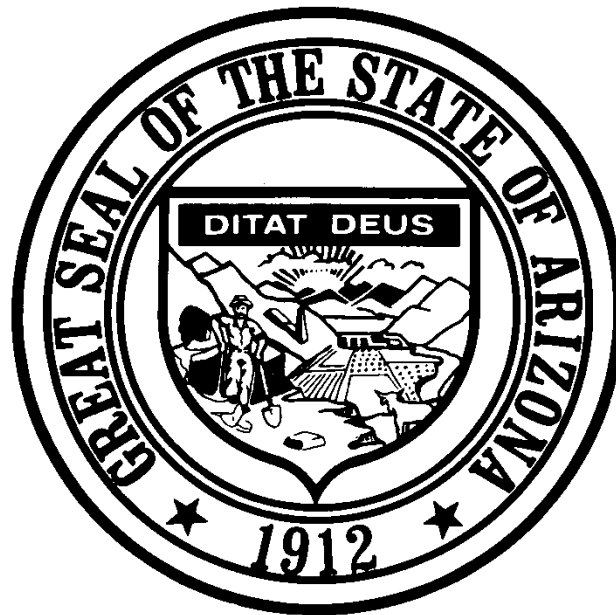


State of Arizona

Jobs Program

Policy Manual

Effective February 1, 2018



**ARIZONA DEPARTMENT OF ECONOMIC SECURITY
Division of Employment & Rehabilitation Services
Workforce Development Administration**

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



JOB PROGRAM MANUAL	PROGRAM INSTRUCTIONS: DES 2-10
SUBJECT: TABLE OF CONTENTS	

100 INTRODUCTION

This chapter provides introductory information related to the Jobs Program.

200 JOBS PROGRAM PRELIMINARY ORIENTATION

This chapter describes the Jobs Program Preliminary Orientation requirements.

300 JOBS PROGRAM REFERRAL AND SELECTION PROCESS

This chapter explains the referral of Temporary Assistance for Needy Families Cash Assistance work-eligible individuals to the Jobs Program, and the requirements for selecting those clients for case management and employment services.

400 CASE MANAGEMENT

This chapter describes the initial Jobs Program case management appointment, the Employment and Career Development Plan, case management before and after employment, post-employment retention checks, Jobs Program extensions, case closures, and the recording of information in the case record.

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

This chapter describes the federal Work Participation Rate, federal work activities, documentation, verification and monitoring requirements, absences, state participation allowances, barrier resolution activities, exclusions, and temporary deferrals from an individual's participation.

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

This chapter explains Jobs Program support services, Temporary Assistance for Needy Families child care assistance, and transitional services.

700 EMPLOYMENT TAX INCENTIVES

This chapter discusses employment tax incentives for employers and clients.

800 NON-COMPLIANCE WITH THE JOBS PROGRAM

This chapter provides guidelines that must be applied in all instances of non-compliance with the Jobs Program and describes the elements of the sanction process.

900 TWO-PARENT EMPLOYMENT PROGRAM

This chapter addresses Arizona's Two-Parent Employment Program.

1000 GENERAL INFORMATION

This chapter includes information regarding the Arizona Refugee Resettlement Program, Arizona Families F.I.R.S.T., Vocational Rehabilitation, client case records, issue resolution, fair hearings, displacement, reporting abuse and neglect, case assignment, purging case records, the Health Insurance Portability and Accountability Act of 1996, and Arizona's Address Confidentiality Program.

1100 GLOSSARY

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

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



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

100 INTRODUCTION

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) provides federal funding for families needing Temporary Assistance for Needy Families (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. Arizona's TANF work program is known as the Jobs Program.

101 PURPOSE

The purpose of the Jobs Program is to:

- Reduce the incidence of poverty in Arizona;
- Reduce the size of the TANF Cash Assistance caseload by increasing the rate of permanent, unsubsidized employment placements among Jobs Program clients;
- Increase self-sufficiency for clients and reduce their dependency on assistance through a comprehensive, client-focused planning and service delivery process;
- Increase community involvement through Jobs Program participation in community agencies;
- Collaborate with other workforce programs that link to training opportunities and, subsequently, well-paying careers; and
- Establish a framework to ensure that Arizona continues to meet the federal TANF Work Participation Rate (WPR).

102 DEPARTMENT OF ECONOMIC SECURITY

The organizational structure of the Arizona Department of Economic Security (DES) houses the other programs primarily involved in Arizona's Jobs Program. The Division of Benefits and Medical Eligibility (DBME) is responsible for the administration of the TANF Cash Assistance Program, as well as the Supplemental Nutrition and Medical Assistance programs, and the Family Assistance Administration (FAA) within DBME both determines a family's eligibility for TANF Cash Assistance and refers work-eligible individuals to the Jobs Program.

The Division of Employment and Rehabilitation Services (DERS) is responsible for the administration of the Jobs Program itself.

The DES Mission, Vision, and Goals provide the expected framework for the Jobs Program design and service delivery.

Mission:

The Arizona DES makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.

Values:

- Accountability – We commit to excellence, innovation, and transparency.
- Integrity – We are trustworthy, honest, and reliable.
- Respect – We appreciate each other and value those we serve.
- Teamwork – We collaborate with humility and partner with kindness.
- Diversity – We respect all Arizonans and honor those in need.

Goals:

- Serve Arizonans with integrity, humility, and kindness.
- Support Arizonans to reach their potential through social services that train, rehabilitate, and connect them with job creators.
- Provide temporary assistance to Arizonans in need while they work toward greater self-sufficiency.
- Provide children with food, health care, and parental financial support; provide services to individuals with disabilities; and protect the vulnerable by investigating allegations of abuse, neglect, and exploitation.

103 JOBS PROGRAM CONTRACTED PROVIDERS

The Jobs Program case management and employment services are operated by private, contracted providers in accordance with Arizona law, A.R.S. § 46.300.01. References to the Jobs Program used throughout this manual refer to the Jobs Program contracted providers.

104 QUESTIONS REGARDING POLICY

Although this manual has been written and updated based on the most current federal and state laws, regulations, and practices, there may be circumstances that are not specifically addressed. Refer to the *Jobs Program User Guide* for procedures related to this policy manual. Requests for technical assistance regarding policy or procedures may be sent through email to the Workforce Development Administration's Policy & Support Team at TANFJobs@azdes.gov.

105 AVAILABILITY OF MANUAL MATERIAL

The *Jobs Program Policy Manual* is available on the DES Internet, under the Jobs Program page at des.az.gov/services/employment/job-seekers/jobs-program-cash-assistance-recipients.



JOBS PROGRAM MANUAL

PROGRAM INSTRUCTIONS: DES 2-10.200

SUBJECT: JOBS PROGRAM PRELIMINARY ORIENTATION

200 JOBS PROGRAM PRELIMINARY ORIENTATION

TANF Cash Assistance applicants must contact the Jobs Program for a **Jobs Program Preliminary Orientation** (JPPO) as part of the TANF Cash Assistance eligibility requirement. The FAA directs work-eligible applicants to the Jobs Program to fulfill the requirement. The FAA will deny TANF Cash Assistance applications when the applicant fails, without good cause, to attend the orientation. The JPPO requirement does not apply to applicants of Arizona's [Two-Parent Employment Program](#) (TPEP).

201 PURPOSE

The purpose of conducting the JPPO before the FAA approves TANF Cash Assistance is to ensure the applicant has the opportunity to learn the purpose of the Jobs Program, and the connection of continuing participation with the Jobs Program to the ongoing receipt of the family's cash assistance.

202 REQUIREMENTS

In an overview of the Jobs Program, staff must explain the following information to the applicant:

- The Jobs Program case manager and the client will identify the activities that will improve the client's employability skills and lead to financial independence through a mutual agreement;
- The Jobs Program can provide supportive services to assist in removing barriers to employment;
- There are consequences for failing to participate in the agreed upon work activities without good cause;
- The good cause provisions and that clients can request assistance from the Jobs Program if they are unable to obtain verification of good cause; and
- The possibility that Jobs Program extensions may be available in the future when the conditions described in [Section 406](#) are met.

Note: In the event the 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, case management is still required.



JOBS PROGRAM MANUAL	PROGRAM INSTRUCTIONS: DES 2-10.300
SUBJECT: JOBS PROGRAM REFERRAL AND SELECTION PROCESS	

300 JOBS PROGRAM REFERRAL AND SELECTION PROCESS

This chapter explains the referral of TANF Cash Assistance work-eligible individuals to the Jobs Program and the requirements for selecting those clients for case management and employment services. Refer to [Chapter 900](#) for policy regarding Arizona’s Two-Parent Employment Program (TPEP).

301 REFERRAL

TANF Cash Assistance work-eligible individuals, as determined by FAA, 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) with the FAA indicating their understanding and agreement to comply with the Jobs Program. Following approval of TANF Cash Assistance, work-eligible individuals are referred to the Jobs Program through an automated process.

302 SELECTION

Upon receiving the automated referral, the Jobs Program must select clients to attend the initial Jobs Program case management appointment. This process ensures the client can be assessed and an Employment and Career Development Plan (ECDP) can be completed. Clients must be given at least five business days’ notice of the appointment.

303 INITIAL JOBS PROGRAM CASE MANAGEMENT APPOINTMENT NOTICE

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

- A reminder that the client 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 phone number to call if assistance (translation, transportation, child care) is needed to attend the initial Jobs Program case management appointment;

- An explanation that good cause will be granted if the Jobs Program is unable to assist with the removal of a barrier preventing the client from attending the initial Jobs Program case management appointment;
- The Jobs Program contact phone number to rescheduled the initial case management appointment if the client cannot attend on the date scheduled; and
- The consequences of failing, without a good reason, to attend the initial Jobs Program case management appointment.



