

- c. The TANF Jobs Program staff determines eligibility for child care assistance for participants in the TANF Jobs program. This is not the same as authorization of child care services completed by DCC. Authorization for child care services is given by DCC, and services to a participant may still be denied, even if eligible.
- d. Referrals to DCC can also be made for a client who is a parent or the specified relative of an unwed minor parent to support educational opportunities for the minor parent involved in the client's TANF Cash Assistance case.
 - i. 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 (SSI).
 - ii. DCC is responsible for verifying the school schedule of the minor parent and for monitoring continued eligibility.
- e. Jobs Child Care Assistance is not available for clients on a TANF Jobs Program extension. **Clients must apply for assistance directly with DCC.**

2. Informing the Client

- a. Prior to the referral to the DCC, TANF Jobs Program staff must inform clients of their responsibility for selecting a child care provider.
- b. Case managers must not select or recommend a particular child care provider nor a specific type of child care provider.
- c. Information about the Arizona Child Care Resource & Referral (CCR&R) should be made available to the client. CCR&R is a community service that matches child care resources with parents seeking child care.
- d. TANF Jobs Program staff must advise clients seeking child care services:
 - i. To ask the child care providers whether DES authorized payments are accepted; and
 - ii. What their responsibility will be for any additional

charges beyond the amount paid by the DCC.

3. Referrals

Jobs Child Care services are initiated through an electronic referral by the TANF Jobs Program to DCC. A DES child care specialist authorizes child care services after the referral is received. An application or interview with DCC is not required for Jobs Child Care.

- a. TANF Jobs Program case managers must ensure referrals are made in a timely manner to allow a reasonable amount of time for child care services to be arranged.
 - i. Child care services may be authorized as of the date the referral is keyed in the Jobs automated system.
 - ii. TANF Jobs Program case managers must instruct the client to contact the child care specialist to arrange child care services within two business days of the referral.
 - iii. The TANF Jobs Program case manager must notify the DCC of any changes in the client's schedule of assigned activities through the automated process and also when participation stops.
- b. When clients require child care assistance to attend their initial TANF Jobs Program Case Management Appointment:
 - i. They may contact the TANF Jobs Program local office to request assistance prior to the appointment date.
 - ii. The TANF Jobs Program case manager must key an expedited electronic referral to DCC.
- c. For TPEP families, a referral will be initiated for each parent when both parents are participating in approved activities and/or employment. Child care referrals are not initiated when only one TPEP parent participates.
- d. TANF Jobs Program staff must engage clients in activities with as much consistency and continuity as possible while minimizing breaks between activities to the greatest extent possible.
 - i. Gaps between activities on the ECDP lead to days in which child care providers are not used.

- ii. If DCC criteria is met, DCC will pay for up to two child care absences per month.
- iii. As most providers charge weekly rates, the client is often billed for the expense which creates a financial hardship.
- e. TANF Jobs Program staff must verify that individuals will participate in the program for a minimum of 30 days when making a child care referral. Child care referrals must be made in order to support assigned program activities. [30-day participation period per referral.]
- f. Failure to consider child care needs can create hardships for clients. TANF Jobs Program staff must consider child care needs when assigning all activities. For example, when an ECDP is developed and activities are assigned for short timeframes with frequent interruptions, clients are challenged to find a child care provider willing to accept children on a short-term basis.

C. Refusal to Accept Services

Clients may refuse TANF Jobs Program support services including child care assistance, but may not refuse to participate in TANF Jobs Program work activities and/or to accept and maintain employment as a result of refusing TANF 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 TANF Jobs Program support service.

D. Transitional Services

The TANF Jobs Program must ensure that the client understands the potential services that are available. Transitional services are offered by the TANF Jobs Program, DCC, and FAA.

1. Transitional Services

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.

- a. Staff must have verified the client was in unsubsidized employment at the time of case closure.
- b. Transitional services must include assistance with education and training opportunities to support job retention.
- c. Written notification of these services must be provided to the

client.

2. Transitional Child Care Services

Transitional Child Care (TCC) services are potentially available for up to two years beginning on the first day of the month following TANF Cash Assistance case closure.

- a. An application for child care assistance must be submitted by the client within six months of the TANF case closure date.
- b. The six-month application requirement is considered to be met if the client received child care assistance or was on the child care Priority Waiting List in the month of the TANF case closure.
- c. As soon as it is discovered that the client's TANF Cash Assistance case closed due to employment, the TANF Jobs Program case manager must alert the child care specialist of potential eligibility for TCC through an automated process.
- d. The DCC determines initial and continued TCC eligibility including the assignment of a fee level/copayment based on the income eligibility criteria of DCC.
- e. Clients and other parent/responsible persons in the same household must have an eligible activity or need as determined by the DCC.

3. Transitional Benefits Offered by FAA

- a. Transitional Medical Assistance (TMA) is available from FAA for a Medical Assistance recipient who enters employment.
 - i. The recipient and their family may be eligible for TMA
 - ii. FAA determines eligibility for TMA.
 - iii. The Arizona Health Care Cost Containment System (AHCCCS) administers medical care services.
- b. Transitional Benefit Assistance (TBA) is available to a Nutrition Assistance recipient who loses eligibility for the TANF benefits due to employment.
 - i. The recipient may be eligible for TBA for up to five consecutive months following TANF Cash Assistance case closure.
 - ii. FAA determines eligibility for TBA.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

TANF Jobs Program

Policy Number: DES 2-10.700

Effective Date: August 22, 2023

CHAPTER 7: EMPLOYMENT TAX INCENTIVES

I. **Policy Statement**

This section discusses some employment tax incentives for employers and clients. TANF 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.

II. **Authority**

A. **Federal Authority**

1. [42 U.S.C. § 604.](#)
2. [45 CFR § 260.33.](#)

B. **State Authority**

1. [A.R.S. § 46-299.](#)
2. [A.R.S. § 46-300.03.](#)

III. **Applicability**

A. **Employer Tax Incentives**

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

B. **Employee Tax Incentives**

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

IV. **Acronyms and Definitions**

Reference the [glossary](#) for an explanation of the acronyms used in this Chapter, and for definitions of **Long-Term TANF Recipient** and **Short-Term TANF Recipient**.

