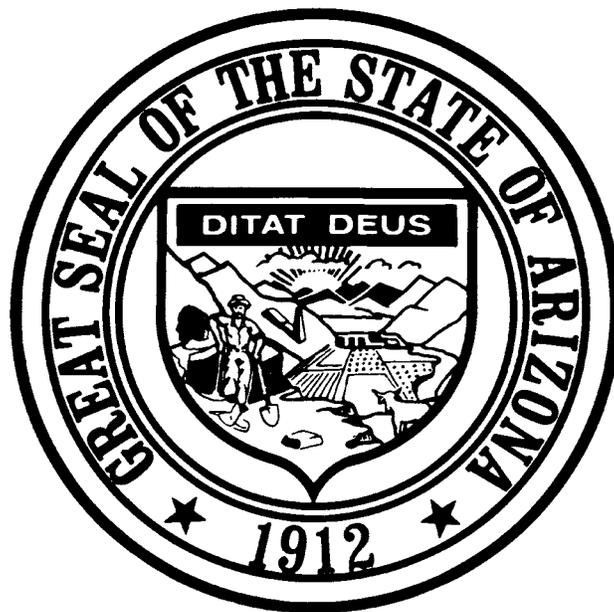


# State of Arizona

*Jobs Program*

*Policy Manual*



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ARIZONA DEPARTMENT OF ECONOMIC SECURITY



JOB PROGRAM MANUAL	PROGRAM INSTRUCTIONS: DES 2-10
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**100 PURPOSE**

The Department of Economic Security (DES) Vision, Mission and Guiding Principles provide the expected framework for the Jobs Program design and service delivery.

**200 JOBS PROGRAM PRELIMINARY ORIENTATION**

This section describes the Jobs Program Preliminary Orientation (JPPO) requirements.

**300 THE JOBS PROGRAM REFERRAL AND SELECTION PROCESS**

This section explains the referral of TANF cash assistance work eligible individuals to the Jobs Program and the requirements for selecting those individuals for case management and employment services. An **All Family** household is a household with at least one dependent child in which one parent is deceased, disabled or does not reside with the family. A **Two-Parent Employment Program (TPEP)** household is a household with two parents who have at least one dependent child in common, reside in the home and are able to work. This section applies to All Family households. Refer to [Chapter 900](#) for policy regarding TPEP cash assistance work eligible individuals.

**400 JOBS PROGRAM CASE MANAGEMENT**

The primary duties of Jobs Program case managers are to assist Jobs Program participants in obtaining a job, a better job, and on to a career, until the ultimate goal of self-sufficiency is achieved. Jobs Program case management is the process used to move participants from where they are **now** to the goal of self-sufficiency. The process includes a variety of strategies, techniques and resources designed to build on the participant's employment related strengths. Effective case management involves educating participants on how to do things for themselves as opposed to having it done for them. Participants must be actively involved in all phases of employment case management including the development of their individual Employment and Career Development Plan (ECDP). This section describes the initial Jobs Program case management appointment, the ECDP, ongoing case management, post-employment follow-up, Jobs Program case closures, and the recording of information in the case record.

**500 WORK PARTICIPATION RATE, WORK ACTIVITIES, EXCLUSIONS, AND TEMPORARY DEFERRALS**

The Jobs Program is funded through Arizona's Federal TANF Block Grant. The Department of Health and Human Services (DHHS) has established work participation rates that must be met by states in order to continue to receive federal funding. DHHS reviews and monitors the State of Arizona for compliance. Failure to meet the work participation requirements can result in a reduction of Arizona's TANF funding. This section describes the work participation rate, the federally countable work activities, documenting, verification and monitoring participation requirements, non-countable state activities, exclusions and temporary deferrals from an individual's participation.

## 600 JOBS PROGRAM SUPPORT SERVICES, CHILD CARE ASSISTANCE, AND TRANSITIONAL SERVICES

The Jobs Program offers funding for temporary and targeted supportive services to program participants to assist in meeting their requirement to work, look for work or prepare for work by participating in required activities. Jobs Program support services, TANF child care assistance and some transitional benefits are available to assist Jobs Program participants to engage in work activities, accept and maintain employment, and successfully make the transition from welfare dependence to financial independence through working.

## 700 EMPLOYMENT TAX INCENTIVES

This section discusses employment tax incentives for employers and participants. The Jobs Program case managers should become familiar with tax incentives relating to participants and employers in order to inform each party of their potential eligibility for these beneficial tax incentives.

## 800 NON-COMPLIANCE WITH THE JOBS PROGRAM

As a condition of TANF eligibility, all mandatory work eligible individuals are required to participate in specific work activities through the Jobs Program. When a mandatory individual does not comply with work requirements, they may be subject to a financial penalty called a “sanction.” The Code of Federal Regulations [Chapter 45 Part 261.13](#) requires that a reduction or termination of TANF cash assistance benefits be imposed when a TANF work eligible individual fails or refuses to participate with the work requirements through the Jobs Program without a good reason or **good cause**. Financial penalties may result in a hardship to a family without other alternatives of support. Penalties must be applied with caution and after much consideration. Sanctioning should *never* be the first line of action when looking at an incident of non-compliance. The case manager’s *first* line of action is to encourage the participant to participate and/or to remove any barriers which are preventing engagement with Jobs Program work activities. To ensure that penalties are applied uniformly and the participant is given due process, this section provides guidelines that must be applied in all instances of non-compliance and describes the elements of the sanction process.

## 900 TWO-PARENT EMPLOYMENT PROGRAM (TPEP)

TPEP is a TANF cash assistance program for families with both parents of a dependent child residing in the home and both are identified as being work eligible individuals. TPEP households are potentially eligible for TANF cash assistance for six months within a twelve-month period. TPEP is based on a “pay after performance” premise. This premise includes the requirements for these individuals to comply for three days of Jobs Program requirements prior to TPEP cash assistance approval. TPEP payments are issued twice a month on the 1st and 15th. With some exceptions, TPEP parents are subject to the same policies as all TANF cash assistance work eligible individuals. This section addresses these exceptions in relation to referral, selection, three-day compliance requirements, TPEP work participation rate requirements, TPEP non-compliance, temporary deferrals and special requirements for TPEP parents under age 20.

**1000 GENERAL INFORMATION**

This section includes information regarding the TANF Refugee Resettlement Program, Arizona Families F.I.R.S.T., Vocational Rehabilitation, participant case records, issue resolution, fair hearings, displacement, the Americans with Disabilities Act, civil rights, reporting child abuse, sexual harassment, case transfers and purging case records, and the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

**1100 GLOSSARY**

This section contains definitions used throughout the *Jobs Program Policy Manual*.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



JOBS PROGRAM MANUAL	PROGRAM INSTRUCTIONS: DES 2-10.100
SUBJECT: PURPOSE	

**100 PURPOSE**

The Department of Economic Security (DES) Vision, Mission and Guiding Principles provide the expected framework for the Jobs Program design and service delivery.

**Vision**

Every child, adult and family in the State of Arizona will be safe and economically secure.

**Mission**

The Arizona DES promotes the safety, well-being and self-sufficiency of children, adults and families.

**Guiding Principles**

The DES Guiding Principles guide the development and decision making for the Jobs Program.

**Systems of Care**

Systems of care must be customer and family driven, effectively integrated, protect the rights of families and individuals, allow smooth transitions between programs, build community capacity to serve families and individuals, emphasize prevention and early intervention, and respect customers, partners, and fellow employees.

**Services**

Services must be evaluated for outcomes, coordinated across systems, personalized to meet the needs of families and individuals, accessible, accountable, and comprehensive. Services must be culturally and linguistically appropriate and respectful, and be strength-based and delivered in the least intrusive manner.

**101 SCOPE**

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) provides federal funding for the purpose of assuring that needy families receive [TANF](#) cash assistance and employment services to help them avoid long-term welfare dependence. PRWORA includes the establishment of the TANF block grant, which includes cash assistance, work program funds, and child care funds for individual state usage.

**102 GOALS**

The Department has established specific goals and objectives for the Jobs Program. Goals include:

- TANF work eligible individuals obtain employment.
- TANF work eligible individuals stay employed and achieve self-sufficiency.
- Barriers to employment and self-sufficiency are removed for TANF work eligible individuals.
- TANF work eligible individuals are involved in all aspects of program design, service planning and service delivery.
- Design of the service delivery system is community-driven, unique to each geographic area, integrated, client-friendly, and provided in collaboration with community and faith-based organizations.

**103 JOBS PROGRAM CONTRACTED PROVIDERS**

The DES contracted provider will assist Jobs Program participants in moving from TANF public assistance to employment by providing:

- Employment related services for work eligible individuals who are job ready or need help preparing for work and finding a job.
- Support services for work eligible individuals who need assistance to remove identified barriers to employment.
- Training, work experience, or short term educational opportunities for work eligible individuals who need to learn new job skills, improve current job skills, or increase work history.

**104 QUESTIONS REGARDING POLICY OR PROCEDURES**

Requests for technical assistance regarding policy or procedures may be sent through e-mail to the Employment Administration (EA) Program Policy & Operations Support Section (PPOSS) at **+EA Policy & Training** or **EAPolicyTraining@azdes.gov**. Please include **Jobs Program** in the **subject line**.

**105 AVAILABILITY OF MANUAL MATERIAL**

The *Jobs Program Policy Manual* is available on the DES Internet, under the Jobs Program Policy Manual page at <https://www.azdes.gov/main.aspx?menu=262&id=2710>



JOBS PROGRAM MANUAL	PROGRAM INSTRUCTIONS: DES 2-10.200
SUBJECT: JOBS PROGRAM PRELIMINARY ORIENTATION	

**200 JOBS PROGRAM PRELIMINARY ORIENTATION**

This section describes the Jobs Program Preliminary Orientation (JPPO) requirements.

**201 JPPO**

TANF cash assistance applicants must contact the Jobs Program for a **Preliminary Orientation** as part of the TANF cash assistance eligibility requirement. The Family Assistance Administration (FAA) directs mandatory work eligible individuals to the Jobs Program to fulfill the requirement. FAA will deny TANF cash assistance applications when the work eligible individual fails, without good cause, to attend the orientation.

**Purpose**

The purpose of conducting the JPPO before FAA determines eligibility for TANF cash assistance is to ensure the TANF cash assistance work eligible individual has the opportunity to learn the purpose of the Jobs Program, and the connection of continuing participation with the program to the ongoing receipt of the family's cash assistance. In the overview of the Jobs Program, staff will explain the following information to the work eligible individual:

- The Jobs Program case manager and the work eligible individual will identify the activities that will improve the individual's employability skills and lead to financial independence through a mutual agreement;
- The Jobs Program can provide supportive services to work eligible individuals to assist in removing identified barriers to employment; and
- The consequences for failing to participate in the agreed upon work activities without good cause.

The JPPO is considered the **initial** contact for TANF cash assistance work eligible individuals. Once their TANF has been approved, these work eligible individuals will be considered active Jobs Program participants. The signed Personal Responsibility Agreement (PRA) in their FAA case file is an official agreement to comply and participate with the requirements of the Jobs Program. Once selected for participation, intensive Jobs Program case management begins.

**Note:** In the event FAA approves an application prior to referring the TANF cash assistance applicant to the Jobs Program to complete the JPPO, Jobs Program staff are not required to complete the JPPO. However, Jobs Program case management is still required.



JOBS PROGRAM MANUAL

PROGRAM INSTRUCTIONS: DES 2-10.300

SUBJECT: THE JOBS PROGRAM REFERRAL AND SELECTION PROCESS

### **300 THE JOBS PROGRAM REFERRAL AND SELECTION PROCESS**

This section explains the referral of TANF cash assistance work eligible individuals to the Jobs Program and the requirements for selecting those individuals for case management and employment services. An **All Family** household is a household with at least one dependent child in which one parent is deceased, disabled, or does not reside with the family. A **Two-Parent Employment Program (TPEP)** household is a household with two parents who have at least one dependent child in common, reside in the home and are able to work. This section applies to All Family households. Refer to [Chapter 900](#) for policy regarding TPEP cash assistance work eligible individuals.

#### **301 REFERRAL**

Following approval of TANF cash assistance, the work eligible individual is referred through an automated process to the Jobs Program. TANF cash assistance work eligible individuals are required, as a condition of eligibility, to participate in employment and training activities provided by the Jobs Program. TANF cash assistance applicants are advised during the eligibility process of all TANF mandatory requirements including participation and compliance with the Jobs Program. Applicants are required to sign a Personal Responsibility Agreement (PRA), indicating their understanding and agreement to comply with the employment and training requirements of the Jobs Program.

#### **302 SELECTION**

Upon receiving the automated referral, the Jobs Program must select individuals to attend the initial Jobs Program case management appointment. This process ensures that the TANF cash assistance work eligible individual can be assessed and an Employment and Career Development Plan (ECDP) can be completed within 30 calendar days of the receipt of the referral. Work eligible individuals must be given at least five days notice prior to the appointment.

**303 INITIAL JOBS PROGRAM CASE MANAGEMENT APPOINTMENT NOTICE**

When a participant is selected to attend the initial Jobs Program case management appointment, the participant is automatically sent the *Initial Jobs Program Case Management Appointment* notice (JB-101 English or JB-301 Spanish). The notice includes the following information:

- A reminder that they must participate in the required work activities through the Jobs Program to continue receiving TANF cash assistance;
- The date, time and address of the office where the initial Jobs Program case management appointment will be held;
- The Jobs Program contact telephone number to call if assistance is needed to attend the initial Jobs Program case management appointment;
- An explanation that **good cause** will be considered if the Jobs Program is unable to assist them with removal of a barrier preventing them from attending the initial Jobs Program case management appointment;
- The procedure for rescheduling the initial Jobs Program case management appointment if they cannot attend on the date scheduled; and
- The consequences of failing, without a good reason, to attend the initial Jobs Program case management appointment.



JOBS PROGRAM MANUAL

PROGRAM INSTRUCTIONS: DES 2-10.400

SUBJECT: JOBS PROGRAM CASE MANAGEMENT

## **400 JOBS PROGRAM CASE MANAGEMENT**

The primary duties of Jobs Program case managers are to assist Jobs Program participants in obtaining a job, a better job, and on to a career, until the ultimate goal of self-sufficiency is achieved. Jobs Program case management is the process used to move participants from where they are **now** to the goal of self-sufficiency. The process includes a variety of strategies, techniques, and resources designed to build on the participant's employment related strengths. Effective case management involves educating participants on how to do things for themselves as opposed to having it done for them. Participants must be actively involved in all phases of employment case management, including the development of their individual Employment and Career Development Plan (ECDP). This section describes the initial Jobs Program case management appointment, the ECDP, ongoing case management, post-employment follow-up, Jobs Program case closures, and the recording of information in the case record.

## **401 INITIAL JOBS PROGRAM CASE MANAGEMENT APPOINTMENT**

Generally, the first one-on-one contact the participant will have with his/her Jobs Program case manager occurs at the initial Jobs Program case management appointment. This opportunity should be used to build a rapport and establish trust with the individual. At the initial appointment, the Jobs Program case manager will explain the Jobs Program rights and responsibilities and child care assistance rights and responsibilities to the participant, complete assessments and together, with the individual, develop a comprehensive ECDP for short and long-term employment goals.

### **Jobs Program Rights and Responsibilities**

Each participant attending the initial Jobs Program case management appointment must receive an explanation of the Jobs Program rights and responsibilities. This explanation will include the rights and responsibilities of the participant and the rights and responsibilities of the Jobs Program in obtaining the participant's employment goal toward self-sufficiency.

The *Rights and Responsibilities* form (JA-002) is used to verify the Jobs Program case manager has explained the Jobs Program rights and responsibilities to the participant. Both the participant and Jobs Program case manager must sign the *Rights and Responsibilities* form (JA-002) to indicate that the participant has received an explanation of the program and understands his/her rights and responsibilities as he/she participates in the Jobs Program. A copy of the form is given to the participant and a copy is retained in the case record. The case notes must reflect the participant was provided with an explanation of the Jobs Program rights and responsibilities.

The following policies shall be applied when the participant refuses to sign the Jobs Program *Rights and Responsibilities* form (JA-002):

- Do not sanction the participant.
- Annotate the form with “participant refuses to sign”.
- The case manager’s signature indicates that the participant was provided an explanation of the participant’s rights and responsibilities and a copy of the form.
- Document the case record with the participant’s refusal to sign.