JOB PROGRAM MANUAL	PROGRAM INSTRUCTIONS: DES 2-10.400
SUBJECT: CASE MANAGEMENT	

400 CASE MANAGEMENT

The primary duty of a case manager is to assist clients in obtaining quality, unsubsidized employment, leading them toward a sustainable career and, ultimately, toward self-sufficiency. The case management process includes a variety of strategies, techniques, and resources designed to build on the client’s employment-related strengths. Effective case management involves educating clients on how to manage their day-to-day lives, set and reach goals, and maintain healthy lifestyles without the aid of public programs or other assistance. Clients must be actively involved in all phases of their case management, including the development of their individual Employment and Career Development Plan (ECDP). This chapter describes the initial Jobs Program case management appointment, the ECDP, case management before and after employment, post-employment retention checks, Jobs Program extensions, case closures, and recording information in the case record.

401 INITIAL JOBS PROGRAM CASE MANAGEMENT APPOINTMENT

Generally, the first one-on-one contact the client will have with their case manager occurs during the initial Jobs Program case management appointment. This opportunity should be used to build a rapport and establish trust with the client. During this appointment, Jobs Program staff must explain to the client both Jobs Program, and child care assistance rights and responsibilities. They must too complete assessments and, together with the client, develop a comprehensive ECDP for short and long-term employment goals.

Additionally, Jobs Program staff must discuss the employment-related benefits and advantages of a high school diploma or its equivalent with all clients who lack either. Jobs Program staff must also inform the client of all available resources for obtaining such and document the outcome of the discussion in the case record.

.01 Jobs Program Rights and Responsibilities

Each client attending the initial Jobs Program case management appointment must receive an explanation of their rights and responsibilities, as well as those of the Jobs Program, in obtaining the client’s employment goal.

The explanation must, at minimum, include information regarding [temporary deferrals](#) and [exclusions](#), as well as the client’s rights and/or responsibilities to:

- Be involved in developing the ECDP to become economically independent;
- Request child care assistance;

- Request a Fair Hearing from the FAA if they believe that their TANF Cash Assistance has been inappropriately cut, withheld, or stopped; and
- Participate and comply with the ECDP, including the consequences of failing to comply without good cause.

The explanation must also include, but is not limited to, the Jobs Program's responsibilities to:

- Complete assessments and help develop and support the client's ECDP by telling the client about supportive services;
- Provide information regarding transitional services;
- Help the client find solutions to issues that keep them from working; and
- Keep personal information confidential and give information only as needed to approved providers, contractors, other DES administrations or as required by law.

.02 Child Care Rights and Responsibilities

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

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

All reasonable efforts must be made to obtain a signature from the client; however, in the event a client refuses to sign the form, the case manager must:

- Annotate the form with "client refuses to sign";
- Sign the form on the case manager's designated signature line;
- Document the case record with the client's refusal to sign; and
- Document the Jobs Program automated system to notify CCA of the client's refusal to sign.

.03 Assessments

Assessments are a key part of the case management process as they allow the case manager to gather detailed information for a comprehensive evaluation of the client's needs and strengths. The information obtained from the assessments will be the primary guide to determining the activities and services that will be most beneficial to the client.

There is no limit to the number of times an assessment can be administered to a client. All clients should be reassessed as changes in circumstance occur so that the client's ECDP can be updated and adapted to best serve the client. Descriptions of the types of assessments are as follows:

A. Career Assessments

Career assessments must be completed to determine the client's vocational interests and skills, their potential for success in particular areas of work, and their personal employment goals. Important information in this assessment must also include the client's:

- Work history;
- Reasons for leaving previous employments; and
- Salary history.

B. In-Depth Barrier Assessments

In-depth barrier assessments must be conducted to identify barriers to employment or participation in the Jobs Program. Understandably, the client may be reluctant to discuss personal or family problems. The role of the case manager is to facilitate an environment in which the client feels at ease discussing these issues so they can move toward their employment goals. The assessment tool must include questions to determine whether the client needs services to address:

- Past or ongoing domestic violence;
- Substance abuse or chemical dependency;
- Psychological or psychiatric needs;
- Education or training insufficient to obtain or sustain employment;
- Mental, physical, or functional incapacities or disabilities, including learning disabilities;
- Issues regarding retaining or maintaining employment;
- Inadequate housing;

- Inadequate child care;
- Inadequate transportation;
- Criminal background and involvement with the criminal justice system; and
- Other issues, family or otherwise, such as safety concerns that affect the client's ability to participate in work activities.

C. Family Assessment

Family assessments must be conducted to identify safety concerns and sources of support within the client's family, and to determine any initial needs the family might have.

D. Educational Assessment

Educational assessments must be completed, as needed, to determine the client's reading, writing and math abilities, as well as the client's aptitude or eligibility for a vocational program.

E. Specialized Assessments

In addition to the career, in-depth, family, and educational assessments, a need for additional, specialized assessments may be identified. Specialized assessments must be administered by a licensed professional or licensed agency.

- **Medical Assessment-** Medical assessments are used to determine the client's functioning level and ability to participate in work related activities.
- **Psycho-Social Assessment-** Psycho-Social assessments evaluate the client's history, emotional status, and current behavior in their environment to determine the client's functional level for participation in work related activities.

402 EMPLOYMENT AND CAREER DEVELOPMENT PLAN

The ECDP is a living document that is developed through conversation and interaction between the client and the case manager, and through information gathered during assessments. It is an agreement between the client and the case manager on the actions and responsibilities of both parties. The case manager must serve as the client's guide in the development of the ECDP, making sure that the client's ideas and preferences are given appropriate consideration, and ensuring that all decisions regarding the client's ECDP are made jointly.

The ECDP is used to record employment goals, work activities, supportive services, and mutual agreement through the signature of the case manager and the client. Well-defined action steps must be included in the ECDP so that each party understands their role in implementing the plan. The ECDP must be designed to assist the client as they work to gain self-sufficiency before the expiration of their time-limited TANF Cash Assistance.

.01 Employment Goals

Employment goals must be based on the skills, desires, and needs of the client. Employment goals must be attainable and supported by local Labor Market Information (LMI) indicating the projected sustainability and stability of the employment goal.

.02 Work Activities

Participation in work activities enables the client to reach their employment goal. The case manager must explore the work activities with the client. The case manager must assist in creating a plan that is most beneficial for both the individual and the family's needs while staying within program guidelines. Work activities must not exceed 40 hours per week when creating the ECDP.

The ECDP must identify the work activities for participation, and include 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.

.03 Supportive Services

In partnership with the client, the case manager must develop and arrange resources that will support the implementation of the ECDP. A critical responsibility of the case manager is to assist the client in identifying available resources to meet their needs and how to access these resources.

Supportive services are available from a variety of sources. Some resources are present in the client's network of family, friends, community and faith-based organizations. Some services are directly available through the Jobs Program ([see Chapter 600](#)) 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 time frames for seeking and receiving services.

.04 Coordinated Case Planning

When a client is involved with the Arizona Department of Child Safety (DCS), [Vocational Rehabilitation](#) (VR), [Arizona Families F.I.R.S.T.](#), the [TANF Refugee Resettlement Program](#) (RRP), or programs authorized under the Workforce Innovation and Opportunity Act (WIOA), the Jobs Program case manager must coordinate planning with these programs or providers. DCS will always take the lead in case planning and execution.

.05 Required Signatures

The case manager must ensure that the client **understands** how to execute the plan and the consequences of not performing their assigned activities as described in the ECDP. The signatures of both the client and the case manager are required on the ECDP to document the mutual agreement and understanding of the activities to be performed by the client and the services to be provided to the client.

A copy of the ECDP bearing both the Jobs Program case manager and the client's signatures must be given to the client and a copy must be filed in the case record. This must be repeated when any revisions are made to the plan, as a client may not be penalized for failing to comply with an ECDP that they have not signed.

Note: The exception to this rule applies to plan revisions to add supportive services to expedite such services.

403 ONGOING CASE MANAGEMENT

As the client implements the ECDP, Jobs Program staff must provide ongoing case management to monitor their progress. This opportunity should be used to provide positive reinforcement for any client successes, no matter how small. When a client is experiencing difficulty implementing the plan, the case manager must explore the reasons for the difficulty, identify what is and is not working in the plan, and make revisions to the ECDP when necessary. The need for re-assessment or further assessments may also be identified.

404 EMPLOYMENT VERIFICATION

For each employment recorded in the Jobs Program automated system, the following elements must be verified and documented by Jobs Program staff:

- Employer name, address and phone number;
- Type of work the client is performing;
- Average number of hours the client works per week;
- Hourly wage;
- Date of hire; and
- Date of termination when applicable.

For each 30 day follow-up ([retention check](#)) recorded in the Jobs Program automated system, the following elements must be verified and documented by Jobs Program staff:

- Continued employment;
- Type of work the employee is performing;

- Average number of hours the client works per week; and Hourly wage.

Acceptable documentation sources are limited to pay stubs, employer produced documents, contractor produced employment verification forms completed and signed by the employer, recognized verification sources such as the Work Number, or well-documented phone calls with the employer.

405 POST-EMPLOYMENT FOLLOW-UP AND CASE MANAGEMENT

When a client obtains employment and the household's TANF Cash Assistance case closes, it is imperative that Jobs Program case management continue as the client learns to accept the demands of their new job and household responsibilities. Case management must continue for 180 days after the TANF Cash Assistance case closes to ensure the client retains employment, has career advancement opportunities, and does not return to TANF Cash Assistance. The Jobs Program must continue to provide proactive case management and available support services during this time.

.01 Post-Employment Activities

To provide post-employment case management, the case manager must contact the client at a minimum of every 30 days after the employed client's TANF Cash Assistance case closes. Extended case management includes determining the client's status, evaluating needs for additional support services and case management, or assisting with transitional child care issues and/or other transitional services as needed. The Jobs Program must provide available supportive services to the client, including assistance with training, career advancement, and barrier reduction to ensure long-term self-sufficiency.

.02 Employment Retention Checks

In addition to the post-employment follow-up with the client, Jobs Program staff must also perform 30-, 60-, 90-, 120-, 150-, and 180-day employment retention checks to ensure accurate recording of the client's continued, unsubsidized employment. Verification that substantiates the employment and follow-up information must be maintained in the case record.

406 JOBS PROGRAM EXTENSIONS

When a client's TANF Cash Assistance case closes for reasons related to the [lifetime benefit limit](#), Jobs Program employment and case management services must continue for up to 12 months. The client qualifies for a Jobs Program extension when:

- The Jobs Program case is active at the time the TANF Cash Assistance case is closed for reasons related to the lifetime benefit limit; and
- The client does not have a Jobs Program sanction imposed for the month in which the TANF Cash Assistance case is closed.

