone number of the contact person, the actual hours worked and for what period of time. Staff must document their attempts to obtain pay stubs and the reason if it is not available.

Verification documents are to be kept in the casefile. Participant statements, without backup documentation, are not acceptable verification.

821.4.3.3 Supervision – N/A

821.4.3.4 Activity Code:

OJ – On-the-Job Training

821.4.4 Work Experience

A work activity, performed in return for welfare that provides an individual with an opportunity to acquire the general skills, training, knowledge, and work habits necessary to obtain employment. The purpose of work experience is to improve the employability of those who cannot find unsubsidized employment.

Participation in a work experience or a community service program is subject to Fair Labor Standards Act (FLSA) regulations. Individuals cannot be required to participate in these work activities for more hours than the combined total of the TANF-NEON and SNAP benefits, then divided by the greater of the federal or state minimum wage. For specific calculation instructions refer to Manual Section A-821.2.2.1 and deeming instructions refer to Manual Section A-821.2.3.

Community Work Experience Program (CWEP) – The Division contracts with public and non-profit agencies to provide Community Work Experience Program opportunities. The Division also sponsors participants internally. The CWEP Work Experience Memorandum of Agreement form 2680-WA stipulates TANF recipients receive training and perform work duties for the sponsoring agency in exchange for TANF. The Division provides worker compensation coverage and pays the monthly premiums for participants in this activity.

Work Activities as assigned in a Residential Treatment Program – Hours of performing work-type duties as part of a residential treatment program for substance/alcohol abuse or shelter program for Victims of Domestic Violence may be counted as work experience in this category if the participant fulfills *assigned, supervised and documented* work responsibilities for the benefit of all the residents such as preparing meals, housekeeping or organizing group activities.

821.4.4.1 Determining Countable Hours –

- **Only actual verified hours of participation are to be reported.**

821.4.4.2 Verification

- Community Work Experience Program – (CWEP) worksite agencies sign the CWEP Work Experience Memorandum of Agreement form 2680-WA, which stipulates daily supervision and documentation of attendance and hours on a timesheet. The CWEP Time Sheet Form 2690-WA, along with Participant Evaluation Report, Form 2689, must be completed and signed by the work site supervisor and are required a minimum of once every two weeks.
- In-house CWEP – Divisional staff supervise, track and document participant hours daily. The sign in/sign out sheets or time sheets tracking participant hours can be used to verify hours.
- Residential Treatment Facilities – The residential facility will supervise and document all assigned work-type duties. Time sheets must be completed and signed by a representative of the facility and submitted to the Division a minimum of once a month.

Documentation must be available in the case file to support all actual hours of participation claimed in the monthly OASIS Calendar.

Note: The Division uses a variety of time sheet forms and will also accept forms from other agencies and organizations if they meet documentation standards. At a minimum, time sheets must provide the recipient's name, type of activity, date of participation, actual hours of participation each day and the name and signature of the person completing the form.

821.4.4.3 Supervision

- The CWEP agreement stipulates the supervisory responsibilities of the sponsoring agency and the expectation to provide training, work skills and daily supervision.
- Participants engaged in in-house CWEP are assigned to a staff member who is responsible for providing training and daily supervision.
- Residential Treatment Facilities supervise and document all treatment and work activities performed by residents.

821.4.4.4 Activity Codes:

AA – Drug/Alcohol Employment Activity
CW – Community Work Experience Program
DA – Domestic Violence Employment Activity
HA – Mental Health Employment Activity
WE – Work Experience
DW – Deemed Community Work Experience Program Hours

821.4.5 Job Search/Job Readiness

The act of seeking or obtaining employment and preparation to seek or obtain employment. This includes the time participants attend job clubs, job readiness classes, life skills training and other similar programs providing assistance with applications, interviews, resumes and other job search skills.

The following are counted in this activity:

- Job Search – This activity includes searching for job openings, applying with potential employers and interviewing for positions. The actual time spent registering, obtaining referrals and applying in-person or online will be countable participation hours under this category.
- Job Preparedness – This activity includes resume preparation, job clubs, practicing interviewing skills, working out the logistics of a job search plan (location of employers in relation to public transportation availability and child care centers), instruction in work place expectations, etc.
- Counseling/Treatment (Domestic Violence, Mental Health, Substance Abuse) – When determined necessary by a qualified medical or mental health professional, short-term substance abuse treatment, mental health treatment or rehabilitation activities may be counted in this category. Domestic violence counseling services may count to the extent that they constitute mental health treatment.

Note: The mental health provider is only required to complete and sign a Report of Illness/Incapacity Form indicating type, duration, and frequency of treatment if the activity is reported as participation hours in OASIS.

- Assessments – A variety of assessment tools are used by case managers and social workers to determine the participant’s employment readiness and identify barriers to obtaining and maintaining employment.
- Other Rehabilitative Services – Vocational Rehabilitation Services may be counted in this category.

Job Search/Job Readiness activities are limited to no more than four (4) weeks in a consecutive period. The OASIS system is coded to count any week in which one (1) or more hours of activity is entered/reported in this category as a week of participation for this purpose. A week is defined as seven (7) consecutive days, Monday through Sunday.

Job Search/Job Readiness activities are defined in hourly increments and are limited to 240 hours for single parent households with a child under the age of six (6) or 360 hours for all other work-eligible individuals, in a 12-month period. Job Search activities completed prior to TANF approval do not count towards limits on this activity.

Staff should use prudent judgment when deciding whether to use (report) hours when participation is part-time or episodic, as this category is time limited. If participation hours are not reported in this category document the reason they were not used.

821.4.5.1 Determining Countable Hours

- Only the time the participant is actually engaged in counseling/treatment, assessment, or rehabilitative services activities may be counted.
- For job search activities, reportable hours will begin when the recipient reports to their district office or to the first prospective employer and will end when the activity is concluded. Time traveling between prospective employers will be reported. Time spent at lunch or other breaks will not be reported. Participants must take and report a minimum 30 minute lunch if participation was greater than 5 hours in a day. If an individual participates more than 8 hours in a day, a minimum of 1 hour lunch break must be taken and reported.

821.4.5.2 Verification

Acceptable verification includes time sheets, attendance records or electronic contacts provided by responsible third parties and/or documented and verified job search forms. Verification documents are to be kept in the casefile to support all actual hours of participation claimed in the monthly OASIS Calendar.

- Job Search – Recipients will be required to keep a time sheet documenting where, when, and with whom they participated in these activities on a daily basis (form 2145 Job Search Plan/Agreement). Staff will validate at least two random contacts reported each week. When logs are incomplete, not signed by the participant, or the review does not validate the activity, do not report any hours on that time sheet in the NEON Calendar.
- Job Preparedness Activities – Attendance in job clubs, job readiness classes, life skills training and other similar programs providing assistance with applications, interviews, resumes and other job search skills must be tracked daily and verified with signed time sheets a minimum of once a week.
- Substance Abuse Treatment – Recipients are referred to a SAPTA certified alcohol/substance treatment agency for evaluation and treatment recommendations. Time sheets provide written documentation of the recipient's participation in treatment. Hours are tracked daily and submitted by the treatment agency.
- Mental Health Treatment – A mental health professional is defined as a “Medicaid Approved Provider” of mental health services. Time sheets provide written documentation of the recipient's participation in treatment. Hours are tracked daily and submitted by the treatment agency.

