

## **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**

Work Programs (WP) in eRAPIDS 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 SNAP 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.

When the Worker determines that the client has a disability and wishes to participate in the WV WORKS program activities, the PRC must be negotiated in a way that is appropriate for that individual and his needs to help him move toward self-sufficiency. In these cases, PRCs must be developed to address not only tasks that lead to employment but also considers the disabled individual's need for health care. Referrals should be made for all services and benefits for which the AG may be eligible, including assessment testing, even if those services are available only through other agencies. These referrals are made on the DFA-WVW-ADA-1 and the outcomes of these referrals are tracked on the DFA-WVW-ADA-1A.

Changes to Part II of the initial PRC are made using WP screens in **eRAPIDS**. 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.

**NOTE:** WV WORKS participants who have a documented disability must be placed in the AD component in addition to other component codes.

- 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 SNAP 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

**WV WORKS Activities/Requirements**

- Learning Needs Screening;
- Legal Aid appointments;
- Orientation;
- Self-Sufficiency Evaluations with Case Manager;
- TABE testing;
- Time spent with Case Manager during home visit;
- Work Keys testing;
- Working with CPS (MDT meetings);
- Working with Local Agencies such as KVC; and
- WVU CED Assessment Testing

Assignment of any of these activities must be recorded in eRAPIDS comments. All activities must be reviewed monthly. The Case Manager must update the case comments with the information on the status of the participant. Hours of participation must be documented using a Participation Time Sheet, DFA-TS-12. The maximum amount of time a participant may be placed in the OW component is 60 days. Placement beyond the 60 day time limit will require DFA approval. Transportation will be the only allowable support payment associated with this component.

**C. ASSESSMENT**

The assessment of the Work-Eligible Individual's goals, skills, needs and challenges naturally centers on the participant. However, any assessment completed must be a family assessment since the participant 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 eRAPIDS screens record the appropriate assessment results. Entries on these screens are mandatory.

- Education and Testing Assessment
- Employment History
- Self-Sufficiency Goals
- 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 Work-Eligible Individuals. 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.

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.

Should the client indicate to the Worker that he wishes to decline to have the Assessment Specialist complete the EHI, 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:** Under no circumstances will WV WORKS staff or ABE teachers administer the EHI screening. If the client fails to show up for the EHI and/or Learning Needs Screening only, at the first opportunity, the Worker must attempt to have the client sign the DFA-WVW-40.

Work-Eligible Individuals 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 agency or 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 eRAPIDS.

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 Worker and/or Supervisor is unable to make a determination as to the client's ability to participate in work activities based on the medical documentation available, they must submit the case to MRT. See Chapter 12.10, A. Any participant who has had good cause for not participating for more than 6 months, due to a doctor's statement, must be referred to MRT.

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.

**NOTE:** WV WORKS participants who have a documented disability must be placed in the AD component in Work Programs in addition to other component codes.

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 eRAPIDS 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, 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. Referrals to Workforce WV / BEP – Assessment Testing Results

Workforce Investment Act (WIA) - funded employment and training programs require that TABE, and if appropriate, 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. Workers making referrals to Workforce WV / BEP must forward copies of clients' TABE scores and Work Keys (if completed.)

The release of information provided by the WV Department of Education Assessment Specialists at the time of the assessment testing (and filed in the WV WORKS record) authorizes the release of this information to the Workforce WV Centers. Release of assessment testing results to other agencies when appropriate requires completion of the OFS-Release-1.

8. Assessment Testing Participation/Support Service Payments

Assessment testing (Learning Needs Screening, Mental Health Screening – EHI, TABE, and Work Keys) administered by the Assessment Specialist in the local office or other designated testing location counts as Other Work Activity hours; transportation support service payments may be made for assessment testing attendance/completion.

9. 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.

E. 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.

**eRAPIDS** screen Self-Sufficiency Plan allows 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 Work-Eligible 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 household'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 or non-recipient Work-Eligible Individual. 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.



## 1. Appropriate Referrals

WV WORKS Work-Eligible Individuals 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 a household contains two parents and two vehicles are required, each may be referred to the program.

The client must be a Work-Eligible Individual in an active WV WORKS case 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 eRAPIDS. 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.

## K. PERIODIC SELF-SUFFICIENCY EVALUATIONS 12/24/36/48 MONTHS

These self-sufficiency evaluations are required to be conducted in either one of two ways:

- Face-to-face meeting with the client; or
- A Supervisor/Worker meeting to review the case.

**NOTE:** Failure, without good cause, of the client to attend or otherwise cooperate in the scheduled evaluations results in application of a sanction only when a face-to-face meeting is scheduled. 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 12 months, a self-sufficiency evaluation must be scheduled. If a face-to-face meeting is chosen, the evaluation must include all Work-Eligible adults or emancipated minors in the household to evaluate the process of the self-sufficiency plan and to develop a new plan as needed.

The meeting must occur during the 12th or 13th 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.

### 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 eRAPIDS. 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.

## 24.5 WORK REQUIREMENT ACTIVITIES

**NOTE:** The definitions of 1-Parent and 2-Parent Families in Section 24.3,A apply here.

To meet the State's participation rate found in Section 24.2, clients must be engaged in certain work activities listed below for the number of hours specified in Section 24.3. More details of each type of activity are in Section 24.6 - 24.13. Questions about client participation in programs or activities not clearly identified in Sections 24.6 - 24.13 must be forwarded to the Family Support Policy Unit for clarification and, if appropriate, guidance for placement in the correct Work Programs component. WV WORKS participants who have a documented disability must be placed in the AD component in addition to other component codes.

### A. DEFINITIONS OF ACTIVITIES

1. For purposes of meeting the minimum required core hours of participation for Two-Parent Families and All-Families, following are the 9 Core Work Activities:

- Unsubsidized employment
- Subsidized private sector employment
- Subsidized public sector employment
- On-the job training (OJT), such as EIP and other agency's OJT programs
- Job Search and Job Readiness Assistance, which includes SPOKES, EXCEL, other agency's job readiness/job search programs, life skills training, substance abuse treatment, mental health treatment, and rehabilitation activities.

**NOTE:** Job Search and Job Readiness Assistance programs are time-limited. See Section 24.8.

- Work Experience, such as JOIN, CWEP, or other work experience programs available in the community
- Community Service Programs are structured programs in which participants perform volunteer work for the direct benefit of the community under public or nonprofit organizations.