Jobs Program staff must inform clients of the possibility that Jobs Program case management and employment services may be available when the above conditions are met.

.01 Client Notification

When the conditions above are met, the Jobs Program automated system generates an alert (See Section 409 of the *Jobs Program User Guide*) in the system and mails the *Continued Eligibility for the Jobs Program* notice (JB-127) to the client notifying them of their extended eligibility for the Jobs Program. The notification includes information on how to receive extended Jobs Program case management and employment services.

The *Reminder of Continued Eligibility for the Jobs Program* notice (JB-127) is available to remind clients of their continued eligibility and includes information on how to receive extended Jobs Program Case management and employment services.

.02 Support Services and TANF Child Care Assistance

Clients on a Jobs Program extension can receive Jobs Program support services as described in [Section 601](#). Clients are not eligible for TANF Child Care Assistance under [Section 602](#) (unless post-employment follow-up and case management under [Section 405](#) is required). The Jobs Program must notify the Child Care Administration to stop TANF Child Care services for any clients who are receiving TANF Child Care Assistance.

.03 Closure Reasons

Jobs Program staff must close the client's Jobs Program case when:

- The 12-month Jobs Program extension ends; or
- Client mail is returned with no forwarding address and the Jobs Program is unable to obtain the current address through other means and within 20 calendar days of receiving returned mail.

See Section 410 of the *Jobs Program User Guide* for more information about closing Jobs Program cases.

407 JOBS PROGRAM CASE CLOSURES

The Jobs Program must close the client's Jobs Program case when any of the following occur:

- An applied [sanction](#) has reached the 100% sanction level;
- The client has successfully retained employment for 180 days after the TANF Cash Assistance case has closed;
- The conditions described in [Section 406.03](#) are met; or

- The FAA has stopped the client's household's TANF Cash Assistance and the following are not required:
 - Post-employment follow-up and case management: or
 - Jobs Program extension.

The Jobs Program case must be closed within five business days from the effective date of the TANF Cash Assistance case closure when the FAA has stopped the TANF Cash Assistance case and post-employment follow-up and case management or Jobs Program extensions are not required.

408 RECORDING INFORMATION IN THE CASE RECORD

The case record must provide ongoing documentation of the client's movement towards self-sufficiency, and evidence of the strategies and resources the Jobs Program is using to impact the desired outcome. The Jobs Program must 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 client. They are also planning tools for determining what strategies are working and which activities or supportive services need revision. The case record must provide a professional, concise record of the status of the client in meeting each milestone of this process. It also must clearly state what the Jobs Program case manager is doing to assist the client in meeting their employment-related goals.

Jobs Program staff must document all activities, correspondence, meetings, referrals, actions, and conversations in the client's case records within one business day of the event or service.

Jobs Program staff must maintain accurate, objective, and descriptive records of case management activities and client-related expenditures, allowing for the effective monitoring and transfer of client records from one service delivery area to another.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



JOBS PROGRAM MANUAL	PROGRAM INSTRUCTIONS: DES 2-10.500
SUBJECT: WORK PARTICIPATION RATE, WORK ACTIVITIES, EXCLUSIONS, AND TEMPORARY DEFERRALS	

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

The Jobs Program is funded through Arizona’s Federal TANF Block Grant from the U.S. Department of Health and Human Services (DHHS). DHHS has established Work Participation Rates (WPR) that must be met in order for states to continue receiving federal funding. DHHS reviews and monitors states for compliance. Failure to meet the WPR can result in a reduction of TANF funding. This chapter describes the federal WPR, federal work activities, documentation, verification and monitoring requirements, absences, state participation allowances, barrier resolution activities, exclusions, and temporary deferrals from an individual’s participation.

501 WORK PARTICIPATION RATE

Federal law mandates that a percentage of TANF work-eligible individuals participate in federal 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.

Type of Case	Percentage
All Families	50%
Two-Parent Families	90%

The chart below shows the minimum number of hours, averaged per week during a month, which specific types of families must complete in order to meet federal WPR requirements.

Type of Family	Minimum Number of Hours Averaged Per Week During A Month	Special Requirements Regarding Core Activities
Single parent/caretaker relative: With child under 6 years old	20	All hours must come from Core activities
Single parent/caretaker relative: With no child under 6 years old	30	Non-core activities will count toward the WPR only if the first 20 hours come from core activities
Two Parent: Receives subsidized childcare	55	At least 50 of the hours must come from Core activities
Two Parent: Does not receive subsidized childcare	35	At least 30 of the hours must come from Core activities, the 35 hours may be completed by one parent

Note: Federal law allows states the opportunity to qualify for [caseload reduction credits](#) which reduces the WPR percentage that states must meet.

502 FEDERAL WORK ACTIVITIES

Federal work activities are the **only** activities considered in the calculation of the federal WPR. There are two types of federal work activities: **Core** and **Non-core**.

Federal work activities may be assigned separately or in combination. Non-core activities count toward the federal WPR only if at least 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.

The following information identifies Core activities, Non-core activities, any applicable limitations for assigning activities, and exceptions for teen parents.

.01 Core Activities

A. Unsubsidized Employment

Unsubsidized Employment is all full or part-time employment with wages paid in totality by the employer. Helping clients find permanent, Unsubsidized Employment with wages that meet Fair Labor Standards Act (FLSA) requirements and provide a benefits package, enabling clients 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.

- Wages and salaries are defined as employment in which hourly pay, including tips, meets or exceeds 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 oneself 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.

B. Subsidized Employment

Subsidized Employment is paid employment in the public sector, the private sector, or any organization that receives a subsidy from TANF or from other public funds to offset the cost of wages and benefits paid by the employer to a client for a trial period. At the end of the trial period, the employer is expected to retain the client as a regular employee without receiving a subsidy. Clients 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 provides the client the benefits of real wages, it is preferable to [Work Experience](#). As paid employees, clients 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 (e.g., the client 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 workers without disabilities with similar job functions.

Jobs Program case managers must assess and determine if the client has adequate 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.

C. On-the-Job Training

On-the-Job Training (OJT) is the training of skills essential to perform a specific job which an employer, in the public or private sector, has agreed to provide to a TANF client in exchange for a subsidy to offset the cost of training provided to the client. 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 client's progression, and a schedule indicating the estimated dates of completion of

each skill. OJT clients 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 client 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.

D. Job Search and Job Readiness Assistance

Job Search and Job Readiness Assistance consist of activities designed to prepare the client 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 to interview prospective employees.
- **Job Readiness activities** including workshops that 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 clients 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** when the need for such treatment or therapy is documented by a licensed and 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 client means a case manager has assigned activities and ensures client time is properly accounted for. There must 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 must confirm the progress and monitor activity of the clients. The specific requirements for

the weekly activities must be documented in the ECDP and the case progress notes.

Clients are required to maintain a daily log of all contacts related to the job search. 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. Travel time 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 client 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 in the preceding 12-month period if the state has been identified as a *needy state*. 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.

E. 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 able to obtain employment. It allows clients to develop skills, good work habits, and a current work history. Work Experience is considered for clients 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 clients.

Prior to placement, potential Work Experience providers are evaluated to match the client with work that is related to the client's employment goals. The onsite supervisor or the supervisor's designee is responsible for confirming the client's attendance and progress at the work site. All clients in a Work Experience activity must be covered by workers' compensation as mandated in A.R.S. §46-299.I. Work Experience placements must occur at any bona fide business, including private for-profit and non-profit organizations and public agencies.

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

Note: The placement of Jobs Program clients 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 Engagement Center (VEC) provides training in a specific occupation and potential employment opportunities within DES. Please review the *Jobs Program User Guide* for specific procedures related to DES work experience placement.

With the exception of VEC, all Work Experience providers must sign an agreement with the Jobs Program. Work Experience providers must:

- Maintain records and prepare reports regarding the progress of the client as prescribed by the Jobs Program contracted provider including written verification of attendance, along with:
 - Start and end dates of the activity;
 - Weekly scheduled hours;
 - Skills the client will learn and the expected competency date; and
 - Training methods the provider will use.
- Contact the Jobs Program case manager when concerns arise;
- Provide daily supervision for all clients; and
- Maintain sufficient general liability insurance for tort claims protection.

This agreement must also include Work Experience 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 contracts for services or collective bargaining agreements.

- Employment or assignment of a Jobs Program client 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 client whose wages are subsidized under the Jobs Program.
- Infringement on promotional opportunities of any currently employed individual.

Generally, a client engaged in Work Experience is subject to the 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 phone number, 1-866-4-USWAGE / TTY 1-877-889-5627, or the DOL website at <http://www.dol.gov/whd/flsa/index.htm>.

A client who participates in a Work Experience activity that is subject to FLSA requirements cannot be required to participate in that work activity, without an FLSA supplemental payment, 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.

Jobs Program staff must evaluate a client's entitlement for an FLSA supplemental payment following the conclusion of each month. If an FLSA supplemental payment is owed, Jobs Program staff must process the payment in the Jobs Program automated system by the seventh calendar day. See the *Jobs Program User Guide* for information regarding FLSA Supplemental Payments.

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 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 clients 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 must be assigned.

F. Community Service

Community Service activities are structured programs established by 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 client will be covered by DES for workers' compensation. Community Service activities may assist a client who is not able to move immediately into unsubsidized employment and needs to improve his or her

employable skills. The activity must be related to the client's employment goals and must be supervised.

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;
- Work with any other organizations that provide supervision for clients in activities that improve employability while offering a service to the community; and
- Court or other similarly mandated community service activities.

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

Generally, a client engaged in this activity is subject to the FLSA. Some community service programs may be exempt from the FLSA. It is the responsibility of the 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 phone number, 1-866-4-USWAGE / TTY 1-877-889-5627, or the DOL 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 client who participates in a Community Service activity that is subject to FLSA requirements cannot be required to participate in that work activity, without an FLSA supplemental payment, 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.