821.4.5.3 Supervision

- Case managers supervise self-directed job search and job preparedness activities.
- Contracted life skill training providers are responsible for supervising recipients referred to them for the duration of the course (usually 2-4 weeks).
- Social Workers must closely monitor the treatment plan and activities of recipients receiving domestic violence, mental health and substance abuse treatment/services.

821.4.5.4 Activity Codes

AS – Assessment
DV – Counseling/Treatment (Domestic Violence)
MH – Counseling/Treatment (Mental Health)
SA – Counseling/Treatment (Substance Abuse)
JP – Job Preparedness
JS – Job Search
LS – Life Skills
MA – Minor Parent Assessment
OR – Orientation

821.4.6 Community Service Programs

Structured programs in which TANF recipients perform work for the direct benefit of the community under the auspices of public or nonprofit organizations. Community service participation is limited to activities that serve the community, improve the employability of the participant, and can be supervised daily.

Participation in a work experience or a community service program is subject to Fair Labor Standards Act (FLSA) regulations. Individuals cannot be required to participate in these work activities for more hours than the combined total of the TANF-NEON and SNAP benefit, divide by the greater of the federal or state minimum wage. (For specific calculation instructions refer to Manual Section A-821.2.2.1 and deeming instructions refer to Manual Section A-821.2.3).

When there is only one TANF household associated with a SNAP case refer to Manual Section A-821.2.2.2 to determine the calculation to use. When there is more than one TANF case associated with the same SNAP case refer to Manual Section A-821.2.2.2 to determine the calculation to use.

Exception: Court ordered community service is not subject to FLSA standards as the recipient is not being asked to participate in exchange of the TANF benefit.

821.4.6.1 Determining Countable Hours – Actual hours of participation are reported.

821.4.6.2 Verification

- Time Sheets must be completed by a representative of the sponsoring agency to track daily participation and submitted to the Division as requested per the Personal Responsibility Plan.

Verification documents are to be kept in the case file to support all hours of participation claimed in the OASIS Calendar.

Note: The Division uses a variety of time sheet forms and will also accept forms from other agencies and organizations if they meet documentation standards. At a minimum, time sheets must provide the recipient's name, type of activity, date of participation, actual hours of participation each day and the name and signature of the person (supervisor) completing the form. While the participant's signature is requested on some forms, it is not required for the verification to be valid and hours to be entered on the NEON calendar.

821.4.6.3 Supervision

- The case manager will make arrangements for a representative of the sponsoring organization to provide daily supervision.

821.4.6.4 Activity Codes

CS – Community Service

DC – Deemed Community Service Hours

821.4.7 Vocational Educational Training

Organized educational programs related to the preparation of individuals for employment in current or emerging occupations including education leading to a baccalaureate or advanced degree is countable in this category. Vocational training is limited to training programs that provide individuals with the knowledge and skills to perform a specific occupation. Associates degrees and continuing education/workforce development programs that consist of both academic and vocational course work are acceptable. Unpaid intern-externships are also countable under this category. Programs must include a focus on specific professional and/or vocational fields (not general studies). Work-eligible individuals already possessing the education, skills, experience and training necessary for gainful, sustainable employment in their geographical region must focus their efforts on employment in the specific field of training already obtained.

The case manager must document in OASIS the specific occupation for which the client is being trained, training facility, and verification of current enrollment. Training may include language instruction only if the instruction is directly related to a specific occupation. Vocational education provided in high school is not countable in this category. The lifetime limits of reportable hours for this activity is 12 months.

Note: The OASIS system is coded to count any month in which one (1) or more hours of activity is entered/reported in this category toward the time limitations. Staff should use prudent judgment when deciding whether or not to use (report) hours when participation is part-time or episodic in this category, as this category is time-limited. If participation hours are not reported in this category document the reason.

Distance Learning – Distance learning (as opposed to self-study) where students are not in the same physical location as the instructor is considered formal training under this activity. Most often, the student uses a computer and course software to participate in class. Students can have direct interaction with teachers and other students through internet access.

821.4.7.1 Determining Countable Hours

- Actual hours of participation are reported. The case manager may document hours of participation in education if he or she is in ongoing contact (ie. monthly contact) with the individual and has adequate evidence that the individual is making satisfactory progress. This communication can be in person, by phone or electronically and must discuss and document (OASIS narratives) the attendance, along with such issues as progress, support service needs and career planning.

If the participant fails to demonstrate satisfactory progress at the end of a quarter or semester (ie. 2.0+ or alphabetic grade of C or better) the case worker must use a heightened standard of verifying hours of education, e.g., requiring signed attendance sheets with third-party verification.

- Monitored study sessions where hours of participation can be documented can be counted in this activity. One hour of unsupervised homework time may count for each hour of classroom or distance learning time. Hours cannot exceed the hours required or advised by a particular educational program.
- No more than 12-months of Vocational Education will be reported for any individual.
- The case manager must document in OASIS the specific occupation for which the client is being trained.

821.4.7.2 Verification

- Time sheets are maintained by the client and/or instructor and are signed by the instructor or other authorized representative of the training institution.
- Electronic records of daily class attendance maintained and submitted by the educational institution.
- Contracted training vendors submit signed attendance and participation hours via fax or email. Documentation must be available in the case file to support all actual hours of participation claimed in the monthly OASIS Calendar.
- The Division may make space available for clients to use for completing study/homework. This time will be monitored and documented by Divisional staff.
- For unsupervised homework, a statement from the educational program indicating the amount of homework required must be in the file.
- In cases where the individual is participating in a distance learning program, via internet or video conferencing, documentation issued by the distance learning institution verifying that the student attended the session is acceptable. This documentation may include the attendance records or log-on and log-off records available on-line or in an electronic format.
- If the DWSS case manager is providing the daily responsibility for oversight of the individuals participation the monthly contact requirement must be narrated in the OASIS case system indicating satisfactory progress, support service needs and career planning.

Verification documents are to be kept in the casefile.

821.4.7.3 Supervision

- Daily supervision can be provided by either the education/training provider, which is monitored by Division staff in support of hours entered into the OASIS Calendar or the DWSS case manager if he or she is in ongoing (monthly) contact with the individual and has adequate evidence that the individual is making satisfactory progress.
- The Division may make space available for clients to use for completing study/homework. This time will be monitored and documented by Divisional staff.

821.4.7.4 Activity Code

VT – Vocational Training

821.4.8 Child Care

Providing child care to enable another TANF recipient to participate in a community service program (Refer to A-821.6).

Note: The Division has not developed a qualifying Child Care program. The Division continues to consider this as an option for the future and will amend this section when and if a program is developed.

