

- Conducts a home visit or a work/activity-site visit a minimum of once each 12 months **for cases requiring a PRC.**

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.

If the applicant indicates he is disabled or has a disability as outlined in Section 1.25, the Worker must use the DFA-WVW-ADA-1 to make any appropriate referrals to agencies that may be able to provide appropriate services to the participant. The DFA-WVW-ADA-1A is completed to follow-up on the referral and records the outcomes and services received. The DFA-WVW-ADA-1A is placed in the client file.

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 **Worker** 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 OFA-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), 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 (TABE) 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 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.

Should the client indicate to the Worker that he wishes to decline to have the Assessment Specialist or full-time ABE teacher complete the Learning Needs Screening, the Worker must ask the client sign the DFA-WVW-40. However, the Worker must explain to the client the importance of the client completing this screening and that the results of this screening could help provide further referrals and services to him. Refusal to sign the DFA-WVW-40 will not result in a sanction.

NOTE: If a part-time ABE teacher administers the TABE, 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

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

All WV WORKS recipients are to be scheduled for TABE 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.

TABE measures reading, math and language skills through real-life and academic questions. Scores are given in grade level equivalents.

To be eligible to receive vision and/or dental services, the client must be in either of the 2 following groups:

1. Participating

To qualify based on participation in an activity, the client must meet both of the following requirements.

- The individual must be an adult recipient of WV WORKS when the referral is made. Receipt of DCA alone does not qualify the individual for these services. Once the referral is made, it is valid for one year whether or not the client remains eligible for WV WORKS; and
- The individual is participating in an activity listed in Sections 24.6 through Section 24.13. The participation rate required to qualify for these services is the rate shown on the individual's PRC.

2. Sole Barrier to Participation

When the sole barrier to the client's participation in a work activity listed in Section 24.5 is the need for vision and/or dental services, a referral may be made. Once the referral is made, it is valid for one year, whether or not the client remains eligible for WV WORKS.

OMCFH has signed agreements with service sites which detail the allowable services, reimbursements, scope of services, etc. In addition, OMCFH will provide a list of all providers to the appropriate county. The client may choose his own provider from this list and must make his own appointments.

There is a maximum lifetime limit on the payment for these services. This limit is monitored by OFMCH. Closure of the vision and/or dental services case by OFMCH occurs when services are completed or the maximum allowable benefit is reached. An appropriate notice is sent to the local office to file in the case record.

L. WEST VIRGINIA DIVISION OF REHABILITATION SERVICES (DRS) VOCATIONAL EVALUATIONS

Additional testing, assessments, and evaluations may be necessary for WV WORKS participants with physical and/or mental disability issues in order to determine appropriate placements in training and employment. Under a contracted service with DHHR, referrals to the DRS for vocational evaluations must be made for **all** WV WORKS participants who meet

one or more of the following conditions:

- **Participants determined unable to work for more than six months due to a physician's statement;**
- **Participants determined incapacitated for WV WORKS by MRT and a referral to DRS is indicated on the ES-RT-3;**
- **Participants who score below a sixth grade level in reading on the Test for Adult Basic Education (TABE) and who score 12 and above in Sections A–D of the Learning Needs Screening or answer “yes” to question #13 in Section D; or**
- **Participants who are in a physical or mental health barrier at the time they reach their 55th month of TANF and have never been referred for a DRS assessment.**

Priority for referrals must be given first to those not in an activity. If the individual is in an activity which will likely lead directly to employment (example: full-time vocational training) then a referral for a DRS vocational evaluation would not be appropriate. However, participants who are in other activities such as JOIN, CWEP, Community Service, ABE, etc. must be referred.

Referrals to DRS are made by completing form DFA-WVW-80 and must be signed by the WV WORKS Supervisor. The original goes to the designated DRS District staff contact and a copy is filed in the client's case record. A copy is given to the client. A chart listing the designated seven DRS Vocational Evaluators to whom the referrals are made and the DRS District and Branch Office locations are found on the DFA Intranet under Desk Guides. The respective DHHR counties under each of the seven DRS Districts are also listed. Alternate locations for vocational evaluations will be arranged by the DRS Vocational Evaluator for clients unable to complete testing at one of the designated DRS District or Branch Offices listed.

Copies of the following documents, **when available**, must be attached to the DFA-WVW-80 upon referral:

- TABE results;
- Emotional Health Inventory;
- Learning Needs Screening;
- MRT packet; and
- Most recent PRC, Part II.

Other appropriate documents, **such as a physician's statements or other assessments**, may be provided if they are relevant in assisting the DRS staff in completing the vocational evaluations. For release of the above documents or other appropriate documents, the Worker must complete form OFS-Release-1. A copy of this release is attached to the DRS referral and a copy is filed in the case record.

Completion of form DFA-WVW-ADA-1 is required for participants referred to DRS. It is not necessary to send a copy to DRS. A copy is filed in the participant's record and a copy is given to the participant. The Worker must also complete the follow-up form, DFA-WVW-ADA-1A, for the case record. Workers must advise clients that testing involved with the vocational evaluations may take an entire day to complete. Copies of DRS appointment letters to participants will be sent to the Worker. Clients will be scheduled by DRS staff for vocational evaluations within ten business days following receipt of the written referral. A written report with the results of the vocational evaluation will be provided to the Department within 30 days following completion of the testing. The Worker and DRS Vocational Evaluator must maintain close contact throughout this process.

M. LEGAL AID OF WV (LAWV) WV WORKS LEGAL SUPPORT PROJECT

The purpose of the WV WORKS Legal Support Project is to assist in eliminating the need for legal services as a barrier to work or self-sufficiency.

1. Appropriate Referrals

WV WORKS recipients may be referred who need assistance in legal matters including, but not limited to:

- Obtaining Supplemental Security Insurance/Social Security Disability Insurance (SSI/RSDI);**
- Issues surrounding Domestic Violence situations;**
- Employment related rights;**
- Housing (landlord-tenant issues);**
- Visitation orders or parenting plan compliance;**
- Record expungement; or**
- Driver's license suspension or fines.**

If the Worker has questions regarding other possible services, he should contact his local LAWV office.

2. Referral Process

Referrals to the WV WORKS Legal Support Project are made by using the Referral to Legal Service Provider Referral Form located on the DFA Intranet site. The form is self-explanatory and all requested information on the form is mandatory. The Worker must fax the Legal Service Provider Referral Form to their assigned LAWV office.

3. Vendor Responsibilities

LAWV will fax an Action Form to the local office within 30 working days of receiving the referral. When the vendor notifies the Worker of approval or denial for participation in the program, the Worker must record the appropriate information in RAPIDS. LAWV will be responsible for determining the level of representation and services rendered.

NOTE: At no time shall any client be sanctioned for failure or refusal to comply with or accept legal support services.