

MANUAL MATERIAL TRANSMITTED

MANUAL: INCOME MAINTENANCE

CHANGE NUMBER: 122

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INSERT OR CHANGE

PAGES	CHAPTER	DATED	PAGES	CHAPTER	DATED
iii - iv	24	5/98	iii - iv	24	11/98
1 - 2	24	5/98	1	24	5/98
5 - 8	24	5/98	2	24	11/98
13 - 16	24	5/98	5	24	11/98
21 - 22	24	5/98	6 - 6 a	24	5/98
49 - 62	24	5/98	7 - 8	24	11/98
			13 - 16 a	24	11/98
			21	24	11/98
			22	24	5/98
			49 - 63	24	11/98
			64 - 65	24	5/98
			66	24	11/98

DATE: September, 1998

TO: All Income Maintenance Manual Holders

This change is being made to update Chapter 24 with some information about the RAPIDS Work Programs (WP) sub-system and to remove references to WIS.

Other changes are as follows:

1. Section 24.4,A: A case is not referred to WP until benefits have been confirmed in RAPIDS. Therefore, it is necessary that the first PRC be manually-completed by the Worker, since signing and agreeing to **BOTH PARTS** of the PRC is an eligibility requirement. Subsequent changes to the PRC may be recorded in and printed from RAPIDS.

NOTE: IT IS NOT ACCEPTABLE TO HAVE THE CLIENT SIGN PART I OF THE PRC, CONFIRM BENEFITS IN RAPIDS AND THEN COMPLETE PART II OF THE PRC IN RAPIDS DURING ENROLLMENT IN WORK PROGRAMS. THE ENTIRE INITIAL PRC MUST BE COMPLETED PRIOR TO DETERMINING ELIGIBILITY AND CONFIRMING BENEFITS.

In addition, it is not acceptable to require the client to be present when the Worker is "enrolling" the client in WP. All of the information necessary to complete the enrollment should have been gathered during the intake interview. WP serves only as an automated means of recording and storing appropriate information and tracking some aspects of WV WORKS. While its use is mandatory, it is not something for which the

D. JOB READINESS 40

E. VOLUNTEER WORK 41

F. PARTICIPATION IN A SHELTERED WORKSHOP 41

G. SUBSTANCE ABUSE TREATMENT/MENTAL HEALTH COUNSELING . . 41

24.11 JOB SEARCH 42

24.12 JOBS SKILLS/VOCATIONAL TRAINING 44

A. PLACEMENT CRITERIA 44

B. STANDARDS 44

C. CONTRACTS 45

 1. Individual Contracts 45

 2. Group Contracts 45

D. PAYMENT LIMITATIONS 46

24.13 EDUCATIONAL ACTIVITIES 47

A. LITERACY 47

B. HIGH SCHOOL 47

C. ENGLISH AS A SECOND LANGUAGE 47

D. ADULT BASIC EDUCATION (ABE) 47

E. COLLEGE 47

F. RELEASE OF INFORMATION (WT-15) 48

24.14 SUPPORT SERVICES 49

A. GENERAL REQUIREMENTS 49

B. ALLOWABLE SUPPORT SERVICE PAYMENTS 51

 1. Collateral Expenses 52

 2. Clothing 53

 3. Tools 54

 4. Drivers/Chauffeurs License 55

24.1 INTRODUCTION

This Chapter describes the work component of WV WORKS.

The purpose of WV WORKS is to assist economically dependent, at-risk families to become self-supporting. It is a work-oriented, performance-based, time-limited program that emphasizes employment and personal responsibility.

WV WORKS expects parents and other caretaker relatives to support their own dependent children and those in their care. Every parent and other caretaker who is included in a payment has a responsibility to participate in an activity to help prepare for, obtain and maintain gainful employment.

The goals of WV WORKS are to: achieve more efficient and effective use of public assistance funds, reduce dependency on public programs by promoting self-sufficiency, and structure assistance to emphasize employment and personal responsibility.

