

MANUAL MATERIAL TRANSMITTED

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			OFS-WtW-1	FORM	1/99

DATE: JANUARY 1999

TO: All Income Maintenance Manual Holders

DW-17

This change is being made to include Welfare To Work (WtW) information in Chapter 24.

The WtW initiative was established by the Balanced Budget Act of 1997 and was designed with the same goals and objectives as the welfare reform legislation which permitted establishment of the WV WORKS Program. WtW authorized the Secretary of Labor to provide WtW grants to states and local communities for employment assistance to move hard-to-employ cash assistance recipients into unsubsidized jobs and economic self-sufficiency.

APPENDIX A

COMMONLY USED

ACRONYMS AND ABBREVIATIONS

ABAWD	Able-Bodied Adults Without Dependents
ACF	Administration for Children and Families
ACMC	Assessment and Case Management Centers (BEP)
ACT, the	The Social Security Act
ADH	Administrative Disqualification Hearing
AFDC	Aid to Families With Dependent Children
AFDCU	Aid to Families With Dependent Children - Unemployed Parent
AFDC/U	Includes AFDC and AFDCU
AIDS	Acquired Immune Deficiency Syndrome
AP	Absent Parent
APPALRED	Appalachian Research and Defense Fund
BEP	Bureau of Employment Programs
BFU	Basic Filing Unit
BMS	Bureau for Medical Services (formerly OMS)
CA	Coupon Allotment (C-219 System)
CAN	Social Security Claim Number
CAO	Child Advocate Office (formerly CSED, now BCSE)
CDCS	Children With Disabilities Community Service Program
CE	Coupon Entitlement (C-219 System)
CEN	Continuously Eligible Newborn
CFR	Code of Federal Regulations

FPL	Federal Poverty Level
FS	Food Stamps
FSE&T	Food Stamp Employment and Training
FTROP	Federal Tax Refund Offset Program
GA for DA	General Assistance for Disabled Adults
GLF	Group Living Facilities
GSYP	Governor's Summer Youth Program
HCB	Home and Community Based Waiver
HCFA	Health Care Financing Administration
HSS	Homeless Shelter Standard
HUD	Housing and Urban Development
ICF/MR	Intermedicate Care Facility/Mentally Retarded
IEVS	Income and Eligibility Verification System
IFM	Investigations and Fraud Management
IM	Income Maintenance
ILC	Issuance-Limited County
IPV	Intentional (FS) Program Violation
IV-A	Section of the Act dealing with AFDC/U
IV-D	Section of the Act dealing with Child Support
IV-E	Section of the Act dealing with Foster Care
JOBS	Job Opportunity and Basic Skills Program
JOIN	Joint Opportunities for Independence
JTPA	Job Training Partnership Act
LIEAP	Low-Income Energy Assistance Program
MCH	Maternal and Child Health
MEDICAID	Medicaid

PG	Prorated cash assistance check amount when there is earned income, initial month only (C-219 System)
PIC	Private Industry Council
PL	Poverty-Level
PNE	Paternity Not Established
POC	Period of Consideration
POE	Period of Eligibility
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act of 1996
PWE	Primary Wage Earner
QA	Quality Assurance (formerly Quality Control)
QC	Qualified Child
QDWI	Qualified Disabled Working Individual
QI-1	Qualified Individual-1
QI-2	Qualified Individual-2
QMB	Qualified Medicare Beneficiary
QR	Quarterly Reporting
PRC	Personal Responsibility Contract (PRC)
RAPIDS	Recipient Automated Payment and Information Data System
RD	Regional Director
RESA	Report on Economic Services Activity
RRB	Railroad Retirement Board
RSDI	Retirement, Survivors and Disability Insurance
SAVE	Systematic Alien Verification for Entitlement Program
SCA	School Clothing Allowance
SDX	State Data Exchange
SFU	Standard Filing Unit

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and private organizations that could offer activities or support. A close working relationship should be established with the local JTPA Program and Welfare to Work Program.

E. CHILD CARE REFERRAL

Child care must be made available to any client who needs it in order to accept employment or to participate in another work activity. The client must be referred to the appropriate Resource and Referral agency. Child care must be arranged before placement.

F. MENTORING

When the Worker and the client agree that the client could benefit from a mentor for counseling and guidance, the client may be assigned to a mentor. Mentoring may be accomplished by assigning a mentor to work individually with one or more clients. In addition, a mentor or team of 2 or more mentors may provide assistance to one or a group of clients. The method selected is based on the client's needs and the resources available.

NOTE: Being a mentor does not allow access to or knowledge of confidential information about the client. The Worker must obtain the client's written permission prior to providing such information to the mentor. A general waiver allowing information to be shared with the mentor is not sufficient; a waiver is required for each piece of information shared or one waiver may identify each piece of information. The client may provide any personal or confidential information to the mentor that he chooses.