**Note:** Refusal to sign the rights and responsibilities document will not change the work eligible individual’s obligation to participate in the required work activities as a condition of receipt of TANF cash assistance for the household.

### **Child Care Rights and Responsibilities**

Each participant attending the initial Jobs Program case management appointment must receive an explanation of the DES Child Care Administration’s (CCA) rights and responsibilities if they request DES child care assistance. This explanation will include the rights and responsibilities of the participant and of the CCA.

The *Child Care Assistance Rights and Responsibilities* form (CC-001-A) is used to verify the Jobs Program case manager has explained the rights and responsibilities to the participant when they request TANF child care assistance provided by CCA. The participant and the Jobs Program case manager must sign the *Child Care Assistance Rights and Responsibilities* form (CC-001-A). A copy of this form is given to the participant and a copy is retained in the case record. The case notes must reflect the participant was provided with an explanation of the CCA rights and responsibilities.

The following policies must be applied when the participant refuses to sign the *Child Care Assistance Rights and Responsibilities* form (CC-001-A):

- Do not sanction the participant.
- Annotate the form with “participant refuses to sign”.
- The case manager’s signature indicates the participant was provided an explanation of the participant’s rights and responsibilities and a copy of the form.
- Document the case record with the participant’s refusal to sign.
- Document the Referral to Child Care screen (NIS090) in the [Jobs Automated System \(JAS\)](#) to notify CCA of the participant’s refusal to sign.

## **Assessments**

Assessment is the process of gathering and evaluating data regarding the factors that affect the work eligible individual's ability to participate in a mandated work activity. The Jobs Program case manager will continuously review and revise the individual's information and progress as an ongoing case management process. The Jobs Program case manager will use a strength-based approach to assessment that is holistic and family oriented, taking into account the situation of **all** family members living in the household as it relates to the employment goals of the work eligible individual.

Assessments should identify motivations, strengths, barriers and resources.

Assessments allow the Jobs Program case manager to determine where individuals are in relation to their employment goals for reaching self-sufficiency.

Jobs Program staff must discuss the employment-related benefits advantages with all work eligible individuals lacking a high school diploma or General Equivalency Diploma (GED), determine the individual's interest and offer some assistance in obtaining a diploma or GED through resources and/or services to all interested individuals. Jobs Program staff must document in the Case Notes screen in JAS that the discussion took place and the outcome of that discussion.

- **Career Assessments**

Career assessments will have components related to the participant's employability (work history, reasons for leaving previous employment, salary history, education and training, etc.). This information helps determine appropriate work activities.

- **In-Depth Barrier Assessments**

In-depth barrier assessments are used to identify barriers to employment, such as: lack of transportation or child care, physical or mental health issues, substance abuse, domestic violence, criminal justice system involvement and learning disabilities. The Jobs Program case manager must understand that the participant may initially be reluctant to discuss personal or family problems. The role of the Jobs Program case manager is to facilitate an environment in which the participant feels at ease discussing these issues to move toward their employment goals. Information gathered is always confidential and used only to determine if there is a need for supportive services to assist in successful transition to self-sufficiency.

- **Specialized Assessments**

In addition to the career and in-depth barrier assessment, the need for further specialized assessments may be identified. Specialized assessments must be conducted by a licensed or certified professional.

- **Medical Assessment**

A medical assessment takes into account a participant's medical history and current medical condition for the purpose of determining the participant's physical functional level and ability to participate in work related activities.

- **Psycho-Social Assessment**  
A psycho-social assessment takes into account the participant's history, emotional status and current behavior in their environment to determine the work eligible individual's functional level for participation in a work related activity.
- **Educational Assessment**  
An educational assessment will be completed to determine a participant's reading, writing and math functional level for participation in an educational or occupational activity or training.
- **Vocational Assessment**  
A vocational assessment identifies a participant's employment/vocational skills and interests to identify potential success in a particular employment field or job.

#### **402 EMPLOYMENT AND CAREER DEVELOPMENT PLAN (ECDP)**

The ECDP is developed through conversation and interaction between the individual and Jobs Program case manager, and information gathered during assessments. It is an agreement between the participant and the Jobs Program case manager on the actions and responsibilities of both parties. The ECDP is used to record employment goals, work activities, supportive services, and the agreement through the signature of the case manager and the individual. Included in the ECDP are well-defined action steps so each understands their role in implementing the plan. The ECDP must be designed to assist the work eligible individual to become self-sufficient before his/her time-limited TANF cash assistance runs out.

A copy of the ECDP bearing the Jobs Program case manager and the participant's signatures will be given to the participant and a copy will be filed in the case record. This must be repeated when any revisions are made to the plan as a participant may not be penalized for failing to comply with an ECDP that he or she has not signed.

#### **Employment Goals**

Employment goals should be realistic, based on the skills and situation of the individual, enabling them in becoming employed at the earliest opportunity. The local labor market needs and the employability of the participant must be considered when assisting the participant in identifying employment goals.

#### **Work Activities**

Participation in work activities enables the participant to reach his/her employment goal. The Jobs Program case manager will explore the federally mandated activities with the participant. The case manager will assist in creating a plan that is most beneficial for the individual and the family's needs while staying within program guidelines. The ECDP must identify the work activities for participation, and include clear-cut information such as the locations for each assigned activity, the time frame for completing or participating in the activity, and the daily and weekly hours scheduled for participation in each activity.

### **Supportive Services**

In partnership with the participant, the Jobs Program case manager will develop and arrange resources that will support the implementation of the ECDP. A critical responsibility of the Jobs Program case manager is to assist the participant in identifying available resources to meet his/her needs and how to access these resources.

Supportive services are available from a variety of sources. Some resources are present in the participant's network of family, friends, community and faith-based organizations. Some services are directly available through the Jobs Program and some are obtained through referrals made by the Jobs Program. The ECDP must identify which supportive services will be provided, who will provide the services, locations of the service providers, and any applicable time frames for seeking and receiving services.

### **Required Signatures**

The Jobs Program case manager must ensure that the participant **understands** how to execute the plan. The signatures of the participant and the Jobs Program case manager are required on the ECDP to document mutual agreement and understanding.

### **Special Planning Requirements**

Special planning is required for participants whose TANF cash assistance eligibility is due to expire as a result of TANF rules. Special planning is also required for teen parents, participants in a deferred status, and those involved with other state agencies.

- **Life-Time Limits Plan**

The Life-Time Limits plan serves clients whose benefits will terminate because the participant is about to reach the [lifetime benefit limit](#) or will lose eligibility due to the children in the family aging out of TANF eligibility.

- **Teen Parent Employment Plan**

The Teen Parent Employment plan is employment-focused to assist teen parents in providing a stable home environment for themselves and their children including: education goals, career goals, provision of parenting and marriage/relationship skills, and strategies to reduce the risk of subsequent teen pregnancy.

- **Deferred Status Plan**

The Deferred Status plan encourages a client deferred from federal work requirements to participate in appropriate state-defined and/or federal activities while in a deferred status to ensure continued progress toward employment and long-term self-sufficiency.

- **Coordinated Case Plan for Participants Involved with Other State Programs**

When a participant is involved with Child Protective Services (CPS), [Vocational Rehabilitation](#) (VR), [Arizona Families F.I.R.S.T.](#), or the [TANF Refugee Resettlement Program](#) (RRP), the Jobs Program case manager must coordinate planning with these programs or providers. CPS will always take the lead in case planning and execution.

**403 ONGOING CASE MANAGEMENT**

As the participant implements the ECDP, it will be necessary to monitor his/her progress. This opportunity should be used to give positive reinforcement for any successes, no matter how small. When a participant is experiencing difficulty implementing the plan, the Jobs Program case manager should explore the reasons for the difficulty. Identify what is working and what is not working in the plan and make revisions to the ECDP when necessary. The need for further assessments may also be identified.

**404 POST-EMPLOYMENT FOLLOW-UP AND CASE MANAGEMENT**

When a work eligible individual obtains employment and the household TANF cash assistance case closes, Jobs Program case management must continue through the crucial time they learn to accept the demands of a new job and their household responsibilities. Case management must continue for at least 30 days after the TANF cash assistance case closes to ensure the participant retains employment, has career advancement opportunities, and does not return to TANF cash assistance. The Jobs Program case manager will continue to provide proactive case management and available support services during this time.

**Post Employment Activities**

To provide extended Jobs Program case management, the Jobs Program case manager will contact the participant at a minimum of 30 days after the employed participant's TANF cash assistance case closes. Extended case management includes determining the participant's status, evaluating needs for additional support services and case management, or assisting with transitional child care issues or other transitional services as needed. As appropriate, the Jobs Program case manager will assist participants in linking to and enrolling in other employment and training assistance programs, providing assistance with and advocacy for the participant and his/her family members in obtaining transitional child care, AHCCCS eligibility and other appropriate government programs. The Jobs Program case manager will provide supportive services to the participant, including assistance with training and career advancement and barrier reduction, to ensure long-term self-sufficiency.

**405 JOBS PROGRAM CASE CLOSURES**

The Jobs Program case manager **MUST** close the work eligible individual's Jobs Program case when any of the following occur:

- An applied sanction has reached the 100% sanction level;
- The FAA has stopped the work eligible individual's household's TANF cash assistance for reasons other than employment and employment follow-up is not required; or
- The work eligible individual has successfully completed Post-Employment Follow-up.

**406 RECORDING INFORMATION IN THE CASE RECORD**

The case record should provide ongoing documentation of the participant's movement towards self-sufficiency, and evidence of the strategies and resources the Jobs Program case manager is using to impact the desired outcome. The case manager will keep documentation focused on how events and actions affect the employment related goal outlined in the plan.

Case notes are tools for organizing and analyzing the progress of each program participant. They are also planning tools for determining what strategies are working and which activities or supportive services need revision. The case record should provide a professional, concise record of the status of the individual in meeting each milestone of this process. It also clearly states what the Jobs Program case manager is doing to assist the individual in meeting their employment related goals.

**ARIZONA DEPARTMENT OF ECONOMIC SECURITY**



<b>JOBS PROGRAM MANUAL</b>	<b>PROGRAM INSTRUCTIONS: DES 2-10.500</b>
<b>SUBJECT: WORK PARTICIPATION RATE, WORK ACTIVITIES, EXCLUSIONS AND TEMPORARY DEFERRAL</b>	

**500 WORK PARTICIPATION RATE, WORK ACTIVITIES, EXCLUSIONS, AND TEMPORARY DEFERRALS**

The Jobs Program is funded through Arizona’s Federal TANF Block Grant. The Department of Health and Human Services (DHHS) has established work participation rates that must be met in order to continue to receive federal funding. DHHS reviews and monitors the State of Arizona for compliance. Failure to meet the work participation requirements can result in a reduction of Arizona’s TANF funding. This section describes the federal Work Participation Rate (WPR), the federally countable work activities, documenting, verification and monitoring participation requirements, non-countable state activities, exclusions and temporary deferrals from an individual’s participation.

**501 WORK PARTICIPATION RATE (WPR)**

Participation in work activities through the Jobs Program is required for all TANF work eligible individuals. Federal law mandates a percentage of TANF work eligible individuals participate in defined work activities for a minimum number of hours each week averaged during a month. The chart below illustrates the percentage based on the federal TANF requirements.

<b>Type of TANF Program</b>	<b>Percentage</b>
All Families	50%
TPEP	90%

The chart below shows the minimum number of hours averaged per week during a month, as defined by federal law, the above listed work eligible individuals must complete in order to meet the federal WPR requirements.

<b>Type of Work Eligible Individual</b>	<b>Minimum Number of Hours Averaged Per Week During A Month</b>
Single parent/caretaker relative with child under 6 years old	20
Other	30
TPEP	<a href="#">Refer to Section 900 TPEP</a>

**502 FEDERAL WORK ACTIVITIES**

Federally mandated work activities are the **ONLY** activities considered in the calculation of Arizona’s work participation rate. All work activities must focus on obtaining long-term employment for the participant at the earliest possible opportunity. There are two types of federal work activities: **Core Activities** and **Non-Core Activities**. Federal work activities may be assigned separately or in combination. Non-Core Activities will count toward the federal work participation rate **only if** the first 20 hours per week come from Core Activities.

Countable work activities must be supervised on a daily basis. Consistent with the universally understood definition of supervision used in the workplace, Arizona defines supervision as an activity performed by a work place designee which includes, but is not limited to:

- Work related guidance and constructive criticism;
- Mentoring;
- Assignment of daily work;
- Oversight of work assignments; and
- Instruction and evaluation of skills.

This section will identify Core Activities, Non-Core Activities, any applicable limitations for assigning activities, and exceptions for teen parents. Participants must be engaged in activities within **five calendar days of completion of the initial ECDP**.

Federal work activities must not exceed 40 hours per week when creating an ECDP.

### **Core Activities**

- **Unsubsidized Employment**

Unsubsidized employment is all full or part-time employment with wages paid in totality by the employer. Helping participants find permanent, unsubsidized employment with wages that meet the fair labor standards and provide a benefits package, which will enable participants to support their families, is the ultimate goal of the Jobs Program. Unsubsidized employment must meet or exceed the state minimum wage requirements with the exception of self-employment. The following are countable types of unsubsidized employment:

- **Wages and salaries** are defined as employment in which hourly pay, including tips, meets or exceed the state minimum wage.
- **Commission Earnings** are defined as earnings from fees or percentages paid for services or the production or sale of goods.
- **Casual Labor** is defined as intermittent or short-term employment with a normal duration of one to three days in length. Countable, casual labor must pay at least the state minimum wage. Examples include, but are not limited to: day labor, short-term babysitting, on-call work, or odd jobs.
- **Self-Employment** is defined as income generated by working for one's self rather than for others. The number of hours of self-employment counted toward participation is determined by calculating the individual's gross income, minus business expenses, divided by the federal minimum wage.

- **Subsidized Employment**

Subsidized employment is paid employment in a public sector, private sector or any organization that receives a subsidy from TANF or other public funds to offset the cost of wages and benefits paid by the employer to a participant for a trial period. At the end of the trial period, the employer is expected to retain the participant as a regular employee without receiving a subsidy. One such program is Arizona's JOBSTART. Participants in subsidized employment must receive the same wages, benefits, and working conditions as other employees of the company who are performing comparable work. Because subsidized employment often offers an avenue to employment and gives the participant the benefits of real wages, it is preferable to work experience. As paid employees, participants pay into the Social Security system and may qualify for Federal and State Earned Income Tax Credits and Unemployment Insurance, leading to increased long-term economic security. The employer must meet or exceed state minimum wage requirements. Justification is required when a subsidized employment activity will be in excess of six months (*i.e., participant has a learning disability and needs extra time to learn*).

Arizona recognizes **supported work** for individuals with disabilities as subsidized employment in an integrated setting for wages consistent with those paid to non-disabled workers with similar job functions.

Jobs Program case managers must assess and determine if the participant has adequate work experience and/or occupational training to meet an employer's minimum hiring requirements. This determination will be used to assess whether additional training is needed.

- **On-the-Job Training**

On-the-Job Training (OJT) is training skills essential to perform a specific job that the employer, in the public or private sector, has agreed to provide to a TANF participant in exchange for a subsidy to offset the cost of training provided to the participant. OJT includes a training plan that is a formal, written document containing a job description listing the skills to be learned, general employment competencies and occupational specific skills, an evaluation of the participant's progression and a schedule indicating the estimated dates of completion of each skill. OJT participants must receive the same wages, benefits, and working conditions as other employees of the company who are performing comparable work.

Upon completion of the training, the employer is expected to retain the participant as a regular employee without receiving a subsidy for a minimum of six months. The employer must meet or exceed the state minimum wage requirements. **Supported work** for individuals with disabilities may be considered OJT, if it includes onsite training.

