

TANF Policy 01 – TANF INTRODUCTION

The goal of Delaware's TANF (Temporary Assistance for Needy Families) program is to provide a welfare system based on a philosophy of mutual responsibility. In working toward that goal, the State will strive to place individuals in private or public sector unsubsidized employment that enables them to enter and maintain family sustaining employment. To that end, the TANF program provides individualized supports and programming to assist families to become employed, and expects families to accept responsibility to become self-supporting.

I. TANF Program Information

- a. Employment and Training Providers will provide E&T services and intensive case management to assist clients overcome barriers to self-sufficiency.
- b. Availability of Services
 - i. A full array of TANF services will be available in their entirety each day of the contract period except during the days identified as Holidays in TANF Policy 35.
 - ii. Vendor offices must be open for a minimum of eight (8) hours Monday through Friday during the hours of 7:00 AM through 7:00 PM.
 - iii. Vendor must offer a minimum of four (4) additional hours on weekends and four (4) additional hours during the weekday evenings after regular business hours.
- c. Supportive Service Expectations – Transportation assistance is provided by DSS in order for clients to attend Orientation. E&T Providers are required to provide gas cards or bus passes so client can get to Provider's office to participate in the TANF program. See TANF Policy 6 for more detail.
- d. Child Care: when a referral is received, confirm that child care is authorized in AWW. If not authorized and is needed for client to participate, notify DSS caseworker immediately.
- e. Expected Outreach will include the following at a minimum
 - i. When referral is received:
 - i. An immediate phone call that outlines the services and schedules an Orientation.
 - ii. If contact was made with client a letter will be sent confirming Orientation location, date, and time.

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- iii. If contact was not made, an outreach letter will be sent immediately describing the services to be offered, schedules an individual for an orientation (two optional dates), provides the individual an opportunity to schedule an orientation at a time which is convenient (where a conflict exists), and reminds the individual of any consequences of failing to attend orientation.
- ii. If these efforts are unsuccessful, Provider will
 - i. Perform daily follow-up phone calls up to 14 days after referral date.
 - ii. Send a follow-up letter on the 7th and 14th day that notifies them that they have missed their scheduled orientation appointment, inform the individual of any potential negative consequences of their action, schedule a home visit by contractor staff (provides date and range of time not to exceed 3 hours), and provide them an opportunity to schedule an orientation at a time which is convenient.
 - iii. Conduct one home visit, and request sanction if needed.
 - a. A home visit will entail at minimum a door hanger, letter, postcard, or flyer including contact information.
 - iv. Anytime contact is made, send a follow up letter to confirm orientation date.

II. Definitions

- a. Referral: Electronic notification from DSS' Information Management System - Assist Worker Web (AWW) directing Provider to outreach potential TANF Client. Types of referrals:
 - i. Pre-Confirmation: Client has applied for TANF, 2 weeks of participation required to start payment.
 - ii. Cash – Open
 - iii. Cure Sanction: Client must complete 4 consecutive weeks of participation to reopen payments.
 - iv. Manual Referrals: These include referrals not generated by AWW and include referrals from the following
 - i. Fatherhood/Child Support
 - ii. TANF – Like: Individuals with children who are referred by DSS or DOL
 - iii. System Issues: system generated referrals will be required. These referrals must come in email from DSS Policy Unit and include at least the name, MCI if applicable, DOB, all known contact information, and type of referral (e.g. Fatherhood referral).
- b. Sanction: A sanction is a closure of cash benefits that is applied to a TANF case when a customer does not meet participation requirements. A

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sanction is applied when the adult head of household fails to meet participation requirements

- c. DJL- (Delaware Job Link): DOL's online information management system where TANF Client information and participation hours must be entered. DJL can be found at the following link <https://joblink.delaware.gov/ada/r/> and requires DOL to create a user account to access Vendor functionality.
- d. AWW (ASSIST Worker Web): DSS' information management system used to manage and track TANF client information. Access to AWW must be requested and provided by DSS.
- e. Supportive Services: (See TANF Policy 6 for more detail) - Employment and training activities and work-related supportive services are designed to link TANF adults to employment and help them retain employment. Supportive Services are provided by voucher or directly. TANF will, on a case-by-case basis, pay fees to purchase certificates, licenses, or testing needed to obtain employment. DSS will determine when such services are necessary for a TANF recipient to participate. Work-related supportive services may include:
 - i. Transportation expenses
 - ii. Job search programs and other assistance from the Department of Labor to find a job
 - iii. Incentives
 - iv. Utilities and rental expenses approved by DSS and DOL
 - v. Work-related equipment, uniforms, shoes, and supplies
 - vi. Work-related fees and training
 - vii. Support for any other barrier to employment not identified above requires approval from DOL
 - viii. Clients who are over income because employment can receive support provided by contractors to retain employment for up to one (1) year
- f. Assessment Testing: Standardized tests to determine reading, writing, and mathematical skill level using CASAS or TABE products.
- g. Required Program components
 - i. Financial Literacy Training Orientation
 - ii. LRI Instruction
 - iii. Parenting Classes
 - iv. Expungement and Pardon Services
 - v. Bridge Barrier Reduction Services

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- h. Partner Agencies – *See Policy 39 for more detail.*
 - i. APEX Expungement and Pardon Service Provider
 - ii. Bridge: the Bridge program assists clients suspected of having problems related (but not limited) to substance abuse, mental health, homelessness, or domestic violence through screening, assessment, and case management services. The primary role of the Bridge program is to assist clients in accessing appropriate treatment services.
 - iii. Brown Bag – Mail-in Parenting classes
 - iv. Community Partner Support Unit (CPSU) – DSS internal E & T provider
 - v. DSS Housing Stabilization Unit
 - vi. Fatherhood Program – Division of Child Support
 - vii. Transition to Work Program (TWP) – DOL program that works with medically exempt clients
 - viii. Wonder Works – DSS internal E & T provider

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III. Policy Directory

Category	Policy Number	Title	Attachments
PROGRAM BASICS	1	TANF Introduction	Manual Referral Format
	2	Minimum Standard of Contact	
	3	Individual Service Strategy	ISS, Bridge Assessment, Health Assessment Forms
	4	Sanctions	
	5	Bridge referrals	Bridge Referral Form
	6	Supportive Services	
	7		
REQUIRED DOCUMENTATION PROCESS	15	File Structure	Payment Point Verification Forms
	16	Contractor Documentation	All timesheets, Employment & Training Verification Forms
	17	Internet Reporting Guidelines	
	18	DJL Process	DJL access request forms, Acceptable Use Policy
	19	AWW Process	AWW access request form, Acceptable Use Policy, Non-Disclosure Agreement
	20	Reporting	Sanction log, Referral summary, Nominations, Acknowledgement Form
	21	Audits & File Reviews	
	22	Averaging Participation Hours	
	23	Procedure processing payments	Monthly Financial Report
	24		
25			
PROGRAM SPECIFIC PROCESS	30	Determining Self Employed	
	31	Two Parent Families	
	32	Educational Activities	
	33	Work Experience	WEX Agreement & Monitoring Form
	34	Referral Policy for TWP Process	
	35	Excused absences	
	36	Handling Difficult Clients	
	37	Fraudulent Activities	
	38	Approved Training	ETPL Directions, approval form
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