V. **Standards**

A. **Employer Tax Incentives**

1. 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:

- a. **Long-Term TANF Recipient**
- b. **Short-Term TANF Recipient**
- c. **Others:** Ex-felons, certain veterans, and certain recipients of Unemployment Insurance and Supplemental Nutrition Assistance Program benefits.
- d. Information about the WOTC and its availability is located on the [DES WOTC website](#).

2. State Tax Credit for Employment of TANF Recipients

- a. 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:
 - i. 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;
 - ii. 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
 - iii. 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.
- b. A qualified employment position is a position that meets all of the following:
 - i. Is classified as full-time employment;
 - ii. Provides health insurance coverage, when the employer offers the coverage to other employees not receiving TANF Cash Assistance;
 - iii. 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

- iv. Is listed on the report submitted by employers to the Arizona Department of Economic Security for unemployment purposes.
- c. In order to be placed in a qualified position, the employee must meet all of the following criteria:
 - i. Be a resident of Arizona;
 - ii. Be a TANF Cash Assistance recipient at the time of hire;
 - iii. Be employed for at least 90 days during the first taxable year. Periods when the employee's wages are subsidized cannot be counted; and
 - iv. Not have been employed by the employer within 12 months before the current hire date.
- d. Information about the tax credit is available through the [Arizona Department of Revenue website](#). [Publication 708](#) discusses general information about the credit for employing TANF recipients.

B. Employee Tax Incentives

1. 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](#).

- 2. 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](#).

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

TANF Jobs Program

Policy Number: DES 2-10.800

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CHAPTER 8: PARTICIPANT NON-COMPLIANCE

I. Policy Statement

As a condition of TANF Cash Assistance eligibility and continuing eligibility, all mandatory work-eligible individuals are required to participate in specific work activities through the TANF Jobs Program. When a mandatory client does not comply with work requirements, he or she may be subject to a financial penalty called a sanction. 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.

II. Authority

A. Federal Authority

1. [42 U.S.C. § 607.](#)
2. [42 U.S.C. § 608.](#)
3. [42 U.S.C. § 609.](#)
4. [45 CFR § 261.10 - 261.16.](#)
4. [45 CFR § 264.1.](#)

B. State Authority

1. [A.R.S. § 46-299.](#)
2. [A.R.S. § 46-300.](#)
3. [A.R.S. § 46-300.02.](#)
4. [A.A.C. R6-10-102.](#)
5. [A.A.C. R6-10-124.](#)

III. Applicability – Non-Compliance and Absence of Good Cause

Arizona state law 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 TANF Jobs Program without good cause or

fails to demonstrate compliance in the absence of good cause.

IV. Acronyms and Definitions

Reference the [glossary](#) for an explanation of the acronyms used in this Chapter, and for definitions of **Assessment**, **Benefit Month**, **Community Resource**, **Demonstrating Compliance**, **Notice of Adverse Action**, and **Sanction**.

V. Standards

A. Non-Compliance and Sanctions

Sanctions may result in a hardship to a family without other alternatives of support. Sanctions 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 TANF Jobs Program work activities.

B. 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 TANF Jobs Program without a 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:

1. Failure to appear for scheduled appointments with a TANF Jobs Program case manager;
2. Failure to attend scheduled work activities as noted on the ECDP;
3. Failing to appear for specialized assessments or appointments as noted on the ECDP;
4. Refusing to submit a completed application for employment when required;
5. Refusing to accept suitable employment, voluntarily reducing employment hours, or voluntarily quitting employment without good cause;
6. Falsifying mandated or required information;
7. Behaving in a manner that constitutes a threat or hazard to agency staff or others; or
8. Intentionally disrupting an activity or the orderly administration of

the overall program such as:

- a. Attending but refusing to participate in classes, workshops, or other assigned activities, or
- b. Disruptive behavior that makes it difficult for an instructor or other person to conduct the activity.

C. When Non-Compliance Occurs

1. Determination of Non-Compliance

- a. When an incident of non-compliance occurs, the TANF Jobs Program case manager must **first** determine whether:
 - i. The non-compliant individual should have been excluded from participation in the work activities; or
 - ii. If he or she meets the requirements for a temporary deferral from the participation requirements.
- b. If these two conditions do not exist, the case manager **MUST**:
 - i. Send the notice of non-compliance within three business days of the incident of non-compliance; and
 - ii. Attempt to contact the client until he or she provides verification of good cause by the due date and/or attends the scheduled appointment as outlined in the non-compliance notice.
 - iii. During this time, the case manager must determine whether:
 - a) A barrier to participation has been identified;
and
 - b) If supportive services have been offered.

2. Non-Compliance Review

- a. The case manager must review the case record to determine whether barriers have been identified and addressed.
 - i. When services **have not** been offered or provided to address an identified barrier, the TANF 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 TANF Jobs Program private contractor or by referral to outside or community resources.

- ii. If services **are not** available to remove the identified barrier(s), the individual must be granted good cause for not participating in the activity.
- b. The individual and the case manager must work together to find a resolution to the barrier(s) and find another activity for engagement that may include participation in **short-term** barrier resolution activities until a service becomes available **or** the barrier ceases to exist.

D. Sanction Prevention

1. When the TANF Jobs Program identifies that there has been a break in compliance with the work activity requirement, the TANF Jobs Program must provide intensive intervention planning throughout the case management process to prevent a sanction, including after the notification of non-compliance has been sent.
2. The TANF 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.

E. 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.

A sanction related to non-compliance with the TANF Jobs Program will be imposed **only** after the TANF 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 TANF Jobs Program.

1. Determining the Sanction Level
 - a. Non-compliance with one or more of the following requirements during any calendar month is determined to be a month of non-compliance and will result in a progressive sanction.
 - b. The sanction level is determined by whether there have been any prior sanctions because of non-compliance with

TANF related mandates, such as:

- i. Non-cooperation with the Division of Child Support Services;
- ii. Refusal to participate in or non-compliance with the TANF Jobs Program work activity requirements;
- iii. Voluntary termination of paid employment without good cause; and
- iv. Sale, use, or possession of a controlled substance in violation of A.R.S. Title 13.
- v. Unsatisfactory school enrollment and attendance; and
- vi. Insufficient immunization record.

Case Managers are only required to verify compliance with TANF Jobs Program requirements and voluntary employment termination without good cause.

- c. FAA will impose these progressive sanctions even if the instances of noncompliance do not occur in consecutive months.
- d. The sanction(s) will impact any TANF household in which the individual is a member.
- e. All prior sanctions will remain on the TANF client's record for life.