Jobs Program staff must evaluate a client's entitlement for an FLSA supplemental payment following the conclusion of each month. If an FLSA supplemental payment is owed, Jobs Program staff must process the payment in the Jobs Program automated system by the seventh calendar day. See the *Jobs Program User Guide* for information regarding FLSA Supplemental Payments.

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 clients 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 must be assigned.

G. Vocational Educational Training

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

Vocational Educational 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. 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.

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

Generally, participation in Vocational Educational Training activities should be authorized as a short-term activity that focuses on the client's employability; not solely on the attainment of a degree or certificate. Participation in degree programs, including baccalaureate and advanced degree programs, are allowable when a client has an existing enrollment and tuition costs are not TANF-funded. The Vocational Educational Training activities must be 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 client must remain in good standing as defined by the institution.

Federal law limits Vocational Educational Training, as a Core activity, to a total of twelve months during the client's lifetime of assistance. The twelve-month limit applies to any hours of participation in the activity, regardless of whether

the client has enough hours to count in the WPR. Participation in Vocational Educational Training beyond that time will be considered a Non-core activity. No more than 30% of clients may be engaged in Vocational Educational Training statewide to count toward the WPR.

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.

.02 Non-core Activities

Non-core activities will count toward the WPR **only** after the respective core hourly requirement has been met. **There are exceptions noted for certain teen parents.**

A. 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 client 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 educational training continuing after the 12-month limit if it meets the job skills activity definition.

English as a Second Language 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 high school equivalency diploma.

B. 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 as a Second Language and basic education. This activity can be provided to clients who do not have a high school diploma or its equivalent. When it is a prerequisite to employment by an employer, this activity may include education leading to 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.

C. Satisfactory Attendance in High School or High School Equivalency Preparation Classes

Satisfactory Attendance in High School or High School Equivalency (HSE) 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 HSE diploma, in the case of a client who has not completed secondary school or received a HSE diploma.

Exception: Satisfactory Attendance in High School or HSE 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 client progress and to ensure the work participation requirements are being met. Close monitoring and verification of the I participation in the federal work activities by each client ensures 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. When the hours of participation are established and verified, the hours must be recorded in the Jobs Program Automated System. This section describes documentation, verification, and monitoring requirements for the federal work activities.

.01 Unsubsidized Employment, Subsidized Employment, and On-the-Job Training

The number of actual participation hours are determined by written or electronic evidence from the employer substantiating the number of hours worked. When written or electronic evidence cannot be obtained, well-documented phone calls to the employer are used to verify a client's hours of work. **Countable 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 pay stubs, employer produced documents, or documented phone calls containing the client's name, actual hours of participation, the name of the employer, and the name, title and phone number and/or email address of the person verifying the hours, as applicable. Verification also includes recognized employment verification services such as Equifax, Inc.

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. This verification process is the same process used by the FAA during the determination of initial and continued eligibility for TANF Cash Assistance.

The actual hours of participation may be projected for a maximum of six months when the hours are not likely to change. The projected hours are based on one full payment cycle/pay period. For example, when bi-weekly hours are represented, the hours are divided by 2 to arrive at the average weekly hours used to project. When more than one payment cycle/period is represented, the hours are averaged. When there is a change in the client's actual verified hours, the hours are recalculated and a new six-month projection period is applied.

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

.02 Job Search and Job Readiness Assistance

Actual hours in the Job Search component are established by using information recorded on the client's daily log of employment contacts. The client 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 (phone number, physical address, email address, website address), and a record of actual time engaged in such activities. The client must sign the log attesting to the truthfulness of the information provided.

Note: It is acceptable for program staff to add employer contact information when verification presented lacks the information. Any modifications made to the verification must include the initials of the staff person making the modification, the date the modification was made, and an explanation to justify the modification.

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 client note actual time spent during each employer contact. Case managers must review the logs, verify their 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 or electronic 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 or electronic confirmation of attendance from the medical professional. The treatment or rehabilitation provider must monitor and document the progression and participation of the client. The documentation must be submitted by either the client or responsible third party weekly, at a minimum. The written or electronic confirmation must include the individual's name, the actual 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.

.03 Work Experience and Community Service

The number of countable hours is based on written or electronic evidence from the activity provider (on-site supervisor or designee) substantiating the actual participation hours. When written or electronic verification cannot be obtained, well-documented phone calls to the provider may be used to verify an individual's participation hours and all pertinent information must be documented in the case record. Verification of the actual number of countable participation hours must be obtained bi-weekly.

Verification is through time sheets, sign in/out logs, signed statements, other evidence from the provider, or well-documented phone calls containing the client's name, actual daily hours of participation, the name of the provider, and the name and phone number and/or email address of the person verifying the hours, as applicable.

.04 Vocational Educational Training, Job Skills Training Directly Related to Employment, Education Directly Related to Employment, and Satisfactory Attendance in High School or HSE Preparation Classes

The number of participation hours is determined by written or electronic verification that identifies the number of actual hours the client attended the activity each day in a week. When written or electronic verification cannot be obtained, well-documented phone calls to the provider may be used to verify an individual's participation hours and all pertinent information must be documented in the case record. Verification of the actual number of countable participation hours must be obtained bi-weekly.

The verification must include the client's name, actual hours of participation, name of the provider, and the name, title, phone number and/or email address of the person verifying the hours, as applicable.

Countable hours consist of classroom time, online class time, and time spent performing clinical requirements, lab work or other activities required by the program. When documentation from the program verifies the amount of homework time required, up to one hour of unsupervised homework time for each hour of scheduled 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 (written or electronic) by the individual supervising the activity.

When the client is involved in distance learning, the Jobs Program may use documentation of participation issued by the distance learning provider verifying that the client attended the session. Verification can include attendance records or log-in and log-out records available online or in an electronic format.

504 ABSENCES FROM SCHEDULED WORK PARTICIPATION

Absences from scheduled **paid** work hours for employed clients, 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 client was **scheduled** to participate when the absence occurred.

.01 Excused Absences

Excused absences can include sick days, medical appointments for the client or the client'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 also be considered an excused absence.

.02 **Holidays**

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

New Year's Day	January 1
Martin Luther King, Jr. Day	3rd Monday in January
Presidents' 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
Veterans Day	November 11
Thanksgiving Day	4th Thursday in November
Christmas Day	December 25

Note: When any of the holidays listed fall on a Saturday, the *previous* business day (Friday) is observed as a holiday. Likewise, holidays which fall on a Sunday are observed on the *following* business day (Monday).

505 STATE PARTICIPATION ALLOWANCES

To the extent that the state is meeting the federal WPR, single parents may participate in educational activities on a full-time basis as an alternative to the federal WPR. Allowable educational activities include:

- HSE programs;
- Career and technical education programs; and
- Postsecondary education programs.

Full-time status, as defined by the educational program provider, must be verified. Verification sources include:

- Statements from the provider;
- Documented phone calls with the provider;
- Information from the provider's website; or
- Any other information from the educational activity provider that substantiates the client's full-time status.

See Section 501.03 of the *Jobs Program User Guide* for information on recording educational activities under this section.

506 BARRIER RESOLUTION ACTIVITIES

In addition to federal work activities, a number of barrier resolution activities are available. Participation in barrier resolution activities may be the best first step for some individuals. Assignment in barrier resolution activities should be short-term in nature and serve to eliminate barriers to employment or self-sufficiency. Active participation in barrier resolution activities can be in conjunction with federal work activities. Barrier resolution activities are not considered in the calculation of the federal WPR. When appropriate, some families with barriers may be best served by activities that count under the federal WPR; one example being Job Search and Job Readiness, which includes substance abuse and mental health treatment or rehabilitation activities. Clients participating in barrier resolution activities are not subject to the sanction process.

Jobs Program staff must outline specific action steps when the ECDP is developed for barrier resolution. The Jobs Program must assist the client in locating available resources to resolve any issues. If services are not available to resolve barriers, the case manager must re-evaluate the situation in 30 days to determine if barriers have been resolved or if services are available. Below is a list of barrier resolution activities and a brief description of each.

.01 Housing/Utility Issue Resolution

Housing/Utility Issue Resolution can be assigned to a client 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 client to begin or return to participation in federal work activities.

.02 Family Issue Resolution

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

.03 Drug/Alcohol Abuse Resolution

Drug/Alcohol Abuse Resolution can be assigned to a client who admits to a substance abuse problem and who is seeking or receiving treatment that is preventing them from full participation in federal work activities. Jobs Program case management must include assisting clients with finding substance abuse treatment, counseling, and support, including a referral to the [Arizona Families F.I.R.S.T. Program](#).

.04 Child Care Issue Resolution

Child Care Issue Resolution can be assigned to a client who is trying to resolve a temporary child care issue which is preventing participation in federal work activities. **Jobs Program staff must not recommend a particular child care provider or a specific type of child care provider.**

.05 Transportation Issue Resolution

Transportation Issue Resolution can be assigned to a client who is resolving a transportation issue that is preventing full participation in federal work activities.

.06 Other Barrier Issue Resolution

Other Barrier Issue Resolution can be assigned to a client who is working to resolve specific documented issues that are prohibiting them from full participation in federal work activities. Some clients may have physical or mental health issues or low cognitive function. Many of these clients 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 client in finding appropriate specialized services including behavioral health services when appropriate.

.07 Parenting Skills

Parenting Skills can be assigned to a client who would benefit from attending parenting skills training.

.08 Life Skills

Life Skills can be assigned to a client who would benefit from life skills training.

.09 Social Security Benefits

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

.10 Child Support

Child Support can be assigned to a client who is potentially eligible for child support and who has an issue preventing participation in federal work activities.

507 EXCLUSIONS

In accordance with Code of Federal Regulations Chapter 45 Part 261.2(n)(2)(i), a client who is providing care for a family member with a disability 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.

.01 Verification Requirements

Written verification must be obtained from an [acceptable medical source](#), indicating that the client is required to be the caretaker of the family member with a disability. This verification must:

- 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 family member's recovery, or the date of re-examination.

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

- 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.

When verification is provided showing the disability is permanent or ongoing, the end date must be set for a **six-month period**.

