24.4 LOCAL OFFICE RESPONSIBILITIES IN THE WORK PROGRAM ASPECT OF WV WORKS

In addition to the responsibilities contained in other chapters of this Manual, the Worker has responsibilities related to the work program aspect 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 aspect 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 program aspect 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 confirmed in RAPIDS and the referral to the WP subsystem is accomplished. The Worker may complete WP information after that time, but must not require the client to visit the office again to be present during the WP enrollment process.

Changes to Part II of the initial PRC are made using WP screens WPJS and WPAS. Such changes are attached to the initial PRC.

- Establishes for the client only reasonable and appropriate requirements related to the client's capability to perform the tasks on a regular basis, including physical capacity, psychological fitness, maturity, skills, experience, family responsibilities and place of residence. In addition, reasonable and appropriate requirements take into account the client's proficiency and child care and other support services needs.

- Monitors compliance with the PRC

- Provides continuous assessment of the client's needs and goals and negotiates adjustments to the PRC as necessary

- Determines which clients are temporarily exempt from meeting the work requirement and assists the client in becoming able to participate

- Determines good cause for failure to comply with the PRC

- Applies sanctions as appropriate

- Develops employment and other work activity opportunities for the client within the community

- At the discretion of the CSM, WV WORKS staff may continue to carry the Medicaid and/or Food Stamp portion of the case once WV WORKS benefits are stopped, to allow for continuity and follow-up on the client's progress.

- Makes referrals to other community services

- Provides payment for support services, as appropriate

- Identifies potential resources and makes appropriate referrals to secure them

- Conducts a home visit or a work/activity-site visit a minimum of once each 12 months.

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 monthly 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

The assessment of the adult or emancipated minor's goals, skills, needs and challenges naturally centers on the client. However, any assessment completed must be a family assessment since the client is part of the family and is often considered head of the family. In addition, making life better for the family can be a motivational factor in the case management process. Assessment begins at application and does not end until case management stops.

A Family Assessment means evaluation of work skills, prior work experience, employability, education and challenges to becoming self-sufficient, such as, but not limited to, mental and physical health issues, lack of transportation and child care.

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 evaluating the client's challenges and in meeting his 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 employment opportunities.

The following RAPIDS screens record the appropriate assessment results. Entries on these screen are mandatory.

- WPED (Education Testing Assessment)
- WPEH (Employment History)
- WPAW (Job Search Goals)
- WPJR (Job Readiness Assessment)

The WV WORKS Self-Sufficiency Appraisal Form, OFA-WVW-3A, is essential to the assessment process and its use is mandatory for all adults and emancipated minors who are included in a WV WORKS check. The purpose of the form is to gather pertinent information about the client: work experience, what type of work the client desires, educational background, family information and family support system, individual and family health, client's finances, life situations, and goals. This information, along with testing and other assessment information, is used to negotiate the client's Self-Sufficiency Plan (Part 2, PRC). It is expected that the Self-Sufficiency Plan (SSP) will be a step-by-step plan to lead the client toward his goal of self-sufficiency.

In order to gain as much information as possible prior to negotiation of the first full SSP, a home visit is required within 45 days of the date of application. At a minimum, the Worker must review the completed appraisal form with the client during the home visit. The first full SSP and the appraisal form must also be completed within 45 days of the date of application, so the home visit must not be delayed until the last day.

The form is designed for either the client or Worker to complete and may be completed in the office or at the client's home. Allowing the client to take it home to complete gives him the opportunity to think about his strengths, what he wants to change about his life and what he would like to obtain for himself and his family. If the Worker asks the client to complete the form at home and return it prior to the home visit, there is no penalty for failure to return the self-completed form. Instead, the Worker will take another form to the home visit and complete it at that time.

If desired, the Worker may complete the first full SSP in the client's home during the home visit, after reviewing the appraisal form and all other assessment information.

Additional helpful information in the workbook "Making Case Management Work" may be used by the Worker and is available in each District office.