2. Sanction Levels

- a. **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.**
- b. **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.
- c. 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.

3. 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. For case managers, this means providing the client one notification of non-compliance that includes all applicable sanctions in the notice, rather than individual notifications for each sanction.

F. Notification of Non-Compliance

A notification of non-compliance is part of due process for the client. When the incident of non-compliance occurs, the notification **must be provided to the client** and must include the date and location in which the non-compliance occurred.

1. Notification Requirements

The case manager must complete and send the *Good Cause Request/Last Chance to Stop the Sanction Appointment* notice (JB-120 English or JB-320 Spanish) via JAS.

- a. The notice must be mailed **within three workdays** from the date the incident of non-compliance becomes known to the TANF Jobs Program.
 - i. This notice must allow the individual 10 calendar days (day one is the day after the notice is mailed) to provide good cause.
 - ii. When the 10th calendar day falls on a weekend or State holiday, the due date must be extended to the next business day.
- b. The case manager must:
 - a. Make every attempt to work with and engage the client; and
 - b. Obtain verification of good cause that led to the incident of non-compliance.
- c. This notice also informs the client of 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 TANF Jobs Program required work activities. This appointment must be scheduled on the 10th calendar day from the day in which the notice is mailed (the same day that the good cause

verification is to be received).

- d. Finally, this notice informs the client that a separate notice will be sent informing that their household's TANF Cash Assistance will be reduced or stopped if he or she:
 - i. Does not provide a good cause reason for not working with the TANF Jobs Program; or
 - ii. Fails to attend the Last Chance to Stop the Sanction appointment and demonstrate compliance.
- e. TANF 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:
 - i. A phone call if the client has a phone;
 - ii. 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
 - iii. Any other reasonable method for contacting the participant.

2. Good Cause Reasons

Good cause can be defined as any situation or circumstance beyond a client's control that prevents engagement in the specific work requirements identified by the TANF Jobs Program. TANF 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:

- a. The client has barriers to participation for which services are not available, or the client is participating in referred services to address the barrier;
- b. The client's illness;
- c. The client was/is needed to care for a family or household member who is ill or has a disability;
- d. 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;

- e. 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;
- f. The client has a temporary lack of transportation with no reasonable alternative means of transportation;
- g. Extreme weather which makes walking to participate in the work activity unreasonable when there is no other form of transportation;
- h. The client was not capable of performing the work activity for reasons such as unsafe worksite conditions or a bona fide labor dispute;
- i. The client was a victim of sexual harassment, domestic violence, sexual assault, or stalking; or a circumstance that 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;
- j. Child care for a child who is under 13 years of age is unavailable, unaffordable, or unsuitable; The DCC will notify the TANF Jobs Program through the Jobs 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 DCC intermittently to explore the availability of child care services.
- k. Child care is unavailable for a child age 13 or over who requires adult supervision because:
 - i. The child is on court ordered probation that requires the child to remain in the home or under house arrest;
 - ii. The child has a disability including mental health or other related issues; or
 - iii. The child would be harmful to themselves or to others if left alone;
- l. Translation services were not available or were not provided, in the case of a client in need of such services; and
- m. Other comparable circumstances beyond the client's control occurred, including an error caused by DES or by the TANF

Jobs Program.

3. Examples of Good Cause Verification

- a. Some examples of acceptable documentation that verifies good cause are:
 - i. A statement from an acceptable medical source;
 - ii. Appointment notices from a court, FAA, or other similar notices;
 - iii. Death certificates;
 - iv. Newspaper articles or other similar evidence of public knowledge;
 - v. DCC information;
 - vi. Police reports;
 - vii. Statements from crisis shelter staff or a witness to domestic violence, sexual harassment, sexual assault, or stalking;
 - viii. Statements from a third party; or
 - ix. Signed client statements explaining circumstances that establish good cause, when no other verification is possible.
- b. TANF Jobs Program staff must assist in obtaining any documentation required for verification of the good cause reason for non-compliance.

G. Verification That Establishes Good Cause

When verification establishes good cause, TANF Jobs Program staff must send the *Good Cause Approved or Attended Appointment* notice (JB-121 English or JB-321 Spanish) via the Jobs Automated System within two workdays of the determination of good cause. A sanction must not be imposed.

TANF 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.

H. Verification That Does Not Establish Good Cause

1. Notification

When a client responds to the *Good Cause Approved or Attended*

Appointment notice (JB-121 English or JB-321 Spanish) and provides information to establish good cause but the information does not meet the requirements of **acceptable verification** of good cause, he or she must be given one last chance to attend an appointment and demonstrate compliance to prevent a sanction.

- a. This appointment must be scheduled on the 10th calendar day from the date the notice is mailed (day one is the day after the notice is mailed).
- b. When the 10th calendar day falls on a weekend or State holiday, the appointment date must be extended to the next business day.
- c. This last chance is provided because the individual attempted to comply with the request for good cause.

2. Sanction Prevention Appointment

- a. When the client provides verification of good cause, the *Failure to Establish Good Cause Reason/Appointment* notice (JB-123 English or JB-323 Spanish) must be sent via the Jobs Automated System within **two workdays** of the determination of good cause. This notice informs the client that:
 - i. The good cause information received did not meet the requirements to establish a good cause reason;
 - ii. But because the client responded in an attempt to comply with the request, he or she is provided with a chance to attend an appointment to prevent TANF Cash Assistance from being cut or stopped; and
 - iii. If the client fails to attend the appointment, a separate notice will be sent indicating that the household's TANF Cash Assistance will be reduced or stopped.
- b. When the client attends the scheduled appointment and demonstrates compliance, send the *Good Cause Approved/Attended Appointment* notice (JB-121 English or JB-321 Spanish).
- c. The sanction process must be started and the *Failure to Establish Good Cause Reason/Appointment Notice* (JB-123 English or JB-323 Spanish) sent when the client:
 - i. Does not attend the scheduled appointment; or

- ii. Attends the scheduled appointment but does not demonstrate compliance.