The Sections that follow discuss the requirement that all adults in the benefit group meet a work requirement and describes minimum participation rates to which the State must adhere. There are several loosely-defined activities described in Sections 24.6-24.13. Based on the client's participation in one or more of these activities, the State's participation rate is determined. However, the goals of WV WORKS do not include meeting a participation requirement. Instead, the foundation of the Program is self-sufficiency. There are, therefore, many activities which allow the client to meet his work requirement but which do not lead to self-sufficiency. The Worker may allow the client to continue in the activity which meets the participation requirement while developing plans with the client to begin another activity which will accomplish or lead to self-sufficiency.

EXAMPLE: Mrs. Smith is a single parent with 2 children. She provides home-schooling for both children. By doing this, she meets the participation requirement by participating in a Community Service activity. However, home-schooling her children will not lead her to self-sufficiency. The Worker must negotiate a PRC which will lead the client toward becoming self-sufficient.

EXAMPLE: Miss Jones is a single parent with 1 child. Her mother owns a small grocery store and she helps her mother in the store and delivers groceries for their homebound customers. She works between 35-40 hours/week. For this work, her mother pays her \$100/month. Miss Jones is meeting

- Participates in education that is directly related to employment for at least the minimum average number of hours per week identified above in item 1.
- 2. Two-Parent Families With No Disabled or Incapacitated Parent

NOTE: See item D below for definitions of disabled and incapacitated.

A minimum participation of 35 hours per week in an acceptable activity meets the work requirement for 2-parent families. Acceptable work activities are found in Section 24.5 below.

The minimum participation may be met by either parent or by both parents. When both parents hours are added together to meet the minimum number of hours of participation, there is no requirement that each participate equally.

For 2-parent families in which one or both parents is under age 20, see item A,1,b above.

B. ABSENCES

With the exception of inclement weather, Workers must determine whether absences are excused or unexcused. Participation is calculated on the actual hours of attendance or participation each month and converted to a weekly average. The following guidelines are used to determine actual hours of attendance/participation for planned school breaks, inclement weather or individual absences.

When excused absences are used in the total number of hours of participation, according to the instructions below, the Worker includes the excused absences on WP screen WPSC and records on CMIC how the total was computed.

1. Planned School Breaks

When calculating hours of participation certain rules must be followed. The specific activity determines when school breaks can be used as hours of participation.

of the Worker to determine if the absence is excused or unexcused. Close contact must be maintained with the employer/contractor to ensure that the determination is made timely. A determination of good cause may only be made by the WV WORKS staff.

Unexcused absences that cannot be made up during the month are not counted as hours of participation. Only the hours actually worked count as hours of participation.

Record the results of all contacts with the employer/contractor concerning this issue on RAPIDS screen CMIC. At the end of the month the time sheet must correctly identify any absence. Any inconsistency or irregularity on the time sheet must be worked out with the employer/contractor. Absences that are made up during the month are not reported as excused or unexcused.

C. PARTICIPANT TIME SHEET (WT-12)

The Participant Time Sheet (WT-12) may be used to document participation and satisfactory progress for work requirement activities. It is given to providers to report attendance and satisfactory progress on a monthly basis. It may also be given to the client for self-declaration of his participation.

In addition, this form can also be used by participants to report days of actual participation for payment documentation purposes.

D. DISABILITY/INCAPACITY - DEFINITION ONLY FOR MINIMUM PARTICIPATION RATE

NOTE: The following definitions are used to determine the family's minimum hours of participation, i.e., whether or not there is a disabled or incapacitated parent. See item A above. Meeting either definition does not automatically exempt the family or individual from the 60-month or 24-month time limits described in Section 15.6 and 15.7.

Disability and incapacity may be established with or without a physician's statement as follows:

1. Establishing Disability Without A Physician's Statement

Disability is established without a physician's statement as follows:

- The individual receives benefits from a governmental or private source, and these

24.4 LOCAL OFFICE RESPONSIBILITIES IN THE WORK COMPONENT OF WV WORKS

In addition to the responsibilities contained in other chapters of this Manual, the Worker has responsibilities related to the work component of WV WORKS.