Activity Code

CC – Child Care for a participant in a Community Service Program

821.4.9 Job Skills Training Directly Related to Employment (non-core)

Training or education for job skills required by an employer to provide an individual with the ability to obtain employment or to advance to or adapt to the changing demands of the workplace. Types of training reportable under this category include:

- Vocational educational training leading to a degree
- Vocational education training not leading to a degree, but extending beyond the allowable 12-month Vocational Education Category limitation
- Basic skills and remedial training for adults when focused on the skills needed for employment
- ESL classes if the client has obtained a HS diploma or equivalent

821.4.9.1 Determining Countable Hours

Once the participant has met their core activity requirement, actual hours of participation in this category are countable. Core and non-core activities are reported on the NEON Calendar.

Monitored study sessions where hours of participation can be documented and one hour of unsupervised homework time may count for each hours of classroom or distance learning time. Hours cannot exceed the hours required or advised by a particular educational program. The case manager will document in OASIS the specific employer's requirement and purpose for training.

821.4.9.2 Verification

- Attendance and progress reports (time sheets) must be completed by the instructor or worksite supervisor on a monthly basis in support of hours entered into the OASIS Calendar.
- Electronic records of daily class attendance maintained and submitted by the educational institution.

Verification documents are to be kept in the casefile.

821.4.9.3 Supervision

- Daily supervision will be provided by the education/training provider.
- Division staff will monitor through collateral contacts and progress reports.
- The Division may make space available for clients to use for completing study/homework. This time will be monitored and documented by staff.

821.4.9.4 Activity Code

JT – Job Skill Training

821.4.10 Education Directly Related to Employment (non-core)

Means education related to a specific occupation, job, or job offer in the case of a recipient who has not received a high school diploma or GED. Examples of training that may be reported in this category include:

- Adult Basic Education
- English as a Second Language (ESL)
- General Equivalency Diploma

Note: Adult participants attending GED programs would be designated under this activity code.

821.4.10.1 Determining Countable Hours

Once the participant has met their core activity requirement, actual hours of participation in this category are countable. Core and non-core activities are reported on the NEON Calendar.

Monitored study sessions where hours of participation can be documented will be reported in this activity. One hour of unsupervised homework time may be counted for each hour of classroom or distance learning time. Hours cannot exceed the hours required or advised by a particular educational program. The case manager must

document in OASIS the specific occupation, job or job offer for which the participant is receiving educational instruction.

821.4.10.2 Verification

- Attendance and progress reports (time sheets) must be completed by the instructor or worksite supervisor. All documented time sheets must be located in the file for each month when hours are reported in the OASIS Calendar.
- Electronic records of daily class attendance maintained and submitted by the educational institution.

Verification documents are to be kept in the casefile.

821.4.10.3 Supervision

- This activity requires daily supervision by the educational/training provider. Daily supervision means that a responsible party has daily responsibility for oversight of the individual's participation.
- Division staff will monitor through collateral contacts and progress reports.
- The Division may make space available for clients to use for completing study/homework. This time will be monitored and documented by staff.

821.4.10.4 Activity Code:

EE – Education Related to Employment

821.4.11 Regular Attendance at Secondary School or in a GED Program (non-core)

Note: STARS participants attending high school or GED programs would be designated under this activity code.

Regular attendance, in accordance with the requirements of the secondary school or course of study, at a secondary school or in a course of study leading to a certificate of general equivalence, in the case of a recipient who has not completed secondary school or received such a certificate.

821.4.11.1 Determining Countable Hours

Once the participant has met their core activity requirement, actual hours of participation in this category are countable. Core and non-core activities are reported on the NEON Calendar.

Monitored study sessions where hours of participation can be documented will be reported in this activity. One hour of unsupervised homework time may count for each hour of classroom time. Hours cannot exceed the hours required or advised by a particular educational program.

Note: Countable hours for STARS participants - Refer to Manual Section A-825.1

821.4.11.2 Verification

- Attendance and progress reports (time sheets) maintained daily by the participant and/or instructor and certified by the signature of the instructor or other authorized representative of the training institution. All documented time sheets must be in the file for each month hours are reported in the OASIS Calendar.
- Electronic records of daily class attendance maintained and submitted by the educational institution.

Verification documents are to be kept in the casefile.

Exception: If a participant is attending high school, a written statement from the school regarding attendance is acceptable.

821.4.11.3 Supervision

- The case manager will make arrangements for a representative of the educational institution to provide daily supervision.
- Division staff will monitor through collateral contacts and progress reports.
- The Division may make space available for clients to use for completing study/homework. This time will be monitored and documented by staff.

821.4.11.4 Activity Code

ED –Attendance in Secondary School

821.5 Limitations and Special Rules

821.5.1 Work Eligible Individual Under Age 20

A TANF recipient who is a work eligible individual and has not attained 20 years of age is deemed to be meeting participation requirements if they:

- Maintain attendance at secondary school or the equivalent during the month. During summer or track breaks, the teen head of household is considered to be enrolled and attending school if they have not yet graduated and intend to return to school, or
- Participate in education directly related to employment for at least the minimum average number of hours per week specified in manual section A-825 or A-825.1.

821.5.2 Single Parent/Work Eligible Individual With a Child Under Age 6

A single parent or work-eligible individual (relative caregiver) with a child under age 6 is deemed to be meeting work participation requirements if engaged in work for an average of at least 20 hours per week during the reporting month. Only the following core activities count towards meeting the work participation requirements:

- A. Unsubsidized Employment
- B. Subsidized Private Employment
- C. Subsidized Public Employment
- D. Work Experience
- E. On-The-Job Training
- F. Job Search and Job Readiness
- G. Community Service Programs
- H. Vocational Educational Training

Note: The single parent designation for this purpose does not include households with a second parent or step-parent in the home even if they are not on benefits (i.e., NEON code G, I, or S).

821.6 Job Training

Job training is defined as on-the-job training (OJ), classroom vocational training (VT), community work experience program (CW) and any union apprenticeship program.

821.6.1 Job Training Requirement Exemption

When the Personal Responsibility Plan (PRP) signed by the TANF head of household includes a requirement to complete a program of job training, an exemption from this requirement is granted upon a determination the head of household:

- Must care for an ill or incapacitated member of his/her household;
- Is a single custodial parent of a child who is less than one year of age (3 months per pregnancy / 12-month lifetime limit);
- Is a needy relative caregiver (other than parent) sixty (60) years of age or older; or
- Is pregnant and determined to be unable to work by a physician.