- **Job Search and Job Readiness Assistance**

Job Search and Job Readiness Assistance consist of activities designed to prepare the participant for seeking employment and obtaining employment including:

- **Structured Job Search activities** such as identifying employment opportunities, applying for employment, participating in employment interviews, and participating in job clubs where participants share experiences, successes, job leads and referrals. Employers may be present at job clubs to accept applications and interview prospective employees.
- **Job Readiness activities** include workshops delivered in a classroom setting. These workshops incorporate a standardized curriculum and are designed to teach resume writing, interviewing techniques, and expectations in the work place.
- **Life skills training** consisting of basic life skills to enable participants to be successful in the workforce. Activities include balancing personal life circumstances and employment obligations, budgeting, household management, interpersonal skills, decision making skills, and time management.
- **Substance abuse and mental health treatment or rehabilitation activities** for those when the need for such treatment or therapy is documented by a licensed qualified medical, substance abuse or mental health professional. A qualified medical, substance abuse or mental health care professional is defined as a licensed physician, registered nurse, a licensed physician's assistant, or other personnel acting on the doctor's behalf. The medical, substance abuse or mental health care provider is required to complete and sign a statement indicating the type, length and frequency of treatment.

The Jobs Program case manager is responsible for the assignment and daily supervision of **Structured Job Search** activities. Daily supervision of a job search participant means a case manager has assigned activities and ensures client time is properly accounted for. There will be daily access to the case manager or other employment service/provider/worker working in collaboration with the Jobs Program case manager. The case manager or a designee will confirm the progress and monitor activity of the participants. The specific requirements for the weekly activities must be documented in the ECDP and the case progress notes.

Participants are required to maintain a daily log of all related contacts. The log must include the date of contact, type of contact, position that was available and of interest, the name of the employer and contact information, and a record of actual time spent engaging in such activities. Time traveling between interviews will be counted when clear and readily available documentation of verification exists. Only **actual** time spent in the Structured Job Search component is allowable, it is **not** allowable to use a calculation or formula of the number of interviews as a substitute for actual hours of participation. It is suggested that the participant note actual time spent during each employer contact.

For **Job Readiness** activities, the instructor or facilitator is responsible for providing daily supervision. For individuals participating in **substance abuse or mental health treatment**, supervision is provided by the treatment provider.

Job Search and Job Readiness activities are limited to six weeks in the preceding 12-month period, or 12 weeks if the state has been identified as a *needy state* of which no more than four weeks can be consecutive in either case. Currently Arizona meets the needy state definition, so the 12-week limit applies. When determining the 12-week limit, one week equals 20 hours for a work eligible individual who is a single custodial parent with a child under six years of age, and 30 hours for all other work eligible individuals. This equates to 240 hours of the activities for the first group, and 360 hours for the second group. When determining four consecutive weeks, a week is defined as a seven-day period, and **any** amount of **actual** participation in the Job Search/Job Readiness activity within that period uses a week toward the four consecutive week limit.

- **Work Experience**

Work experience is any supervised, **unpaid** work performed in the public or private sector that improves the employability of an individual who is not otherwise able to obtain employment. It allows participants to develop skills, good work habits, and a current work history. Work experience is considered for participants who have been unable to find paid employment, lack entry level skills, or need to develop current job references. Recruitment of work experience providers must focus on employers who may potentially hire qualified program participants.

Prior to placement, potential work experience providers are evaluated to match the participant with the work that is related to the participant's employment goals. The onsite supervisor or the supervisor's designee is responsible for confirming the participant's attendance and progress at the work site. All participants in a work experience activity must be covered by workers compensation as mandated in [Arizona Revised Statute §46-299.I](#). Work experience placements occur at any bona fide business, including private for-profit and non-profit organizations, and public agencies.

The case manager will work closely with the participant and the provider to ensure placement is beneficial to the participant and that all required work hours are performed to the satisfaction of the provider.

**Note:** The placement of Jobs Program participants with private or public sector employers, except for unsubsidized employment, cannot cause the displacement of persons currently employed by participating employers. Arizona in accordance with Code of Federal Regulations [Chapter 45 Part 261.70](#) uses a grievance procedure to resolve displacement complaints.

Internships/externships are included under this core activity as a portion or extension of education or training in either the public or private sector that provides structured work experience in a specific occupational field. The DES Volunteer Services Office (VSO) provides training in a specific occupation and potential employment

opportunities within DES. Please review the *Jobs Program User's Guide* for specific procedures related to DES work experience placement.

With the exception of VSO, all work experience providers must sign an agreement with the Jobs Program contracted providers. This agreement requires that the following conditions be observed and maintained by the work experience provider:

- Maintain records and prepare reports regarding the progress of the participant as prescribed by the Jobs Program contracted provider including written verification of attendance, including the:
  - Start and end dates of the activity;
  - Weekly scheduled hours;
  - Skills the participant will learn and the expected competency date; and
  - Training methods the provider will use;
- The worksite supervisor must contact the Jobs Program case manager when concerns arise; and
- Supervision must be provided daily for all participants.

This agreement must also include work experience program assignments that will not result in any of the following:

- Displacement of any currently employed worker or position, including partial displacements such as, the reduction in hours of non-overtime work, wages, or employment benefits.
- Impairment of existing contract for services or collective bargaining agreements.
- Employment or assignment of a Jobs Program participant in filling the position of any previous employee who was laid off from the same or substantially equivalent job with the same employer. This includes termination of any regular employee or reductions in the workforce in order to fill the vacancy created with a participant whose wages are subsidized under the Jobs Program.
- Infringement on promotional opportunities of any currently employed individual.

Generally, a participant engaged in this activity is subject to the Fair Labor Standards Act (FLSA). Some work experience programs may be exempt from the FLSA. It is the responsibility of the U.S. Department of Labor (DOL) to determine whether or not the FLSA applies to a particular work experience program. Any questions regarding the FLSA should be directed to the DOL, Wage and Hour Division, at telephone 1-866-4-USWAGE, TTY 1-877-889-5627 or the DOL website at <http://www.dol.gov/whd/flsa/index.htm>.

A work eligible individual who participates in a work experience activity that is subject to FLSA requirements cannot be required to participate in that work activity for more hours than the monthly TANF cash assistance plus the Nutrition Assistance allotment divided by the federal or state minimum wage, whichever is higher.

Based on the Code of Federal Regulations [Chapter 45 Part 261.31](#), any one or two-parent family that participates in the maximum number of hours it is allowed under the minimum wage requirements of the FLSA has satisfied their respective weekly **core activity** requirement *even when the average of actual participation falls short of the weekly core activity requirement*.

For participants required to participate above the weekly core activity requirement for the month, an additional core activity not subject to the FLSA or a non-core federal work activity will be assigned.

- **Community Service**

Community service activities are structured programs designed for the direct benefit of the community and must be supervised. Community service activities are established among public or nonprofit organizations, and must serve a useful purpose in the community in fields such as health care, social service, environmental protection, education, urban and rural redevelopment, welfare, recreation, public facilities, and public safety. The participant will be covered by DES for workers compensation. Community service activities may assist a Jobs Program participant who is not able to move immediately into unsubsidized employment improve his or her employable skills. The activity must be related to the participant's employment goals.

Community service activities include any of the following:

- Working with park and recreation programs;
- Assisting with local school activities;
- Services such as typing and filing for a non-profit agency;
- Supervised work with faith-based, small community based and community improvement organizations;
- Any other organizations that provide supervision for participants in activities that improve employability while offering a service to the community; and
- Court or other similarly mandated community service activities.

Participants who have been court ordered to complete community service activities are allowed to use the court ordered activity as their program mandated activity. Participants may request to participate in a certain community service activity. The Jobs Program case manager will determine if the request meets the requirements as outlined in this section.

Generally, a participant engaged in this activity is subject to the Fair Labor Standards Act (FLSA). Some community service programs may be exempt from the FLSA. It is the responsibility of the U.S. Department of Labor (DOL) to determine whether or not the FLSA applies to a particular community service program. Any questions regarding the FLSA should be directed to the DOL, Wage and Hour Division at telephone 1-866-4-USWAGE, TTY 1-877-889-5627, or the website at <http://www.dol.gov/whd/flsa/index.htm>.

With the exception of **court ordered** community service for a pre-determined number of hours, a work eligible individual who participates in a community service that is subject to FLSA requirements cannot be required to participate in that work activity for more hours than the monthly TANF cash assistance plus the Nutrition Assistance allotment divided by the federal or state minimum wage, whichever is higher.

Based on the Code of Federal Regulations [Chapter 45 Part 261.31](#), with the exception of **court ordered** community service for a pre-determined number of hours, any one or two-parent family that participates in the maximum number of hours it is allowed under the minimum wage requirements of the FLSA has satisfied the respective weekly **core activity** requirement *even when the average of actual participation falls short of the weekly core activity requirement*.

For participants required to participate above the weekly core activity requirement for the month, an additional core activity not subject to the FLSA or a non-core federal work activity will be assigned.

- **Vocational Education Training**

Vocational Education Training consists of organized educational or training programs that are directly related to preparation of participants for employment in a current or emerging occupation.

Vocational education training is provided by educational or training organizations that include vocational-technical schools, community colleges, post-secondary institutions, proprietary schools, non-profit organizations, and secondary schools that offer vocational education (when the vocational education that is offered is not part of a secondary school diploma). Training activities include specific trades, occupations or vocations such as nursing, computer repair or welding. The educational or training facility must be legally authorized, accredited or recognized in the United States as providing a program to prepare students for gainful employment. This may include distance learning opportunities through the internet where access to vocational education training is limited. Distance learning is acceptable when accommodating individuals with disabilities.

Vocational education training programs that include instruction for those that need basic and remedial education and/or English as a Second Language are required to certify in writing that the instruction is embedded in the vocation educational training course. A copy of the curriculum is retained in the participant case file. Participants may not be assigned to this activity if the participant already possesses a self-supporting skill for jobs available in the local area. Documentation must be entered into the case record identifying what skills the participant currently possesses and how the education will improve the participant's employability.

Participation in educational activities must only be authorized as a short-term activity that focuses on the participant's employability; not solely on the attainment of a degree or certificate. The education or training activities are designed to attain knowledge and skills directly related to job opportunities for self-supporting employment in a recognized occupation that does not have a high turnover due to

substandard wages or working conditions. The participant must remain in good standing as defined by the institution.

For current participants, federal law limits vocational education training as a core activity to a total of twelve months during the participant's lifetime of assistance. The twelve-month limit applies to any hours of participation in the activity, regardless of whether the participant has enough hours to count in the work participation rate. Participation in vocational education training beyond that time will be considered a non-core activity. No more than 30% of participants may be engaged in vocational educational training statewide to count toward the work participation rate.

**Note:** The federal government also identifies "Caring for a Child of a Community Service Participant" as an allowable activity. However, the Arizona Jobs Program does not include this as an approved activity.

### **Non-Core Activities**

Non-core activities will count as participation **only** after the first 20 hours have been met in core activities. ***There are exceptions noted for certain teen parents.***

- **Job Skills Training Directly Related to Employment**

Job Skills Training Directly Related to Employment is training and education in job skills required by an employer to provide the participant with the opportunity to obtain or advance employment. The training may also provide adaptation to the changing demands of the workplace. Jobs skills training focuses on educational or technical training. This may include customized training to meet the needs of a specific employer, general training that prepares an individual for employment, or vocational education training continuing after the 12-month limit if it meets the job skills activity definition. Post-secondary education through a state-certified college or university that leads to a bachelor's or advanced degree counts as a job skills training activity when it is directly related to employment.

English for speakers of other languages and basic education (remedial education) can be counted when the instruction explicitly focuses on skills for employment or is combined with job training. When it is a prerequisite to employment by an employer, this activity may include education leading to a General Educational Development (GED) or a high school equivalency diploma.

- **Education Directly Related to Employment**

Education Directly Related to Employment is an educational program that is related to a specific occupation, job, or job offer. This includes courses designed to provide the knowledge and skills for specific or specialized occupations or work settings. It also may include English for speakers of other languages and basic education. This activity can be provided to participants who do not have a high school diploma or a GED. When it is a prerequisite to employment by an employer, this activity may include education leading to a GED or a high school equivalency diploma.

**Exception:** Participation in Education Directly Related to Employment for an average of 20 hours per week during a month **meets** the work participation requirement for single teen custodial parents under the age of 20 who are heads of household, and married teen parents under the age of 20.

- **Satisfactory Attendance in High School or GED Preparation Classes**

Satisfactory attendance in a high school or GED preparation classes counts as a Non-core activity when attendance is in accordance with the requirements of the secondary school or in a course of study leading to a certificate of general equivalence, in the case of a participant who has not completed secondary school or received a GED.

**Exception:** Satisfactory Attendance in High School or GED Preparation **meets** the work participation requirement for single teen custodial parents under the age of 20 who are heads of household, and married teen parents under the age of 20.

### **503 DOCUMENTATION, VERIFICATION AND MONITORING REQUIREMENTS**

All actual hours of participation must be verified prior to recording actual participation hours. All federal work activities must be monitored for participant progress and to ensure the work participation requirements are being met. Close monitoring and verification of the actual participation in the federal work activities by each participant is to ensure that there is continued engagement in the federal work activities. Thorough documentation of the verification used to substantiate recorded actual hours must be maintained with the case record. This section describes documentation, verification and the monitoring requirements for the countable federal work activities.

#### **Unsubsidized Employment, Subsidized Employment and On-the-Job Training**

The number of actual participation hours is determined by written evidence from the employer through pay stubs or other employer-produced documents substantiating the number of hours worked. When written evidence cannot be obtained, well documented phone calls to the employer are used to verify a participant's hours of work. **Actual participation hours** include hours for which the individual is *paid* but does not work, including paid leave, excused absences and holidays.

Verification of the actual number of countable hours of participation is obtained through the receipt of pay stubs or other employer produced documents containing the participant's name, actual hours of participation, the name of the employer, and the name and phone number of the person verifying the hours. This includes recognized employment verification services such as TALX. These documents serve as the verification of the actual hours worked and are maintained in the participant's case file. In addition, verification obtained by phone as to the actual hours is documented and retained in the case record.

The Jobs Program may not count more hours toward the participation rate for a self-employed individual than the individual's self-employment income (gross income minus business expenses) divided by the federal minimum wage. The verification process is the same process used by the Family Assistance Administration FAA during the determination of initial and continued eligibility for TANF cash assistance.

When the actual hours of participation are established and verified, they are recorded in the automated system for the Jobs Program.

The actual hours of participation may be projected for a maximum of six months, based on one full payment cycle/pay period that is representative of continuing circumstances. The hours are based on evidence received and verified by the employer. When there is a change in the participant's actual verified hours, the hours are recalculated and a new six-month projection period is applied. If the pay cycle/pay period does not represent continuing circumstances, actual hours are used rather than projecting. When a full pay cycle/pay period represents weekly hours, the actual weekly hours are used for projected hours. When bi-weekly hours are represented, the hours are divided by 2 to arrive at the average weekly hours used for projected hours. When semi-monthly hours are represented, the hours are divided by 2.15 and the result is used for projected hours.

Unsubsidized employment must be monitored at a minimum of every 30 days.

### **Job Search and Job Readiness Assistance**

Actual hours in the Job Search component are established by using information recorded on the daily log of employment contacts. The participant is required to submit the log of daily contacts on a weekly basis. The log must include the date of contact, type of contact, position that was available and of interest, the name of the employer and contact information, and a record of actual time engaging in such activities. The participant must sign the log attesting to the truthfulness of the information provided.

Travel time *between* interviews will be counted when clear and readily available documentation of verification exists. This does not include travel time to the first interview or home from the last interview. Only **actual** time spent in the Structured Job Search component is allowable, it is **not** allowable to use a calculation or formula of the number of interviews as a substitute for actual hours of participation. It is suggested that the participant note actual time spent during each employer contact. Case managers must review the logs, verify its completeness and accuracy and determine the number of countable hours to be recorded in the Jobs Program automated system.

Determining countable hours of actual participation in the **Job Readiness** component is accomplished through written confirmation of attendance by life skills instructors or workshop facilitators. Determining countable hours of actual participation in substance abuse treatment, mental health treatment, or rehabilitation is obtained through written confirmation of attendance from the medical professional. The treatment or rehabilitation provider will monitor and document the progression and participation of the participant. The documentation must be submitted by either the participant or responsible third party weekly, at a minimum. The written confirmation must include the individual's name, the actual daily hours of participation, and the name and contact information of the person verifying the hours.

All case managers, instructors and facilitators are required to verify by signature client activities that include hours of participation, attendance, and progress reports.