I. Client Attends Appointment to Prevent Sanction/Completes Participation

When the client attends the appointment to prevent the sanction:

1. An ECDP must be developed.
2. The client must begin and continue to participate in the work activities specified in the plan. This is known as demonstrating compliance.
3. TANF Jobs Program staff must work closely with the client to both maintain client participation and to ensure that client participation can be verified as soon as possible. The verification of at least one day of participation will prevent the sanction from being imposed.
4. TANF Jobs Program staff must send the *Good Cause Approved or Attended Appointment* notice (JB-121 English or JB-321 Spanish) via the Jobs automated system within 2 workdays of meeting the work activity requirements. This notice informs the client that a sanction will not be imposed because he or she has met the requirements to avoid a sanction.
5. 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 TANF Jobs Program case manager must use the longer timeframe to ensure that the participation continues.

J. 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:

1. The appropriate Notice of Adverse Action (NOAA) must be sent by the TANF Jobs Program via the FAA's Arizona Technical Eligibility Computer System (AZTECS), and a sanction will be imposed.
2. When a 50% sanction is imposed, TANF 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).

K. Client Does Not Provide Good Cause Information or Attend Appointment

1. 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, TANF Jobs Program staff must:
 - a. 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 automated system within two workdays of the 10-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.
 - b. The TANF Jobs Program must send the appropriate NOAA in AZTECS, and a sanction will be imposed.
2. When a 50% sanction is imposed, TANF 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).

L. Preventing a 50% Sanction from Progressing to the 100% Sanction Level

1. Clients can prevent the 50% sanction from moving into the 100% sanction level by:
 - a. Attending an appointment,
 - b. Developing an ECDP, and
 - c. Beginning and continuing participation in the established work activity (demonstrating compliance).
2. 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 TANF Jobs Program case manager must use the longer timeframe to ensure that the participation continues as required.
3. Within five calendar days of sending the 50% Sanction NOAA, TANF Jobs Program staff must:
 - a. Send the *How to Prevent the 100% Sanction* notice (JB-125

English or JB-325 Spanish) via the Jobs 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.

- b. The appointment must be scheduled on the 10th calendar day from the date the notice is mailed (day one is the day after the notice is mailed).
 - i. When the 10th calendar day falls on a weekend or State holiday, the appointment date must be extended to the next business day.
 - ii. This appointment can be rescheduled provided it is completed no later than the seventh calendar day of the 50% sanction month.
4. The *How to Prevent the 100% Sanction* notice informs the client to contact the TANF Jobs Program if there is a problem attending the scheduled appointment. If the client contacts the TANF 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.
5. Client Attends Appointment to Prevent 100% Sanction/Completes Participation:
 - a. The verification of at least one day of participation will prevent the sanction from being imposed. When the client attends the appointment to prevent the 100% sanction:
 - i. An ECDP must be developed.
 - ii. The client must begin and continue participation in accordance with the ECDP.
 - iii. TANF Jobs Program staff must work closely with the individual to ensure that participation can be verified as soon as possible.
 - b. Following the successful completion of at least one day of verified participation, TANF 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 business days of receiving the automated alert.

c. 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 TANF Jobs Program case manager must use the longer timeframe to ensure that the participation continues as mandated.

6. 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 TANF Jobs Program staff. FAA staff will impose the 100% sanction and close the TANF Cash Assistance case for the month immediately following the 50% sanction month. No other action is needed since a re-compliance alert is not generated.

7. 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 TANF Jobs Program staff. FAA staff will impose the 100% sanction and close the TANF Cash Assistance case for the month immediately following the 50% sanction month. No other action is needed since a re-compliance alert is not generated.

M. 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 TANF Jobs Program staff and is referred to as the Notice of Adverse Action (NOAA). This notice must give the individual a minimum of 10 business 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, TANF 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 TANF 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.

1. Notice of Adverse Action Requirements:

Once the effective month of the sanction has been identified and the sanction level has been established, the TANF Jobs Program case manager must select the appropriate NOAA in AZTECS (see the *TANF Jobs Program User Guide*), if the failure to comply is related to the TANF Jobs Program. The NOAA must include the following information:

- a. The percentage of the sanction;
- b. The month the sanction will be imposed;
- c. The length of time the sanction will be imposed;
- d. The benefit amount after the sanction is imposed;
- e. How the individual failed to comply;
- f. The date and location of the alleged failure to comply;
- g. How the individual can prevent the sanction from progressing to the next sanction level unless the sanction is already at 100%; and
- h. The individual's right to file for a fair hearing if he or she disagrees with the action.

2. Identifying the Effective Month of the Sanction:

The TANF Jobs Program case manager identifies the month in which the TANF Cash Assistance benefit will be sanctioned.

- a. 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.
- b. 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.

3. Determining the Sanction Level:

The TANF Jobs Program case manager must determine whether sanctions have been imposed for prior months.

- a. When a record of a previous sanction is not found, the sanction level will be 50%.
- b. If a 50% or 100% sanction has previously been applied, the sanction level will be at 100% and will 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 benefit time 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 TANF Jobs Program must *remain* in compliance with the TANF 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 TANF Jobs Program case is subject to a sanction. See the *TANF Jobs Program User Guide* for a list of NOAAs related to the TANF Jobs Program sanctions.

N. Mandatory Supervisory Review

All sanctions require supervisory review and approval. The TANF Jobs Program case manager must submit the case record, and all documents that support the decision to sanction, to a TANF 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.

1. Supervisory Denial/Corrective Actions

- a. After a thorough review of the documentation leading to the sanction, the TANF Jobs Program supervisor may identify reasons for the denial of the decision to sanction. The supervisor must:
 - i. Document the reason for the denial and what corrective actions are necessary.
 - ii. Note all actions to be taken, and the timeframe required to submit for a second review, to allow for the timely completion of the corrective action.
- b. 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. Actions required when a sanction has been reversed include notifying the client of the reversal, updating JAS, documenting the case record, and reengaging the client.

2. Supervisory Approval

- a. When the TANF Jobs Program supervisor approves the decision to sanction, the supervisor must:
 - i. Document this approval in the case record.
 - ii. The approval must include:
 - a) Supervisor's full name,
 - b) Date of approval, and
 - c) The percentage and effective month of the sanction.
- b. The TANF Jobs Program case manager must then monitor and continue sanction prevention strategies.
- c. Separate documentation of supervisory approval is required at **each** level of sanction.

O. Monitoring Sanctioned Clients

The TANF 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 the client demonstrates compliance or until the TANF case is closed because of the 100% sanction.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

TANF Jobs Program

Policy Number: DES 2-10.900

Effective Date: August 22, 2023

CHAPTER 9: TWO-PARENT EMPLOYMENT PROGRAM

I. **Policy Statement**

Arizona's Two-Parent Employment Program (TPEP) is based on a **pay after performance** premise which includes the requirement that these individuals comply with three days of TANF Jobs Program requirements prior to TPEP TANF 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.