508 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 client should be temporarily deferred from participation. A client meeting criteria for a temporary deferral may choose to participate in work activities. If the client is subsequently unable to participate, a sanction must not be imposed. Deferred clients must be notified in writing of the period of time that they are deferred from participation and the reason for the deferral. The Jobs Program must encourage deferred clients to engage in suitable program activities as appropriate for the client by making contact at least monthly.

.01 Disability

A client is eligible for a deferral due to a disability when verification is obtained certifying that they are mentally or physically incapable of engaging in work activities and/or employment. This verification must be provided by an [acceptable medical source](#). The Jobs Program case manager must assist the client in obtaining disability verification when the client is experiencing difficulty.

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

A. Verification Requirements

Acceptable verification of a disability is a statement by an [acceptable medical source](#). The statement must indicate the client is unable or very limited in their ability to engage in work activities and/or employment due to physical or mental health conditions. 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 client to work or participate; and
- The date by which re-examination or re-evaluation is recommended.

When verification is provided showing the disability is permanent or ongoing, the end date must be set for a **six-month period**.

.02 Domestic Violence

A client can be temporarily deferred if the client or the client's children are victims of domestic violence and participation in work activities causes an immediate threat to the client'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 must grant a temporary deferral if participation in work activities threatens the safety of, or may cause an immediate threat of physical, mental, or emotional harm to, the client, the client's children or any children residing with the client. **The client is allowed to define their perception of an immediate threat.**

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

A. Verification Requirements

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

- Declarative statements from the client. Declarative statements may be the only method that a client claiming domestic violence has of providing verification;
- Police reports;
- Court records;
- Medical records;
- Physical evidence of domestic violence;
- Documentation from shelter staff, attorneys, clergy, medical professionals, or other professionals from whom the client has sought assistance in dealing with domestic violence;
- Statements from Department of Child Safety staff, with substantiating evidence that domestic violence exists within the client's home and is having an adverse effect on the client;

- 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, radio or other appropriate media.

.03 Child Under Twelve Months

A temporary deferral can be granted to a client in a single-parent family, or to 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 client's lifetime. This deferral does not apply to two-parent families or to teenage custodial parents who do not have a high school diploma or a high school equivalency diploma.

A. Monitoring Requirements

Jobs Program staff are responsible for tracking the number of months during which a client 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 must remove the client from this deferral status when one of the following applies:

- The client exhausts the 12-month lifetime limit for this deferral;
- The client's child turns one year of age (deferral status must be removed that month); or
- The client chooses to participate in the Jobs Program.

.04 Child Under Twelve Weeks

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

A. Monitoring Requirements

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

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



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

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

The Jobs Program offers funding for temporary and targeted supportive services to assist program clients 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 clients to engage in work activities, accept and maintain employment, and successfully transition from public assistance dependence to financial independence through working.

601 JOBS PROGRAM SUPPORT SERVICES

The intent of Jobs Program support services is to offer a resource for clients to assist them with services that help overcome barriers in their path to self-sufficiency. Jobs Program support services are based on individual need and the availability of program resources. Jobs Program funding for support services is allowable only to purchase services **directly for the client**. Jobs Program funding cannot be used to make payments to, or on behalf of, clients who receive payments for the same services provided by other programs.

These services are also available to clients whose TANF Cash Assistance case closes, when it has been verified that the client is employed in unsubsidized employment at the time of case closure. These individuals are eligible for an additional six months of [Jobs Program transitional services](#). Case managers must establish the client's ability to sustain ongoing expenses if applicable. The case manager must document how and why the decision to provide a Jobs Program support service was made.

602 TANF CHILD CARE ASSISTANCE

The purpose of TANF child care assistance, provided by the DES Child Care Administration (CCA), is to enable client participation in work activities, the attendance of case management appointments, and the obtainment and/or maintenance of employment. TANF child care assistance pays for all or part of the cost of child care, depending on what the child care provider charges.

.01 Eligibility

Jobs Program clients are eligible for TANF child care assistance, provided by the CCA, for their dependent children under the age of 13. Referrals to the CCA can also be made in the case of a client who is a parent, or the specified relative of a minor parent, to support educational opportunities for the minor parent involved in the client's TANF Cash Assistance case. A referral is appropriate when the minor parent and the minor parent's child are included in the client's TANF Cash Assistance case, or if either the minor parent or minor parent's child is not included in the case due to receipt of Supplemental Security Income. CCA will verify the school schedule of the minor parent and monitor continued eligibility. It is not necessary for Jobs Program staff to monitor the minor parent's school schedule.

Note: TANF child care assistance is not available for clients on a Jobs Program extension.

.02 Informing the Client

Prior to referring clients to the CCA, the client 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 client. Arizona CCR&R is a community service that matches parents seeking child care with child care resources. The phone number for CCR&R is 1-800-308-9000, and the website is www.arizonachildcare.org.

The Jobs Program must advise the client that when seeking child care services, they need to ask the child care providers whether they accept DES authorized payments. Also, staff must advise the client that they are responsible for any additional charges beyond the amount paid by the CCA.

.03 Referrals

TANF child care services are initiated through an electronic referral by the Jobs Program 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 on which the referral is made in the Jobs Program automated system. Jobs Program case managers are required to instruct the client to contact the child care specialist within two workdays of the referral to arrange child care services. In addition, the Jobs Program case manager must notify the CCA, through the automated process, of any changes in the schedule of assigned activities and also when participation stops.

Clients who need child care assistance in order to attend their 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 must 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.

A. Referral Considerations

Failing to consider child care needs can create hardships for clients. For example, when an ECDP is developed and activities are assigned for short time frames with frequent interruptions, clients are challenged with finding a child care provider willing to accept children on a short-term basis.

Another example involves gaps between activities. Gaps between activities on the ECDP lead to days on which the child care provider is not used. The CCA does not pay for days on which the child is absent, beyond two allowable paid absences per child/per month. As most providers charge weekly rates, the client is often billed for the expense, creating a financial hardship.

Jobs Program staff must therefore engage clients in activities with as much consistency and continuity as possible, while minimizing breaks between activities to the greatest extent possible. Jobs Program staff must send child care referrals to support assigned activities with a minimum 30 day participation period per referral.

603 REFUSAL TO ACCEPT SERVICES

Clients 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 that the client understands the requirement to participate even when the individual refuses to accept a Jobs Program support service.

604 TRANSITIONAL SERVICES

Jobs Program clients 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 clients stay employed and are intended to support a family's transition from TANF Cash Assistance to self-sufficiency. The Jobs Program must ensure that the client understands the potential services that are available. Transitional services are offered by the Jobs Program, the CCA, and the FAA.

.01 Jobs Program Transitional Services

Jobs Program Transitional Services are available for up to six months, beginning on the first day of the month following the month in which TANF Cash Assistance case closure occurred, when it has been verified that the client was in unsubsidized employment at the time of case closure. Transitional services must include assistance with education and training opportunities to support job retention. Written notification of these services must be provided to the client.

.02 Transitional Child Care Services

Transitional Child Care (TCC) services are available for up to two years, beginning on the first day of the month following TANF Cash Assistance case closure. The TCC eligible 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 client's TANF Cash Assistance case has closed due to employment, the Jobs Program case manager must alert the child care specialist of potential eligibility for TCC through an automated process. The CCA determines initial and continued TCC eligibility.

.03 Transitional Benefits Offered By The FAA

Transitional Medical Assistance (TMA) is available for a medical assistance recipient who enters employment. The recipient and their 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. The 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 some employment tax incentives for employers and clients. Jobs Program staff should become familiar with existing and emerging tax incentives relating to employers and clients in order to inform each party of their potential eligibility for such.

701 EMPLOYER TAX INCENTIVES

The purpose of employer tax incentives is to offer employers a tax credit for hiring certain job seekers. Jobs Program staff should explain to employers that there is minimal paperwork needed to claim the tax credits.

.01 Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) is a federal tax credit incentive that may be available to employers who hire individuals from specific target groups with challenges to obtaining employment. The main objective of the 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 meets one of the following circumstances:
 - Received TANF Cash Assistance for at least 18 consecutive months ending on the hiring date;
 - Received TANF Cash Assistance for at least 18 consecutive or non-consecutive months after August 5, 1997, and has a hiring date that is not more than 2 years after the end of the earliest 18-month period after August 5, 1997; or
 - Stopped being eligible for TANF Cash Assistance during the past 2 years because a Federal or state law limited the maximum time those payments could be made.
- **Short-Term TANF Recipient:** Defined as a member of a family that received TANF Cash Assistance for any 9-month period during the 18-month period ending on the hiring date.
- **Others:** Ex-felons, certain veterans, and certain recipients of Unemployment Insurance and Supplemental Nutrition Assistance Program benefits.

Information about the WOTC and its availability is located on the [DES WOTC website](#).

.02 State Tax Credit for Employment of TANF Recipients

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:

- Is classified as full-time employment;
- Provides health insurance coverage, when 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 in the same job classification who are not receiving TANF Cash assistance; and
- Is listed on the report submitted by employers 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:

- Be a resident of Arizona;
- Be a TANF Cash Assistance recipient at the time of hire;
- Be 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 employer 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>

702 EMPLOYEE TAX INCENTIVES

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

.01 Earned Income Tax Credit

The Earned Income Tax Credit (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:

<https://www.irs.gov/credits-deductions/individuals/earned-income-tax-credit>

During tax season, information related to free assistance with income tax preparation for low-income individuals can be obtained by contacting Community Information and Referral Services at: <http://www.cirs.org/>

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



JOB 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 Cash Assistance eligibility, all mandatory work-eligible individuals are required to participate in specific work activities through the Jobs Program. When a mandatory client does not comply with work requirements, they may be subject to a financial penalty called a **sanction**. Arizona state law, A.R.S. §46-300, requires that a reduction or termination of TANF Cash Assistance benefits be imposed when a client fails or refuses to participate with the work requirements through the Jobs Program without good cause or fails to demonstrate compliance in the absence of good cause.

Financial penalties may result in a hardship to a family without other alternatives of support. Penalties must be applied with caution and only 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 client to participate and/or to remove any barriers which are preventing client 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 that the client 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 TANF related mandates, such as TANF eligibility requirements, cooperation with Division of Child Support Services, or the work activity requirements. A sanction remains on the TANF client's record for life, and will impact any TANF household in which the individual is a member.

