

24.16 CONTINUATION OF SERVICES

Some individuals may continue to receive services for 6 consecutive months following WV WORKS closure. Individuals are eligible for two 6 month continuation of services periods. Services may include case management; support service payments; continuation of and payment for activities such as, but not limited to, job search, job readiness and skill training. **Some** support services available to **Work-Eligible Individuals in an active WV WORKS case** are available to those who receive continued services.

Although the client must actually request support services and apply for a support payment prior to the issuance of the payment, it is the Worker's responsibility to insure that the client is aware that he is eligible for continued services and inform the client of the services available.

When case management services are provided, the Worker is responsible for identifying or for soliciting from the client his statement of need.

A. APPLICATION PROCESS, CONTINUED SUPPORT SERVICE PAYMENTS

All requests for continued support service payments must be made on application form DFA-SS-2. Multiple payments of the same type of support service require a DFA-SS-2 for each payment.

EXCEPTION: Ongoing payments for transportation require completion of an initial DFA-SS-2 only.

1. Application Form, DFA-SS-2

Form DFA-SS-2 may be completed in a face-to-face interview, mailed, faxed, or left at the front desk to give to the Worker. A supply of these forms must be available to the client without having to see a Worker. It is suggested that a supply of forms be provided to the client to mail in as needed. Any additional information may be obtained by telephone or by mail.

Except for ongoing transportation needs, the Worker is required to talk to the client prior to acting on the DFA-SS-2 to confirm the identity of the person making the request and to discuss the need for the payment. Failure to be available at a pre-determined time for these confirmations does not result in application of a sanction; it results only in denial of the requested payment.

NOTE: Although non-recipient Work-Eligible Individuals are not included in the AG, they are eligible to receive continued support services and payments as long as they meet all other eligibility requirements.

2. Client Notification, DFA-WVW-NL-3

If any support service payment is issued to, or on behalf of the client, the client is sent a notice at the end of that month that identifies all payments made to the client, or on behalf of the client. This letter is automatically generated and sent from the RAPIDS system. (Form WPL2)

However, if payment is denied the client must be notified using form DFA-WVW-NL-3.

The Worker must provide a narrative explanation of the reason the payment is denied, in terms that are easily understood by the client.

EXAMPLE: A non-recipient Work-Eligible Individual's family last received a WV WORKS check in January and applies for payment for vehicle repairs in August.

The Worker includes the following statement in the letter: Your last WV WORKS check was for January _____. Payments may be made to former WV WORKS recipients for only 6 months after the last check. Since you applied for the payment in August _____, you are not eligible to receive this payment. Your eligibility for these payments ended in **July**.

EXAMPLE: A former recipient last received a WV WORKS check 4 months ago. Five months ago his youngest child had his 19th birthday.

The Worker includes the following statement in the letter: Our records show that Andrew is your youngest child and that he turned 19 on _____. Since he is now an adult, you do not meet the requirement of having a dependent child in your home.

Under no circumstances is it correct to give or mail a DFA-WVW-NL-3 to a client without a narrative Worker-composed explanation of the reason for the denial.

The DFA-WVW-NL-3 offers the client the right to a Fair Hearing on this denial and must be mailed or given to the client with a Hearing request form.

B. DETERMINING THE 6-CONSECUTIVE-MONTH PERIOD

NOTE: Payment may be made in the 7th month after case closure for expenses from the 6th (final) month of support service eligibility. Payment may not be made for any expenses from the 7th month. All support service payments for the 6-consecutive month period must be entered in RAPIDS by the last work day in the 7th month.

The following general rules apply.

- The 6-consecutive-month eligibility period begins the month after the effective month of closure and continues through the end of the 6th month. This is the period of time for which support services may be paid.

EXAMPLE: When a WV WORKS **case** is closed effective July, his 6 consecutive months begin August 1st and end January 31st.

EXAMPLE: A WV WORKS **case** is first closed effective November. He receives support service payments for transportation for December and January. In March he begins riding with another employee and support service payments for transportation stop. The employee who was providing transportation to the client leaves his job in April and the client has no reliable transportation to get to work. The Worker and the client agree to repairs to the vehicle he drove before he began car-pooling. He receives a support service payment for repairs and begins receiving transportation payments again in late April. In June, his car needs new brakes and he requests help to pay for the repairs. His 6 consecutive months ended on May 31st, so his request for payment must be denied. Transportation payments also end in May.