The Worker must assist the client in all reasonable ways to achieve self-sufficiency. To accomplish this, the Worker must assess the client's knowledge and skills, work with the client and make informed recommendations about courses of action appropriate for each individual to develop a plan that is expected to lead to self-sufficiency. In addition, he must enter into an agreement with the client concerning his involvement in the process of becoming self-sufficient, monitor the client's progress to determine changing needs and the need for support service payments and take appropriate follow-up action based on the client's actions.

The eligibility requirement of the negotiated agreement, the Personal Responsibility Contract, is detailed in Chapter 1. Other requirements, particularly those dealing with the client's continuing eligibility, are found throughout this Manual. Chapter 13 contains other information about the eligibility component of the work requirements. The following sections in this Chapter are devoted to work activities and follow-up actions and contain information necessary for the Worker to assist the client in becoming self-sufficient and in developing opportunities for him.

A. CASE MANAGEMENT

The Work Programs (WP) sub-system in RAPIDS assists the Worker in managing the work component of WV WORKS.

To meet the goals of the WV WORKS Program, a Worker performs the following activities for WV WORKS families:

- Determines initial and ongoing case and individual eligibility. When the WV WORKS family also receives Food Stamps and/or Medicaid, eligibility for these Programs is also determined and maintained by the same Worker
- Negotiates the PRC with the client to determine the best means to achieve self-sufficiency and accept personal responsibility. The initial PRC, including Part II, must be manually completed by the Worker. Once this is completed and all other eligibility requirements are met, the case is

- Identifies potential resources and makes appropriate referrals to secure them

This case management process provides for substantial flexibility in administration of the work component of WV WORKS, but the mandates must be met for each adult to meet a work requirement and for the State to meet and maintain an established participation rate. The Worker has the discretion to tailor the work requirements to the needs and goals of each family. Therefore, there are no mandatory procedures or processes that must be applied to each family. Instead, the Worker's reasonable and appropriate guidance and discretion are used to assist the client in accepting personal responsibility and achieving self-sufficiency.

Self-sufficiency is defined as being able to provide for the family's basic needs without relying on WV WORKS cash assistance. It is recognized that some families will not be able to become completely self-sufficient. For these families the goal is to reduce the reliance on cash assistance as much as possible.

B. ASSESSMENT

Assessment is the ongoing process of determining each adult's goals, skills, needs and challenges. Assessment begins at application and does not end until case management stops.

An in-depth assessment is necessary to discover the client's challenges to meeting his goals and to develop plans to overcome them.

The assessment is limited to producing information useful to both the client and the Worker in overcoming challenges and meeting goals.

Rather than being a fixed process with mandated procedures, assessment is an ongoing activity. As the client's circumstances change, his goals and/or challenges may change, resulting in changes in the actions or activities necessary for him to succeed.

The assessment process necessarily includes a series of interviews/conversations with the client. It may also include educational and/or aptitude/interest testing and interpretation of this information; identification of the client's skills, abilities and interests; use of community resources; and research into possible

In assessing the client's current situation and negotiating the PRC, the Worker must explore family situations, education, work history, skills, aptitudes, attitude toward work, employment potential, possible social services or other support systems, and the need for support payments. Form WT-3A may be used as an interviewing guide, but the areas explored are not limited to those on the form. Individual circumstances may require more or less exploration.

C. DEVELOPMENT OF THE PRC SELF-SUFFICIENCY PLAN

RAPIDS screens WPJS and WPAS allow for the recording and printing of Part 2 of the PRC.

The PRC is a document that consists of 2 parts. Part I contains information and requirements applicable to all individuals who are required to sign it. Part II is the Self-Sufficiency Plan which is the result of

24.5 WORK REQUIREMENT ACTIVITIES

** For 1-parent families and 2-parent families that include a disabled or incapacitated parent, at least 20 hours per week of the work participation requirement must be met by one or more of these activities. For 2-parent families that do not include a disabled or incapacitated parent, at least 30 hours of the work participation requirement must be met by one or more of these activities.