A sanction related to non-compliance with the Jobs Program 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 or the client did not demonstrate compliance with the Jobs Program.

.01 Sanction Levels

First sanction: The household's TANF Cash Assistance is reduced by 50% of the original grant amount for one month. There is one 50% sanction in a lifetime.

Second and all subsequent sanctions: The household's TANF Cash Assistance case is closed and must remain closed for at least one month. There is no limit to the number of 100% sanctions that can be imposed.

If the sanction has reached the 100% level, clients 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 is served.

.02 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 **multiple sanctions**. 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 Jobs Program identifies that there has been a break in compliance with the work activity requirement, the Jobs Program must provide intensive intervention planning to prevent a sanction. The Jobs Program must continue attempts to engage the client in work-related activities to prevent each stage of progressive sanction until the client 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 client fails to participate with the work requirements administered through the Jobs Program without a [good reason](#) (good cause) or, in the absence of good cause, fails to demonstrate compliance to prevent a sanction. 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 that makes 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 they meet 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 that 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 must 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 to find resolution to the barrier, including the option of engagement in [barrier resolution 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 must be notified of the incident of non-compliance.

805 NOTIFICATION OF NON-COMPLIANCE

A notification of non-compliance is part of due process for the client. The notification must be provided to the client and must include the date and location in which the non-compliance occurred. This is accomplished by completing and sending the *Good Cause Request/Last Chance to Stop the Sanction Appointment* notice (JB-120 English or JB-320 Spanish) via the Jobs Program automated system. The notice must 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 (day one is the day after the notice is mailed) to provide good cause. When the tenth calendar day falls on a weekend or State holiday, the due date must be extended to the next business day.

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

Finally, this notice informs the client that a separate notice will be sent informing them that 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 if they fail to attend the Last Chance to Stop the Sanction appointment and demonstrate compliance.

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

Jobs Program staff must use the following methods in an attempt to contact the participant and determine whether good cause exists and advise the client how to avoid the sanction in the absence of good cause:

- A phone call if the client has a phone;
- Consultation with other DES programs to determine if they have had contact with the client or have a current address or phone number for the participant; and
- Any other reasonable method for contacting the participant.

.01 Good Cause Reasons

Good cause can be defined as any situation or circumstance beyond a client'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 client is the primary goal. Some examples of good cause reasons are:

- The client has barriers to participation for which services are not available, or the client is participating in referred services to address the barrier;
- The client's illness;
- The client was/is needed to care for a family or household member who is ill or has a disability;
- The client or the client's dependent had a conflicting appointment that could not be rescheduled, such as a court ordered appearance, medical/dental appointments, or employment interviews;
- The client experienced an emergency, such as loss of the client's residence due to fire, flood, or other natural disaster, death of an immediate family member, or other instances of emergency situations;
- The client 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 client was not capable of performing the work activity for reasons such as unsafe worksite conditions or a bona fide labor dispute;
- The client was a victim of violence or a circumstance threatens the safety of, or causes an immediate threat or emotional harm to, the client or any household member. It should be noted that the client is allowed to define their perception of an immediate threat;
- Child care for a child who is under 13 years of age was unavailable, unaffordable, or unsuitable;

Note: The CCA will notify the Jobs Program through the Jobs Program automated system if child care is unavailable, unaffordable, or unsuitable. The client is not subject to the sanction process. The client must be re-referred to the 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 themselves or to others if left alone;
- Translation services were not available or were not provided, in the case of a client in need of such services; and
- Other comparable circumstances beyond the client's control occurred, including an error caused by DES or by the Jobs Program.

.02 Examples of Good Cause Verification

Some examples of acceptable documentation that verifies good cause are:

- A statement from an [acceptable medical source](#);
- Appointment notices from a court, the FAA, or other similar notices;
- Death certificates;
- Newspaper articles or other similar evidence of public knowledge;
- CCA information;
- Police reports;

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

806 VERIFICATION THAT ESTABLISHES GOOD CAUSE

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

807 GOOD CAUSE INFORMATION THAT DOES NOT ESTABLISH GOOD CAUSE

When a client has responded to the notice by providing information to establish good cause, but the information does not meet the requirements of acceptable verification of good cause, the client must be given one last chance to attend an appointment and demonstrate compliance to prevent a sanction. 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) must be sent via the Jobs Program automated system within two workdays of the determination of good cause. This notice advises the client that the good cause information received did not meet the requirements to establish a good cause reason, but because the client responded in an attempt to comply with the request, they will be provided with a chance to attend an appointment to prevent TANF Cash Assistance from being cut or stopped. This appointment must be 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 State holiday, the appointment date must be extended to the next business day. This notice also informs the client that a separate notice will be sent indicating that the household's TANF Cash Assistance will be reduced or stopped if the client fails to attend the appointment.

.01 Client Does Not Attend the Appointment to Prevent Sanction

When the client 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 must be initiated.

808 CLIENT ATTENDS APPOINTMENT TO PREVENT SANCTION/COMPLETES PARTICIPATION

When the client attends the appointment to prevent the sanction, an ECDP must be developed. The client must begin and continue to participate in the work activities specified in the plan. This is known as demonstrating compliance. Jobs Program staff must work

closely with the client to ensure that participation is maintained and can be verified as soon as possible. The verification of at least one day of participation will prevent the sanction from being imposed. Jobs Program staff must send the *Good Cause Approved or Attended Appointment* notice (JB-121 English or JB-321 Spanish) via the Jobs Program automated system within two workdays of meeting the work activity requirements. This notice informs the client that a sanction will not be imposed because they have met the requirements to avoid a sanction.

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.

809 CLIENT ATTENDS APPOINTMENT TO PREVENT SANCTION/DOES NOT BEGIN OR COMPLETE PARTICIPATION

When the client 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 \(NOAA\)](#) must be sent by the Jobs Program via the FAA's Arizona Technical Eligibility Computer System ([AZTECS](#)), and a sanction will be imposed.

When a 50% sanction is imposed, Jobs Program staff must send notification to the client, within five calendar days of sending the NOAA, explaining how to prevent the progressive sanction from moving into the 100% sanction level (see [Preventing a 50% Sanction from Progressing to the 100% Sanction Level](#)).

810 CLIENT DOES NOT PROVIDE GOOD CAUSE INFORMATION OR ATTEND APPOINTMENT

When the client does not respond to the *Good Cause Request/Appointment* notice (JB-120 English or JB-320 Spanish) or the client 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) via the Jobs Program automated system within two workdays of the ten day due date in the *Good Cause Request/Appointment* notice. This notice advises that the client did not provide good cause or attend the appointment that would have prevented the sanction. The Jobs Program must send the appropriate NOAA in AZTECS and a sanction will be imposed.

When a 50% sanction is imposed, Jobs Program staff must send notification to the client, within five calendar days of sending the NOAA, explaining how to prevent the progressive sanction from moving into the 100% sanction level (see [Preventing a 50% Sanction from Progressing to the 100% Sanction Level](#)).

811 PREVENTING A 50% SANCTION FROM PROGRESSING TO THE 100% SANCTION LEVEL

Clients can prevent the 50% sanction from moving into the 100% sanction level by attending an appointment, developing an ECDP, and beginning and continuing participation in the established work activity (demonstrating compliance). At minimum, completing one day of verified participation qualifies for preventing the sanction.

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 required.

Within five calendar days of sending the 50% Sanction NOAA, Jobs Program staff must send the *How to Prevent the 100% Sanction* notice (JB-125 English or JB-325 Spanish) via the Jobs Program automated system. This notice contains information about the appointment that the client will need to attend to prevent the sanction from progressing to the 100% sanction level. The appointment must be 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 State holiday, the appointment date must be extended to the next business day. This appointment can be rescheduled provided it is completed no later than the seventh calendar day of the 50% sanction month.

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

.01 Client Attends Appointment to Prevent 100% Sanction/Completes Participation

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

Following the successful completion of at least one day of verified participation, Jobs Program staff must take action to end the sanction by way of an automated alert process which notifies the FAA to end the sanction. FAA staff will take action to end the sanction and will notify the client that the sanction has ended by sending the *CA-Change Progressive Sanction Ended* notice (A741) via 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.

.02 Client Attends Appointment to Prevent 100% Sanction/Does Not Begin or Complete Participation

When the client attends the appointment to prevent the 100% sanction, but does not begin or complete the minimum one day participation requirement, the 100% Sanction NOAA must be sent via 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 is not generated.

.03 Client Does Not Attend Appointment to Prevent 100% Sanction

When the client does not attend the appointment to prevent the 100% sanction, the 100% Sanction NOAA must be sent via 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 is not generated.

812 NOTICE OF ADVERSE ACTION

All TANF households must receive notification of any decrease or termination in the household's TANF Cash Assistance allotment. This separate notice is created and sent via AZTECS by Jobs Program staff and is referred to as the Notice of Adverse Action (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 recommended by the Jobs Program. This notification must provide the client with information regarding the reason for the TANF allotment decrease or termination. This notice also provides information on the individual's right to file an appeal regarding this decrease or termination of benefits.

.01 NOAA Requirements

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

- The percentage of the sanction;
- The month the sanction will be imposed;
- The length of time the sanction will be imposed;
- The benefit amount after the sanction is 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 sanction level unless the sanction is already at 100%; and
- The individual's right to file for a [fair hearing](#) if they disagree with the action.

.02 Identifying the Effective Month of the Sanction

The Jobs Program case manager identifies the month in which the TANF Cash Assistance benefit will be sanctioned. When the NOAA is completed **on** or **prior** to the last day of the month in which a notice of adverse action may be keyed/requested, the sanction is imposed for the following month. When the NOAA is completed **after** the last day of the month in which a notice of adverse action may be keyed/requested, the sanction is imposed for the second month following the month the NOAA is completed.

.03 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 50%. If a 50% or 100% has previously been applied, the level will be at 100% and result in the closure of the TANF Cash Assistance case.