822 REFERRALS TO OTHER AGENCIES

Services and programs offered by agencies and organizations within a community may enhance a NEON participant's ability to achieve economic independence. NEON staff provides referrals to participants in need of services including:

- Adult basic education classes or English as a Second Language (ESL) available from the public education districts, community colleges, or community literacy programs
- Mental health services
- Parenting classes
- Domestic violence counseling and shelter services
- Vocational rehabilitation services
- Child care services
- Drug/Alcohol testing and/or treatment services
- Job training
- Employment referral services and
- Job retention and/or job advancement opportunities
- Employment related dental

822.1 Specialized Services Available by Referral

Dental Assistance - Partial dentures required for employment may be authorized for payment through Medicaid for NEON participants when necessary (Medicaid Manual Section 1003). When a NEON participant is missing any one of the six upper or lower anterior teeth an official memorandum from the District Office must be sent to the participant's Medicaid authorized dentist. The memorandum must be on letterhead with a statement referencing the employment related need. NOTE: Without this official memorandum from the District Office, Medicaid will deny prior authorization and payment. Medicaid will deny any request submitted a second time without the memorandum.

Domestic Violence Services/Substance Abuse Treatment - The Division of Welfare and Supportive Services social workers who are referring participants to domestic violence and/or substance abuse providers must complete and save an OASIS Participant Verification Form (PVF) at the time of the initial referral and by the 5th of each month thereafter if they remain eligible for services. Prior to the PVF form being completed in OASIS each month, it is the social worker's responsibility to ensure the client is TANF eligible or eligible for DV services while pending TANF assistance. In addition to the PVF form each month, the treatment plan must be documented in the participant's PRP and OASIS issue plan screen.

Exception: Documentation of domestic violence services in the PRP is not required while the case is pending a TANF eligibility decision.

823 COMMUNITY WORK EXPERIENCE PROGRAM (CWEP)

NEON participants lacking work experience or who have been unsuccessful in securing employment may be assigned to the Community Work Experience Program (CWEP). The purpose of the CWEP is to provide practical work skills training to TANF-NEON participants who have limited or no recent work experience, local work history, and/or transferable abilities to the workplace.

CWEP placements occur in public or non-profit worksites. CWEP worksites are encouraged to hire CWEP participants into available job openings as they occur; however, the worksite is under no obligation.

The NEON program pays the CWEP participant's monthly worker compensation insurance premium. Staff must enter all CWEP activity hours with the code (CW) into the NEON Calendar to ensure the participant's worker's compensation premium is paid. All CWEP participants must sign a "Memorandum of Understanding" (MOU) – VOLUNTEER IN STATE SERVICE, form 2716-WA, specifying the number of hours per week of the placement. Completion of the MOU occurs prior to beginning the placement. The office supervisor signs the MOU and retains a copy centrally within the office. At the end of each quarter, the district office must submit a report of CWEP participants to Central Office indicating that all required MOU's are signed and on file in the office.

CWEP Assessment -- Participants may be temporarily assigned to a local district office for CWEP activities to allow staff to better assess the participant's job readiness by observation and interaction in a work setting. This enables staff to identify participant strengths, training needs and potentially previously undisclosed barriers to employment.

823.1 CWEP Worksite Restrictions

CWEP participants cannot displace persons currently employed or displace individuals laid off or terminated from federally-funded jobs. CWEP positions may be established where positions are vacant due to voluntary termination, retirement, or normal attrition. Where organizations must cut back on services due to reductions in available funds, it is allowable to develop CWEP slots to do jobs that otherwise would not be done due to budget cutbacks.

The Division of Welfare and Supportive Services cannot allow CWEP duties to include driving of any vehicle.

823.2 CWEP Worksite Development

CWEP worksites must be public or private non-profit or not-for-profit entities. Private-for-profit entities may not be CWEP sponsors. CWEP work experience slots may be developed in churches or non-profit sectarian organizations when the function of the slot is non-sectarian (not limited or associated with a particular religious denomination). These slots must not be involved in any activity which promotes a particular religious philosophy or requires the participant to recognize or otherwise defer to a particular religious philosophy.

The case manager is responsible for contacting public and private non-profit agencies to develop worksites. Community Work Experience Program Component, Form 2685-WA, is given to potential worksites to provide background information on the philosophy and goals of the program.

823.3 CWEP Worksite Agreement

Public or private non-profit entities seeking to become an established CWEP worksite must sign the CWEP Work Experience Memorandum of Agreement, Form 2710-WA. The case manager explains CWEP and negotiates the completion of the memorandum of agreement. The case manager assists the worksite sponsor in the development of job descriptions for the CWEP slots. By signing the agreement, the worksite agrees to provide participants with training and supervision to enable them to perform work assignments. CWEP worksite supervisors are provided with the CWEP Worksite Supervisor's Handbook, Form 2717-WA, which outlines the scope, purpose, and expectations of the worksite including monthly completion of timesheets for CWEP participants (E&T Time Sheet, Form 2690-WA) and performance evaluations (Participant Monthly Evaluation Report, Form 2689-WA). Both Forms 2690-WA and 2689-WA are located in the OASIS Forms Library.

The case manager obtains:

- Two signed original copies of the CWEP Memorandum of Agreement from the worksite and forwards both to the social welfare office manager or their designee for approval.

Upon execution:

- One original is provided to the worksite; and
- One is retained in a file in the district office.

The case manager submits a signed copy to the ESS Program Specialist, Central Office.

The CWEP Memorandum of Agreement must be renewed every four (4) years.

823.3.1 CWEP Placements in DWSS Offices

CWEP participants placed in DWSS offices must sign “MEMORANDUM OF UNDERSTANDING (MOU) - VOLUNTEER IN STATE SERVICE, Form 2716-WA, specifying the number of hours per week of the placement. Completion of the MOU occurs prior to beginning the placement. The office manager signs the MOU and retains a copy centrally within the office. Background checks are completed by I&R on all CWEP participants prior to being placed in DWSS offices. The I&R Criminal Background Check form is to be submitted electronically to the regional I&R supervisor. Applicants are required to sign the form, authorizing the background check. The form must be completed by a DO Manager, Assistant Manager or their designee. I&R will respond to requests within two (2) business days whether the applicant (CWEP) is fit for office duty or recommended to be disqualified for office assignment.

823.4 CWEP Worksite Supervisor’s Responsibilities

The CWEP worksite supervisor is responsible for:

- Providing supervision to CWEP participants
- Completing monthly evaluations for each site placement
- Providing weekly timesheets to the district office and
- Complying with all terms of the Memorandum of Understanding

823.5 CWEP Worksite Compliance Monitoring

The case manager ensures compliance with CWEP agreements. If a situation arises where it appears the worksite sponsor has violated the terms of the agreement, the case manager must:

- Contact the worksite sponsor to arrange a meeting to identify and discuss the issues of concern
- Meet with the worksite sponsor, review the terms of the CWEP agreement and discuss the issues of concern
- Identify the potential existence of worksite violations of the placement provisions (prohibiting displacement of current employees). The sponsor may be encouraged to develop another position for the CWEP participant or voluntarily terminate the agreement. If the worksite sponsor does not opt for one of the alternatives, the case manager must terminate the agreement and remove the participant from the CWEP placement.

823.5.1 Displacement Complaint Procedures

When a written complaint is made by an employee of a CWEP worksite who has been laid off or terminated and replaced in the position by a CWEP participant:

- Forward the complaint to the Division's hearing officer and a copy to the Division of Welfare and Supportive Services Administrator;
- The office manager works with the complainant and employer to negotiate a mutually acceptable resolution to the complaint; and
- If an informal resolution cannot be reached, a hearing is held following the Division's normal hearing procedures.