Only one time period is available to **Work-Eligible Individuals** at the time of closure. If the AG splits and the **Work-Eligible Individuals** are included in different **WV WORKS cases** after having received a period of eligibility for continued support services, neither qualifies for additional payments. (See the note below as two 6 month continuation of services periods are available) Once the time period begins, it runs for 6 consecutive months.

EXAMPLE: Ms. Kirk received WV WORKS and was closed in December 2004 due to her employment. She is laid off from her job in January 2005. Her WV WORKS case is reopened effective February 2005. On March 5, 2005, she obtains employment again and her WV WORKS case is closed. Her 6-month continuation of services eligibility period began January 2005 and ends June 2005.

NOTE: Effective January 1, 2006, any WV WORKS AG is eligible for two 6 month continuation of services periods unless the AG is in a current 6 month continuation of services period beginning August, September, October, November, or December 2005. These AG's will be eligible for only one additional 6 month period. The AG must meet the general rules in this section (24.16, B.) and the eligibility requirements in 24.16, C to qualify.

Effective July 1, 2007, any non-recipient Work-Eligible Individual who was living with a child who was receiving assistance is eligible for two 6-month continuation of services periods if the household in which he was living had not received a continuation of services period since January 1, 2006. These services and support payments are handled in the same manner as support service periods for former recipients who were included in the WV WORKS AG.

EXAMPLE: Mr. Johnson has been living in a WV WORKS AG since July 2005. The AG includes his wife and two children. He is not included in the AG due to a drug felon conviction in 2001. Ms. Johnson received one support service period from February 2006 through July 2006 and he was in the household at that time. She reapplied for benefits in September 2006. Mr. Johnson found employment in July 2007 and the WV WORKS case closed. Because Ms. Johnson had already received one 6-month support service period while Mr. Johnson was in the household, they are eligible for only one additional 6-month support service period from August 2007 through January 2008 if they meet all other eligibility requirements.

EXAMPLE: Ms. Smith went to work and received her last WV WORKS benefits in August 2005. She received a continuation of services from September 2005 through February 2006. Her job ended in March 2006 and she begins receiving WV WORKS again in April 2006. She obtains full-time employment and receives her last benefits in May 2006. She is eligible for one more continuation of support services period beginning in June 2006.

EXAMPLE: Mr. Balboa obtains employment on November 25, 2005 and receives his last benefits in December 2005. His continuation of services period begins January 2006 and continues through June 2006. He is injured in May 2006 and cannot continue his job. He becomes eligible for WV WORKS again in June. In September 2006 he obtains another full-time job and his case is closed effective September. He is eligible for one additional continuation of services period effective October.

EXAMPLE: Ms. Rockne is closed November 2004 and receives a continuation of services period December 2004 through May 2005. She begins receiving WV WORKS again effective September 2005. She goes to work in December 2005 and is closed effective December. Effective January 2006 she would now be eligible for the first of her two available continuation of services periods.

EXAMPLE: Mr. Kirk's WV WORKS case is closed (for the first time) effective June 2005 and he becomes eligible for a continuation of services period from July 2005 through December 2005. The client requests payment in January and is denied because his first period has ended. He must receive WV WORKS again to be eligible for an additional period of services. In accordance with this policy, he will be eligible for two continuation of service periods because he was not under a continuation of service periods on January 1, 2006.

When the AG is closed due to imposition of the 3rd or subsequent sanction, no continued support service payments may be issued during the sanction period, or after the sanction period ends, even when the client obtains employment and meets all other eligibility requirements for such payments.

EXAMPLE: Ms. Spock's WV WORKS case is closed March 2006 due to receipt of unemployment. Her continuation of services period is April through September 2006. Her case is reopened in August. She is closed again in November 2006 due to employment with a continuation of services period from December 2006 through May 2007. Her case is reopened in March 2007 as her work hours decrease. She is closed in June 2007 due to employment. She is not eligible for another continuation of services period as she has already been in two continuation of services periods the last of which ended in March 2007.

- When the family, but not necessarily the AG, includes an individual who meets all of the following criteria at the time of case closure, special considerations apply **when determining eligibility for support service payments.**
 - The individual is normally required to be included in the AG, according to Section 9.21,A,1, or has chosen to be in the AG according to Section 9.21,A,2 (non-parent caretaker) and is still within the 12-month inclusion period; and
 - The **individual** is excluded from the AG, **and is not a non-recipient Work-Eligible Individual according to** Section 9.21,A,3.; and
 - The individual is the sole working adult in the family.

The 6-consecutive-month period begins the month after the effective month of closure and ends at the end of the 6th month. If needed, case management services are provided throughout the 6 month **support service period**. No payments may be made during **this 6 month support service period** until the reason for the exclusion ends.