Participation, for the appropriate number of hours in the following activities, counts toward the work participation rate the State is required to meet and fulfills the client's work requirement. These activities are listed in priority order for adults age 20 and over and for parents under age 20 who have a high school diploma or its equivalent. For parents, under age 20 without a high school diploma or its equivalent, educational activities may be a higher priority.

Participation is recorded on WPCS in RAPIDS

- ** Unsubsidized employment
- ** Subsidized private sector employment, including on-the-job training programs, such as EIP
- ** Subsidized public sector employment, including on-the-job training programs, such as EIP
- ** Work experience, such as JOIN, CWEP or other work experience programs available in the community
- ** Community service programs, such as volunteer work, life skills classes, parenting classes, providing dependent care, job readiness programs, sheltered workshop participation, substance abuse treatment, mental health counseling
- ** Job search. There is a 6-week limit imposed each twelve months on using job search to meet the work participation requirement.

The client must participate in job search for a full work week. However, not more than once per individual, participation in job search activities for 3 or 4 days during a week may be counted as a full week of participation.

24.14 SUPPORT SERVICES

Payment for support services may be authorized to assist clients in securing or maintaining employment, or participating in other activities. A client whose case is in a 1st or 2nd sanction period is eligible to receive support services payments. There is no reduction in the amount of the support services payment due to imposition of the 1st or 2nd sanction. Those whose cases are closed due to imposition of the 3rd or subsequent sanction are not eligible for payment for support services.

Benefit Issuance screens for Work Programs are used to request (BIRQ), stop payment (BIWS) and to replace (BIPL) support service payments. Inquiry screens related to support service payments are IQWH, IQWD and IQVN.

A. GENERAL REQUIREMENTS

The following general information applies to all support service payment.

- Alternative resources must be explored prior to issuing payment. Support payments cannot be made when other resources are available, but may be used to supplement the alternative resource. When used to supplement, the support payment is limited to the difference between the Department's maximum support payment for which the client is eligible and the amount provided by the alternative resource.
- Support payments are not required to be paid at the maximum rate available. The amount of the payment is based on the verified need, but may not exceed the maximum amounts.
- When the client participates in more than one activity, payment may be made for each activity. However, the total may not exceed the maximum payment for each expense.

EXAMPLE: During one 12-month period, a client participates in job search, CWEP and part-time employment. As a job search participant, he receives \$75 for clothing. While a CWEP participant, he receives an additional \$150 for clothing. When he finds employment he is only eligible for an additional \$75 for his special clothing needs.

B. ALLOWABLE SUPPORT PAYMENTS

Additional information about the specific types of support services that are allowed is contained in this item. No other support service payments may be made.

RAPIDS' Work Programs screen BIRQ is used to request support payments.

2. Clothing

Clothing may be authorized for a verified offer of employment, or to attend short-term training that is expected to lead directly to employment. This expense includes uniforms or work clothing, including shoes or boots, but may include dress clothing when the client accepts a job that requires it. Payments may be made incrementally, as long as the maximum amount is not exceeded.

Payment may be made for clothing as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Parttime	FU, FB, FV, PB, PU, PV	\$300/12-month period
JOIN	JN	\$300/12-month period
EIP	EI	\$300/12-month period
Jobs Skills/Vocational Trng.	VT	Payment limited to approved training, when uniforms or special clothing is required. \$300/12-month period.
Job Search	JO	Payment limited to clothing appropriate for a job interview. \$300/12-month period.
Community Services	CS, JR	Payment limited to clothing appropriate for a job interview. \$300/12-month period.
CWEP	CW	\$300/12-month period.

6. Professional License

A professional license may be paid for when required to work in a specific occupation. The client must have a job offer, or the Worker must be reasonably certain that the client can obtain employment after obtaining the license.