Jobs Program staff verify the actual hours of participation by conducting monthly random reviews of daily logs, attendance records, and the instructors, facilitators or medical professionals signed statements. These random reviews ensure all information is timely, accurate and complete. In addition, quality assurance reviews are completed no less than quarterly by the DES Quality Assurance (QA) Unit as part of the programmatic case review process to ensure compliance with the mandated requirements. The Jobs Program contractor is responsible for maintaining a list of the monthly random reviews conducted for each local office and making it available for the quality assurance review.

When the actual hours of participation are established and verified, they are recorded as such in the automated system for the Jobs Program.

### **Work Experience**

On a bi-weekly basis, written evidence of actual hours of participation must be obtained by the Jobs Program. Examples of verification include written verification such as time sheets, sign in/sign out logs, and written and signed statements from the work experience provider (on-site supervisor or designee) substantiating the daily actual hours of participation. The written verification must include the participant's name, actual daily hours of participation, name of the work experience provider, and the name and phone number of the person verifying the hours.

At the time of placement, the Jobs Program case manager communicates to the work experience provider and the participant that written verification must be submitted bi-weekly. This written documentation serves as the documentation and verification of the participation hours and must be retained in the participant's case record.

Jobs Program staff verify the actual hours of participation by conducting monthly random reviews of the written verification to ensure all information is timely, accurate and complete. Quality assurance reviews are completed no less than quarterly by the QA Unit as part of the programmatic case review process to ensure compliance with mandated requirements.

### **Community Service**

On a bi-weekly basis, written evidence of actual hours of participation must be obtained by the Jobs Program. Examples of verification include written verification such as time sheets, sign in/sign out logs, and written and signed statements from the community service provider (on-site supervisor or designee) substantiating the daily actual hours of participation. The written verification must include the participant's name, actual daily hours of participation, name of the community service provider, and the name and phone number of the person verifying the hours. This written documentation serves as the documentation and verification of the participation hours and must be retained in the participant's case record.

Jobs Program staff verify the actual hours of participation by conducting monthly random reviews of the written verification to ensure all information is timely, accurate and

complete. Quality assurance reviews are completed no less than quarterly by the QA Unit as part of the programmatic case review process to ensure compliance with mandated requirements.

### **Vocational Education**

On a bi-weekly basis, written evidence of actual hours of participation must be obtained by the Jobs Program. The number of participation hours is determined by written verification that identifies the number of actual hours the participant attended the vocational education activity each day in a week. Countable hours consist of classroom time and laboratory hours for which educational training credits are received. When a statement from the educational program verifies the amount of homework time required, up to one hour of unsupervised homework time for each hour of class time may be counted as actual hours of participation. For supervised homework time the same documentation is required, plus a time sheet or record of attendance signed by the individual supervising the activity.

The written verification must include the participant's name, actual daily hours of participation, name of the vocational education provider, and the name and phone number of the person verifying the hours. The provider and the participant sign the written verification attesting to the truthfulness of the information provided. This written documentation serves as the documentation and verification of the participation hours and must be retained in the participant's case file.

Jobs Program staff verify the actual hours of participation by conducting monthly random reviews of the written verification to ensure all information is timely, accurate and complete. Quality assurance reviews are completed no less than quarterly by the QA Unit as part of the programmatic case review process to ensure compliance with mandated requirements.

### **Job Skills Training Directly Related to Employment**

On a bi-weekly basis, written evidence of actual hours of participation must be obtained by the Jobs Program. The number of participation hours is determined by written verification that identifies the actual number of hours the participant attended the jobs skills training directly related to employment activity each day in a week. Actual hours spent in class, and time spent performing clinical requirements or other additional activities required for approved job skills training are countable. When a statement from the educational program verifies the amount of homework time required, up to one hour of unsupervised homework time for each hour of class time may be counted as actual hours of participation. For supervised homework time the same documentation is required, plus a time sheet or record of attendance signed by the individual supervising the activity.

The written verification must include the participant's name, actual daily hours of participation, name of the jobs skills training directly related to employment provider, and the name and phone number of the person verifying the hours. The provider and the participant sign the written verification attesting to the truthfulness of the information provided. This written documentation serves as the documentation and verification of the participation hours and must be retained in the participant's case file.

Jobs Program staff verify the actual hours of participation by conducting monthly random reviews of the written verification to ensure all information is timely, accurate and complete. Quality assurance reviews are completed no less than quarterly by the QA Unit as part of the programmatic case review process to ensure compliance with mandated requirements.

### **Education Directly Related to Employment**

On a bi-weekly basis, written evidence of actual hours of participation must be obtained by the Jobs Program. The number of participation hours is determined by written verification that identifies the actual number of hours the participant attended the education directly related to employment activity each day in a week. Actual hours spent in class, and time spent performing clinical requirements or other additional activities required for education directly related to employment are countable. When a statement from the educational program verifies the amount of homework time required, up to one hour of unsupervised homework time for each hour of class time may be counted as actual hours of participation. For supervised homework time the same documentation is required, plus a time sheet or record of attendance signed by the individual supervising the activity.

The written verification must include the participant's name, daily actual hours of participation, name of the education provider, and the name and phone number of the person verifying the hours. The education provider and the participant sign the written verification attesting to the truthfulness of the information provided. This written documentation serves as the documentation and verification of the participation hours and must be retained in the participant's case file.

Jobs Program staff verify the actual hours of participation by conducting monthly random reviews of the written verification to ensure all information is timely, accurate and complete. Quality assurance reviews are completed no less than quarterly by the QA Unit as part of the programmatic case review process to ensure compliance with mandated requirements.

### **Satisfactory Attendance in High School or GED Preparation Classes**

On a bi-weekly basis, written evidence of actual hours of participation must be obtained by the Jobs Program. The number of participation hours is determined by written verification that identifies the actual number of hours the participant attended school or GED class each day in a week. Actual hours spent in class, and time spent performing clinical requirements or other additional activities required for approved educational components are countable. When a statement from the educational program verifies the amount of homework time required, up to one hour of unsupervised homework time for each hour of class time may be counted as actual hours of participation. For supervised homework time the same documentation is required, plus a time sheet or record of attendance signed by the individual supervising the activity.

The written verification must include the participant's name, daily actual hours of participation, name of the school or provider, and the name and phone number of the person verifying the hours. The school or GED preparation provider and the participant sign the written verification attesting to the truthfulness of the information provided. This

written documentation serves as the documentation and verification of the participation hours and must be retained in the participant's case file.

Jobs Program staff verify the actual hours of participation by conducting monthly random reviews of the written verification to ensure all information is timely, accurate and complete. Quality assurance reviews are completed no less than quarterly by the QA Unit as part of the programmatic case review process to ensure compliance with mandated requirements.

### **Absences from Scheduled Work Participation**

Absences from scheduled **paid** work hours for employed participants, including paid leave, count as actual hours of participation. For individuals in **unpaid** work activities, up to 10 holidays and up to 80 hours of additional excused absences in the preceding 12-month period, of which no more than 16 hours may occur during a month, can be counted as actual hours of participation. The excused hours will count as long as the participant was *scheduled* to participate when the absence occurred.

- **Excused Absences**

Excused absences can include sick days, medical appointments for the participant or the participant's family members, required appointments with other service providers, court dates, and job interviews. Any other absence that does not result in disciplinary action or termination by the work activity provider will be considered an excused absence.

- **Holidays**

The Arizona DES identifies the following holidays to be included as excused absences if the participant was scheduled to participate, and may be counted as actual hours of participation.

New Years Day	January 1
Martin Luther King, Jr. Day	3rd Monday in January
President's Day	3rd Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1st Monday in September
Columbus Day	2nd Monday in October
Veteran's Day	November 11
Thanksgiving Day	4th Thursday in November
Christmas Day	December 25

When any of the holidays listed falls on a Sunday, the following Monday is observed as a holiday. Holidays which fall on a Saturday are observed on Friday.

**504 STATE ACTIVITIES**

State activities are not considered in the calculation of the federal work participation rate. Assignment in state activities should be short-term in nature and serve to eliminate barriers to participation in countable federal work activities. Participation in state activities may be the best first step toward participation in countable activities for certain individuals. Active participation in state activities can be in conjunction with federal work activities.

When appropriate, some families with barriers may be best served by activities that count under the federal work participation rate. One example being Job Search and Job Readiness, which includes substance abuse training, mental health treatment, and rehabilitation activities. Individuals participating in state activities are not subject to the sanction process. The following is a list of state activities and a brief description of each:

**Housing/Utility Issue Resolution**

Housing/Utility issue resolution can be assigned to a participant who may be facing eviction or homelessness. The role of the Jobs Program case manager is to facilitate immediate access to affordable and adequate housing in order for the participant to begin or return to participation in federal work activities.

**Family Issue Resolution**

Family issue resolution can be assigned to a participant who may have a family or household member requiring temporary short-term attention or monitoring. Jobs Program case management should include assisting the participant and family members with finding a resolution and/or making referrals for appropriate services.

**Drug/Alcohol Abuse Resolution**

Drug/alcohol abuse resolution can be assigned to a participant who admits to a substance abuse problem and is seeking or receiving treatment that is preventing them from full participation in federal work activities. Jobs Program case management should include providing participants with substance abuse treatment, counseling and support, including a referral to the [Arizona Families F.I.R.S.T. Program](#).

**Child Care Issue Resolution**

Child care issue resolution can be assigned to a participant who is trying to resolve a temporary child care issue, which is preventing participation in federal work activities.

**Transportation Issue Resolution**

Transportation issue resolution can be assigned to a participant who is resolving a temporary transportation issue that is preventing full participation in federal work activities.

### **Other Barrier Issue Resolution**

Other barrier issue resolution can be assigned to a participant who is working to resolve specific documented issues as a barrier that is prohibiting them from full participation in federal work activities. Some participants may have physical or mental health issues or low cognitive functioning. Many of these participants are often able to move into employment and may need specialized services to help them prepare for employment. The Jobs Program case manager must assist the participant in finding appropriate specialized services including behavioral health services when appropriate.

### **Parenting Skills**

Parenting skills can be assigned to a participant who cannot participate in federal work activities but will benefit from attending parenting skills training.

### **Life Skills**

Life skills can be assigned to a participant who would benefit from life skills and has an issue preventing participation in federal work activities.

### **Social Security Benefits**

This activity can be assigned to a participant who is deferred from participation due to a long-term disability. Jobs Program staff are to provide referral to and advocacy for individuals with disabilities in applying for Social Security benefits, as appropriate depending upon medical or psycho-social assessments.

### **Child Support**

This activity can be assigned to a participant who is potentially eligible for child support and has an issue preventing participation in federal work activities.

### **Job Search Non-Countable**

Job Search Non-Countable can be scheduled in combination with countable work activities, but is not included when counting the number of hours needed to meet the federal participation rate.

### **Verification/Documentation Requirements**

Verification and documentation must justify why and how the decision was made to assign a participant to state activities, with the exception of Job Search Non-Countable. Specific action steps must be outlined when the ECDP is developed for barrier resolution. The Jobs Program case manager must actively assist the participant in locating available resources to resolve any issues.

**505 EXCLUSIONS**

In accordance with 45 CFR 261.2 (n) (2) (i), a parent otherwise mandated to participate in work activities who is providing care for a disabled family member living in the home, provided the need for such care is supported by medical documentation, is considered a non-work eligible individual and will be excluded from the WPR denominator. **Disabled** is defined as a physical or mental condition expected to last 30 days or more as supported by medical documentation. **Family member** includes any individual living in the home that is related to the parent or parents through blood, marriage, or adoption.

**Verification Requirements**

Written verification must be obtained from a licensed physician or other personnel acting on the doctor's behalf indicating that the parent is required to be the caretaker of the disabled family member. This verification must include all of the following:

- Identify by name the person who is to be cared for;
- Specify the period of disability;
- Establish that the identified caretaker is needed full-time; and
- Provide a prognosis of the disabled family member's recovery, or the date of re-examination.

In order to accurately exclude specific caretakers from the WPR denominator, Jobs Program staff will:

- Monitor the exemption end date on a monthly basis;
- Give notification to the caretaker, a month in advance, that the exemption from participation is ending; and
- Establish a plan to ensure that work activities are assigned in a timely manner. Work activities **MUST** be assigned by the first of the month in which the caretaker becomes work eligible in order to ensure a full month of participation.

When verification is provided showing the disability is permanent or ongoing, the end date should be set out for a **six-month period** or the new disability end date, using whichever date is earlier.

**506 TEMPORARY DEFERRALS**

Although continuous participation in the Jobs Program is required, certain circumstances may temporarily prohibit participation. When a situation arises, the case manager may determine that a participant should be temporarily deferred from participation.

Participants eligible for a temporary deferral are encouraged to participate in appropriate state and/or federal work activities to ensure continued progress toward employment and long-term self-sufficiency. A participant meeting criteria for a temporary deferral may choose to participate in work activities. If the participant is subsequently unable to participate, a sanction will not be imposed.

**Disability**

A participant is eligible for a deferral due to a disability when verification is obtained certifying that he or she is mentally or physically incapable of engaging in work activities and/or employment. This verification must be provided by a licensed physician or other authorized personnel acting on the doctor's behalf. The Jobs Program case manager must assist the participant in obtaining disability verification when the participant is experiencing difficulty.

A participant with a disability may choose to participate and receive reasonable accommodation to facilitate participation. If the participant is subsequently unable to participate due to the disability, a sanction will not be imposed.

A participant who is deferred due to a disability must be contacted at least monthly to determine if the participant is able to begin participating in federal or state work activities. The contact must be documented in the case notes.

**Verification Requirements for Disability Deferrals**

Acceptable verification of a disability is a written statement by a licensed physician or other personnel acting on the doctor's behalf. The statement must indicate the participant is unable or very limited in his/her ability to engage in work activities and/or employment due to physical or mental health conditions. Physician's statements must include:

- Employment limitations, including the extent and duration of any limitations;
- A specified period of disability;
- A prognosis for recovery;
- A statement of any reasonable accommodations that would enable the participant to work or participate; and
- The date re-examination or re-evaluation is recommended.

### **Domestic Violence**

A participant can be temporarily deferred if the participant or the participant's children are victims of domestic violence and participation in work activities causes an immediate threat to the participant's safety or the safety of the children. The case manager must treat all claims of domestic violence as valid and act immediately to determine whether a temporary deferral is needed.

The case manager will grant a temporary deferral if participation in work activities threatens the safety or may cause an immediate threat of physical, mental, or emotional harm to the participant, the participant's children or any children residing with the participant. *The participant is allowed to define her or his perception of immediate threat.*

If identification and verification of abuse exists, the case manager will refer the participant to appropriate available services and will grant a temporary deferral, up to a maximum of six months per incident.

### **Verification Requirements for Domestic Violence Deferrals**

Acceptable verification may include but is not limited to the following:

- Declarative statements from the participant. Declarative statements may be the only method a participant claiming domestic violence has of providing verification, even though other methods may be available;
- Police reports;
- Court records;
- Medical records;
- Physical evidence of domestic violence;
- Documentation from shelter staff, an attorney, clergy, medical or other professional from whom the participant has sought assistance in dealing with domestic violence;
- Statement from DES Child Protective Services staff with substantiating evidence that domestic violence exists within the participant's home and is having an adverse effect on the participant;
- Other corroborating evidence, such as statements from other individuals with knowledge of the circumstances that provide the basis for the claim; or
- Other documentation, which could include news stories from television, newspapers, or radio.

### **Care of a Dependent with a Disability**

The case manager will temporarily defer a participant who provides verification that the participant needs to be present to care for a dependent who has a physical or mental disability, when no other member of the household is available or suitable to provide the care.

#### **Verification Requirements for Participants That Care For a Disabled Dependent**

Acceptable verification for participants that need to be present to care for a dependent with a disability is a written statement by a licensed physician or other personnel acting on the doctor's behalf. The statement must indicate the participant is unable or very limited in his/her ability to engage in work activities and/or employment due to the need to provide care for a dependent with physical or mental health conditions. Physician's statements must include:

- Limitations, including the extent and duration of any limitations;
- A specified period of disability;
- A prognosis for recovery;
- A statement of any reasonable accommodations that would enable the participant to work or participate; and
- The date re-examination or re-evaluation is recommended.