Exception: TANF households may receive TANF Cash Assistance for an additional 12 months following the [Lifetime Benefit Limit](#) when certain conditions, as determined by FAA, are met. This is referred to as the Time Limit Extension. Adult household members who are required to participate with the Jobs Program must *remain* in compliance with the Jobs Program to continue receiving the additional months of TANF Cash Assistance. This means that the TANF Cash Assistance Case, on a Time Limit Extension, must be closed when the Jobs Program case is subject to a sanction. See Section 708 of the *Jobs Program User Guide* for a list of NOAA's related to Jobs Program sanctions.

813 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 which have led to the decision to sanction. Ideally, this review should be completed the **same** day the information is submitted, but must be completed within five calendar days from the date the NOAA was completed.

.01 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 must document the reason for the denial and what corrective actions are necessary. The supervisor must note all actions to be taken, and the timeframe required to submit for a second review, to ensure that corrective action is completed timely. The case manager must then complete the appropriate actions indicated by the supervisor, including notification of the reversal of the sanction to the client when required.

.02 Supervisory Approval

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

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

814 MONITORING SANCTIONED CLIENTS

The Jobs Program case manager must continue attempts to engage the client in federal work activities, until the client complies or the TANF Cash Assistance case is closed. All clients who are in a sanction status and have had the sanction applied must be monitored until they demonstrate compliance or until the TANF case is 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	

900 TWO-PARENT EMPLOYMENT PROGRAM

Arizona's Two-Parent Employment Program (TPEP) is a TANF Cash Assistance program for families where both parents of a dependent child reside in the home and are both 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 requirement that these individuals 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 otherwise 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, special requirements for TPEP parents underage 20, and TPEP extensions.

901 REFERRAL

When the FAA pre-approves the TPEP TANF Cash Assistance application, the referral process begins. The FAA informs TPEP work eligible parents they have been pre-approved for TPEP TANF cash assistance, and advises them that 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. The FAA sends a *TPEP Pre-Approval Notice* (A140). The notice informs the TPEP parents of the location and phone number of the Jobs Program local office to which they have been referred for case management, and indicates the final date by which they must report before the TPEP Cash Assistance application is denied.

902 SELECTION

TPEP selection differs from All Families selection 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 must verify that the FAA has sent the *TPEP Pre-Approval Notice* (A140). The Jobs Program must then 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 must:

- 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 the 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 must 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 must 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 have not completed the additional two days of assigned activities, the Jobs Program case manager must close the case following supervisory approval. The Jobs Program case manager must notify the FAA of the three-day non-compliance via the automated process that alerts the FAA to deny the TPEP Cash Assistance application.

904 TPEP WORK REQUIREMENTS

Refer to [Section 501](#) for the two-parent WPR and the minimum number of participation hours required for two-parent families. Jobs Program case managers should divide the required hours between the parents in a way that best suits the family's needs.

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 successfully make the transition from TPEP dependence to self-sufficiency. By doing this the Jobs Program assists TPEP parents in avoiding both the imposition of having TPEP benefits withheld and the possibility of subsequent TPEP case closure.

TPEP non-compliance procedures differ from All Family sanction procedures in that benefits are not progressively sanctioned, but are instead withheld in totality. TPEP non-compliance occurs when fewer hours of participation are completed than the number of hours that were scheduled or when the TPEP client failed to meet other Jobs Program requirements without a good cause. When a TPEP client 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.

.01 Requesting Good Cause

The client must be provided an opportunity to explain their 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) via the Jobs Program automated system 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 client to contact the Jobs Program to explain why they 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 client fails to contact the Jobs Program case manager and provide a good reason for not meeting program requirements.

.02 Establishing Good Cause

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

.03 Not Establishing Good Cause

When the client does not establish good cause, the Jobs Program case manager must send the *Good Cause Has Not Been Established* notice (JB-204 English or JB-394 Spanish) via the Jobs Program automated system within two workdays informing the client 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 client. 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 (A446) via AZTECS. This notice advises the client of the reason for the withholding, that TPEP Cash Assistance will be withheld until the client 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.

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

The Jobs Program case manager, with supervisory approval, must 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.

.05 Re-compliance

TPEP clients must comply with the Jobs Program for two weeks, prior to the release of the next available pay cycle. Benefits must 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 client meeting criteria for a temporary deferral may choose to participate in work activities. If the client is later unable to participate due to the deferral, benefits must not be withheld.

.01 Disability

If a TPEP parent has a verified disability of a temporary nature that is expected to last **less** than 30 calendar days, they must be temporarily deferred. Verification can be obtained from an [acceptable medical source](#).

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 having a disability.

907 SPECIAL REQUIREMENTS FOR TPEP CLIENTS UNDER AGE TWENTY

When both parents are under 20 years of age and when 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, they have met their participation requirements for the month.

908 TPEP EXTENSIONS

TPEP households may receive an additional three months of Cash Assistance when the following conditions are met:

- A parent is enrolled in a Vocational Educational Training activity which can be completed within the three-month extension period;
- A parent has an offer of unsubsidized employment that will begin within the three-month extension period;
- A parent is in a Work Experience activity and the Jobs Program expects the parent to be hired within the three-month extension period; or
- The two-parent work requirement was not met during the six-month period, and good cause was established for one or more months.

Prior to the expiration of TPEP benefits, Jobs Program staff must:

- Determine if the household meets the conditions to receive an extension; and
- Notify the FAA when the conditions are met.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



JOB PROGRAM MANUAL	PROGRAM INSTRUCTIONS: DES 2-10.1000
SUBJECT: GENERAL INFORMATION	

1000 GENERAL INFORMATION

This chapter includes information regarding Arizona’s Refugee Resettlement Program, Arizona Families F.I.R.S.T., Vocational Rehabilitation, client case records, issue resolution, fair hearings, displacement, reporting abuse and neglect, case assignment, purging case records, the Health Insurance Portability and Accountability Act of 1996, and Arizona’s Address Confidentiality Program.

1001 REFUGEE RESETTLEMENT PROGRAM

The Arizona Refugee Resettlement Program (RRP) is administered through the DES Division of Aging and Adult Services (DAAS). 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, at: http://www.azdes.gov/refugee_resettlement.

1002 ARIZONA FAMILIES F.I.R.S.T.

The Arizona Department of Child Safety and the Arizona Department of Health Services are joint administrators of Arizona Families F.I.R.S.T. (<https://dcs.az.gov/services/prevention-and-family-support/arizona-families-first>), offering a continuum of community-based substance abuse treatment services to Jobs Program clients whose substance abuse is a barrier to maintaining or obtaining employment.

1003 VOCATIONAL REHABILITATION

The Vocational Rehabilitation (VR) Program is administered by the DES Rehabilitation Services Administration (RSA) (<https://des.az.gov/services/employment/rehabilitation-services/vocational-rehabilitation-vr>). VR may be available to clients 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 CASE RECORDS

Case records include both paper and electronic files containing information pertinent to the case management activities and services provided to the client. The automated records must be consistent with the paper records in the case file. Case records must be maintained with accurate and current information in a format that allows effective monitoring of case management activities and client-related expenditures. Items in the case record should be arranged chronologically with the most recent entries on top.

Documentation must include services and materials provided to clients in support of the ECDP. The Jobs Program must ensure that all information contained in a client case record is factual, and not subjective or inappropriate, as case records may be subpoenaed for court hearings, grievances, etc.

.01 Confidentiality

Confidential information must not be discussed unless directly related to the official duties of the Jobs Program. Confidential client information includes, but is not limited to client's and household member's:

- Names;
- Dates of birth;
- Social Security numbers;
- Addresses;
- Phone numbers;
- Program participation;
- Employment information;
- Medical or health information; and
- Any information not generally available to the public.

All case records must be stored in a secure area to prevent theft and the release of information to unauthorized persons. Documents containing confidential information must not be left on, in, or near 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.

A. Subpoenas/Court Order

When a subpoena or court order is received, Jobs Program contractors must consult with their legal counsel.

B. Attorneys

When a request for information regarding a program client is received from attorneys and/or their staff, Jobs Program contractors must immediately contact the Workforce Development Administration at TANFJobs@azdes.gov.

C. Media/Reporters

In accordance with DES Communication Policy, all media requests for information must be reported immediately to the Office of Communications at PIO@azdes.gov, with courtesy copies sent to the Workforce Development Administration at TANFJobs@azdes.gov.

D. Public Records/Public Information

Inquiries concerning public records must be directed to the Request DES Records webpage at <https://des.az.gov/how-do-i/request-des-records>.

E. Law Enforcement

Requests for information from local, state, or federal law enforcement agencies must be referred to the Workforce Development Administration's Policy & Support Team who will work with the Office of Special Investigations.

F. Release of Information Without Signed Consent

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

- Employees of DES;
- Arizona Attorney General's Office;
- Approved providers or contractors for the purpose of implementing employment/training plans;
- 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
- Social Security Administration employees.

G. Client Review of Case Information

Clients may review the contents of their own case records at any time. Jobs Program staff must review the client's case record prior to allowing a client 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 client. A client may request a reasonable number of

copies of material from their own case record. Jobs Program staff must confirm the identity of the client prior to allowing the case file to be reviewed.

H. 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 client must be informed of a request for information from sources other than those listed in the Release of Information without Signed Consent section. The client's permission to release information must include the following:

- The information to be released;
- The name of the person or organization that is allowed to receive the information;
- The period of time the release is valid; and
- The dated signature of the client.

I. Public Releases of Information

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

- Speeches or presentations. Clients could be used as motivational speakers to individuals currently participating in the Jobs Program;
- Video tapes or photographs;
- Local office bulletin boards, displays, or client success story usage;
- Recognition certificates and plaques; or
- Any other materials identifying (directly or by association) the individual as a Jobs Program client.

1005 ISSUE RESOLUTION

Issue resolution is the process by which disagreements or misunderstandings related to the Jobs Program are resolved with program clients, providers, community advocates, and other agency staff in need of a resolution. This process must begin within one day of when the written or verbal request is received by Jobs Program or Workforce Development Administration staff. Contracted Jobs Program providers must make clients aware of the contractor's complaint resolution procedure for client complaints about the Jobs Program or related service providers, including the client's right to register a complaint with DES.

1006 FAIR HEARINGS

Jobs Program clients 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 client may request that TANF benefits not be reduced pending the results of the fair hearing. The client is advised by the FAA that they will be responsible for paying back the benefits if the ruling is not in the client's favor. Jobs Program staff must attend the fair hearing upon the FAA's request.

