

## WV WORKS Activities/Requirements

When the Worker determines that the client has a disability and wishes to participate in the WV WORKS program activities, the **SSP** 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, 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 the initial SSP are made using WP screens in eRAPIDS. Such changes are attached to the initial SSP. **This screen must be printed for any changes to be saved in the system.**

- 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 and SSP.
- Provides continuous assessment of the client's needs and goals and negotiates adjustments to the SSP 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 and SSP.
- 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

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 may be documented using a Participation Time Sheet, DFA-TS-12 or by the Workers notes. 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.

Every effort must be made to obtain countable hours for these PINS (contacting a school for educational hours, anticipating hours from employer statement, or JR for substance abuse or mental health treatment, etc). When there are absolutely no countable participation hours to enter for these individuals, a minimum of one hour of OW should be entered and documented in comments for making these contacts to obtain countable participation hours.

**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.

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 **PIN comments** 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 Work-Eligible Individuals are to be scheduled for TABE unless one of the exceptions **listed below** exists.

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 **PIN comments** 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.

Worker must schedule clients for the appropriate assessment testing whenever possible. Workers making referrals to WorkForce West Virginia 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 **West Virginia** 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 and 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 the SSP. **This screen must be printed for any changes to be saved in the system.**

The PRC contains information and requirements applicable to all Work-Eligible Individuals who are required to sign it. 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 SSP 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. eRAPIDS must be updated as soon as possible after this **and the screen printed for any changes to be saved in the system.**

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 and SSP, each party agrees to fulfill his respective responsibilities.

## F. JOB DEVELOPMENT

Job development and the subsequent placement of Work-Eligible Participants 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 **WorkForce West Virginia** office. As appropriate, Work-Eligible Participants are required to register with **WorkForce West Virginia** and to keep their applications current. The results of TABE or other career-oriented testing is shared with the **WorkForce West Virginia 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.

## G. CHILD CARE REFERRAL

Child care must be made available to any Work-Eligible Participant 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.

## H. MENTORING

When the Worker and the Work-Eligible Individual 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;



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 SSP to avoid questions about notification of the requirement. However, the general statement on the SSP 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 SSP and assessment form must be reviewed and updated as needed. **The Self-Sufficiency Plan must be printed for the updates to be saved and the spreadsheet to be updated.**



**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**

Work-Eligible Individuals in an active WV WORKS case and those eligible for continued support service payments may be referred for 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;
- Expungement of criminal records; or
- Driver's license suspension or fines.

NOTE: LAWV does not pay fines or fees.

If the Worker has questions regarding other possible services, he should contact LAWV at 304-343-3013 or 1-866-255-4370.

Child only TANF cases with legal obstacles may also be referred for legal matters including, but not limited to:

- Obstacles to work;
- Obstacles to self-sufficiency; or
- Legal issues involving child safety and welfare.

**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 or mail the Legal Service Provider Referral Form to:

Legal Aid of West Virginia  
922 Quarrier Street, 4<sup>th</sup> Floor  
Charleston, WV 25301  
Fax: 304-414-0418