823.6 CWEP Worksite Participant Placement

The case manager works with the CWEP participant prior to the placement to ensure all support services identified in the Personal Responsibility Plan (PRP) are provided and the placement is consistent with the goals listed in the PRP. Prior to the placement, the case manager must inform the CWEP participant about the program providing them with a copy of the CWEP participant booklet, Form 2715-WA and discussing the responsibilities of the participant to be at the worksite when expected, notify the worksite supervisor when ill, and wear appropriate dress for the placement.

The case manager ensures, at least monthly, that attendance and evaluations are obtained from the CWEP worksite and documented in the case record. Unexcused absences and performance issues identified must be addressed timely and evaluated in the context of the PRP.

The number of hours per week performed by the participant at the worksite is determined in conjunction with specifications of the PRP, and consideration of the needs of the worksite. A CWEP participant may be assigned up to one day per week to pursue employment opportunities.

824 NEON ON-THE-JOB TRAINING PROGRAM

On-the-Job Training (OJT) is paid employment available to TANF recipients. These contracts are limited to \$1,999.99 per participant per year. This amount is intended to pay up to 50% of the participant’s salary or completed training hours. The employer is required to complete an employer fact sheet. The fact sheet requests a description of the training components. District office staff, work in partnership with the employer and the participant. Listed below are the requirements for employers interested in the program:

- Employers are requested to make a good faith effort to insure the trainee/employee is transitioned to a regular job upon completion of the contract.
- No employed worker shall be displaced by any trainee/employee.
- Hourly wage to the employee shall not be less than the contracted wage for like positions at any time. DWSS will not pay a reimbursement for overtime, commissions, holiday, vacation or sick pay. Wage reimbursement is for actual hours worked/trained up to 40 hours per week, not to exceed 50% of gross wage.
- Employer is to contact the NEON case manager immediately if issues arise which may jeopardize the participants continuing employment.
- Employer is to submit a monthly performance review sheet and verification of gross earnings to the NEON case manager.
- Worker’s Compensation benefits must be provided at the same level and same extent as other employees in the company.

OJT forms are currently located on the DWSS “I” drive. The client cannot begin working at the OJT site until the Administrator has signed the OJT Contract (2010-WA). The forms are:

- OJT Contract (2010-WA)
- Employer Fact Sheet (2019-WA)
- Invoice and Attendance Record (2021-WA)
- Performance Review Sheets (2014-WA)

825 SUPPORTING TEENS ACHIEVING REAL-LIFE SUCCESS (STARS)

Pregnant and parenting teens under the age of 18 are mandatory participants in the STARS program and are case managed by social work staff.

Seventeen-year-olds who have obtained a high school diploma or its equivalency and have no barriers (see manual section A-826.2 for a list of barriers) may be transferred to an employment and training case manager. An exception to this would be if the 17-year-old reported issues with a protective payee requiring social worker intervention.

Pregnant and parenting teens age 18 and 19 without barriers as listed in manual section A-826.2 have the option of participating in the STARS program and case managed by a social worker if the following conditions are met:

- Regular attendance in high school or its equivalency (GED classes) leading to a diploma or equivalency. This includes Job Corp training, attendance in adult basic education classes or adult high school diploma classes
- Making satisfactory progress in the selected education component as determined by the educational/training institution.

825.1 OASIS NEON Calendar for STARS Participants

Actual hours of participation in educational activities must be entered into the individual's OASIS NEON Calendar for all STARS participants. Participants are still considered to be meeting their education requirements during normal school breaks (i.e., summer/spring/Christmas). During breaks, at least one (1) hour of educational activity must be entered in the NEON Calendar for a month, to ensure the participant is reported as meeting their work requirements for purposes of calculating the TANF Participation Rate.

826 ROLE OF SOCIAL WORKER

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:

- STARS participants;
- Participants with significant barriers to employment. The social worker conducts in depth assessments to determine the extent of the barriers to achieving economic independence and makes referrals to appropriate service providers; and
- NEON participants who are currently experiencing physical abuse and/or fleeing from a domestic violence perpetrator. When a participant's work requirements

have been modified or waived for victims of domestic violence, refer to Manual Section A-2200 for “Good Cause” waiver information.

Social workers administer the Substance Abuse Subtle Screening Inventory (SASSI) tests to TANF participants suspected of chemical dependency. TANF participants identified with a high likelihood of a substance-related disorder may be referred to a contracted substance abuse provider for further testing. In cases where chemical dependency has been determined to be an issue, a social worker determines the need for a protective payee to ensure the TANF grant goes toward meeting the needs of the children.

Social workers administer additional assessments to TANF participants to identify barriers to self-sufficiency such as domestic violence, 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 treatment.

Social workers may arrange for and sit as members on multi-disciplinary teams consisting of a variety of community resources, such as school district counselors, other agency social workers, probation officers, public health nurses, and medical professionals.

Social workers determine the appropriateness of living arrangements for pregnant/parenting teens no longer able to reside in the home of their parents (see manual section A-320).

Social workers determine and arrange for alternative living arrangements for pregnant or parenting teens no longer able to reside in the home of their parents.

826.1 Intra-Office Referral To and From Division Social Workers

TANF households requiring the assistance of a social worker will be referred to appropriate Division Social Workers in accordance to the procedures established in their office. Referrals to and from a Division Social Worker must be documented.

826.2 Significant Barriers to Employment

Social workers may be assigned to cases identified with significant barriers to employment. Significant barriers are identified as, but not limited to, the following:

- Known substance abuse issues
- Mental health issues for self or dependents, including severe depression, known or suspected
- The prevention of a participant's involvement in work activities or employment due to the caring of immediate family members with disabilities (NEON code I)
- History of physical or sexual abuse which prevent the participant's involvement with work activities or employment

- Current or past domestic violence which prevents the participant's involvement in work activities/employment
- Certified medical injuries/disabilities in addition to other barriers/issues for participant
- Diagnosed or suspected severe learning disability
- Known behavioral disorders or
- Chronic homelessness

827 EMPLOYMENT & TRAINING COMPLIANCE

827.1 NEON Compliance

A. TANF-NEON Participants

NEON participation is required for all non-exempt TANF-NEON cash applicants and recipients. All TANF/NEON participants are considered to be in compliance with the work requirements when the applicant:

- Signs and complies with the Agreement of Cooperation, Form 2043-EE, (failure to sign the form results in denial of TANF assistance)
- Completes the initial assessment and fulfills assigned pre-eligibility work activities
- Participates in the ongoing assessment process
- Takes part in the mutual development of the Personal Responsibility Plan (PRP) and subsequent PRP amendments
- Accepts and participates in work related activities, counseling and/or referrals contained in the PRP (including referrals for additional testing assessments)

Individuals are not complying with the SNAPET if they:

- Refuse to provide information to determine their employment status;
- Refuse to participate in SNAPET mandatory activities or
- Voluntarily and without good cause quit a job or reduce their work effort, and after the reduction are working less than 30 hours per week. See manual section A - 830

If a member fails to comply with a UIB requirement, update the SNAP case in NOMADS with the appropriate SNAPET work code, which will (if mandatory) allow the participant an opportunity to cooperate with SNAPET requirements.