II. **Authority**

A. **Federal Authority**

1. [42 U.S.C. § 601.](#)
2. [42 U.S.C. § 603.](#)
3. [45 CFR § 260.20.](#)

B. **State Authority**

1. [A.R.S. § 46-299.](#)
2. [A.A.C. R6-10-125.](#)
3. [A.A.C. R6-12-101.](#)

III. **Applicability – Two-Parent Household**

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.

IV. **Acronyms and Definitions**

Reference the [glossary](#) for an explanation of the acronyms used in this Chapter.

V. **Standards**

A. **Referral**

When FAA pre-approves the TPEP TANF Cash Assistance application, the referral process begins.

1. FAA informs TPEP work-eligible parents they have been pre-approved for TPEP TANF Cash Assistance, and advises them that they:
 - a. Are required to report to their local TANF Jobs Program office; and
 - b. Must complete activities for three consecutive days before their TANF Cash Assistance payments are released.
2. FAA sends a *TPEP Pre-Approval Notice (A140)* notice that informs the TPEP parents of:
 - a. The location and phone number of the TANF Jobs Program local office to which they have been referred for case management; and
 - b. The final date by which they must report before the TPEP Cash Assistance application is denied.

B. Selection

TPEP selection differs from All-Families selection in that the TPEP parent(s) are required to make the first contact with the TANF Jobs Program before selection begins.

1. When the TPEP parent(s) come into the TANF Jobs Program local office, the TANF Jobs Program must verify that FAA has sent the *TPEP Pre-Approval Notice (A140)*.
2. The TANF Jobs Program must then select the TPEP parent(s) case from the automated referral process to begin the three-day compliance process.

C. Three-Day Compliance Before TPEP Approval

As a part of the FAA TPEP eligibility requirements, each referred TPEP parent must comply with TANF Jobs Program requirements for three days prior to TANF Cash Assistance approval. All work activities must focus on employment of the TPEP parents at the earliest possible opportunity.

1. The TPEP parent(s) must report to the TANF Jobs Program local office to meet with a TANF Jobs Program case manager.
2. The meeting with the TANF Jobs Program case manager is considered the first day of the three-day requirement.
3. At this meeting, the TANF Jobs Program case manager must:
 - a. Explain the TANF Jobs Program Rights and Responsibilities and the Child Care Program Rights and Responsibilities;

- b. Complete the initial assessment;
 - c. Assign a minimum of two more days of activities; and
 - d. Arrange to verify the completion of the assigned activities on the third day.
4. On the third day, when it is verified that the TPEP parents have completed the additional two days of assigned activities, the TANF Jobs Program case manager must notify FAA of the three-day compliance through the automated process, and FAA will release the TPEP TANF Cash Assistance benefits.
5. 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.
6. When the TPEP parent(s) have completed the initial meeting with the TANF Jobs Program case manager, but have not completed the additional two days of assigned activities, the TANF Jobs Program case manager must:
 - a. Close the case following supervisory approval; and
 - b. Notify FAA of the three-day non-compliance via the automated process to alert FAA to deny the TPEP Cash Assistance application.

D. TPEP Work Requirements

Refer to Chapter 5, Section V(A) for the two-parent WPR, the minimum number of participation hours required for two-parent families, and countable work activities. TANF Jobs Program case managers should divide the required hours between the parents in a way that best suits the family's needs.

E. TPEP Non-Compliance

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

1. TPEP non-compliance procedures differ from All-Family sanction procedures in that benefits are not progressively sanctioned, but

are instead withheld in totality.

2. 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 TANF Jobs Program requirements without a good cause.
3. When a TPEP client fails to meet TPEP work requirements and good cause has not been established, benefits are withheld.
4. Once TPEP benefits are withheld for three payment cycles within a six-month period, the TPEP TANF Cash Assistance case must be closed.
5. Requesting Good Cause
 - a. The client must be provided an opportunity to explain their reason for not complying with TANF Jobs Program Requirements.
 - b. This is accomplished by sending the *Request for Good Cause Information* notice (JB-188 English or JB-388 Spanish) via the Jobs automated system within three workdays from the date the incident of non-compliance becomes known to the TANF Jobs Program.
 - c. This notice must:
 - i. Allow 10 calendar days from the date the notice is mailed for the client to contact the TANF Jobs Program to explain why he or she did not meet the requirements;
 - ii. Include the consequences of non-compliance; and
 - iii. Explain that TPEP TANF Cash Assistance will be withheld if the client fails to contact the TANF Jobs Program case manager and provide a good reason for not meeting program requirements.
6. Establishing Good Cause
 - a. When the client provides verification and establishes good cause within 10 calendar days, the TANF Jobs Program case manager must send the *Good Cause Has Been Established* notice (JB-104 English or JB-304 Spanish) via the Jobs automated system within two workdays.
 - b. This notice informs the client that good cause has been approved, and the client's benefits will not be withheld.

7. Not Establishing Good Cause

- a. When the client does not establish good cause, the TANF Jobs Program case manager must send the *Good Cause Has Not Been Established* notice (JB-204 English or JB-394 Spanish) via the Jobs automated system within two workdays informing the client that good cause has **not** been established.
- b. Whenever TANF Cash Assistance benefits are being withheld, a 10-day advance NOAA must be sent to the client. The last day to request the NOAA is 10 days prior to the month when the TANF Cash Assistance will be withheld or stopped. Notification is accomplished by sending the *TPEP Benefits Withheld/Denied/Closed* notice (A446) via AZTECS. This notice advises the client:
 - i. Of the reason for the withholding,
 - ii. That TPEP TANF Cash Assistance will be withheld until the client re-complies; and
 - iii. That TPEP TANF Cash Assistance will be closed without further notice when a total of three TPEP benefits have been withheld in any six-month period.
- c. The TANF Jobs Program case manager must take action to withhold the first full month of benefits allowing for NOAA.

8. TPEP TANF Cash Assistance Case Closure Due to the Withholding Limit

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

9. Re-compliance

- a. TPEP clients must comply with the TANF Jobs Program for two weeks prior to the release of the next available pay cycle.
- b. Benefits must not be released when there are less than two weeks available for participation prior to TPEP TANF Cash Assistance case closure for non-compliance.