1007 DISPLACEMENT

DES has a policy of non-displacement by the Jobs Program clients who are placed in unpaid or subsidized work. Employees of employers with whom the Jobs Program clients are placed in unpaid or subsidized jobs may file a grievance regarding displacement. Displacement includes assigning a client 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 client 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 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, staff must call the Arizona Department of Child Safety's Child Abuse Hotline at **1-888-SOS-CHILD** (1-888-767-2445).

To report the abuse, neglect, abandonment, or exploitation of a vulnerable or incapacitated adult, staff must 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 the validation of reports is the responsibility of the Arizona Department of Child Safety and DES Adult Protective Services.

1009 CASE ASSIGNMENT

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

.01 Jobs Program Office Change with Same Contracted Provider

When the client 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 client of the change by sending the *Notice of Change* (JB-138 English or JB-338 Spanish) via the Jobs Program automated system; and
- Contact the receiving Jobs Program local office to advise them the case is being transferred.

Clients 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.

.02 Jobs Program Office Change with Different Contracted Provider

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

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

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

- The original Jobs Program contracted provider must retain cases when the change in case assignment occurs during the 180-day post-employment

follow-up period, the client remains employed, and the TANF Cash Assistance remains closed. This policy ensures the original Jobs Program contracted provider receives credit for retention. Designated Points of Contact, from each contracted provider, must work together to coordinate transitional services in the best interest of the client.

Example: 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 it was they who initiated the ECDP.

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

1010 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 DES Records Management Division where the record will be retained for an additional four years.

1011 HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 SECURITY POLICY

In accordance to the standards established by the Health Insurance Portability and Accountability Act Of 1996 (HIPAA) Security Policy regarding the security of Electronic Protected Health Information (EPHI) all components of DES and DES business associates, including the Jobs Program contracted providers, 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 clients 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. Clients are advised that they have 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 Guide* for specific procedures.

1012 ARIZONA ADDRESS CONFIDENTIALITY PROGRAM

The Arizona Address Confidentiality Program (ACP) is administered by the Arizona Secretary of State (SOS). The laws governing the program are located in Arizona Revised Statutes, Chapter 1, Title 41, Article 3. The ACP provides survivors of domestic violence, sexual offenses, and stalking a way to prevent abusers and potential abusers from locating them through public records. ACP achieves this by protecting the ACP participant's actual address and by providing them with a "substitute address" for use in all public programs.

Eligibility for the program is determined by the ACP. Once eligibility is established, the ACP issues the ACP participant an authorization card displaying their substitute address. The ACP participant is responsible for making use of the card.

Arizona law requires all government agencies, including the Jobs Program, to accept the address as the participant's lawful address and to redact (remove) the client's actual address from any record created up to 90 days prior to the card issuance date. Jobs Program staff must never ask an ACP participant to reveal their actual address. It is against the law for staff to intentionally or knowingly disclose an ACP participant's actual address or phone number.

Note: Phone numbers can be recorded and used, but must not be disclosed.

The ACP provides two critical services:

- **A legal substitute mailing address-** which may be used as a residential, school, or work address.
- **A mail forwarding service-** the ACP will receive the participant's mail and forward the mail to the participant's actual confidential mailing address no later than the next business day.

Each authorization card will contain the:

- Participant's name;
- ACP substitute address;
- Date of issuance; and
- Date of expiration.

See the *Jobs Program User Guide* for specific procedures.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



JOB PROGRAM MANUAL	PROGRAM INSTRUCTIONS: DES 2-10.1100
SUBJECT: GLOSSARY	

1100 GLOSSARY

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

Acceptable Medical Source	A registered nurse practitioner or licensed physician, including a medical or osteopathic doctor; licensed psychologist; licensed optometrist; and licensed podiatrist, as applicable for the medical impairment. An acceptable medical source also includes a vocational rehabilitation specialist, licensed naturopathic doctor, licensed chiropractor, and other personnel authorized to act on a physician's behalf.
All Families	For the purposes of determining the federal WPR, <i>All Families</i> are TANF households that have at least one work eligible individual.
Applicant	A person who has applied directly, or through their authorized representative, for TANF Cash Assistance for themselves or for others.
Arizona Technical Eligibility Computer System (AZTECS)	The computerized eligibility determination system used by the FAA for TANF, SNAP, and medical assistance programs. AZTECS provides online referrals to the Jobs Program.
Assessment	The process of gathering information and evaluating data regarding the factors that affect the client achieving self-sufficiency.
Barrier Resolution Activities	Activities that serve to eliminate barriers with the goal of eventual participation in federal work activities. Barrier resolution activities are not considered in the calculation of the federal work participation rate.
Benefit Month	The calendar month for which TANF Cash Assistance is issued based on anticipated income and circumstances.

Caseload Reduction Credit	A credit allowable under federal regulations, 45 CFR 261.40-44, based on decreases in TANF Cash Assistance caseloads. States cannot get credit for caseload reductions that are a result of TANF eligibility policy changes.
Case Record	The file, either paper or electronic, maintained for each Jobs Program client.
Child Care Administration (CCA)	The administration within the Department of Economic Security that administers child care assistance services.
Client	A Jobs Program participant.
Community Resource	A community, faith-based, or non-profit organization that provides services to the general public at no cost to the client or to the Jobs Program. Funding for these services is not TANF related.
Core Activities	One of two types of federally defined countable work 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.
Demonstrating Compliance	Means attending appointments to prevent sanctions, developing an ECDP, and includes beginning and continuing to participate in work activities in accordance with the ECDP.
Dependent Child	As defined by the FAA, this is any child under age 19, and when age 18 the child meets student requirements, for whom a parent or caretaker relative is requesting TANF Cash Assistance.
Employment and Career Development Plan (ECDP)	An agreement between the client and the Jobs Program that lists the steps required of the client, services to be provided by the Jobs Program, and the referrals made to address barriers to participation in order to transition the client to economic independence.

Fair Hearing	The process through which an applicant or recipient of public assistance may request a review of the FAA's timeliness, or results of an eligibility determination, by an impartial third party. DES employs state level hearing officers to conduct impartial third party reviews of eligibility determination.
Fair Labor Standards Act (FLSA)	Also known as Federal Wage and Hour Law, enacted by Congress in 1938 to eliminate unsafe labor practices and to provide for an hourly federal minimum wage.
Family Assistance Administration (FAA)	An administrative unit within the DES Division of Benefits and Medical Eligibility that is responsible for providing Cash Assistance to eligible persons.
Federal Work Activities	Work activities defined by the federal government that count towards the Work Participation Rate.
Good Cause	A finding by the Jobs Program or DES hearing officer that a client proved they had an acceptable reason for refusing or failing to participate in Jobs Program activities, accept employment, or cooperate in any other Jobs Program requirement.
Gross Income	The total amount of earned income plus unearned income prior to any deductions.
Jobs Program Automated System	The computerized system used by the Jobs Program that tracks planned services and activities provided to the client, as well as the client's progress.
Jobs Program	Arizona's TANF Cash Assistance work program.
Jobs Program Preliminary Orientation (JPPO)	An overview of the Jobs Program. Applicants must attend the orientation prior to TANF Cash Assistance approval.

Lifetime Benefit Limit	The state limit of 12 months of TANF Cash Assistance that an individual may receive in a lifetime. A needy family may receive an additional 12 months of TANF Cash Assistance (Time Limit Extension) when the adult members, who are required to participate with the Jobs Program, have not had a Jobs Program sanction imposed during the final eligible month of assistance and the final month is October 2017 or later.
Non-Core Activities	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 high school equivalency preparation classes.
Notice of Adverse Action (NOAA)	A notice informing a TANF Cash Assistance household when a change results in a decrease of the cash assistance amount or a case closure. The NOAA must be sent at least ten calendar days before the change in the TANF Cash Assistance benefits occurs.
Personal Responsibility Agreement (PRA)	An agreement signed by the TANF Cash Assistance applicant to become self-sufficient through employment and to comply with all program requirements as a condition to receiving TANF Cash Assistance.
Sanction	A reduction or termination of TANF Cash Assistance which applies to all families (with the exception of TPEP) that fail to participate in the Jobs Program without establishing good cause or demonstrating compliance.
Satisfactory Attendance	Refers to a client who has not completed high school or received a high school equivalency diploma, is attending high school or participating in high school equivalency activities, and is meeting attendance requirements established by the school or equivalency program.

Supplemental Payment	Payments made to a client whose net wages do not equal the combined benefit amount of TANF Cash Assistance and Nutrition Assistance for which they are eligible.
Support Services	Services provided to a Jobs Program client that facilitate the client's ability to participate in work activities, accept and maintain employment, and successfully make the transition to employment.
Temporary Assistance for Needy Families (TANF) Cash Assistance Program	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.
Temporary Deferral	A Jobs Program client who is temporarily deferred from participation in the Jobs Program.
Transitional Child Care (TCC)	A program administered by the Child Care Administration that provides child care assistance for a period of time after eligibility for TANF Cash Assistance.
Transitional Medical Assistance (TMA)	Provides AHCCCS coverage for a period of time after the individual loses eligibility for AHCCCS due to employment income.
Two-Parent Employment Program (TPEP)	Arizona's TANF Cash Assistance program for households with two parents, who have at least one dependent child in common, reside in the home, and are able to work.
Two-Parent Families	For the purposes of determining the federal WPR, Two-Parent Families are TANF households in which two parents, who have at least one dependent child in common, reside in the home.
Withholding	Retention of TPEP Cash Assistance benefits for TPEP parents who fail to participate or comply with Jobs Program requirements without good cause.

Work-Eligible Individual	<p>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:</p> <ul style="list-style-type: none">• A minor parent and not the head of household;• A noncitizen who is ineligible to receive assistance due to his or her immigration status;• A recipient of Supplemental Security Income (SSI) benefits, unless the recipient is employed and is meeting the WPR; or• A parent, otherwise mandated to participate in the work activities, who is providing care for a family member with a disability living in the home, provided the need for such care is supported by medical documentation.
Work Participation Rate (WPR)	<p>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.</p>