

**MANUAL MATERIAL TRANSMITTED**

**MANUAL: INCOME MAINTENANCE**

**CHANGE NUMBER: 285**

**DELETE**

**INSERT OR CHANGE**

PAGES	CHAPTER	DATED	PAGES	CHAPTER	DATED
xv	1	5/00	xv	1	4/03
137 - 140	1	4/03	137 - 140a	1	4/03
27 - 30	13	1/01	27 - 30	13	4/03
			30a	13	4/03
31 - 32	13	1/01	31	13	4/03
			32	13	1/01
i - ii	15	7/01	i	15	7/01
			ii	15	4/03
38c - 38f	15	4/03	38c - 38g	15	4/03
iii	24	9/01	iii	24	4/03
iv	24	3/02	iv	24	3/02
v - vi	24	6/02	v	24	4/03
			vi	24	6/02
23 - 24	24	1/00	23 - 24b	24	4/03
25 - 26	24	5/98	25	24	4/03
			26	24	5/98
49 - 52	24	6/02	49	24	4/03
			50 - 51	24	6/02
			52	24	4/03
61 - 62g	24	6/02	61 - 62i	24	4/03
63	24	6/02	63	24	4/03
64	24	1/00	64	24	1/00
			FORM OFA-WVW-JR-1		4/03
FORM OFS-WVW-4			FORM OFA-WVW-4		4/03
			FORM OFA-WVW4A		4/03

**DATE: APRIL 1, 2003**

**TO: All Income Maintenance Manual Holder**

Most of these changes are being made to implement the second group of WV WORKS changes recommended by the Revamp Group. These changes are as follows:

1. Sec. 1.25, U has been completely rewritten. The Orientation process needs to provide the same kind of information to all WV WORKS applicants. The Revamp Group felt that the choice of doing group, individual, or a combination of orientation sessions was best left to each office. However, it also found there were some deficiencies in the kind of information received by some applicants. Therefore, the Orientation form has been revised and there is now a requirement that each District or Region develop a menu of services available locally. A template, OFS-WVW-4A has been developed. There are specific instructions for development of the extra form which is required to be used during Orientation.
2. Sections 13.9,A & C--The Revamp Group believed that good case management for problem cases should include a home visit after the 2<sup>nd</sup> sanction ends but prior to imposition of the 3<sup>rd</sup> sanction. This requirement is included in this change. This applies only to the 3<sup>rd</sup> sanction, not to any subsequent sanctions.
3. Sec. 15.6,E--A formal case staffing is now required during the 55<sup>th</sup> month of receipt. Details about what is to be gained from this are found in the revised Manual Section. The Revamp Group believed that good case management should require one last effort to do everything possible to help the client become self-sufficient or to determine if he meets the requirements for an extension of benefits. The letter sent to those reaching their 55<sup>th</sup> month of cash assistance is being revised under a separate change to alert the client that the Worker will be contacting him to arrange for a meeting. He may take the letter to the meeting for help with filling it out or may mail it in to the State Office. If mailed in, the staffing must still take place. The Worker is responsible for notifying the client, the intensive case management agency and any DHHR staff who needs to attend. The client may bring any one he chooses and in any number and is responsible for contacting them to attend.
4. Sec. 24.6,E--An interview is required for all cases closed when an adult is working as follows: 30, 60, 180 days. In order to evaluate the success of WV WORKS it is necessary to determine what happens to our clients once they leave the Program. The first 2 months following closure were determined to be the critical period. Forms have been developed to make the process easier. This information will eventually be entered in RAPIDS WP. A face-to-face interview is required for the 30-day retention follow-up. A face-to-face interview is the preferred method for the other follow-up contacts, but is not required. The face-to-face interview may be in the DHHR office, at the client's home or at his work site. Before making a visit to the work site, it is necessary to contact the client to determine if such a visit would be allowed by his employer and if the wants a site visit. The client may choose not to participate in any retention interview.

Alerts will be sent to the Worker between the 11<sup>th</sup> and 17<sup>th</sup> of the appropriate month. Alert #243-30 Day Employment Follow Up Due and Alert #244-60 Day Employment Follow Up Due will occur in the first and second months following the month of closure. Alert #245-180 Day Employment Follow Up Due will trigger in the fifth month to allow for planning the sixth month contact. These alerts will occur only once and will not regenerate.

5. Sec. 24.14--Support service payments for relocation are now available for victims of domestic violence who are, or whose children are, unsafe in their current residence. To qualify they must meet all the requirements regarding cooperation with a domestic violence plan that are required to receive a temporary exemption of TV. Payments must not be used to move an individual or family to a shelter. The lifetime limit remains the same, regardless of the reason relocation payments are made.

There are two WVW clarifications made in this change that are unrelated to the Revamp or Refocus Committees These are:

6. Sec. 24.14--Clarification was added to the policy about support service payments for transportation. Mileage reimbursements include more than the cost of fuel and the Worker must explain to the client that the amount not used for fuel are to be used for insurance in addition to the minimum, minor repairs, upkeep and parking.
7. Sec. 24.6--Full-time and part-time employment were defined.

**NOTE:** Just because a recipient is working the number of hours to be considered employed full-time, does not mean that he has no additional work requirements. The number of hours he must work is determined by his PRC, not by the definition of full-time employment. These definitions are provided only for guidance in determining the correct WP entries. Other than designating full- or part-time employment in WP, the terms have no bearing on eligibility or participation. It is simply a guide for determining if the client should be coded in WP as working full- or part-time.

Policy questions should be directed to the Policy Unit. Data system questions should be directed to the RAPIDS Help Desk.