### **Child Under Twelve Months**

A temporary deferral can be granted to a participant in a single-parent family or a non-parent relative personally caring for a child who is under the age of 12 months, for a period of not more than 12 months in the participant's lifetime. This deferral does not apply to teenage custodial parents who do not have a high school diploma or GED.

#### **Monitoring Requirements for the Child Under Twelve Months Deferral**

Jobs Program staff are responsible for tracking the number of months when a participant receives a deferral due to having a child under the age of 12 months. The deferral period must be documented in the case notes. The Jobs Program case manager must continue to monitor the status and remove the participant from this deferral status when one of the following applies:

- The participant exhausts the 12-month lifetime limit for this deferral;
- The participant's child turns one year of age; or
- The participant chooses to participate in the Jobs Program.

### **Child Under Twelve Weeks**

The Jobs Program case manager can grant a temporary deferral to unmarried teen custodial parents under age 18 who do not have a high school diploma or GED, when they are personally caring for a child less than 12 weeks of age.

### **Monitoring Requirements for Child Under 12 Weeks Deferral**

Jobs Program staff must monitor the deferral status and remove the participant from a deferral status when the participant's child reaches 12 weeks of age or the participant chooses to participate in the Jobs Program, whichever comes first.

### **Notification Requirements**

Deferred participants must be notified in writing of the period of time that they are deferred from participation and the reason for the deferral.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



<b>JOBS PROGRAM MANUAL</b>	<b>PROGRAM INSTRUCTIONS: DES 2-10.600</b>
<b>SUBJECT: JOBS PROGRAM SUPPORT SERVICES, CHILD CARE ASSISTANCE AND TRANSITIONAL SERVICES</b>	

**600 JOBS PROGRAM SUPPORT SERVICES, CHILD CARE ASSISTANCE AND TRANSITIONAL SERVICES**

The Jobs Program offers funding for temporary and targeted supportive services to program participants to assist in meeting their requirement to work, look for work or prepare for work by participating in required activities. Jobs Program support services, TANF child care assistance and some transitional benefits are available to assist Jobs Program participants to engage in work activities, accept and maintain employment, and successfully make the transition from welfare dependence to financial independence through working.

**601 JOBS PROGRAM SUPPORT SERVICES**

The intent of Jobs Program support services is to offer a resource for participants who are actively engaged in work activities, and assist participants with services that help overcome barriers which are restricting participation in work activities. Jobs Program funding for support services is allowable only to purchase services **directly for the participant** and must relate to his/her ECDP. Jobs Program funding cannot be used to make payments to or on behalf of participants who receive payments for the same services provided by other programs. The case manager must document how and why the decision to provide a Jobs Program support service was made.

**Eligibility for Jobs Program Support Services**

Jobs Program support services are available to TANF cash assistance work eligible individuals to enable participation with the Jobs Program. Jobs Program support services are provided based on individual need and available program resources. These services are also available to participants whose TANF cash assistance case closes and it has been verified the participant is employed in unsubsidized employment at the time of case closure. These individuals are eligible for an additional six months of Jobs Program support services. Case managers must establish the participant's ability to sustain ongoing expenses if applicable.

**602 TANF CHILD CARE ASSISTANCE**

Jobs Program participants are eligible for TANF child care assistance provided by the DES CCA for their dependent children under the age of 13. The purpose of TANF child care assistance is to enable participation in work activities, attendance of case management appointments, and obtaining or maintaining employment. TANF child care assistance pays for all or part of the cost of child care depending on what the child care provider charges.

Prior to referring participants to CCA, Jobs Program case managers must review the *Child Care Rights & Responsibilities* form with the participant and obtain the participant's signature on the form. The participant must be informed that they are responsible for selecting a child care provider. Case managers must not select a particular child care provider nor recommend a specific type of child care provider.

Information on Arizona Child Care Resource & Referral (CCR&R) should be made available to the participant. Arizona CCR&R is a community service that matches parents seeking child care with child care resources. The telephone number for CCR&R is 1-800-308-9000, and the website is [www.arizonachildcare.org](http://www.arizonachildcare.org).

Advise the participant that when seeking child care services he/she needs to ask the child care providers whether they accept DES authorized payments. Also, advise the participant that he/she is responsible for any additional charges beyond the amount paid by CCA.

TANF child care services are initiated through an electronic referral to the CCA. A DES child care specialist authorizes child care services. Jobs Program case managers must ensure that referrals to the CCA are made in a timely manner to allow a reasonable amount of time to arrange child care services. The first date that child care services may be authorized is the date the referral is made in the automated system. Jobs Program case managers are required to instruct the participant to contact the child care specialist within two workdays of the referral to arrange child care services. In addition, the Jobs Program case manager will notify CCA through the automated process of any changes in the schedule of assigned activities, including any gaps in participation and when participation stops.

Participants who need child care assistance to attend the initial [Jobs Program Case Management Appointment](#) can contact the Jobs Program local office prior to the appointment date. When this occurs, the Jobs Program case manager will make an expedited electronic referral to CCA.

**Note:** For TPEP families, a referral will be initiated for each parent when **both** parents are participating in the Jobs Program and/or employment. Child care referrals are **not** initiated when only one TPEP parent participates.

### **603 REFUSAL TO ACCEPT SERVICES**

Participants may refuse Jobs Program support services including child care assistance, but may not refuse to participate in Jobs Program work activities and/or to accept and maintain employment as a result of refusing Jobs Program support services. The case manager must ensure the participant understands the requirement to participate even when the individual refuses to accept a Jobs Program support service.

**604 TRANSITIONAL SERVICES**

Jobs Program participants who are verified to be entering unsubsidized employment and lose eligibility for TANF cash assistance may be eligible for transitional services.

Transitional services are designed to help participants stay employed and are intended to support a family's transition from TANF to self-sufficiency. The case manager will ensure the participant understands the potential services that are available. Transitional services are offered by the Jobs Program, CCA, and FAA.

**Jobs Program Transitional Services**

Jobs Program transitional services are available for up to six months from the first day of the month following the month of the TANF cash assistance case closure due to verified unsubsidized employment. Jobs Program services must include assistance with education and training opportunities to support job retention.

**Transitional Child Care Services (TCC)**

TCC is available for up to two years beginning the first day of the month following TANF cash assistance closure. The TCC family is required to contribute to the cost of child care based on a sliding fee scale. As soon as it is discovered that the participant's TANF cash assistance case has closed due to employment, the Jobs Program case manager will alert the child care specialist of potential eligibility for TCC through an automated process. CCA determines initial and continued TCC eligibility.

**Transitional Benefits Offered By FAA**

- **Transitional Medical Assistance (TMA)** is available for a medical assistance recipient who enters employment. The recipient and his/her family may be eligible for TMA for up to 12 consecutive months. FAA determines eligibility for TMA and the Arizona Health Care Cost Containment System (AHCCCS) administers medical care services.
- **Nutrition Assistance Transitional Benefits Assistance (TBA)** is available to a Nutrition Assistance recipient who loses eligibility for TANF due to employment. The recipient may be eligible for TBA for up to five consecutive months following TANF cash assistance closure. FAA determines eligibility for TBA, but the basic premise is that certain employment income is excluded in the calculation of the Nutrition Assistance benefit for a total of five months.



JOBS PROGRAM MANUAL

PROGRAM INSTRUCTIONS: DES 2-10.700

SUBJECT: EMPLOYMENT TAX INCENTIVES

## **700 EMPLOYMENT TAX INCENTIVES**

This section discusses employment tax incentives for employers and participants. Jobs Program staff should become familiar with tax incentives relating to participants and employers in order to inform each party of their potential eligibility for these beneficial tax incentives.

## **701 EMPLOYER TAX INCENTIVES**

The purpose of employer tax incentives is to offer employers a tax credit for hiring certain kinds of job seekers. Assure employers that there is minimal paperwork needed to claim the tax credits.

### **Work Opportunity Tax Credit (WOTC)**

The WOTC is a federal tax credit incentive provided to employers who hire individuals from certain target groups with challenges to obtaining employment. The main objective of WOTC is to enable targeted employees to gradually move from economic dependency to financial self-sufficiency. As these employees earn a steady income they become contributing taxpayers, while the participating employers are compensated with a reduction in their federal income tax liability. Included in these target groups are:

- **Long-Term TANF Recipient:** Defined as a member of a family that received TANF for at least 18 consecutive months ending on the hiring date; **or** receives TANF payments for any 18 months (whether or not consecutive) beginning after August 5, 1997, and the earliest 18-month period beginning after August 5, 1997, ended during the past 2 years prior to the hiring date; **or** whose family stopped being eligible for TANF payments because federal or state law limited the maximum time those payments could be made, and the individual is hired not more than 2 years after such eligibility ended.
- **Other TANF Recipient:** Defined as a member of a family that received TANF payments for any 9 months during the 18-month period ending on the hiring date.

Examples of other targeted groups include certain veterans, ex-felons, and certain recipients of Supplemental Nutrition Assistance Program benefits.

The WOTC applies only to employees hired **after** December 31, 2006 **and before** September 1, 2011. All new adult employees must work a minimum of 120 hours. However, the tax credit is greater when the hours exceed 400.

Information about the tax credit is available on the DES WOTC website at:  
<https://www.azdes.gov/main.aspx?menu=260&id=2192>

**State Tax Credit for Employment of TANF Recipients**

For taxable years beginning on or after January 1, 1998, Arizona law provides a credit for employers that employ recipients of TANF. The credit is based on net increases in qualified employment positions. The credit for employing TANF recipients is equal to:

- One-fourth of the taxable wages paid to each qualified employee in the first year or partial year of employment, not to exceed \$500 per new employee;
- One-third of taxable wages paid to each previously qualified employee in the second year of continuous employment, not to exceed \$1,000 per new employee; and
- One-half of taxable wages paid to each previously qualified employee in the third year of continuous employment, not to exceed \$1,500 per new employee.

A qualified employment position is a position that meets all of the following:

- Classified as full-time employment;
- Provides health insurance coverage if the employer offers the coverage to other employees not receiving TANF cash assistance;
- Provides compensation equal to the minimum wage or a wage comparable to that paid to other employees not receiving TANF cash assistance in the same job classification; and
- Is listed on the report submitted to the Arizona Department of Economic Security for unemployment purposes.

In order to be placed in a qualified position, the employee must meet all of the following criteria:

- Resident of Arizona;
- TANF cash assistance recipient at the time hired;
- Employed for at least 90 days during the first taxable year. Periods when the employee's wages are subsidized cannot be counted; and
- Not have been employed by the taxpayer within 12 months before the current hire date.

Information about the tax credit is available through the Arizona Department of Revenue website at <http://www.azdor.gov/>. Publication 708 discusses general information about the credit for employing TANF recipients and is located at <http://www.azdor.gov/Portals/0/Brochure/708.pdf>

**Enterprise Zone Tax Credit**

The Arizona Enterprise Zone Program is for any employer engaged in trade or business in an enterprise zone and hires workers who live and work within the enterprise zone. Enterprise zones are areas of the state with high poverty or unemployment rates. These zones are designated by the Arizona Department of Commerce. Currently, there are 22 designated enterprise zones in Arizona. The primary goal of the Arizona Enterprise Zone Program is to improve the local economy. The program offers two types of benefits: income or premium tax credits and property tax reduction.

Information about the tax credit is available on the Arizona Department of Commerce Enterprise Zone Program website, <http://www.azcommerce.com/BusAsst/Incentives/Enterprise+Zone.htm>.

**702 EMPLOYEE TAX INCENTIVES**

The purpose of employee tax incentives is to offer employed participants a tax credit for working. The Jobs Program case manager must explain the benefits of the tax credit to participants.

**Earned Income Tax Credit (EITC)**

The EITC is a federal income tax credit for low-income working individuals and families. The tax credit reduces the amount of tax owed (if any) and may result in a tax refund even if taxes are not owed. To qualify, taxpayers must meet certain requirements and file a tax return, even when they do not earn enough money to be obligated to file a tax return. More information about the tax credit is available on the Internal Revenue Service website at <http://www.irs.gov/individuals/article/0,,id=96406,00.html>. During tax season, information related to free assistance with income tax preparation for low-income individuals can be obtained by contacting [Community Information & Referral](#).

**Advanced Earned Income Credit**

Participants that expect to qualify for the EITC in the upcoming year can choose to have part of their credit in advance. The employer will include part of the credit in the employee's regular pay when the employee elects to do so by submitting a completed IRS Form W-5 *Earned Income Credit Advance Payment Certificate* to the employer. The income received from the advance credit is not countable when determining eligibility for most federal programs such as TANF and Supplemental Nutrition Assistance Program benefits.



JOBS PROGRAM MANUAL

PROGRAM INSTRUCTIONS: DES 2-10.800

SUBJECT: NON-COMPLIANCE WITH THE JOBS PROGRAM

## **800 NON-COMPLIANCE WITH THE JOBS PROGRAM**

As a condition of TANF eligibility, all mandatory work eligible individuals are required to participate in specific work activities through the Jobs Program. When a mandatory individual does not comply with work requirements, they may be subject to a financial penalty called a **sanction**. The Code of Federal Regulations [Chapter 45 Part 261.13](#) requires that a reduction or termination of TANF cash assistance benefits be imposed when a TANF work eligible individual fails or refuses to participate with the work requirements through the Jobs Program without a good reason or **good cause**.

Financial penalties may result in a hardship to a family without other alternatives of support. Penalties must be applied with caution and after much consideration. Sanctioning should *never* be the first line of action when looking at an incident of non-compliance. The case manager's *first* line of action is to encourage the participant to participate and/or to remove any barriers which are preventing engagement with Jobs Program work activities. This section provides guidelines that must be applied in all instances of non-compliance and describes the elements of the sanction process to ensure that penalties are applied uniformly and the participant is given due process.

## **801 WHAT IS A SANCTION?**

In Arizona, a TANF sanction is defined as a percentage of the originally approved monthly TANF cash assistance amount deducted from the household's monthly TANF cash assistance allotment. This sanction process is progressive. If non-compliance is ongoing it will eventually result in the closure of the household's TANF cash assistance case. This is known as a **full family** sanction.

The sanction level is determined by whether there have been any prior sanctions because of non-compliance with the TANF related mandates such as TANF eligibility requirements or Child Support Enforcement requirements, or the work activity requirements. A sanction remains on the TANF work eligible individual's record for his/her lifetime and will impact any TANF household in which the individual is a member.

A sanction related to non-compliance with a work activity requirement will be imposed **only** after the Jobs Program case manager has addressed all identified barriers, exhausted all avenues and resources to encourage the individual to participate, and determined that good cause has not been established for non-compliance.

### **Sanction Levels**

**First sanction:** The household's TANF cash assistance allotment is reduced by 25% of the original grant amount for one month for the first incident of non-compliance without good cause. There is one 25% sanction in a lifetime.

**Second sanction:** The household's TANF cash assistance is reduced by 50% of the original grant amount for one month for the second incident of non-compliance without good cause. There is one 50% sanction in a lifetime.

**Third and all subsequent sanctions:** The household's TANF cash assistance case is closed and must remain closed for at least one month for the third and all subsequent incidents of non-compliance without good cause. There is no limit to the number of 100% sanctions that can be imposed.

If the work eligible individual has received a sanction and re-complies, the next incident of non-compliance will be at the next sanction level, regardless of the lapse in time, until the 100% level has been reached. Thereafter, all sanctions will begin at the 100% level, and will result in closure of the household's TANF cash assistance case.

### **Multiple Sanctions**

It is possible to have more than one act of non-compliance with a TANF related requirement in the same month; this is called a **multiple sanction**. When there is more than one sanction imposed for the same month, the multiple sanctions for the benefit month are considered one sanction level.

## **802 SANCTION PREVENTION**

Once the case manager identifies that there has been a break in compliance with the work activity requirement, he/she must provide intensive intervention planning to prevent a sanction. The case manager must continue attempts to engage the work eligible individual in work-related activities to prevent each stage of progressive sanction, until the individual is once again engaged or the household's TANF cash assistance case is closed.