The product of the ongoing assessment process is a series of SSP's that reflect the client's changing circumstances and tasks that move him toward self-sufficiency. Failure, without good cause, to keep appointments to initiate or continue the assessment process indicates a failure/refusal to cooperate or participate. When the first home visit is scheduled in writing, a second appointment need not be made before imposing a sanction, unless the applicant has good cause or contacts the Worker to reschedule the appointment. When the first home visit is unscheduled, a sanction may not be imposed for failure to be available. Instead, the Worker must schedule a second appointment in writing. Failure, without good cause, to keep the second appointment or reschedule it results in imposition of a sanction.

The applicant may provide written notice of the appointment by including it on the initial PRC or by using any approved appointment forms. The written notice may be given to him during the interview or may be mailed. If no record of the issuance of the notice will be shown in RAPIDS or on a signed PRC, the Worker must record that such a notice was issued and include the date/time of the appointment.

C. ASSESSMENT TESTING

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 including physical, mental and emotional fitness, and the need for support service payments. Form OFS-WVW-3A may be used as an interviewing guide, but the areas explored are not limited to those on the form. Individual circumstances may require varying degrees of exploration. The Worker may include educational assessment testing. Assessment testing consists of the Learning Needs Screening, Mental Health Screening, Test of Adult Basic Education (TABE) or Comprehensive Adult Student Assessment System (CASAS), and Work Keys. All adults and emancipated minors in the WV WORKS AG must be scheduled for assessment testing unless one of the exceptions exists under 2,a.

Assessment testing is administered by the Department of Education Assessment Specialists. Copies of assessment testing results will be forwarded to the Worker by the Assessment Specialist. However, under certain circumstances the assessment testing may be administered by an ABE teacher, or other appropriate agency. An example of this would be expediting placement of a client in an activity such as an ABE class, training, or employment. In this situation the Worker must request a copy of the assessment testing results. Test results must be filed in the client's record.

1. Learning Needs Screening

The Learning Needs Screening, completed at the time TABE or CASAS is administered, is used to screen for possible learning disabilities. Based on the results of the Learning Needs Screening, referrals may be made to the Division of Rehabilitation Services (DRS) for further assessment and diagnosis of possible learning disabilities and/or for accommodations to be made in an ABE/GED class, training program, or work site.

Completion of the Learning Needs Screening by the client is voluntary. Clients declining to complete the Learning Needs Screening will be asked by the WV Department of Education Assessment Specialist to sign the waiver form, DFA-WVW-40. The original waiver will be returned to the Worker for the client's file with a copy being given to the client. The Worker will record in CMIC that the Learning Needs Screening has been offered to the client but he has declined.

NOTE: If a part-time ABE teacher administers the TABE or CASAS, the Worker must schedule the client in to have the Assessment Specialist administer the Learning Needs Screening. Besides the Assessment Specialists, only full-time ABE or TANF ABE teachers will complete the Learning Needs Screening. WV WORKS staff must not administer the Learning Needs Screening under any circumstances.

2. TABE and CASAS

The purpose of TABE and CASAS testing is to measure basic academic skills such as reading, math, language, and spelling.

All WV WORKS recipients are to be scheduled for TABE or CASAS unless one of the exception exists under 2,a below.

Based on the elements measured by each test, as found below, the Worker determines which test is more appropriate.

CASAS measures life skills involving reading and math in the context of work-related questions. Scores can be correlated to grade level equivalents for reading and math only.

TABE measures reading, math and language skills through real-life and academic questions. Scores are given in grade level equivalents Participants being referred to vocational training, other training programs/college should be administered the TABE.

Clients may be referred for either the TABE or CASAS testing. It is not necessary to have both. Copies of test results are to be requested for participants who have completed TABE, CASAS, Work Keys, or other similar assessment testing at BEP, ABE, One-Stop Centers, vocational training centers, etc.

a. Exceptions to Completing TABE or CASAS Testing:

- Client has completed two or more years of college, or is currently attending or is enrolled in the next scheduled term at a college or vocational/technical program which requires a high school diploma or equivalency. Under certain circumstances, however, testing may be warranted if the student has a known learning disability or his basic academic skills are deficient; or

- Client is scheduled to begin a job which will make the family financially ineligible for a monthly WV WORKS check; or

- Other documented conditions exist that prevent effective assessment. These reasons must be documented in the case recording; or

- Client completed TABE, CASAS, or other appropriate assessment testing at another agency, training facility, such as BEP, One-Stop Center, ABE within the previous two years, unless one of the conditions exists under the second and third dashes listed below for repeated assessment testing.

b. TABE or CASAS Retesting Conditions

- After the initial basic skills assessment (TABE or CASAS), WV WORKS recipients are referred for re-testing under the following conditions:

- Two years have elapsed since the initial assessment;

- More than one year has elapsed and the client wants to enroll in an education or training program; or

- Specific instances have occurred, such as a head injury that could impact learning ability.