F. Determining TPEP Temporary Deferrals

Although continuous participation in the TANF Jobs Program is required before TPEP benefits can be paid, an unavoidable circumstance may

temporarily prohibit participation.

1. Determination Criteria
 - a. Only one TPEP parent is eligible for a temporary deferral.
 - b. A client meeting criteria for a temporary deferral may choose to participate in work activities.
 - c. If the client is later unable to participate due to the deferral, benefits must not be withheld.
2. Disability
 - a. If a TPEP parent has a verified disability of a temporary nature that is expected to last **less** than 30 calendar days:
 - i. The parent must be temporarily deferred.
 - ii. Verification can be obtained from an acceptable medical source.
 - b. If the disability is expected to last **more** than 30 calendar days:
 - i. The family is **not** a TPEP family; and
 - ii. The case manager must notify FAA for determination of TANF Cash Assistance as an All-Family household with deprivation due to the parent having a disability.

G. Special Requirements for TPEP Clients Under Age 20

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

1. Maintain satisfactory attendance at a high school or the equivalent; or
2. Participate in education directly related to employment for an average of at least 20 hours per week during the month.

H. TPEP Extensions

1. TPEP households may receive an additional three months of TANF Cash Assistance when the following conditions are met:
 - a. A parent is enrolled in a Vocational Educational Training activity which can be completed within the three-month extension period;
 - b. A parent has an offer of unsubsidized employment that will begin within the three-month extension period;

- c. A parent is in a Work Experience activity and the TANF Jobs Program expects the parent to be hired within the three-month extension period; or
 - d. The two-parent work requirement was not met during the six-month period, and good cause was established for one or more months.
- 2. Prior to the expiration of TPEP benefits, TANF Jobs Program staff must:
 - a. Determine if the household meets the conditions to receive an extension; and
 - b. Notify FAA when the conditions are met.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

TANF Jobs Program

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CHAPTER 10: REFERENCES

I. **Policy Statement**

This chapter includes information regarding Arizona's Refugee Resettlement Program, Arizona Families F.I.R.S.T., Vocational Rehabilitation, client case records, confidentiality, 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.

II. **Authority**

A. **Federal Authority**

1. [29 U.S.C. § 1181.](#)
2. [42 U.S.C. § 601 - 619.](#)
3. [45 CFR § 260.10 - 287.170.](#)

B. **State Authority**

1. [A.R.S. § 8-882.](#)
2. [A.R.S. § 8-883.](#)
3. [A.R.S. § 8-884.](#)
4. [A.R.S. § 41-162.](#)
5. [A.R.S. § 46-299.](#)
6. [A.R.S. § 46-300.05.](#)
7. [A.A.C. R6-10-101 – R6-10-122.](#)
8. [A.A.C. R6-10-301 – R6-10-303.](#)

III. **Applicability – Various Programs**

Applicable sections include RRP, AFF, VR, client case records, confidentiality, issue resolution, fair hearings, job displacement, reporting abuse and neglect, case assignment, purging case records, HIPAA, and ACP.

IV. **Acronyms and Definitions**

Reference the [glossary](#) for an explanation of the acronyms used in this Chapter, and for the definition of **Grant Diversion**.

V. **Standards**

A. **Refugee Resettlement Program**

RRP is administered through the DES 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 page, at: [Arizona Refugee Resettlement Program](#).

B. **Arizona Families F.I.R.S.T.**

The Arizona Department of Child Safety and the Arizona Department of Health Services are joint administrators of [AFF](#), offering a continuum of community-based substance abuse treatment services to TANF Jobs Program clients whose substance abuse is a barrier to maintaining or obtaining employment.

C. **Vocational Rehabilitation**

The VR Program is administered by the DES RSA ([Vocational Rehabilitation](#)). 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.

D. **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 TANF 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.

1. Subpoenas/Court Order

When a subpoena or court order is received, TANF Jobs Program contractors must consult with their legal counsel before releasing information and must immediately contact their Workforce Development Administration contact.

2. Attorneys

When a request for information regarding a client is received from attorneys and/or their staff, TANF Jobs Program contractors must immediately contact their Workforce Development Administration contact.

3. Media/Reporters

In accordance with DES Communication Policy, all media requests for information must be reported immediately to the Office of Communications via email to the [Public Information Officer](#), with courtesy copies sent to their Workforce Development Administration contact.

4. Public Records/Public Information

Inquiries concerning public records must be directed to the [Request DES Records webpage](#).

5. Law Enforcement

Requests for information from local, state, or federal law enforcement agencies must be referred to DERS Policy Administration via email to the [DERS Workforce Policy Team](#), who will work with the Office of Special Investigations.

6. 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:

- a. Employees of DES;
- b. Arizona Attorney General's Office;
- c. Approved providers or contractors for the purpose of

implementing employment/training plans;

- d. Any entity authorized by federal or state statute, or entity that has a current signed data sharing agreement with DES that provides for the secured sharing of confidential client information without the client's consent;
- e. 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
- f. Social Security Administration employees.

7. Client Review of Case Information

Clients may review the contents of their own case records at any time. TANF 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. TANF Jobs Program staff must confirm the identity of the client prior to allowing the case file to be reviewed.

8. 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:

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

9. Public Releases of Information

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

- a. Speeches or presentations. Clients could be used as

motivational speakers to individuals currently participating in the TANF Jobs Program;

- b. Video tapes or photographs;
- c. Local office bulletin boards, displays, or client success story usage;
- d. Recognition certificates and plaques; or
- e. Any other materials identifying (directly or by association) the individual as a TANF Jobs Program client.

E. Confidentiality

1. Confidential information must not be discussed unless directly related to the official duties of the TANF Jobs Program. Confidential client information includes, but is not limited to clients and household members:
 - a. Names;
 - b. Dates of birth;
 - c. Social Security numbers;
 - d. Addresses;
 - e. Phone numbers;
 - f. Program participation;
 - g. Employment information;
 - h. Medical or health information; and
 - i. Any information not generally available to the public.
2. All case records must be stored in a secure area to prevent theft and the release of information to unauthorized persons.
3. Documents containing confidential information must not be left on, in, or near office photocopiers, printers, etc.
4. Disposal of all trash containing confidential information must be in accordance with DES confidential records destruction.
5. Any material containing confidential information must not be included with general office trash.