Note: Individuals voluntarily participating in a qualified third-party education program are not subject to non-compliance and sanction rules.

Note: If a NEON non-compliance sanction is applied to a specific individual in the TANF case, DO NOT disqualify the same individual in the SNAP case. Update the SNAP case in NOMADS with the appropriate SNAPET work code, which will (if mandatory) allow the participant an opportunity to cooperate with SNAPET requirements.

- Maintains communication by notifying the case manager of any problems or changes affecting program participation and
- Accepts a bona fide offer of employment

To demonstrate NEON compliance, a TANF-NEON participant must establish a pattern of both attending and actively participating in interviews, workshops, meetings and activities as identified in their Personal Responsibility Plan (PRP).

Any work-eligible individual who reports an inability to conduct work activities due to a permanent disability will be required to provide proof and SSI application has been filed as an element of their PRP within 30 days of PRP establishment.

827.2 Action for Non-Compliance

When a TANF-NEON Program household fails to comply with the terms of their Personal Responsibility Plan (PRP), case managers may attempt to contact participants to determine if a resolution is possible without having to implement a conciliation/sanction action. When the case manager attempts to contact the client at a valid telephone number and has to leave a message, the case manager should, at a minimum, give the client until the end of the next regular work day to contact the case manager to resolve the issue of non-compliance. All attempted contact must be documented.

When there is no known phone number or the case manager attempts to contact the client at their known telephone number(s) and is unable to leave a message, the case manager may choose to send a letter to the client requesting them to contact the case manager OR document the attempt to contact the client and initiate non-compliance conciliation.

Use prudent worker judgment when initiating a sanction. The case worker is expected to weigh such factors as the client's past cooperation history, their known barriers to participation, the administrative time available and the goal of developing a positive working partnership with the client. If the case manager sends a letter requesting contact to resolve the issue of non-compliance, the client should be provided at least five (5) calendar days to respond to the mailed letter before initiating non-compliance conciliation. Prior to imposing a three (3) month sanction, caseworkers must staff the case with a supervisor.

The SNAPET case manager issues a "Notice of Non-Compliance" (NOCO) within five (5) working days from date of discovery advising the participant of the specific requirement which was not met. The participant is allowed ten (10) days (the day following the notice date is the 1st day of the 10-day period) to contact the SNAPET case manager and to claim good cause (see manual section A-829).

If there is no response or good cause is not substantiated, the SNAPET case manager notifies eligibility within five (5) working days and whether it is the 1st, 2nd, 3rd or subsequent occurrence. This notification must be documented. Within two (2) working days of receiving the notice of non-compliance from the SNAPET case manager, eligibility disqualifies that member as follows:

First Violation - a minimum of one benefit month and until compliance;

Second Violation - a minimum of three benefit months and until compliance;

Third or Subsequent Violation - a minimum of six (6) benefit months and until compliance.

If the non-complying member moves to a new household, disqualify the member for the remainder of the penalty period.

Note: A benefit month is not a 30-day period; the disqualified month may be a prorated month.

If the case manager determines the household's circumstances have changed sufficiently to warrant a change in the PRP, which negates the non-compliance issue, the PRP will be revised. (See manual section A-2130.) The circumstances must be documented.

If the case manager determines a conciliation/sanction is the appropriate action, a conciliation notice must be sent to the client.

The Conciliation Notice must inform the household member what activity or activities they failed to comply with, the action(s) they must take to resolve the issue(s) of non-compliance, the time period they have to get into compliance, when their TANF cash assistance will end, and to contact their case manager immediately to resolve the non-compliance issue(s).

When terminating assistance or removing a member from the household because of non-compliance, the notice will advise the household of the specific requirement which was not met and what can be done to end or avoid the sanction.

If the non-cooperation disqualification is not imposed timely with proper SNAP notification, it is applied to the next ongoing issuance cycle allowing adverse action notification. Disqualification is not retroactive and there is no overpayment claim.

- If the client was never notified of the disqualification for non-cooperation when the last certification ended or the case was closed and the client reapplies for SNAP benefits, process the application as any other application.
- If the application is approved, notify the SNAP household of the E&T non-cooperation status allowing proper adverse action. If non-cooperation is not resolved within the notification period, disqualify the individual with the next issuance cycle after the adverse action time frame is met.

Note: Disqualification cannot be applied until the participating household receives a SNAP notice based on non-cooperation. Notification from the SNAPET case manager to the household does not meet this requirement.

- If a SNAP participant is coded with work code **01** (subject to and complying with TANF-NEON requirements) and subsequently fails to cooperate with NEON, the SNAP client cannot be disqualified from SNAP at the same time. Update the SNAP work code with the appropriate code. If the SNAP recipient is mandatory and fails to comply with SNAPET work requirements, disqualification would then be applied allowing applicable adverse action.

Exceptions: Do not send a notice disqualifying a member if:

- A determination is made the member was exempt at the time of non-compliance. Correct the member's participation code and notify the SNAPET case manager that the individual will not be disqualified
- The non-compliance decision was made after assistance terminated or was denied. There is no penalty; however, notify the SNAPET case manager that the household's certification period ended prior to the non-compliance and no disqualification will be imposed

Impose the penalty in NOMADS by disqualifying the individual. This can be done by changing their member status to non-participating. An automated notice is produced when the person is changed to a non-participating member.

- Disqualifying the individual by changing their member status to non-participating. An automated notice is produced and sent to the household when the person is changed to a non-participating (disqualified) status.

827.3 Issuance Process of a Notice of Non-Compliance

Conciliation Process

When a sanction is imposed on a TANF-NEON Program household, the household will be given a conciliation period prior to termination of TANF assistance to resolve the non-compliance issue(s) as follows:

- Each household member is entitled to one 30-day conciliation period.

Note: The one-time 30-day conciliation period applies to pregnant or parenting minors when they are the head of household.

- When a household member has previously utilized their one-time 30-day period, each subsequent sanction will have a 10-day conciliation period.

If, during the adverse action period the household:

- Appeals the noncompliance penalty
 - process the request and
 - continue benefits, unless the client waives that right
- Claims good cause or wishes to comply, refer them to their SNAPET case manager and notify the SNAPET case manager of their request. Continue benefits if a notice of compliance or good cause is generated by the SNAPET case manager prior to the termination date.

Note: If a household member in a 30-day conciliation period is not back in compliance within 15 days from the issuance date of the conciliation notice, a second reminder non-compliance notice is issued from Nomads.

If the last day of the conciliation period falls on a weekend or holiday, the client has until 5:00 p.m. the following work day to comply.

If the household does not comply, cash assistance terminates and a minimum three (3) month disqualification period will be imposed.