3. Work Keys

Work Keys assessment measures basic skill levels and determines how they compare to the skills required for specific jobs. Skill areas include Reading for Information, Locating Information, and Applied Math. Work Keys can be used to match clients to specific jobs for which they are qualified, determine skill gaps for desired jobs, and/or serve as an effective tool in employment portfolios.

The Work Keys Occupational Profiles handbook, which is available in local offices shows job profiles and skill levels required for each job. In addition, certain companies in West Virginia have specified those Work Keys skill levels required for their occupations. Clients falling below the specified skill level required in one of the three skill areas may be referred to an ABE classroom to upgrade that specific area or areas.

a. Recipients are to be scheduled for Work Keys testing under the following circumstances:

- Assessment testing indicates client has a ninth grade or higher level in reading and math; and

- Guidance is needed to effectively determine appropriate job placement.

b. Recipients are referred for Work Keys retesting as follows:

- Client has successfully completed vocational skills training, or college; or

- Client has upgraded basic skills in ABE or has passed the GED; or

- Skill areas from initial Work Keys testing have been successfully upgraded as a result of referral and attendance in an ABE class or other training facility.

4. Mental Health Screening - Emotional Health Inventory (EHI)

All adults and emancipated minors included in a WV WORKS benefit must be referred for mental health screening. This screening, the Emotional Health Inventory (EHI), will be completed by the WV Department of Education Assessment Specialists at the time the TABE or CASAS testing is scheduled. The purpose of this screening is to check for possible indicators of mental health and substance use issues. This screening is not a diagnosis. Positive results will require a referral to the appropriate mental health professional for a diagnosis and possible treatment. All EHI screening must be completed by the Assessment Specialists.

Completion of the EHI Screening is voluntary. Clients declining to complete the EHI must be asked by the Assessment Specialist to sign the waiver form, DFA-WVW-40. The original waiver is returned to the Worker. A copy is given to the client. The Worker must record in CMIC that the EHI was offered to the client, but he declined. The Worker must have the client sign the DFA-WVW-40 when the client declines to complete the EHI screening.

NOTE: The only time the Worker will have the client sign the DFA-WVW-40 is when the client is not scheduled for TABE or CASAS.

NOTE: Under no circumstances will WV WORKS staff or ABE teachers complete the EHI screening.

Clients who have completed TABE or CASES testing and the Learning Needs Screening are scheduled for the EHI:

- By the next WV WORKS redetermination date; or

- If the local office chooses, at the next contact or by the next office or home visit.

Recipients are referred for additional EHI screening(s) under the following conditions:

- The Worker becomes aware of changes in the client's mental health condition which indicate that new or additional mental health issues may exist.

- The client previously declined to complete the EHI, but is now willing to complete the screening.

NOTE: WV WORKS staff must notify the Assessment Specialist when clients are scheduled to complete the EHI only.

Results of the EHI must be scored and returned to the local WV WORKS staff for follow-up with the client. If the screening indicates a referral is needed in one or more of the areas listed on the scoring key, The Worker must go over the results with the client. If indicated, the Worker must offer the client a referral to the appropriate available mental health professional for diagnosis and follow-up unless the client is already receiving services from a mental health professional. A face-to-face meeting between the Worker and the client is the preferred method of reviewing the EHI. If the client declines a referral and/or follow-up services the Worker must record this in CMIC.

Referrals to the Division of Rehabilitation Services (DRS) may be considered when either mental or physical disabilities are indicated.