EXAMPLE: An AG is closed effective May **30th** due to the receipt of a lump sum payment. At the time of closure, it is determined that the family will remain ineligible for WV WORKS through September. The family has already spent all of the lump sum payment by the end of June. The parents reapply for WV WORKS in June and are denied. In July, the mother and father both begin working part-time. They both request support services in July to help with transportation. Neither is eligible because the family remains in a period of ineligibility due to receipt of the lump sum payment. They ask for assistance again in August and September and remain ineligible for support services. In October, they again request assistance and both qualify for support services. Their 6-month period began in June, the month after closure, and continues through November 30th. However, they are only eligible to receive support services from October, the month the period of ineligibility ends, through November 30th.

EXAMPLE: A child-only WV WORKS case is closed effective February due to the new earnings of the mother. The mother was originally included in the AG, but was subsequently removed due to **receipt of SSI**. She would not qualify for continued support services since **she is not a Work-Eligible Individual**. However, in May, 3 months after her case is closed, her **SSI is stopped. She becomes Work-Eligible in June**. In August, she requests assistance to help her relocate to another county to accept an offer of a job. Her 6-continuous-month period runs from March through August. She is eligible to receive support services from May through August, so she qualifies for a payment in August.

C. ELIGIBILITY REQUIREMENTS

Individuals who meet all of the following requirements may continue to receive support services within the time frame specified in item A above.

- Gross family income is 150% or less of the current FPL; and
- The family resides in West Virginia; and
- One adult in the family meets all of the following requirements:
 - Is employed; and
 - Received a monthly WV WORKS check, not solely a DCA payment, either as a child or as a **Work-Eligible Individual**; and
 - Has his or his spouse's dependent child in the home. Dependent child is defined in the WV WORKS parts of Sections 15.2,A,C and D.

EXAMPLE: A woman receives WV WORKS for herself and her 2 children. She marries a man who is employed and his earnings close the case effective April. The 6-consecutive-month period begins on May 1st and ends October 31st. In August the family requests support services to fix the husband's car. Even though the family is within the 6-month period, the request must be denied because the working adult has not received a WV WORKS check.

EXAMPLE: A husband and wife receive WV WORKS for their 4 children. The 16-year-old child quits school and moves out on his own effective October. He starts working at a fast-food restaurant in October and requests support services to help maintain his employment. Since he last received WV WORKS in September, his 6-consecutive-month period begins October 1st and ends March 31st. Even though he is within the time frame for receipt of support services and is working, he is ineligible for support services for the following 2 reasons: He is not an adult and there is no dependent child living with him.

EXAMPLE: A woman receives WV WORKS for herself and her 2 children. She is working part-time and marries a man who is working full-time. Counting his income makes the AG ineligible for WV WORKS effective November. The 6-consecutive-month period begins December 1st and continues through May 31st. In February, the husband has a wreck and they request support services to repair the vehicle. He meets all of the requirements except that he was not a WV WORKS recipient. However, **because the wife was working and was a Work-Eligible Individual she** meets all of the requirements so the family qualifies for support services to repair his vehicle.

- The most recent closure of the WV WORKS AG was not due to imposition of a 3rd or subsequent sanction.
- No person, who would be required to be a member of the AG if the benefit were still active, has ever been assigned a previous time period for which he was eligible to receive continued support services.

NOTE: Continued support services payments are made to those who exhaust 60 months receipt of cash assistance if they otherwise meet the qualifications in this section.

D. WORK PROGRAMS CODING

During the two continuation of services periods of eligibility, individuals will be placed in Work Programs code PL. Code PO will be used for individuals whose WV WORKS case is closed due to employment after the 2nd continuation of services eligibility period has been used in order to complete the 30 and 60-day job retention follow-ups. If the WV WORKS case is reopened prior to the end of this 6-month period, then the appropriate activity or barrier code will be used in Work Programs.

E. APPROVAL OF PL SUPPORT SERVICES PAYMENTS

All PL support service payments, except transportation, must be approved by a Family Support Supervisor or a person designated to complete supervisory functions in RAPIDS (back-up Supervisor) using screen BIAP in RAPIDS. Supervisors and back-up Supervisors cannot approve support payments which they have entered into the system themselves. A back-up Supervisor may not approve payments entered by a Supervisor. Payments entered by a Supervisor must be approved by another Supervisor. Each Supervisor, back-up supervisor, or Worker may cancel their own payment requests on RAPIDS screen BICQ. If a Family Support Supervisor must cancel a support payment for a Worker, other than his own, he must use BIAP.