F. Issue Resolution

Issue resolution is the process by which disagreements or misunderstandings related to the TANF 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 business day of when the written or verbal request is received by the TANF Jobs Program or Workforce Development Administration staff. Contracted TANF Jobs Program providers must make clients aware of the contractor's complaint resolution procedure for client complaints about the TANF Jobs Program or related service providers, including the client's right to register a complaint with DES.

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

G. Fair Hearings

TANF 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 TANF 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 FAA that he or she will be responsible for paying back the benefits if the ruling is not in the client's favor. TANF Jobs Program staff must attend the fair hearing upon FAA's request.

H. Displacement

DES has a policy of non-displacement by the TANF Jobs Program clients who are placed in unpaid or subsidized work. Employees of employers with whom the TANF 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:

1. Results in the termination or reassignment of a regular employee;
2. Results in the reduction of non-overtime work, wages, or benefits of a regular employee;
3. Impairs an existing contract for service or a collective bargaining agreement;
4. Fills the position of a regular employee on layoff status;
5. Creates a new position for a TANF 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;

6. Infringes on the promotional opportunities of a regular employee; or
7. Fills any established, unfilled position.

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

I. Reporting Abuse/Neglect

TANF 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.

J. Case Assignment

Case assignment to the client's local TANF 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 TANF Jobs Program cases in order to accommodate a change in the client's residential address. Procedures regarding case transfers are located in the *TANF Jobs Program User Guide*.

1. Office Change

When the client has moved, resulting in a change in case assignment from one TANF Jobs Program local office to another, TANF Jobs Program staff must:

- a. Review the case record to ensure all applicable system updates are correct and complete;
- b. Notify the client of the change by sending the *Notice of Change* (JB-138 English or JB-338 Spanish) via the Jobs automated system; and

- c. Contact the receiving TANF Jobs Program local office to advise them the case is being transferred.
- d. Clients who do not wish to have their case transferred to a new office may keep their original case assignment.

K. Purging Case Records

Closed TANF Jobs Program case records are kept electronically in the TANF Jobs Program for at least one year after the case closes unless there is an overpayment in the case.

TANF Jobs Program staff must adhere to **DES Administrative Policy 1-37-12, Records Management and Reports** when case records are purged.

L. HIPAA Security Policy

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

M. Arizona Address Confidentiality Program

The ACP is administered by the Arizona Secretary of State (SOS). 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 TANF 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. TANF 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. Phone numbers can be recorded and used, but must not be disclosed.

1. The ACP provides two critical services:
 - a. **A legal substitute mailing address-** which may be used as a residential, school, or work address.
 - b. **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.
2. Each authorization card will contain the:
 - a. Participant's name;
 - b. ACP substitute address;
 - c. Date of issuance; and
 - d. Date of expiration.
3. Participation in ACP may only be discontinued if:
 - a. The ACP participant, or the ACP participant's parent or legal guardian if the participant is a minor or incapacitated adult, requests DES cease providing ACP protection.
 - b. Mail sent to the participant's substitute address is returned as undeliverable.

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

N. Grant Diversion

1. The purpose of the GD payment is to divert the TANF Cash Assistance recipient from receiving ongoing TANF Cash Assistance when the participant is likely to obtain full-time employment within 90 days.
 - a. TANF Cash Assistance applicants that qualify for GD are not required to be TANF Jobs Program participants.
 - b. GD months are not countable towards the benefit time limit.
 - c. GD recipients are exempt from complying with and participation in:

- i. Division of Child Support Services (DCSS);
 - ii. The TANF Jobs Program Preliminary Orientation (JPPO);
 - iii. The three-day requirement for the Two-Parent Employment Program (TPEP); and
 - iv. Signing the Personal Responsibility Agreement (PRA).
2. When the TANF Jobs Program is notified by FAA, or it is discovered that a TANF Jobs Program client has been approved for GD, the TANF Jobs Program case must be closed within 5 business days. The notification date or discovery date will be used as the closure date along with the appropriate status and status reason codes.

***Example:** A client lost his employment April 25th and the JAS case is in the 23 status code. He reapplied for TANF on May 5th. He was approved for GD effective 5/1/19 through 7/31/19. The TANF Jobs Program became aware of the GD approval on 5/15/19 and used this date as the effective closure date.*
3. If a client receives GD while they are receiving TANF JPE services, they should not be closed. The case must be documented with the dates of the GD approval.

O. Tribal TANF

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 allows Tribal governments the opportunity to develop, establish and administer their own TANF programs on their tribal lands. Tribes are given the authority to apply directly to the HHS in order to carry out this process. Tribal TANF gives federally recognized Indian tribes flexibility in the design of welfare programs that promote work, responsibility, and strengthening families.

Arizona currently has six federally recognized tribes who operate their own Tribal TANF programs:

1. Hopi Tribe
2. Navajo Nation
3. Pascua Yaqui Tribe
4. San Carlos Apache Tribe
5. Salt River Pima-Maricopa Indian Community

6. White Mountain Apache Tribe

Tribal members who reside off reservation may apply for and receive state TANF benefits.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

TANF Jobs Program

Policy Number: DES 2-10.1100

Effective Date: August 22, 2023

CHAPTER 11: GLOSSARY

- I. This chapter contains acronyms and definitions used throughout the *TANF Jobs Program Policy Manual*.

A. Acronyms

Acronym	Definition
A.A.C.	Arizona Administrative Code
A.R.S.	Arizona Revised Statutes
ACP	Arizona's Address Confidentiality Program
AFF	Arizona Families F.I.R.S.T. (Families In Recovery Succeeding Together)
AHCCCS	Arizona Health Care Cost Containment System
AZTECS	Arizona Technical Eligibility Computer System
CADO	Case Documentation
CCR&R	Arizona Child Care Resource & Referral
CFR	Code of Federal Regulations
DAAS	Division of Aging and Adult Services
DBME	Division of Benefits and Medical Eligibility
DCC	Division of Child Care
DCS	Arizona Department of Child Safety
DCSS	Division of Child Support Services
DERS	Division of Employment and Rehabilitation Services
DES	Arizona Department of Economic Security
DOL	U.S. Department of Labor
ECDP	Employment and Career Development Plan
EITC	Earned Income Tax Credit
EPHI	Electronic Protected Health Information
FAA	Family Assistance Administration
FLSA	Fair Labor Standards Act HSE High School Equivalency