## **803 WHAT IS AN INCIDENT OF NON-COMPLIANCE?**

An incident of non-compliance occurs when a work eligible individual fails to participate with the work requirements administered through the Jobs Program without a [good reason](#) or **good cause**. Under the following conditions, an incident of non-compliance may result in sanctioning of the household's TANF cash assistance:

- Failure to appear for scheduled appointments with a Jobs Program case manager;
- Failure to attend scheduled work activities as noted on the ECDP;
- Failing to appear for specialized assessments or appointments as noted on the ECDP;
- Refusing to submit a completed application for employment when required;
- Refusing to accept suitable employment, voluntarily reducing employment hours, or voluntarily quitting employment without good cause;

- Falsifying mandated or required information;
- Behaving in a manner that constitutes a threat or hazard to agency staff or others; or
- Intentionally disrupting an activity or the orderly administration of the overall program such as:
  - Attending but refusing to participate in classes, workshops, or other assigned activities, or
  - Disruptive behavior making it difficult for an instructor or other person to conduct the activity.

#### **804 WHEN NON-COMPLIANCE OCCURS**

When an incident of non-compliance occurs, the Jobs Program case manager must determine whether the non-compliant individual should have been excluded from participation in the work activities or if he/she meets the requirements for a temporary deferral from the participation requirements. If these two conditions do not exist, the case manager must determine whether a barrier to participation has been identified and if supportive services have been offered.

When services **have not** been offered or provided to address an identified barrier, the Jobs Program case manager must make every effort to ensure the individual is made aware of available services, whether through the actual provision of services by the Jobs Program private contractor or by referral to outside or community resources. If services are not available to remove the identified barrier(s), the individual will be granted good cause for not participating in the activity. The individual and the case manager should work together to find another activity for engagement and find the resolution of the barrier, including the option of engagement in [state activities](#) until a service becomes available or the barrier ceases to exist.

When services **have** been provided to address all identified barriers or if no barriers have been identified, the individual is notified of the incident of non-compliance.

#### **805 NOTIFICATION OF NON-COMPLIANCE**

A notification of non-compliance is part of due process for the work eligible individual. The notification must include the date and location of the non-compliance and must be given to the work eligible individual. This is accomplished by sending the *Good Cause Request/Last Chance to Stop the Sanction Appointment* notice (JB-120 English or JB-320 Spanish) in the Jobs Program Automated System (JAS). The notice should be mailed within three workdays from the date the incident of non-compliance becomes known to the Jobs Program. This notice must allow the individual ten calendar days from the date the notice is mailed (day one is the day after the notice is mailed) to provide good cause. When the tenth calendar day falls on a weekend or holiday, the due date will be extended to the next business day.

The notice also allows a Last Chance to Stop the Sanction appointment for the work eligible individual who does not provide a good cause reason for non-compliance, but is now ready and willing to participate with the Jobs Program required work activities. This appointment is scheduled on the tenth calendar day from the notice is mailed (the same day that the good cause verification is to be received).

Finally, this notice informs the Jobs Program work eligible individual that a separate notice will be sent informing them their household's TANF cash assistance will be reduced or stopped if they do not provide a good cause reason for not working with the Jobs Program or fail to attend the Last Chance to Stop the Sanction appointment.

**Note:** The Jobs Program staff must assist in obtaining any documentation required for verification of the good cause reason for non-compliance.

### **Good Cause Reasons**

Good cause can be defined as any situation or circumstance beyond an individual's control that prevented engagement in the specific work requirements identified by the Jobs Program. Jobs Program case managers must use reasonable judgment when making good cause decisions, keeping in mind that engagement of the individual is the goal. Some examples of good cause reasons are:

- Barriers to participation for which services are not available, or the individual is participating in referred services to address the barrier;
- An individual's illness;
- Necessity to care for a family or household member who is ill or has a disability;
- The individual or individual's dependent had a conflicting appointment that could not be rescheduled such as a court ordered appearance, medical/dental appointments, employment interviews;
- The individual experienced an emergency such as loss of the individual's residence due to fire, flood, or other natural disaster, death of an immediate family member, or other instances of emergency situations;
- The individual has a temporary lack of transportation with no reasonable alternative means of transportation;
- Extreme weather which makes walking to participate in the work activity unreasonable when there is no other form of transportation;
- The individual was not capable of performing the work activity for reasons such as unsafe worksite conditions or a bona fide labor dispute;

- Victim of violence or the circumstance threatens the safety of or causes an immediate threat or emotional harm to the individual or any household member. It should be noted that the individual is allowed to define her/his perception of an immediate threat;
- Child care for a child who is under 13 years of age was unavailable; unaffordable, or unsuitable;  
**Note:** The Child Care Administration (CCA) will notify the Jobs Program through JAS if child care is unaffordable, unavailable or unsuitable. The individual will not be subject to the sanction process. The individual will be re-referred to CCA intermittently to explore the availability of child care services.
- Child care is unavailable for a child age 13 or over who requires adult supervision because:
  - The child is on court ordered probation that requires the child to remain in the home or under house arrest;
  - The child has a disability including mental health or other related issues; or
  - The child would be harmful to himself/herself or others if left alone.
- Translation services were not available or provided in the case of a individual in need of such services; and
- Other comparable circumstances beyond the individual's control, including an error caused by DES or the Jobs Program private contractor.

### **Examples of Good Cause Verification**

Some examples of acceptable documentation that verifies good cause are:

- A statement from a licensed physician or other personnel acting on the doctor's behalf;
- Appointment notices from court, FAA, or other similar notice;
- Death certificates;
- A newspaper article or other similar evidence of public knowledge;
- CCA information;
- Police reports;

- Statements from crisis shelter staff or a witness to the domestic violence;
- Statement from a third party; or
- Signed individual statement explaining the circumstances that establish good cause when no other verification is possible.

#### **Provides Verification that Establishes Good Cause**

When verification establishes good cause, Jobs Program staff will send the *Good Cause Approved or Attended Appointment* notice (JB-121 English or JB-321 Spanish) in JAS within two workdays of the determination of good cause. A sanction will not be imposed. Jobs Program staff will determine if the individual qualifies for a temporary deferral or if steps should be taken to begin engagement.

#### **Provides Good Cause Information that Does NOT Establish Good Cause**

When an individual has responded to the notice by providing information to establish good cause which does not meet the requirements of acceptable verification of good cause, the individual is given one last chance to attend an appointment for engagement. This last chance is provided because the individual attempted to comply with the request for good cause.

The *Failure to Establish Good Cause Reason/Appointment* notice (JB-123 English or JB-323 Spanish) is sent in JAS within two workdays of the determination of good cause not established. This notice advises the individual that the good cause information received did not meet the requirements to establish a good cause reason, but because the individual responded in an attempt to comply with the request, he/she will be provided with a chance to attend an appointment to prevent TANF cash assistance from being cut or stopped. This appointment is scheduled on the tenth calendar day from the date the notice is mailed (day one is the day after the notice is mailed). When the tenth calendar day falls on a weekend or holiday, the appointment date will be extended to the next business day. This notice also informs the Jobs Program work eligible individual that a separate notice will be sent indicating that the household's TANF cash assistance will be reduced or stopped if the individual fails to attend the appointment.

#### **Does Not Attend the Appointment to Prevent Sanction**

When the individual does not attend the appointment scheduled in the *Failure to Establish Good Cause Reason/Appointment* notice (JB-123 English or JB-323 Spanish), the sanction process is initiated.

#### **Attends Appointment to Prevent Sanction/Completes Participation**

When the individual attends the appointment to prevent the sanction, an ECDP will be developed. The individual must begin and continue to participate in the work activity. The verification of at least one day of participation will prevent the sanction from being imposed. Jobs Program staff will send the *Good Cause Approved or Attended Appointment* notice (JB-121 English or JB-321 Spanish) in JAS within two workdays of meeting the work activity requirements. This notice informs the individual that a sanction

will not be imposed because he or she has met the requirements to avoid a sanction. Jobs Program staff must work closely with the individual to ensure that participation is maintained and can be verified as soon as possible.

**Note:** A “minimum of one day” of verified participation can establish a minimum timeframe for continuation or restoration of TANF benefits. If there is adequate time for verification of ongoing participation the Jobs Program case manager must use the longer timeframe to ensure that the participation continues as mandated.

### **Attends Appointment to Prevent Sanction/Does Not Begin or Complete Participation**

When the individual attends the appointment to prevent a sanction but does not begin or complete the one day minimum participation requirement, the appropriate [Notice of Adverse Action \(NOAA\)](#) is sent in FAA’s computerized eligibility determination system, [AZTECS](#), and a sanction is imposed.

When a 25% or a 50% sanction is imposed, Jobs Program staff will send notification of how to prevent the progressive sanction from moving into the next level within five calendar days of sending the NOAA. (See [Preventing Imposed Sanctions from Progressing to the Next Sanction Level.](#))

### **Does Not Attend Appointment to Prevent Sanction**

When the individual does not attend the appointment to prevent a sanction, the appropriate NOAA is sent in AZTECS and a sanction is imposed.

When a 25% or a 50% sanction is imposed, Jobs Program staff will send notification of how to prevent the progressive sanction from moving into the next level within five calendar days of sending the NOAA. (See [Preventing Imposed Sanctions from Progressing to the Next Sanction Level.](#))

### **Does Not Provide Good Cause Information or Attend Appointment**

When the individual does not respond to *Good Cause Request/Appointment* notice (JB-120 English or JB-320 Spanish) and the individual does not attend the appointment, Jobs Program staff must send the *Failure to Provide Good Cause or Appear at the Last Chance to Stop the Sanction Appointment* notice (JB-122 English or JB-322 Spanish) within two workdays of the ten day due date in the *Good Cause Request/Appointment* notice. This notice advises that the individual did not provide good cause or attend the appointment that would have prevented the sanction. The appropriate NOAA is sent in AZTECS and a sanction is imposed.

When a 25% or a 50% sanction is imposed, Jobs Program staff will send notification of how to prevent the progressive sanction from moving into the next level within five calendar days of sending the NOAA. (See [Preventing Imposed Sanctions from Progressing to the Next Sanction Level!](#))

### **Preventing Imposed Sanctions from Progressing to the Next Sanction Level**

Work eligible individuals can prevent the progressive sanction from moving into the next level by attending an appointment, developing an ECDP, and beginning and continuing participation in the established work activity. It should be noted that at a minimum, completing one day of verified participation qualifies for preventing the sanction.

**Exception:** If the sanction has reached the 100% level, individuals must re-apply for TANF cash assistance and complete the eligibility determination process. If determined eligible, TANF cash assistance will be approved after the 100% sanction month has been served.

**Note:** A “minimum of one day” of verified participation can establish a minimum timeframe for continuation or restoration of TANF benefits. However, if there is adequate time for verification of ongoing participation the Jobs Program case manager must use the longer timeframe to ensure that the participation continues as mandated.

### **Preventing a 25% Sanction from Progressing to the 50% Sanction Level**

Within five calendar days of sending a NOAA for a 25% sanction, Jobs Program staff will send the *How to Prevent the 50% Sanction* notice (JB-124 English JB-324 Spanish) in JAS. This notice contains information about the appointment that the individual needs to attend to prevent the sanction from progressing to the 50% level. The appointment is scheduled on the tenth calendar day from the date the notice is mailed (day one is the day after the notice is mailed). When the tenth calendar day falls on a weekend or holiday, the appointment date will be extended to the next business day. This appointment can be rescheduled provided it is completed no later than the seventh day of the 25% sanction month.

The notice informs the individual to contact the Jobs Program if there is a problem attending the scheduled appointment. If the individual contacts the Jobs Program with a valid need to reschedule the appointment, it is allowable provided the rescheduled appointment can be completed within the prescribed timeframe.

### **Attends Appointment to Prevent 50% Sanction/Completes Participation**

When the individual attends the appointment to prevent the 50% sanction, an ECDP will be developed. The individual must begin and continue participation in the work activity. The verification of at least one day of participation will prevent the sanction from being imposed. Jobs Program staff must work closely with the individual to ensure that participation can be verified as soon as possible.

Following the successful completion of at least one day of verified participation, the sanction is ended by way of an automated alert process that notifies FAA to end the sanction. FAA staff takes action to end the sanction and notifies the individual that the sanction has ended by sending the *CA-Change Progressive Sanction Ended* notice (A741) in AZTECS within three days of receiving the automated alert.

**NOTE:** A “minimum of one day” of verified participation can establish a minimum timeframe for continuation or restoration of TANF benefits. If there is adequate time for verification of ongoing participation, the Jobs Program case manager must use the longer timeframe to ensure that the participation continues as mandated.

#### **Attends Appointment to Prevent 50% Sanction/Does Not Begin or Complete Participation**

When the individual attends the appointment to prevent the 50% sanction but does not begin or complete the minimum one day participation requirement, the 50% Sanction NOAA is sent in AZTECS by Jobs Program staff. FAA staff will impose the 50% sanction for the month immediately following the 25% sanction month. No other action is needed since a re-compliance alert was not generated.

#### **Does Not Attend Appointment to Prevent 50% Sanction**

When the individual does not attend the appointment to prevent the 50% sanction, the 50% Sanction NOAA is sent in AZTECS by Jobs Program staff. FAA staff imposes the 50% sanction for the month immediately following the 25% sanction month. No other action is needed since a re-compliance alert was not generated.

#### **Preventing a 50% Sanction from Progressing to the 100% Sanction Level**

Within five calendar days of sending the a 50% Sanction NOAA, Jobs Program staff will send the *How to Prevent the 100% Sanction* notice (JB-125 English or JB-325 Spanish) in JAS. This notice contains information about the appointment that the participant will need to attend to prevent the sanction from progressing to the 100% level. The appointment is scheduled on the tenth calendar day from the date the notice is mailed (day one is the day after the notice is mailed). When the tenth calendar day falls on a weekend or holiday, the appointment date will be extended to the next business day. This appointment can be rescheduled provided it is completed no later than the seventh day of the 50% sanction month.

The notice informs the individual to contact the Jobs Program if there is a problem attending the scheduled appointment. If the individual contacts the Jobs Program with a valid need to reschedule the appointment, it is allowable provided the rescheduled appointment can be completed within the prescribed timeframe.

#### **Attends Appointment to Prevent 100% Sanction/Completes Participation**

When the individual attends the appointment to prevent the 100% sanction, an ECDP will be developed. The individual must begin and continue participation in the work activity. The verification of at least one day of participation will prevent the sanction from being imposed. Jobs Program staff must work closely with the individual to ensure that participation can be verified as soon as possible.

Following the successful completion of at least one day of verified participation, the sanction is ended by way of an automated alert process which notifies FAA to end the sanction. FAA staff takes action to end the sanction and notifies the individual that the

sanction has ended by sending the *CA-Change Progressive Sanction Ended* notice (A741) in AZTECS within three days of receiving the automated alert.

**Note:** A “minimum of one day” of verified participation can establish a minimum timeframe for continuation or restoration of TANF benefits. However, if there is adequate time for verification of ongoing participation the Jobs Program case manager must use the longer timeframe to ensure that the participation continues as mandated.

#### **Attends Appointment to Prevent 100% Sanction/Does Not Begin or Complete Participation**

When the individual attends the appointment to prevent the 100% sanction but does not begin or complete the minimum one day participation requirement, the 100% Sanction NOAA is sent in AZTECS by Jobs Program staff. FAA staff will impose the 100% sanction and close the TANF cash assistance for the month immediately following the 50% sanction month. No other action is needed since a re-compliance alert was not generated.

#### **Does Not Attend Appointment to Prevent 100% Sanction**

When the individual does not attend the appointment to prevent the 100% sanction, the 100% Sanction NOAA is sent in AZTECS by Jobs Program staff. FAA staff imposes the 100% sanction and closes the TANF cash assistance for the month immediately following the 50% sanction month. No other action is needed since a re-compliance alert was not generated.

### **806 NOTICE OF ADVERSE ACTION (NOAA)**

All work eligible individuals must receive notification of any decrease in the household's TANF cash assistance allotment. This separate notice is created in AZTECS and is referred to as the NOAA. This notice must give the individual a minimum of ten days advance notice that the household's TANF cash assistance will be decreased or stopped. The ten-day NOAA must expire before the first day of the month that the decrease or termination is to take effect.

Prior to sending the NOAA, Jobs Program staff must determine the effective month of the sanction and the sanction level. A notice must be sent for each sanction level imposed by the Jobs Program. This notification must provide the individual with information regarding the reason for the TANF allotment decrease and how to prevent the next level of sanction from occurring. This notice also provides information on the individual's right to file an appeal regarding this decrease or termination of benefits.