If notice of compliance or good cause was generated by the SNAPET case manager prior to the effective date of termination and received by the eligibility case manager after the termination, reinstate eligibility for the participant.

If the head of household contacts their case manager, the case manager will:

- Discuss the non-compliance issue and provide the head of household an opportunity to disclose what is prohibiting them from participating;
- Encourage the head of household to demonstrate compliance as set forth in their conciliation notice;
- Review the participant's PRP and/or work requirements. If the participant comes into the office to meet with their case manager, a Conciliatory PRP will be completed. The Conciliatory PRP may contain the same requirements as the most recent PRP, if appropriate. If the case manager determines the household's circumstances have changed sufficiently to warrant a change in the PRP, the PRP will be revised as appropriate. (See manual section A-2130.) The OASIS case narrative must be updated to reflect the changes and the reason the sanction has ended;
- Consult with a social worker when deemed appropriate (see manual section A – 2020.3). Examples of this may include, but are not limited to:
 1. Referral to a social worker upon discovery the non-compliant member is in imminent danger of domestic violence if they cooperate.
 2. Consultation with a social worker to determine alternative methods of enabling the non-compliant individual to overcome a barrier to cooperation.

The head of household must:

- Demonstrate compliance (see manual section A-2130) with current or renegotiated work requirements; and
- When necessary, renegotiate work activities and participate in PRP amendments.

If, during a conciliatory period, the household fails to comply with another work or PRP requirement, it is included in the current sanction and must be resolved prior to the sanction being lifted. The head of household is notified in the initial conciliatory notice that the household must continue to comply with any other work or PRP requirements to have their TANF cash assistance continued.

827.4 NEON Calendar Status – Non Co-op with PRP

When a work-eligible individual is out of compliance with the terms of their PRP, the case manager must change the status of the NEON Calendar from “pending” to “denied.” This action does not ‘deny’ benefits. The data is used to track cooperation as a state performance measure of the program for administration and legislators. If the work-eligible individual is in compliance with the terms of their PRP by the last day of the report month, the case manager must change the status of the NEON Calendar from “denied” to “pending.” It is not necessary to “approve” all pending NEON Calendars, as this function is automatic. See OASIS Task Guide, Issue plan/NEON Calendar – F-04.03.

828 HEARINGS

A household is entitled to a hearing up to 90 days from the date of notice to contest:

- The worker's decision to not allow an exemption; and
- The denial or reduction of benefits because of noncompliance.

If a hearing is requested timely, process the request.

Note: The hearing officer notifies all involved staff of the hearing date and the hearing decision when the issue is non-compliance with E&T.

Process the hearing request when:

- The household appeals a decision of noncompliance with their eligibility case manager; or
- The eligibility case manager fails to provide notice of good cause or cure prior to termination or denies good cause.

Note: The hearing officer notifies all affected staff of the hearing date. SNAPET case manager may attend the hearing or must be available to respond to questions during the hearing if necessary.

If a TANF hearing is requested based on noncompliance with NEON and benefits are continued pending the outcome of the hearing, continue SNAP benefits simultaneously. If the non-compliance action is upheld, the disqualification is imposed the next issuance cycle after notification of the hearing decision.

829 RE-ESTABLISHING ELIGIBILITY

See manual section B-900 - Sanctions.

The disqualified member can re-establish eligibility any time after serving the disqualification period.

829.1 Re-establishing Eligibility During the Disqualification Period

Re-establish eligibility during the disqualification period if the disqualified member:

- Becomes exempt from participation;
- Complies with the requirement not previously met; or
- Participates in a qualified third-party education program.

Note: Disqualified members are added to the household with the next issuance cycle after proof of compliance is received from SNAPET case manager.

End the disqualification for an individual member effective the first issuance cycle after:

- The minimum sanction period has ended and verification of compliance is received from SNAPET case manager; or
- The member becomes eligible for another reason.

If benefits for a one-person household are terminated as a result of the noncompliance and they now want to comply, the individual must reapply. If the individual reapplies before the disqualification has ended and there is no proof of compliance from the SNAPET case manager, the eligibility case manager must deny the application.

829.2 Examples of Re-establishing Eligibility

Examples illustrating SNAPET non-compliance and actions to re-establish eligibility include but are not limited to:

| Noncompliance | Compliance |
|---|---|
| 1. The member fails to report for an interview with the SNAPET case manager. | The member completes the interview. |
| 2. The member fails to participate in, complete and submit as scheduled the independent job search. | The member participates in, completes and submits as scheduled, the independent job search (or the number of remaining contacts if less) within the established time frame. |
| 3. The member fails to attend Job Search/ Workfare. | The member attends the next available workshop/ orientation or if a class component, attends a day of class, if a class is available, within ten (10) working days, and the member wishes to continue that class activity. If no class is available within ten (10) working days, compliance is determined on a case-by-case basis between worker and participant. Compliance must be documented in record. |
| 4. The member fails to provide supplemental information in the time frame requested. | The member provides the information or documents. |
| 5. The member refuses to report to a prospective employer. | The member reports to <ul style="list-style-type: none"> • the employer, if work is still available, or • reports to another employer referred by the SNAPET case manager or ESD, if one is available. If there is no employer, they must complete job search contacts as noted above. |
| 6. The member fails to accept a bona fide offer of suitable employment or continue employment unless terminated due to conditions beyond their control. | The member accepts the job, if still available. If not available, they must report to another employer referred by the SNAPET case manager, or if no job is available, complete job search contacts as noted above. |
| 7. The member is penalized for noncompliance with work registration requirements. | The member's benefits are reinstated. |

Note: If the individual was disqualified **and** more than one year has passed since the disqualification, the individual must attend an SNAPET Orientation before receiving SNAP.

If the individual was disqualified for less than a year, the participant must complete the SNAPET activity they failed to complete before receiving SNAP.

Note: When ending a member's disqualification, update the case with the proper member codes in the computer. An automated notice will be produced with the new allotment including the previously disqualified member.

829.3 Re-establishing Eligibility After the Penalty Period

Once the disqualification period has ended, the individual must comply to receive benefits, unless the individual is SNAPET exempt at time of application. Notice of compliance with work program requirements must be given.

Note: If the individual was disqualified **and** more than one year has passed since the disqualification, the individual must attend an SNAPET Orientation before the disqualification can be lifted.

Examples: John Dough did not complete Job Search 1 and was sanctioned in December 2003. As of August 2005, he wishes to reapply for SNAP. Add John Dough to the next available SNAPET Orientation, and if he attends, send a 6009 lifting the sanction.

John Dough did not complete Job Search 1 and was sanctioned in December 2004. As of August 2005, he wishes to reapply for SNAP. When John Dough completes Job Search 1, send a 6009 lifting the sanction.

John Dough did not complete Job Search 1 and was sanctioned in December 2004. As of August 2005, he wishes to reapply for SNAP. John Dough now qualifies for an exemption. Lift the sanction.

If the individual was disqualified for less than a year, the participant must complete the SNAPET activity they previously failed to complete before receiving SNAP.