Payment may be made for a professional license as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Parttime.	FU, FB, FV, PB, PU, PV	\$300/lifetime
EIP	EI	\$300/lifetime
JOIN	JN	\$300/lifetime
Job Skills/Vocational Trng.	VT	Payment limited to the cost of the license when not included in the cost of the course and obtaining the license is part of the course completion. \$300/lifetime.

8. Transportation

Payments are made to a client who is beginning to participate in an activity to assure that transportation is not a barrier. A prepayment for travel requires an estimate of the daily mileage for two weeks.

Transportation payments may be authorized only if expenses have been incurred or are reasonably expected to be incurred.

General limitations, in addition to those in item A above, are as follows. Limitations specific to an activity are shown in the chart below.

- Clients who must travel one mile or less to their place of employment or other participation site are not eligible for payment. In making this determination, consideration must be given to the distance traveled to deliver children to day care.
- Those who ride school buses or other conveyances without cost are not eligible for transportation payments.
- Those who use public transportation are reimbursed for the actual cost of the service.
- Those who use a private vehicle when public transportation is available are reimbursed at the lowest available transportation rate.
- When clients share private transportation, only the owner of the vehicle is entitled to a payment. However, if the owner of the vehicle charges the other passengers, the passengers may be reimbursed for their charges. Members of the owner's AG may not be reimbursed when traveling in the same vehicle.

NOTE: If the owner of the vehicle charges his passengers for transportation, the amount he receives is counted as unearned income to the owner.



- Those who use a private vehicle are reimbursed as follows:

2-40 miles/day	\$5.00/day
41 + miles/day	\$8.00

9. Vehicle Repair

Payment can be made for items such as, but not limited to, tires, mufflers or brakes necessary to pass a State inspection. State inspection stickers, license plates and vehicle insurance may also be purchased.

Payment may be made for vehicle repair as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Parttime.	FU, FB, FV, PB, PU, PV	 \$500/lifetime, including repairs and/or insurance. Payment may be issued one time only. Funds must not be used to purchase a vehicle. Payment for insurance is limited to the legal minimum liability coverage. The repairs must make the vehicle roadworthy. 
JOIN	JN	
EIP	EI	
CWEP	CW	
Jobs Skills/Vocational Trng.	VT	
Job Search	JO	

C. CORRECTING THE SUPPORT SERVICE CHECK AMOUNT

When the Worker discovers that support service payment has been requested for less than was intended, an additional payment for the difference is requested on RAPIDS screen BIRQ. However, some support services are limited to the issuance of one payment only. See item B above for limitations. No additional payment may be issued in this situation. Instead, the Worker must contact the client to have the check returned before a corrective payment may be issued. When the check is

24.15 PAYMENTS TO EMPLOYERS AND TRAINING FACILITIES

The following instructions apply to issuing payments to EIP employers and providers of skills training.

A. EIP EMPLOYERS

Employers are reimbursed up to 50% of the client's gross wages on a monthly basis as determined from the Time Sheet, (WT-12).

To initiate EIP payments to an employer, the client must be entered in EIP Component (M) in the WIS system using transaction EMPLY.

After entry into M status, form WT-ET-07 is completed to include contract and vendor information. Vendor numbers are obtained by calling OFS for assignment of a number.

Block 52 is entered using a CHANG transaction. Information is entered as follows: vendor number (5 positions), total hours of contract (4 positions) and hourly rate (4 positions).

Payments to the vendor are made monthly upon receipt of the timesheet, form WT-12. Block 51 is entered by CHANG transaction to show the number of hours and minutes worked. The information is entered in 5 positions (HHMM).

The client may be eligible for certain payments to enable participation, such as tools, transportation, clothing, uniforms, etc. See Section 24.15.

B. PROVIDERS OF VOCATIONAL/SKILLS TRAINING

To initiate payment for skills training to a service provider, the client must be entered in the Skill Training Component (G) in the WIS system. The client must remain in this activity until all payments have been made to the provider. Payment cannot be made until the Worker verifies that the client has begun participation.

To establish payment for a service provider, form WT-ET-07 must be completed and signed by the client with Section 10 of the form completed, in addition to other pertinent information.