### **NOAA Requirements**

Once the effective month of the sanction has been identified and the sanction level has been established, the Jobs Program case manager will select the appropriate NOAA in AZTECS. The NOAA must include the following information:

- The percentage of the sanction;
- The length of time the sanction will be imposed;
- The benefit amount after the sanction is imposed;
- The month the sanction will be imposed;
- How or why the individual failed to comply;
- The date and location of the alleged failure to comply;
- How the individual can prevent the sanction from progressing to the next level; and
- The individual's right to file for a [fair hearing](#) if they disagree with the action.

### **Identifying the Effective Month of the Sanction**

The Jobs Program case manager identifies the month the TANF cash assistance benefit will be sanctioned. When the NOAA is completed **on** or **prior** to the last day of the month to request a notice of adverse action, the sanction is imposed for the following month. When the NOAA is completed **after** the last day of the month to request a notice of adverse action, the sanction is imposed for the second month following the month the NOAA is completed.

### **Determining the Sanction Level**

The Jobs Program case manager must determine whether sanctions have been imposed for prior months. When a record of a previous sanction is not found, the sanction level will be 25%. If a 25% sanction has been imposed for one month (regardless of when it occurred) the sanction level will be at the 50% level. If both the 25% and the 50% levels have previously been applied or if the individual has had a 100% sanction, the level will be at 100%.

**Note:** If the individual has served a sanction level and re-complies, the next incident of non-compliance will begin at the next sanction level, regardless of the lapse in time, until the 100% level has been reached. Thereafter, all sanctions will begin at the 100% level and result in closure of the TANF cash assistance case.

**807 MANDATORY SUPERVISORY REVIEW**

All sanctions require supervisory review and approval. The Jobs Program case manager must submit the case record and all documents that support the decision to sanction to a Jobs Program supervisor or designee. The supervisor must review the case record and all verification and supporting documentation related to the actions taken leading to the decision to sanction. This review should be completed the **same** day the information is submitted, but within five calendar days from the date the NOAA was completed.

**Supervisory Denial/Corrective Actions**

After a thorough review of the documentation leading to the sanction, the Jobs Program supervisor may identify reasons for the denial of the decision to sanction. The supervisor will document the reason for the denial and what corrective actions are necessary. The supervisor will notate all actions to be taken and the timeframe required to submit for a second review to ensure that corrective action was completed timely. The supervisor will return the case to the Jobs Program case manager. The case manager completes the appropriate actions indicated by the supervisor, including notification of the reversal of the sanction to the individual when required.

**Supervisory Approval**

When the Jobs Program supervisor approves the decision to sanction, the supervisor will document this approval in the case record. The approval will include the supervisor's full name, the date of approval, and the percentage and effective month of the sanction. The Jobs Program case manager will then monitor and continue sanction prevention strategies.

**Note:** Separate documentation of supervisory approval is required at **each** level of sanction.

**808 MONITORING SANCTIONED INDIVIDUALS**

The Jobs Program case manager must continue attempts to engage the TANF work eligible individual in federal work activities, until the individual complies or the TANF cash assistance case is closed. All individuals who are in a sanction status and have had the sanction applied must be monitored until they demonstrate compliance for the 25% or 50% sanction, or until the TANF case has been closed because of the 100% sanction.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



JOBS PROGRAM MANUAL

PROGRAM INSTRUCTIONS: DES 2-10.900

SUBJECT: TWO-PARENT EMPLOYMENT PROGRAM (TPEP)

**900 TWO-PARENT EMPLOYMENT PROGRAM (TPEP)**

TPEP is a TANF cash assistance program for families with both parents of a dependent child residing in the home and both are identified as being work eligible individuals. TPEP households are potentially eligible for TANF cash assistance for six months within a 12-month period. TPEP is based on a **pay after performance** premise. This premise includes the requirements for these individuals to comply with three days of Jobs Program requirements prior to TPEP cash assistance approval. TPEP payments are issued twice a month on the 1st and 15th. With some exceptions, TPEP parents are subject to the same policies as all TANF cash assistance work eligible individuals. This section addresses these exceptions in relation to referral, selection, three-day compliance requirements, TPEP work participation rate requirements, TPEP non-compliance, temporary deferrals and special requirements for TPEP parents under age 20.

**901 REFERRAL**

When FAA pre-approves the TPEP TANF cash assistance application, the referral process begins. FAA informs TPEP parents they have been pre-approved for TPEP TANF cash assistance, and advises them they are required to report to their local Jobs Program office and complete activities for three consecutive days before their TANF cash assistance payments are released. FAA sends each Jobs Program mandatory parent a *TPEP Pre-Approval Notice* (A140). The notice informs the TPEP parent(s) of the location and telephone number of the Jobs Program local office to which they have been referred for case management, and the final date they must report before the TPEP cash assistance application is denied.

**902 SELECTION**

TPEP selection differs from All Families in that the TPEP parent(s) are required to make the first contact with the Jobs Program before selection begins. When the TPEP parent(s) come into the Jobs Program local office, the Jobs Program will verify that FAA has sent the *TPEP Pre-Approval Notice* (A140) and then the Jobs Program will select the TPEP parent(s) case from the automated referral process to begin the three-day compliance process.

**903 THREE-DAY COMPLIANCE BEFORE TPEP APPROVAL**

As a part of the FAA TPEP eligibility requirements, each referred TPEP parent must comply with Jobs Program requirements for three days prior to TANF cash assistance approval. The TPEP parent(s) must report to the Jobs Program local office to meet with a Jobs Program case manager. The meeting with the Jobs Program case manager is considered the first day of the three-day requirement. At this meeting the Jobs Program case manager will:

- Explain the [Jobs Program Rights and Responsibilities](#);
- Explain the [Child Care Program Rights and Responsibilities](#);
- Complete [assessments](#);
- Assign a minimum of two more days of activities; and
- Arrange to verify completion of the assigned activities on the third day.

On the third day, when it is verified the TPEP parents have completed the additional two days of assigned activities, the Jobs Program case manager will notify FAA of the three-day compliance through the automated process and the TANF cash assistance benefits will be released. All work activities must focus on employment of the TPEP parents at the earliest possible opportunity.

The case manager must retain a separate case record file for each TPEP parent. The case files will be kept together, to be monitored and managed as one TPEP household case, even if only one parent is actively participating to meet the work participation rate requirements.

When the TPEP parent(s) have completed the initial meeting with the Jobs Program case manager, but do not complete the additional two days of assigned activities, the Jobs Program case manager must close the case following supervisory approval. The Jobs Program case manager will notify FAA of the three-day non-compliance through the automated process that alerts FAA to deny the TPEP cash assistance application.

**904 TPEP WPR REQUIREMENTS**

The federal Work Participation Rate (WPR) requires that 90% of TPEP families be engaged in work activities that meet the work requirement. The number of hours TPEP parents are required to participate in work activities is dependent on whether the household is receiving subsidized childcare. Jobs Program case managers should divide the required hours between the parents in a way that best suits the family's needs.

<b>Type of Participant</b>	<b>Required Hours Averaged Per Week During A Month Between Both Parents</b>	<b>Special Requirements Regarding Core Activities</b>
Receives subsidized childcare	55	At least 50 of the hours must come from core activities.
Does not receive subsidized childcare	35	At least 30 of the hours must come from core activities. 35 hours may be completed by one parent.

**905 TPEP NON-COMPLIANCE**

The intent of the Jobs Program is to assist TPEP parents to enable them to participate in Jobs Program activities, accept and maintain employment, and to successfully make the transition from TPEP dependence to self-sufficiency. By doing this we assist the parents in avoiding the imposition of having TPEP benefits withheld and subsequently TPEP case closure.

TPEP non-compliance procedures differ from the All Family sanction procedures in that benefits are not progressively sanctioned but withheld in totality. TPEP non-compliance occurs when fewer hours of participation are completed than the number of hours that were scheduled or the TPEP participant failed to meet other Jobs Program requirements without a good cause. When a TPEP participant fails to meet TPEP work requirements and good cause has not been established, benefits are withheld. Once TPEP benefits are withheld for three payment cycles within a six-month period, the TPEP TANF cash assistance case must be closed.

**Requesting Good Cause**

The participant must be given an opportunity to explain his/her reason for not complying with Jobs Program requirements. This is accomplished by sending the *Request for Good Cause Information* notice (JB-188 English or JB-388 Spanish) within three workdays from the date the incident of non-compliance becomes known to the Jobs Program. This notice must allow ten calendar days from the date the notice is mailed for the participant to contact the Jobs Program to explain why he/she did not meet the requirements. Also, the notice must include the consequences of non-compliance and explain that TANF cash assistance will be withheld if the participant fails to contact the Jobs Program case manager and provide a good reason for not meeting program requirements.

**Establishing Good Cause**

When the participant establishes good cause within ten calendar days, the Jobs Program case manager will send the *Good Cause Has Been Established* notice (JB-104 English or JB-304 Spanish) within two workdays. This notice informs the participant that good cause has been approved, and the participant's benefits will not be withheld.

**Not Establishing Good Cause**

When the participant does not establish good cause, the Jobs Program case manager will send the *Good Cause Has Not Been Established* notice (JB-204 English or JB-394 Spanish) within two workdays informing the participant that good cause has NOT been established.

In addition, whenever cash assistance benefits are being withheld, a ten-day advance NOAA must be sent to the participant. The last day to request the NOAA is ten days prior to the month when the TANF cash assistance will be withheld or stopped. Notification is accomplished by sending the *TPEP Benefits Withheld/Closed* notice (A246) in AZTECS. This notice advises the participant of the reason for the withholding, that TPEP cash assistance will be withheld until the participant re-complies, and that TPEP cash assistance will be closed without further notice when a total of three TPEP benefits have been withheld in any six-month period. The Jobs Program case manager must take action to withhold the first full month of benefits allowing for NOAA.

**TPEP Cash Assistance Case Closure Due to the Limit of Withholding TPEP Payments**

The Jobs Program case manager, with supervisory approval, will take actions to close the TANF cash assistance case and the Jobs Program case when three TPEP payments are withheld within a six-month period.

**Re-compliance**

Participants must comply with the Jobs Program for two weeks prior to releasing the next available pay cycle. Benefits will not be released when there are less than two weeks available for participation prior to TPEP cash assistance case closure for non-compliance.

**906 DETERMINING TPEP TEMPORARY DEFERRALS**

Although continuous participation in the Jobs Program is required before TPEP benefits can be paid, an unavoidable circumstance may temporarily prohibit participation. Only one TPEP parent is eligible for a temporary deferral. A participant meeting criteria for a temporary deferral may choose to participate in work activities. If the participant is later unable to participate due to the deferral, benefits will not be withheld.

**Disability**

If a TPEP parent has a verified disability of a temporary nature that is expected to last **less** than 30 calendar days, they will be temporarily deferred. Verification can be obtained from a licensed physician or other personnel acting on the doctor's behalf.

If the disability is expected to last **more** than 30 calendar days, the family is **not** a TPEP family and must have eligibility for TANF cash assistance determined as an All Family household, with deprivation due to the parent being disabled.

**907 SPECIAL REQUIREMENTS FOR TPEP PARTICIPANTS UNDER AGE TWENTY**

When both parents are under 20 years of age and both maintain satisfactory attendance at a high school or the equivalent, or participate in education directly related to employment for an average of at least 20 hours per week during the month, the TPEP parents have met their participation requirements for the month.

## ARIZONA DEPARTMENT OF ECONOMIC SECURITY



**JOBS PROGRAM MANUAL**

**PROGRAM INSTRUCTIONS: DES 2-10.1000**

**SUBJECT: GENERAL INFORMATION**

### **1000 GENERAL INFORMATION**

This section includes information regarding the TANF Refugee Resettlement Program, Arizona Families F.I.R.S.T., Vocational Rehabilitation, participant case records, issue resolution, fair hearings, displacement, the Americans with Disabilities Act, civil rights, reporting child abuse, sexual harassment, case transfers, purging case records, and the Health Insurance Portability and Accountability Act of 1996.

### **1001 TANF REFUGEE RESETTLEMENT PROGRAM**

The Arizona Refugee Resettlement Program (RRP) is administered through DES, Division of Aging and Community Services. The RRP promotes successful refugee resettlement through contracts and direct services that effectively use social services formula and cash assistance grants to best enable refugees to achieve social and economic self-sufficiency. More information about RRP can be found on the DES Internet, under at [http://www.azdes.gov/refugee\\_resettlement](http://www.azdes.gov/refugee_resettlement)

### **1002 ARIZONA FAMILIES F.I.R.S.T. (Families in Recovery Succeeding Together)**

The Arizona Department of Economic Security and the Arizona Department of Health Services are joint administrators of Arizona Families F.I.R.S.T. (<https://www.azdes.gov/common.aspx?menu=678&menuc=160&id=7892>), offering a continuum of community-based substance abuse treatment services to TANF recipients whose substance abuse is a significant barrier to maintaining or obtaining employment.

### **1003 VOCATIONAL REHABILITATION**

The Vocational Rehabilitation (VR) Program is administered by the Arizona DES Rehabilitation Services Administration (RSA). VR is available to individuals with disabilities who need help to maintain employment or who wish to go to work. A VR referral can be made by any agency worker from programs that have coordination and referral relationships with the Arizona RSA VR Program.

### **1004 PARTICIPANT CASE RECORDS**

Participant case records include both paper and electronic files containing information pertinent to the case management activities and services provided to the participant. The automated records must be consistent with the paper records in the case file. Participant case records must be maintained with accurate and current information in a format that allows effective monitoring of case management activities and participant-related expenditures. Items in the case file should be arranged chronologically by date with the most recent entries on top. Documentation must include services and materials provided to participants in support of the ECDP. The Jobs Program case manager will ensure that all information contained in a participant case record is factual, and not subjective or inappropriate, as case records may be subpoenaed for court hearings, grievances, etc.

**Confidentiality of Case Records**

All case records must be stored in a secure area to prevent theft and the release of information to unauthorized persons. Confidential information must not be discussed unless directly related to the official duties of Jobs Program staff. Documents containing confidential information must not be left around office photocopiers, printers, etc.

Disposal of all trash containing confidential information must be in accordance with DES confidential records destruction. Any material containing confidential information must not be included with general office trash.

**Release of Information Without Signed Consent**

The release of confidential information may be required without a participant's consent in order to facilitate services and comply with state and federal regulations. Confidential information may be disclosed for official purposes without the participant's consent. Disclosure is limited to the following:

- Employees of DES;
- Jobs Programs of other states;
- Arizona Attorney General's Office;
- Approved providers or contractors for the purpose of implementing the ECDP;
- Any federal or federally assisted program which provides assistance or services, in-cash or in-kind, directly to individuals on the basis of need;
- Government officials that are conducting audits in connection with the administration of any assistance program by a governmental entity that is authorized by law to conduct such audits; and
- The current address of Jobs Program participants may be released to a federal, state, or local law enforcement officer by a supervisor when he or she has contacted the Attorney General's office for guidance.

Participants may review the contents of their own case records at any time, provided a member of the Department is present. Jobs Program staff must review the participant's case record prior to allowing a participant to review the case record. The purpose of this review is the removal of any material obtained from third parties who have requested that their information not be released to the participant. A participant may request a reasonable number of copies of material from the case record.

**Release of Information to Other Persons and Agencies**

Confidential information cannot be released to anyone not listed in the [Release of Information Without Signed Consent](#) section in this policy manual. The participant must be informed of a request for information from sources other than those under Release of Information without Signed Consent.

**Public Releases of Information**

Jobs Program staff must obtain the participant's permission prior to using information about the participant for any of the following:

- Speeches or presentations. Participants could be motivational speakers to individuals currently participating in the Jobs Program;
- Video tapes or photographs;
- Media news articles or DES agency or administration newsletters;
- Local office bulletin boards, displays, or participant success story usage;
- Recognition certificates and plaques; or
- Any other materials identifying (directly or by association) the individual as a Jobs Program participant.