A referral to DRS may be made by the Worker if the psychological evaluation/report from the mental health professional indicates there is a disability and the client indicates he is willing to work. This also applies to clients with physical disabilities who want to work. If the client indicates he cannot or will not work, a referral may still be made noting in the referral to DRS that the special agreement with DHHR applies. See section 24.14, Support Services, for payment of DRS vocational evaluation and assessments under the DRS special agreement.

If the Worker and/or Supervisor is unable to make a determination as to the client's ability to participate in work activities, the case is to be submitted to MRT. See Chapter 12.10, A.

A MRT referral is made for adults not Medicaid eligible whose EHI indicates a referral is needed, once the results have been discussed with the client. MRT will confirm if a referral is needed. This is necessary in order to refer the client to a mental health professional for a diagnosis.

5. Referral For Assessment Testing

Referral for assessment testing is accomplished by forwarding a list of clients scheduled for testing to the Assessment Specialist. The test administrator is responsible for completing a release of information for each client.

6. Worker Follow-Up

When the test results are received, the Worker records the information on the appropriate RAPIDS screen. An interview is scheduled with the client as soon as possible, to discuss the test results as appropriate. At this interview, the client may be provided with a copy of the test results. Staff may contact the Department of Education Assessment Specialist for questions or help in evaluating the results of TABE, CASAS, Learning Needs Screening, or Work Keys. Special attention should be paid to the recommendations made by the Assessment Specialist on page 4 of the Learning Needs Screening for possible referral to programs and services. Recommendations by the Assessment Specialist must be addressed and appropriate referrals made by the Worker.

7. Testing Requirements For WIA

Workforce Investment Act (WIA)- funded employment and training programs require that TABE, CASAS, or similar academic skills testing, and, in many cases, Work Keys be completed by clients referred to and enrolled in those programs. Therefore, the Worker must schedule clients for the appropriate assessment testing whenever possible.

8. Substance Abuse

If the client indicates substance abuse problems, referral for evaluation and counseling should be made prior to scheduling assessment testing. Any determination of substance abuse problems is based on statements made by the client, not on the feelings or perceptions of the Worker.

D. DEVELOPMENT OF THE PRC SELF-SUFFICIENCY PLAN

NOTE: See Chapter 1 for information about the PRC as an eligibility requirement and about completion of an initial SSP and the first full SSP.

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 negotiations between the client and the Worker. The Self-Sufficiency Plan (SSP) is subject to renegotiation throughout the client's receipt of cash assistance. Initial and ongoing assessment produces information that allows the Worker to provide reasonable guidance to the client to attain his goals and forms the basis of the Plan.

The promotion of self-sufficiency is accomplished primarily through the use of the SSP. The SSP is completed during a negotiation between the Worker and the adult(s) and/or emancipated minor(s) in each AG. During the negotiation, the client must be encouraged to provide information about his goals for becoming self-sufficient and the means by which his goals may be achieved. If the client does not have defined self-sufficiency goals, the Worker must encourage him to consider such goals in consultation with his family before the PRC is updated.

The Worker must explore all of the desires and work goals presented by the client to determine which are possible, which can be accomplished with the resources available to the client and to the Department, which can be accomplished in an appropriate time and, ultimately, which is most likely to result in self-sufficiency for the client. In addition, the Worker must explore other possibilities not presented by the client and offer these to the client as alternatives. At all times, the Worker is expected to balance the client’s wishes with his need to achieve self-sufficiency and the Department’s goal of meeting federally-established participation rates.

All requirements listed on the SSP must be reasonable and appropriate for the individual client.

The SSP must be specific enough to provide direction for the client and must reflect careful analysis of the client's needs and potential. It must also be flexible enough to change as opportunities and situations warrant. Changes in occupational goals or activities to meet the client's work requirement require revisions to the SSP. Each time the SSP is revised on a paper form, the client and the Worker must initial and date the changes. When a new SSP is completed, both must sign and date the form.

The client must be provided with a copy of the SSP each time a new one is completed or a revision is made to an existing one.

The SSP outlines the objectives and the steps needed to achieve self-sufficiency, as well as a time frame for the completion of program requirements. Specific duties are required.