A mentor must:

- Be gainfully employed or retired from gainful employment;
- Have sufficient time available to provide guidance for the client;
- Set the boundaries of the relationship, so that the client is guided by, but not dependent upon, the mentor;
- Consult frequently with the Worker about guidance provided to the client;

and skills training appropriate to the job, as well as other services to ensure lasting unsubsidized employment. The goals are based on those of the WV WORKS Program and were developed to provide extra help for those who continue to receive cash assistance after the initial caseload reduction due to the implementation of welfare reform legislation. The purpose of WtW is to provide transitional assistance which moves hard-to-employ WV WORKS recipients who live in high-poverty areas into unsubsidized employment and economic self-sufficiency.

WtW functions by cooperation among the following entities: OFS and WV WORKS staff of DHHR; Job Training Partnership Act (JTPA) and Assessment and Case Management Center (ACMC) staff of BEP; Private Industry Councils (PICs).

Each group has its own responsibilities in moving the hard-to-employ client into self-sufficiency. However, the WV WORKS staff has the primary responsibility for case management services for all WV WORKS applicants, recipients and former recipients, including those who participate in WtW. Therefore, even though some case management services may be provided by the other agencies involved in WtW, the WV WORKS staff must take the lead. Referral to WtW does not eliminate the client's PRC requirements. Instead, cooperation with the WtW requirements must be made a part of the PRC, once the client becomes involved. WtW activities will be structured by BEP to allow the client to comply with WtW requirements and meet his work participation requirement at the same time.

1. Referral Process

Referrals to WtW are made using form OFS-WtW-1. The form is self-explanatory. The client's PRC, including all updates, and the latest results of all tests must be attached to the form prior to referral to the ACMC. Copies are distributed according to instructions on the bottom of the form.

Some Job Service Offices have set limits on the number of referrals that may be made to an ACMC for WtW. It is necessary to determine this information locally and monitor for compliance with the limits.

There are separate categories of clients who may be served through WtW. The WV WORKS Worker makes the

math. At least 90% of the individuals determined to have low skills must be proficient at or below the 8.9 grade level.

- Requires substance abuse treatment in order to work.
 - Has a poor work history. At least 90% of the individuals must have worked no more than 3 consecutive months in the past 12 calendar months; and
- He is a long-term recipient as defined by meeting 1 of the 2 following criteria:
- Has received WV WORKS, TANF and/or AFDC/U for at least 30 months. The months need not be consecutive. Or,
 - Will become ineligible for cash assistance within 12 months due to the 60-month time limit on receipt of benefits. This includes those who are exempt from the time limit but who would become ineligible without the exemption.

(b) Former Recipient With Employment Barriers

A former recipient is eligible when both of the following criteria are met.

- He would be eligible to receive WV WORKS, but is no longer receiving because he has reached the 60-month time limit; and
- He has at least 2 of the following 3 barriers to employment:
 - Has not completed high school or has not obtained a GED and has low skills in reading or math. At least 90% of the individuals determined to have low skills must be proficient

within 12 months due to the 60-
month time limit on receipt of
benefits.

b. 30% Provision

(1) Custodial Parent(s)

Custodial parents are eligible as follows:

(a) Recipients With Characteristics of Long-
Term Dependence

A custodial parent(s) is eligible to be
served under the 30% Provision if he meets
both of the criteria listed below.

- He is included in the WV WORKS
payment; and
- He has characteristics associated
with, or predictive of, long-term
welfare dependence, such as, but not
limited to:
 - Having dropped out of school; or
 - Teenage pregnancy; or
 - Having a poor work history

(b) Former Recipients With Characteristics of
Dependence

A former recipient is eligible when both of
the following criteria are met.

- He would be eligible to receive WV
WORKS, but is no longer receiving
because he has reached the 60-month
time limit; and
- He has characteristics associated
with, or predictive of, long-term
welfare dependence, such as, but not
limited to:
 - Having dropped out of school; or
 - Teenage pregnancy; or

- Job retention services and support services following placement in a job readiness activity or in any subsidized or unsubsidized job. These services include, but are not limited to: transportation, non-medical substance abuse treatment, child care, emergency or short-term housing.

24.13 EDUCATIONAL ACTIVITIES

This section provides information about types of educational activities that may meet an individual's work requirement. This activity is mandatory for parents under age 20, without a high school diploma or equivalent. For unemancipated parents under age 18, without a high school diploma or equivalent, attending school is an eligibility requirement as long as the child is at least 12-weeks-old. See Section 9.21,A,3.

A. LITERACY

When the client cannot read, he may be placed in a literacy program. To qualify for such placement, the individual must test at or below standards set by the literacy provider.

B. HIGH SCHOOL

The student must adhere to the established attendance policy of the institution. Regardless of the actual number of hours of attendance, the parent meets his participation requirement.

When the individual is no longer accepted in the school system, or, placing him back in the school system is inappropriate, he must be placed in Adult Basic Education (ABE), vocational training or an alternative school setting.

C. ENGLISH AS A SECOND LANGUAGE

Those adults whose native language is not English and who have difficulty reading, writing and/or speaking English, may receive education in English language skills.

D. ADULT BASIC EDUCATION (ABE)

Adult Basic Education (ABE) includes training in basic skills. It may also be used to help prepare for the General Equivalency Diploma (GED) test. ABE is limited to 12 months.