**Subpoenas**

When a subpoena is received for a case record or for a Jobs Program employee to testify concerning a participant, all of the following actions must be taken:

- The person receiving the subpoena must give it to the local office supervisor;
- The local office supervisor must immediately give information regarding the subpoena to the EA Assistant Administrator or their designee;
- The EA Assistant Administrator or their designee will immediately provide information to the Attorney General's Office and the EA Administrator's Office.
- The Attorney General's Office will then advise the EA Assistant Administrator or their designee of appropriate action, who then will relay the information to the Jobs Program local office supervisor.
- Information must not be released unless authorized by the Attorney General's Office.

**Requests for Information from Attorneys**

When a request for information regarding a Jobs Program participant is received from attorneys and/or their staff without a written release from the participant, Jobs Program staff must advise the parties to obtain a subpoena requesting the information.

**1005 ISSUE RESOLUTION**

Issue resolution is the process by which disagreements or misunderstandings related to the Jobs Program are resolved with program participants, providers, community advocates, and other agency staff in need of resolution. This process must begin within one day of when the written or verbal request is received by Jobs Program of EA staff. As a part of the Rights and Responsibilities given to Jobs Program participants, all contracted Jobs Program providers must make the client aware of the three-step elevation process available to them for resolution of client issues.

**1006 FAIR HEARINGS**

Jobs Program participants who feel that their TANF cash assistance should not have been sanctioned may request a fair hearing. A fair hearing is conducted by an impartial state-level hearing officer. When a written request for a fair hearing is received in the Jobs Program local office, it must be date stamped and immediately sent to the local FAA office serving the family. The participant may request that TANF benefits are not reduced pending the results of the fair hearing. The participant is advised by FAA that they will be responsible for paying back the benefits if the ruling is not in the participant's favor. The Jobs Program staff must attend the fair hearing upon FAA's request.

**1007 DISPLACEMENT**

DES has a policy of non-displacement by the Jobs Program work eligible individuals who are placed in unpaid or subsidized work. Employees of employers with whom the Jobs Program work eligible individuals are placed in unpaid or subsidized jobs may file a grievance regarding displacement. Displacement includes assigning a work eligible individual to a position that:

- Results in the termination or reassignment of a regular employee;
- Results in the reduction of non-overtime work, wages, or benefits of a regular employee;
- Impairs an existing contract for service or a collective bargaining agreement;
- Fills the position of a regular employee on layoff status;
- Creates a new position for a Jobs Program participant when the new position performs substantially the same job functions as the position held by a regular employee on layoff or who is subsequently terminated;
- Infringes on the promotional opportunities of a regular employee; or
- Fills any established, unfilled position.

**1008 AMERICANS WITH DISABILITIES ACT (ADA)**

Reasonable accommodations in all aspects of program administration shall be made for individuals with disabilities for training and/or engagement in employment activities.

All forms must be available in alternative format and include the ADA statement.

Notices pertaining to training, conferences, or other program or administration activities must include the ADA statement.

All offices, including those of contracted providers of the Jobs Program, shall display both the English and Spanish *ADA Notice* posters (POX-248), with Jobs Program ADA representatives listed as contact persons. Each office must have a Jobs Program ADA representative. When the ADA representative is unknown, the case manager must call the Jobs Program Central Office ADA Coordinator.

**1009 CIVIL RIGHTS**

The Jobs Program's civil rights policies are based on federal civil rights legislation, Arizona Revised Statutes, Arizona Department of Administration Personnel Rules, and the DES Internal Instructions Manual.

**Nondiscrimination**

Jobs Program staff shall not discriminate against anyone, including participants and providers in any aspect of the program administration. The Jobs Program shall not discriminate on the basis of any of the following:

- Race,
- Color,
- Religion,
- National origin,
- Gender,
- Age,
- Disability, and
- Political affiliation.

No person can be denied services, benefits, privileges, or employment as a consequence of having participated in any way in a discrimination complaint process against DES, its providers, or their employees.

**1010 REPORTING ABUSE/NEGLECT**

Jobs Program staff must report any known or suspected instances of abuse, neglect, abandonment, or exploitation of minor children and vulnerable or incapacitated adults.

To report the abuse, neglect, abandonment, or exploitation of a minor child call the DES Child Protective Services Hotline at **1-888-SOS-CHILD** (1-888-767-2445).

To report the abuse, neglect, abandonment, or exploitation of a vulnerable or incapacitated adult call the DES Adult Protective Services Hotline at **1-877-767-2385**.

A report is only a request for an investigation. The person making the report does not need to prove the abuse. Investigation and validation of reports is the responsibility of Child Protective Services and Adult Protective Services.

## **1011 CASE ASSIGNMENT**

Case assignment to the participant's local Jobs Program office is based on the ZIP Code of the participant's residential address. This section provides the policies regarding case transfer for active Jobs Program cases in order to accommodate a change in the participant's residential address. Procedures regarding case transfers are located in the *Jobs Program User's Guide*.

### **Jobs Program Office Change with Same Contracted Provider**

When the participant has moved, resulting in a change in case assignment from one Jobs Program local office to another under the same contracted provider, Jobs Program staff must:

- Review the case record to ensure all applicable system updates are correct and complete;
- Notify the participant of the change by sending the *Notice of Change* (JB-138 English or JB-338 Spanish) through JAS; and
- Contact the receiving Jobs Program local office to advise them the case is being transferred.

Participants who do not wish to have their case transferred to a new office may keep their original case assignment, unless the change in address results in a change of the Jobs Program contracted provider.

### **Jobs Program Office Change with Different Contracted Provider**

When the participant has moved in or out of Maricopa County, resulting in a change of the Jobs Program contracted provider, Jobs Program staff will:

- Review the case record to ensure all applicable system updates are correct and complete;
- Notify the participant of the change by sending the *Notice of Change* (JB-138 English or JB-338 Spanish) through JAS; and
- Contact the receiving Jobs Program contractor to advise them the case is being transferred within two days of this notification.

Case files will be sent physically or electronically to the new contracted provider within two days of notification, with the following exceptions:

- When the case is identified as meeting the work participation rate requirements during the month, the case will be transferred on the first day of the following month after notification of the change of address. This policy ensures the original Jobs Program contracted provider receives credit for participation during the time frame in which the case was assigned to the Jobs Program local office. Both Jobs Program contracted providers will designate a **Point of Contact**, who will coordinate any services for the participant during this time.
- The original Jobs Program contracted provider shall retain cases when the change in case assignment occurs during the 180-day post-employment follow-up period, the participant remains employed and the cash assistance remains closed. This policy ensures the original Jobs Program contracted provider receives credit for retention. The designated Points of Contact will work together to coordinate transitional services in the best interest of the participant.

**Example:** Participant Paul is employed at ACME, Inc. in Pima County. Paul moves to Maricopa County and continues to work for ACME, Inc. at their Maricopa County branch. Paul's case will be maintained by the Jobs Program contracted provider in Pima County, because they initiated the ECDP.

- Cases with a payment pending to the Jobs Program contracted provider for reimbursement of a Jobs Program funded supportive service **must not** be transferred in the automated system until the following Thursday. Payroll warrants are generated weekly on Thursdays for payment transactions keyed from the previous Thursday through close of business on Wednesday. Procedures for payment processing are available in the *Jobs Program User's Guide*.

**Example:** On Monday, Jobs Program staff in Gila County process a payment reimbursement request for a car repair that has been paid on behalf of participant Paul. On Wednesday, Paul notifies Jobs Program staff in Gila County that he is now residing in Maricopa County. Jobs Program staff in Gila County must wait until the next day, Thursday, to transfer the case in the automated system. This process ensures that payment is issued to the Jobs Program contracted provider in Gila County.

- When a participant is participating in an educational/training activity funded by the Jobs Program contracted provider, the case will remain with that contracted provider until the completion of the educational/training activity or the closure of the educational/training activity, whichever occurs first. The designated Points of Contact will work together to coordinate any services in the best interest of the participant.

**1012 PURGING CASE RECORDS**

Closed Jobs Program case records remain in the Jobs Program local office for at least one year after the Jobs Program case is closed, unless there is an overpayment in the case. Following the one-year local office retention, the case record is sent to the Records Management Division where the record will be retained for an additional four years.

**1013 HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA) SECURITY POLICY**

In accordance to the standards established by HIPAA regarding the security of Electronic Protected Health Information (EPHI) all components of DES and DES business associates, including the Jobs Program contracted provider, will protect the confidentiality, integrity, and availability of EPHI when it is created, received, stored, maintained, or transmitted. All Jobs Program contracted providers must have procedures in place to protect the security of EPHI.

All Jobs Program participants must agree to give Jobs Program private contractors access to AHCCCS health insurance eligibility information contained in AZTECS prior to it being disclosed to a Jobs Program private contractor. Participants are advised that they the right to allow or deny Jobs Program private contractors access to AHCCCS health insurance eligibility information contained in AZTECS. See the *Jobs Program User's Guide* for specific procedures.

**ARIZONA DEPARTMENT OF ECONOMIC SECURITY**



<b>JOBS PROGRAM MANUAL</b>	<b>PROGRAM INSTRUCTIONS: DES 2-10.1100</b>
<b>SUBJECT: GLOSSARY</b>	

**1100 GLOSSARY**

This section contains definitions used throughout the Jobs Program Policy Manual.

<b>All Family</b>	A TANF cash assistance household with at least one dependent child in which one parent is deceased, disabled or does not reside with the family.
<b>Applicant</b>	A person who has applied directly, or through their authorized representative, for public assistance for himself, herself or others.
<b>Arizona Technical Eligibility Computer System (AZTECS)</b>	The computerized eligibility determination system used by FAA for TANF, SNAP, and medical assistance programs. AZTECS provides online referrals to the Jobs Program.
<b>Assessment</b>	The process of gathering information and evaluating data regarding the factors that affect the participant achieving self-sufficiency.
<b>Benefit Month</b>	The calendar month for which TANF cash assistance is issued based on anticipated income and circumstances.
<b>Case Record</b>	The file, either paper or electronic, maintained for each Jobs Program participant.
<b>Child Care Administration (CCA)</b>	The administration within the Department of Economic Security that administers child care assistance services.
<b>Community Resource</b>	Community, faith-based, or non-profit organization that provides services to the general public at no cost to the participant or the Jobs Program. Funding for these services is not TANF related.
<b>Core Activities</b>	Core activities are one of two types of the federally defined countable work activities. Participants must participate in core activities for an average of twenty hours per week prior to assigning non-core activities. Core activities consist of unsubsidized employment, subsidized employment, on-the-job training, job search and job readiness assistance, work experience, community service and vocational education.

<b>Dependent Child</b>	As defined by FAA, this is any child under age 19, and when age 18 the child meets student requirements, and for whom a parent or caretaker relative is requesting TANF cash assistance.
<b>Employment and Career Development Plan (ECDP)</b>	The ECDP is an agreement between the participant and the Jobs Program that lists the steps required of the participant, services to be provided by the Jobs Program, and the referrals made to address barriers to participation in order to transition the participant to economic independence.
<b>Fair Hearing</b>	The process through which an applicant or recipient of public assistance may request review of FAA's timeliness, or results of an eligibility determination, by an impartial third party. The Department of Economic Security (DES) employs state level hearing officers to conduct impartial third party reviews of eligibility determination.
<b>Fair Labor Standards Act (FLSA)</b>	Also known as Federal Wage and Hour Law, enacted by Congress in 1938 to eliminate unsafe labor practices and provide for an hourly federal minimum wage.
<b>Family Assistance Administration (FAA)</b>	FAA is an administrative unit within the Department's Division of Benefits and Medical Eligibility that is responsible for providing cash assistance to eligible persons.
<b>Federal Minimum Wage (FMW)</b>	The current FMW is \$7.25.
<b>Federal Work Activities</b>	Work activities defined by the federal government that count towards the Work Participation Rate.
<b>Good Cause</b>	A finding by the Jobs Program or DES hearing officer that a participant proved he or she had an acceptable reason for refusing or failing to participate in Jobs Program activities, accept employment, or cooperate in any other Jobs Program requirement.
<b>Gross Income</b>	The total amount of earned income plus unearned income prior to any deductions.
<b>Jobs Automated System (JAS)</b>	The computerized system used by the Jobs Program that tracks planned services and activities provided to the participant, as well as the participant's progress.

<b>Jobs Program</b>	The Jobs Program is the TANF cash assistance work program for Arizona.
<b>Jobs Program Preliminary Orientation (JPPO)</b>	An overview of the Jobs Program. Applicants must attend the orientation prior to TANF cash assistance approval.
<b>Licensed Physician</b>	A licensed physician may include any of the following: <ul style="list-style-type: none"> <li>• Medical doctor;</li> <li>• Doctor of osteopathy;</li> <li>• Doctor of naturopathic medicine;</li> <li>• Chiropractor;</li> <li>• Psychiatrist;</li> <li>• Board-certified psychologist, or</li> <li>• Other personnel acting on the doctor's behalf.</li> </ul>
<b>Lifetime Benefit Limit</b>	The state limit of 36 months of TANF Cash Assistance that an individual may receive in a lifetime.
<b>Non-Core Activities</b>	Federally defined work activities that count toward the work requirement only after meeting the required hours in core activities. Non-core activities include: jobs skills training directly related to employment, education directly related to employment and satisfactory attendance in high school or GED preparation classes.
<b>Notice of Adverse Action (NOAA)</b>	A notice informing TANF cash assistance recipients when a change results in a decrease of the cash assistance amount or case closure. The NOAA must be sent at least ten calendar days before the change in the TANF cash assistance benefits occurs.
<b>Participant</b>	Any TANF work eligible individual selected to participate in the Jobs Program.
<b>Personal Responsibility Agreement (PRA)</b>	An agreement signed by the TANF cash assistance applicant to become self-sufficient through employment and comply with all program requirements as a condition to receiving cash assistance.
<b>Sanction</b>	A reduction or termination of TANF cash assistance which applies to all families (exception TPEP) that fail to participate in the Jobs Program without establishing good cause or proving intent to cooperate.

<b>Satisfactory Attendance</b>	Refers to a participant who has not completed high school or received a GED, is attending high school or participating in GED activities, and meeting attendance requirements established by the school or GED program.
<b>State Activities</b>	Activities that serve to eliminate barriers with the goal of eventual participation in federal work activities. State activities are not considered in the calculation of the federal work participation rate.
<b>Supplemental Payment</b>	Payments made to a participant whose net wages do not equal the combined benefit amount of TANF cash assistance and Nutrition Assistance for which they are eligible.
<b>Support Services</b>	Services provided to a Jobs Program participant that facilitate the participant's ability to participate in work activities, accept and maintain employment, and successfully make the transition to employment.
<b>Temporary Assistance for Needy Families (TANF) Cash Assistance Program</b>	TANF provides assistance and work opportunities to needy families by granting states the federal funds and flexibility to develop and implement their own welfare programs. The FAA administers the TANF cash assistance program in Arizona.
<b>Temporary Deferral</b>	A Jobs Program participant who is temporarily deferred from participation in the Jobs Program.
<b>Transitional Child Care (TCC)</b>	A program administered by the Child Care Administration that provides child care assistance for a period of time after eligibility for TANF cash assistance.
<b>Transitional Medical Assistance (TMA)</b>	Provides AHCCCS coverage for a period of time after the individual loses eligibility for 1931 Medical Assistance (MA) due to employment income of the specified relative.
<b>Two-Parent Employment Program (TPEP)</b>	TANF cash assistance households with two parents, who have at least one dependent child in common, reside in the home and are able to work.
<b>Withholding</b>	Retention of TPEP cash assistance benefits for TPEP parents who fail to participate or comply with Jobs Program requirements without good cause.

<b>Work Eligible Individual</b>	An adult or minor child head of household receiving TANF cash assistance, or a non-recipient parent living with a child who receives TANF cash assistance unless the parent meets any of the following: <ul style="list-style-type: none"><li>• A minor parent and not the head of household;</li><li>• An alien who is ineligible to receive assistance due to his or her immigration status;</li><li>• A recipient of Supplemental Security Income (SSI) benefits, unless the recipient is employed and is meeting the WPR; or</li><li>• A parent otherwise mandated to participate in the work activities who is providing care for a disabled family member living in the home provided the need for such care is supported by medical documentation.</li></ul>
<b>Work Participation Rate (WPR)</b>	The percentage of TANF cash assistance work eligible individuals, who must participate in federal work activities for a minimum number of hours each week averaged during a month.