Acronym	Definition
GD	Grant Diversion
HHS	U.S. Department of Health and Human Services
HIPAA	Health Insurance Portability and Accountability Act of 1996
HSE	High School Equivalency
JAS	Jobs Automated System
JPE	Jobs Program Extension
JPPO	Jobs Program Preliminary Orientation
LMI	Labor Market Information
NOAA	Notice of Adverse Action
OJT	On-the-Job Training
P.L.	Public Law
PRA	Personal Responsibility Agreement
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act of 1996
RRP	Arizona's Refugee Resettlement Program
RSA	Rehabilitation Services Administration
SOS	Arizona Secretary of State
SSI	Supplemental Security Income
TANF	Temporary Assistance for Needy Families
TBA	Transitional Benefit Assistance
TCC	Transitional Child Care
TEGL	Training and Employment Guidance Letter
TMA	Transitional Medical Assistance
TPEP	Two-Parent Employment Program
U.S.C.	United States Code
VEC	DES Volunteer Engagement Center
VR	Vocational Rehabilitation
WIOA	Workforce Innovation and Opportunity Act
WOTC	Work Opportunity Tax Credit
WPR	Work Participation Rates

B. Definitions

Term	Definition
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 FAA for TANF and SNAP programs. AZTECS provides online referrals to the TANF 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.

Term	Definition
Benefit Time Limit	A needy family with an adult household member who receives TANF Cash Assistance (CA) benefits on behalf of the adult household member or a dependent child is limited to no more than 12 countable months of Arizona TANF CA benefits during their lifetime, except in case of hardship. A needy family may receive an additional 12 months of TANF CA (Time Limit Extension) when the adult members, who are required to participate with the TANF Jobs Program, have not had a TANF Jobs Program sanction imposed during the final eligible month of assistance and the final month is October 2017, or later.
Bona Fide Business	An operation licensed to conduct business in the state of Arizona, that pays or reports wages to DES for purposes of Unemployment Insurance, carries appropriate liability insurance, and complies with any other applicable law, regulation, or ordinance.
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 TANF Jobs Program client.
Client	A TANF Jobs Program participant.

Term	Definition
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 TANF 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 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.
Division of Child Care (DCC)	The division within the Department of Economic Security that administers child care assistance services.
Education Directly Related to Employment	Includes the following programs: <ul style="list-style-type: none"> ● General education development ● Career and technical education ● Associate degree ● Postsecondary education.

Term	Definition
Employment and Career Development Plan (ECDP)	An agreement between the client and the TANF Jobs Program that lists the steps required of the client, services to be provided by the TANF 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.
Family Member	<p>Any of the following individuals living in the same home with:</p> <ul style="list-style-type: none"> ● A head of household caretaker relative: <ul style="list-style-type: none"> ○ A dependent child ○ Parent or parents of the dependent child ○ Spouse of the parent or parents of the dependent child

Term	Definition
	<ul style="list-style-type: none"> ○ Spouse of the head of household caretaker relative ○ Minor siblings of the dependent child ○ Minor children of the head of household caretaker relative ○ Minor children of the spouse of the head of household caretaker relative ● An unwed minor parent requesting Cash Assistance: <ul style="list-style-type: none"> ○ The minor parent or parents ○ The minor parents' child ○ The minor parent's adult caretaker relative ○ The spouse of the minor parent's adult caretaker relative ○ The minor parent's minor siblings or step-siblings ○ The minor children of the adult caretaker relative ○ The minor children of the spouse of the adult caretaker relative
Federal Work Activities	Work activities defined by the federal government that count towards the Work Participation Rate.
Good Cause	A finding by the TANF Jobs Program or DES hearing officer that a client proved they had an acceptable reason for

Term	Definition
	refusing or failing to participate in the TANF Jobs Program activities, accept employment, or cooperate in any other TANF Jobs Program requirement.
Grant Diversion (GD)	One nonrecurring payment equal to three months of TANF Cash Assistance. The purpose of the GD payment is to divert the TANF Cash Assistance recipient from receiving ongoing TANF Cash Assistance when the participant is likely to gain full-time employment within 90 days.
Gross Income	The total amount of earned income plus unearned income prior to any deductions.
Jobs Automated System (JAS)	The computerized system used by the TANF Jobs Program that tracks planned services and activities provided to the client, as well as the client's progress.
Long-Term TANF Recipient	<p>A member of a family that meets one of the following circumstances:</p> <ul style="list-style-type: none"> ● Received TANF benefits for at least 18 consecutive months ending on the hiring date. ● Received TANF benefits 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. ● Stopped being eligible for TANF payments during the past 2 years because a Federal or state law limited the maximum time those payments could be made.

Term	Definition
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 10 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 continue 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 TANF 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.

Term	Definition
Short-Term TANF Recipient	A member of a family that received TANF benefits for any 9-month period during the 18-month period ending on the hiring date.
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 he or she is eligible.
Support Services	Services provided to a TANF 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.
TANF Block Grant	Federal funds available to provide assistance to low-income families and support a range of services to improve employment and other child and family outcomes.
TANF Jobs Program	Arizona's TANF Cash Assistance work program.
TANF Jobs Program Preliminary Orientation (JPPO)	An overview of the TANF Jobs Program. Applicants must attend the orientation prior to TANF Cash Assistance approval.
Teen Parent	A single custodial parent under 20 who is the head of household or a married parent under 20 who is head of household.
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. FAA administers the TANF Cash Assistance program in Arizona.

Term	Definition
Temporary Deferral	A TANF Jobs Program client who is temporarily deferred from participation in the TANF Jobs Program.
Transitional Child Care (TCC)	A program administered by the Division of Child Care 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.
Tribal TANF	<p>Funding for federally recognized Indian tribes to administer and operate their own TANF programs. Tribal TANF gives federally recognized Indian tribes flexibility in the design of welfare programs that promote work, responsibility, and strengthening families.</p> <p>Arizona currently has six federally recognized tribes who operate their own Tribal TANF programs:</p> <ol style="list-style-type: none"> 1. Hopi Tribe 2. Navajo Nation 3. Pascua Yaqui Tribe 4. San Carlos Apache Tribe 5. Salt River Pima-Maricopa Indian Community 6. White Mountain Apache Tribe
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.

Term	Definition
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 TANF 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 their 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.

Term	Definition
Work Participation Rate (WPR)	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.