It may be possible for the client to achieve self-sufficiency without a document defining specific activities. However, clarifying goals and actions to reach the goals helps the client and Worker to focus on the most appropriate actions. This makes their efforts more productive. Although the primary concern should be the development of a meaningful SSP, the form itself is helpful to the client in understanding the expectations. Committing the plan to writing also helps the Worker be more specific about his responsibilities. By signing the PRC, each party agrees to fulfill his respective responsibilities.

E. JOB DEVELOPMENT

Job development and the subsequent placement of individuals in employment are the primary focus of WV WORKS. The WV WORKS staff is expected to be visible in the community and participate in various employment-related activities and initiatives. The WV WORKS staff is expected to relate to private employers and related organizations professionally, honestly and with integrity.

Job development and placement efforts must be coordinated closely with the local Job Service Office. As appropriate, clients are required to register with the Job Service Office and to keep their applications current. The results of ABLE or other career-oriented testing is shared with the Job Service Office as needed. A Release of Information form must be signed by the client prior to the sharing of information. The form must be placed in the case record. To increase the resources available to the client, contacts are established and maintained with DRS, Department of Education, Community Action agencies and other public and private organizations that could offer activities or support.

F. 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.

G. 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;
- Notify the Worker immediately upon deciding to terminate the relationship with the client;
- Adhere to the Department's standards of confidentiality regarding case record information.

A mentor must not:

- Be a relative or married to a relative of the client;
- Have a relationship with the client prior to becoming a mentor;

- Have a physically intimate relationship with the client;

- Loan or give the client money.

Being a mentor may include counseling and guidance in decision making, handling crises, reminders to keep medical appointments, assistance in accessing resources, transportation, arranging child or elder care, providing emergency child or elder care, planning so that household tasks are done in spite of work schedules and children, improving employability, learning to shop wisely, planning meals, and any other aspects of the client's life that can lead him toward self-sufficiency. Mentoring may be particularly beneficial to minor parents or other young parents.

H. DOMESTIC VIOLENCE ASSISTANCE

The Worker must inform each applicant/recipient of the availability of services related to prevention of domestic violence. To protect the abused person when the information is offered to more than one adult or emancipated minor in the family at the same time, it must be stressed that the Worker is required to provide the information to all clients. The instructions about domestic violence assistance in Sections 1.2 and 1.25 must be followed.

I. WV WORKS DONATED VEHICLE PROGRAM

The purpose of **the WV WORKS Donated Vehicle Program** is to assist in eliminating transportation as a barrier **to participation** by providing the client with an opportunity to **obtain and own** a vehicle. The Worker initiates the process by referring appropriate clients to the **WV WORKS Donated Vehicle Program. Supervisor approval is required.**

1. Appropriate Referrals

   WV WORKS recipients and those eligible for continued support service payments may be referred. The following requirements must be met when determining an appropriate referral:

   - **Possession of a** valid driver's license**; and**

   - The unavailability of public transportation**; and**

   - **No** road worthy vehicle, or two-parent household **with** another vehicle is **necessary; and**

   - The need to meet a work activity or continue employment**; and**

- **No** criminal driving record. This includes, but is not limited to, a DUI conviction in the past 3 years, a hit and run **or** flight to avoid arrest. Clients who have completed a State-approved driving class and have had their licenses restored may be referred**; and**

- **Verification of proof of vehicle liability insurance; and**

- **An agreement to pay the vendor $1 for the appropriate donated vehicle.**

Participation in **any WV WORKS Donated Vehicle Program** is limited to **once** per individual. If an AG contains two parents and two vehicles are required, each may be **referred to the program.**

The client **must** be an active adult WV WORKS AG member or eligible for continued support service payments at the time of referral and **receipt of the vehicle.**

If the client already has a vehicle(s) registered in his name, he must provide documentation that:

- The vehicle(s) is junked; or

- The cost of repairs exceeds the limit specified in Section 24.14; or

- The other parent needs the vehicle for employment or to participate in an activity.

2. Referral Process

Referrals to the **WV Donated Vehicle Program** vendor are made using form **DFA-CARS-1.** The form is self-explanatory and all requested information on the form is mandatory.