E. COLLEGE

Attending undergraduate or graduate college classes does not meet the work requirement for any individual.

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	⇓
JOIN	JN	<p>\$500/lifetime, including repairs and/or insurance. Payment may be issued one time only.</p> <p>Funds must not be used to purchase a vehicle.</p> <p>Payment for insurance is limited to the legal minimum liability coverage.</p> <p>The repairs must make the vehicle roadworthy.</p> <p style="text-align: center;">⇑</p>
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

If a client reports a lost check and is issued a replacement, then finds, cashes and spends the original check, the Worker will be notified of this by the Check Control Unit. The client is expected to reimburse the Department. If the client does not reimburse the overpayment, he is ineligible for future replacement checks.

G. RECOUPMENT OF SUPPORT SERVICE PAYMENTS

Recoupment of support service overpayments is accomplished by adjusting subsequent support service payments. When adjusting subsequent payments is not possible, the Worker must contact the client to request repayment. If the payment is returned, it is sent to the Check Control Unit with an ES-14. It is necessary to identify such returned payments by indicating ~~WT~~ in the upper right corner. Do not include an account number for deposit of the funds.

24.16 NINETY-DAY CONTINUATION OF SERVICES

An individual whose case is closed may continue to participate in WV WORKS for up to 90 days after closure of his cash assistance case. During this 90-day period, case management continues and support service payments may continue to be made for items of need. Individuals may continue in activities such as Job Search, Job Readiness and Skill Training. Payment for Skill Training can continue during this period. Case management may be provided, whether payments are made or not.

NOTE: Cases closed due to imposition of the 3rd or subsequent sanction are not eligible to receive payment for support services.

APPENDIX C

Summary OF WtW Referrals

CUSTODIAL PARENT(S)	NON-CUSTODIAL PARENT(S)
<p>Long-Term <i>Current Recipient</i> with <i>Employment Barriers</i></p> <p>Section 24.4,G,2,a(1) (a)</p> <p>(70% Provision)</p>	<p><i>Non-Custodial Parent</i> with <i>Employment Barriers</i> and Whose <i>Minor Child</i> Is a Long-Term <i>Current Recipient</i></p> <p>Section 24.4,G,2,a(2)</p> <p>(70% Provision)</p>
<p><i>Former Recipient</i> with <i>Employment Barriers</i></p> <p>Section 24.4,G,2,a(1) (b)</p> <p>(70% Provision)</p>	
<p><i>Current Recipient</i> with Long-Term <i>Dependence Characteristics</i></p> <p>Section 24.4,G,2,b,(1) (a)</p> <p>(30% Provision)</p>	<p><i>Non-Custodial Parent</i> with Long-Term <i>Dependence Characteristics</i> and Whose <i>Minor Child</i> Receives WV WORKS</p> <p>Section 24.4,G,2,b,(2)</p> <p>(30% Provision)</p>
<p><i>Former Recipient</i> with Long-Term <i>Dependence Characteristics</i></p> <p>24.4,G,2,b,(1) (b)</p> <p>(30% Provision)</p>	

West Virginia Department of Health and Human Resources
Bureau for Children & Families, Office of Family Support
WtW Referral

Job Service Office, Assessment and Case Management Center (ACMC)

FROM: West Virginia Department of Health and Human Resources
Office of Family Support

SUBJECT: Referral of the DHHR, Office of Family Support Enrollee to Welfare to Work / Job Training Partnership Act (WtW/JTPA)

Participant YES TYPE 70% 30%

Name _____ Birthdate _____ SSN _____

Address _____ Case # _____

City/County _____ Case Name _____

U.S. Citizen YES NO Right to Work in U.S. YES NO Married Not Married

Type of Activity Referred to: _____

Family Size _____ (Includes applicant): The individual listed receives payments as indicated for the following services from the DHHR, Bureau for Children & Families.

Receives WV WORKS Benefits YES NO If Yes, amount \$_____ Months Remaining _____

Receives Food Stamps YES NO

Currently receiving Supportive Services Payments (what type): Child Care _____ Transportation _____

Other (Explain): _____

PERSONAL RESPONSIBILITY CONTRACT & TEST RESULTS ATTACHED YES NO

Type of Test: ABCD _____ IBCD _____ ABLE _____ Other (specify) _____

RELEASE OF INFORMATION

I give my permission for the DHHR, Office of Family Support to share information concerning my eligibility for benefits with the West Virginia Bureau of Employment Programs (and with the JTPA service provider). I also understand and authorize the release of information about my eligibility by the Employment Programs and JTPA to the DHHR, Office of Family Support.

Enrollee's Signature

Date

DHHR Worker's Signature

Date

Telephone Number

For ACMC Use Only

JTPA Certified YES NO Date _____ Enrolled in Objective Assessment YES NO

Location

WtW Enrolled YES NO

Activity

Date Submitted to DHHR

ACMC Case Manager Signature

Telephone Number

Original To: Customer

Copy To: DHHR Record

Copy To: ACMC

Copy To: ACMC