830 DETERMINING GOOD CAUSE

Determine good cause for

- Voluntary quit;
- People required to register for work and fail to comply; and
- Those who's UIB is reduced or denied because of noncompliance.

Good cause exists when circumstances beyond the member's control prevent them from complying with SNAPET requirements.

Good cause includes, but is not limited to:

- Unavailability of care for children ages 6 through 11;

- Discrimination by an employer based on age, race, sex, color, handicap, religious belief, national origin, or political beliefs;
- Work demands or conditions that make continued employment unreasonable (**e.g.**, not being paid on time, seasonal/tourist type employment, etc.);
- A change of job;
- Illness of the participating member or another household member;
- Enrollment (at least half time) in a recognized school, training program, or institution of higher education that requires the head of household to quit a job
- Household emergency;
- Relocation to another county or political subdivision because of another household member's employment or school enrollment;
- Resignations by people under 60 years old that the employer recognizes as retirement;
- A job change that later does not materialize or results in employment of less than 30 hours a week or weekly earnings of less than the federal minimum wage multiplied by 30 hours;
- A habitual job change (**e.g.**, migrant work or construction habitually require workers to move from one employer to another);
- An unsuitable job.

Employment is unsuitable if

- The wages are less than the highest of:
 - the applicable federal minimum wage; or
 - eighty percent of the federal minimum wage, if the federal minimum wage is not applicable.
- The average hourly wage based on piece-rate is less than minimum wage;
- The household member, as a condition of employment, must join, resign from, or not join a labor organization;
- The work is at a place subject to a strike or lock-out at the time of the offer;
Exceptions:
 - the strike has been enjoined under Section 208 of the Labor-Management Relations Act (29 U.S.C. 178-Taft Hartley Act); or
 - an injunction has been issued under Section 10 of the Railway Labor Act (45 U.S.C. 160)
- The degree of risk to health and safety is unreasonable;
- The household member is physically or mentally unfit for the job;
- The commuting time from the household member's home to the job is more than two hours a day. **Note:** Taking a child to and from a child care facility is not included.
- The distance from home to the job is unreasonable because, after considering commuting time and costs, the member earns less than minimum wage;
- The distance to the job prohibits walking, and transportation is unavailable;
- The job is outside the member's usual line of work. (This applies only during the first 30 days and does not apply if the member voluntarily quits a job.)

831 SILVER STATE WORKS PROGRAM (SSW)

The Silver State Works (SSW) initiative was designed to create an opportunity for employers to help strengthen Nevada's economy while receiving incentives to hire pre-screened qualified workers to staff their business.

To be eligible for SSW, TANF-NEON clients must be determined work ready, have motivation, demonstrate program compliance, and have work supports in place. A TANF-NEON participant can be referred to the Employment Services Unit Program's Workforce Services Representative (WSR's), or their designated Family Services Specialist (FSS) staff to be enrolled in the SSW Program when they have reached this level of work readiness.

Note: Designated FSS staff must be approved by the NEON Manager

Referral Process:

- The case manager will refer the participant for the SSW Program by sending a 6009 form to the Employment Services Unit's WSR's or designated FSS staff. The case manager must narrate this referral in OASIS.
- The Employment Services Unit's WSR's or designated FSS staff will ensure the participant meets the pre-screening criteria (work ready, have motivation, demonstrate program compliance, and have work supports in place) and all required forms for the SSW program have been completed.
- Once it has been determined the participant has met the SSW criteria, the Employment Services Unit's WSR's or designated FSS staff will update the Nevada Job Connect Operating System (NJCOS) to designate the participant eligible for the SSW Program.
- The Employment Services Unit's WSR's or designated FSS staff must send a 6009 to the case manager specifying the participant's status for the SSW program. If the participant is found to be ineligible for the SSW Program, the 6009 must explain why.

Note: Only designated staff is allowed to mark a participant as Silver State Works eligible in the NJCOS system; however, the staff with NJCOS training may utilize NJCOS to register work eligible individuals.

832 FORMS

1. 2009, Consent for Release
 2. 2010, OJT Training Contract
 3. 2012, OJT Introduction Slip
 4. 2014, OJT Job Performance Review
 5. 2019, Case Review Summary
 6. 2021, OJT Invoice/Time Attendance Record
 7. 2024, Personal Responsibility Plan (Adults Minor Parents)
 8. 2026, PRP Amendment
 9. 2031, Appointment Letter
 10. 2036, Case Review Summary
 11. 2043, Agreement of Cooperation (English/Spanish)
 12. 2067, Release of Consent/PG1, PG2
 13. 2073, MDT Disclosure Agreement
 14. 2074, Earnings Verification
 15. 2133, Minor Parent SWK Assessment
 16. 2135, TANF Action Form
 17. 2139, Single Adult 12 Month/12 Week Exemption
 18. 2142, Participation Verification
 19. 2145, Job Search Info
 20. 2254, Pre-Hearing Conference Report
 21. 2257, School Attendance Record
 22. 2310, Welfare to Work Certification
 23. 2315, Welfare to Work Referral
 24. 2429, Insufficient Information Form
 25. 2451, Authorization to Release Information
 26. 2546, Revised/Certified Birth Certificate
 27. 2605, Burial: Request for Information
 28. 2609, Case Transfer
 29. 2672, Report of Illness, Incapacity or Disability (ROI)
 30. 2674, Job Search Plan / Agreement
 31. 2685, CWEP Component
 32. 2689, E&T Participant Monthly Evaluation
 33. 2708, Authorization to Purchase/Voucher
 34. 2728, Interagency referral for Child Care Services
 35. 2750, E&T Transportation Form
 36. 2753, TANF – UP Applicant Referral to JOBS (NEON)
 37. 2772, E&T Case Closure
 38. 2798, Referral Form/ Statewide
 39. 3112, Information and Referral Request
 40. 4460, Employment Verification
 41. 4810, Employment Earnings Status
 42. 6009, Intra-Office Referral
1. 2031, Appointment Letter
 2. 2241, Eligibility Data Change Request Form (optional)
 3. 2346, SNAP Alert Sheet Form (optional)
 4. 2674, Individual Job Search Plan and Agreement Form
 5. 2708, Authorization to Purchase/Voucher
 6. 2738, SNAP Program Notice of Non-Compliance
 7. 2744, SNAP Employment and Training Program Agency/ Client Contract Form
 8. 2758, Case Validation Narrative Form (optional)
 9. 6009, Intra-Office Referral Report Form

Forms and Notices available on OASIS;

1. Domestic Violence Inventory
2. Information Cognitive Processing Screening Instrument (ICPSI)
3. Conciliation Letter
4. NEON Request for Information
5. NEON Orientation Invitation (manual)
6. Job Retention Referral Letter
7. Learning Needs Screening Tool
8. Vendor Reject Letter
9. Southern Oaks Gambling Screen (SOGS)

Computer Generated Notices/Letters;

1. Sanction Letter/ Adverse
2. NEON Orientation Letter
3. Conciliation Letter