When the vendor notifies the Worker of approval or denial for participation in the program, the Worker must record the appropriate information in RAPIDS. If the vendor notifies the Worker that the client is not a suitable candidate for the program, the vendor must provide a written explanation.

3. Vendor Responsibilities

Upon receipt of the **DFA-CARS-1**, the vendor completes an evaluation process with the client, and **if the client is** determined **eligible, the vendor completes the transfer of a roadworthy vehicle to the client within 10 days of the receipt of a completed written referral. The vehicle will be under a mandatory 30-day warranty period as required under State law.**

J. PERIODIC SELF-SUFFICIENCY EVALUATIONS 24/36/48 MONTHS

NOTE: Failure, without good cause, of the client to attend or otherwise cooperate in the scheduled evaluations results in application of a sanction. It is suggested that the evaluations be listed specifically on the PRC to avoid questions about notification of the requirement. However, the general statement on the PRC form about keeping all appointments will usually serve for application of a sanction.

After a client has received WV WORKS for 24 months, a face-to-face meeting must be scheduled with the adults or emancipated minors in the WV WORKS AG to evaluate the progress of the self-sufficiency plan and to develop a new plan as needed. The meeting must occur during the 24th or 25th month of receipt of WV WORKS benefits. The purpose of this meeting is to complete a mandatory case staffing which is to include the client, other parent in the household (even if the other parent is excluded from the AG), the Worker, the Supervisor, other DHHR staff as needed, any community resource person(s) directly working with the client, and a representative of the client's choosing.

At this meeting, any additional barriers to self-sufficiency should be identified and solutions to overcome those barriers explored. The client should be encouraged to make decisions regarding those barriers and the solutions. At this meeting, the PRC and assessment form must be reviewed and updated as needed.

NOTE: If the requirements in Section 13.9,B regarding submitting a MRT application are not met by this time, it must be completed as necessary during the 24 month evaluation.

Another face-to-face evaluation must be completed after the client has received WV WORKS for 36 months.

This meeting must occur during the 36th or 37th month of WV WORKS receipt. It will serve the same purpose and follow the same pattern as the 24-month evaluation. In addition, the client must be offered a referral to an intensive case management agency, if there is an available slot. This 36-month meeting must also include the CSM or his designee.

Referral to an intensive case management agency is mandatory after receipt of benefits for 42 months. If there are no available slots with such an agency, the Worker must provide the intensive case management services.

An additional face-to-face evaluation must be completed after the client has received WV WORKS for 48 months. This meeting must occur during the 48th or 49th month of receipt. It follows the same pattern as the 36-month evaluation.

When an AG is closed prior to the 24, 36 or 48th month and reapplies in the month an evaluation would normally be due, the evaluation is not completed prior to approval. Instead, the AG will be evaluated at the next scheduled interval that is 3 or more months in the future. This also applies when the AG is closed in the 24, 36 or 48th month before the evaluation takes place. The Supervisor may decide on a case-by-case basis that the evaluation that is due in the month of application or within 3 months of that date needs to be completed.

EXAMPLE: An AG is closed effective August when the father finds full-time employment. He gets laid off at the end of September and reapplies for WV WORKS in October. The AG is due for a 24-month evaluation in October, but it is postponed until the 48th month because it is the next evaluation interval that is 3 or more months ahead.

EXAMPLE: An AG is due for its 48-month evaluation in November 2003, but the AG is closed effective November before the evaluation takes place. The AG reapplies in February 2004. The Worker does not back up and complete the missed 48-month evaluation. Instead the 55th month case review is the next required contact.

K. EXIT INTERVIEW IN 59TH MONTH

During the 59th month of receipt of WV WORKS or prior to the end of the extension period, if one was granted, the Worker must complete an exit interview with the adult AG members. During this exit interview, the Worker gives information to the clients about community resources and makes necessary referrals. In addition, the Worker completes a final assessment to determine the need for any additional services, such as, but not limited to Food Stamps and Medicaid, if not already received. The health and welfare of the children in the household should also be discussed during this meeting.

Form OFA-EXIT-1 must be completed and signed by the client(s) and the Worker. If the client does not choose to participate, the Worker completes the form based only on case record information and knowledge of the client.

Pages 30 and 31 have been reserved for future use.