

TANF Policy 04 – SANCTION REQUESTS

Sanction: A sanction is a reduction in cash benefits that is applied to a TANF case when a customer does not meet participation requirements. A sanction is applied when the adult head of household fails to meet participation requirements

- A. Minimum Standard of Outreach before requesting a Full Family Sanction for an individual receiving TANF benefits:
 - a. Open Cash: For those individuals who are coming over receiving (cash open) the contractor should try to engage for a two week period, if the contractor is unsuccessful, the contractor should send a Full Family Sanction request on the 14th day following the referral date.
 - b. For those individuals who are participating and employed, if the contractor is unsuccessful in obtaining the documentation after a two week period (14 calendar days) from the end of employment period being documented, the contractor will request a sanction. The contractor will also be expected to document attempts in Case Comments. (In cases where there is ongoing contact with the client and where it is reasonable to expect that the documentation will be received with some additional time, up to a 4 week period may be allowed.)
 - c. For those individuals who are involved in any other activity other than unsubsidized employment, a sanction can be requested at the end of the week of participation the contractor is trying to document.

- B. Minimum Standard of Outreach Necessary for Pre-Confirmation Referrals
 - a. For those individuals who are coming over as a Pre-Confirmation referral which means they are not receiving a cash grant, and are mandated to participate for two consecutive weeks in order for their cash to open, contractors should attempt outreach for a **three (3)** week period. If after the Monday of the 3rd week, the contractor is unsuccessful in engaging the individual, the contractor will dis-enroll the individual with a case note to the DSS worker stating that the individual did not successfully complete the two weeks of pre-participation.

- C. Minimum Standard of Outreach Necessary for Cure Sanction Referrals
 - a. For those individuals who are coming over as a Cure Sanction referral (they are not receiving a cash grant), and are mandated to participate for four consecutive weeks in order for their cash to open, contractors should attempt outreach for a **two (2) week** period in order to re-engage the client. If the contractor is unsuccessful by the **14th day** following the cure sanction referral date, the contractor should dis-enroll the individual with a case note to the DSS worker stating that the individual did not begin participation with contractor.

- D. Sanction Request procedures
 - a. Full Family Sanction Request -The following must be completed in order for a full family sanction request to be considered:
 - i. A case note must be made in the Assist Worker Web (AWW) requesting a full family sanction with “(TANF Sanction/Check Child Care)” as the title of the

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- comment. The case note must include the dates that the client was non-compliant as well as a full explanation as to why the request is being made.
- ii. When entering this case note, please check the “case alert” box to notify the appropriate worker that a case note has been entered for the client. The worker will not be aware of the case comment unless notified by this alert system.
 - iii. In addition, an email to the appropriate DSS email resource box per location or team with a “cc” to the team supervisor, the appropriate OA, the DSS Performance Team @ DHSS_DSS_PerformanceTeam@delaware.gov.
 - iv. The contractor will check to determine if the sanction has been applied within three (3) days. When the sanction has not been applied, except in cases where the contractor has been notified by the DSS worker that a sanction will not be applied, a copy of the original e-mail requesting the sanction should be forwarded to your DET Contract Manager and the appropriate DSS OA.
- b. Teen Sanction Request – if not in school and under 18 - A Teen not complying will be removed from the grant. It does not affect the TANF parent, but the request is to be put on the Sanction Log. The following must be completed in order for a Teen Sanction request to be considered:
- i. A case note must be made in AWW requesting a Teen sanction with “(Teen Drop-Out/E&T non-cooperation)” as the title of the comment. The case note must include the dates that the teen was non-compliant as well as a full explanation as to why the request is being made.
 - ii. A case alert must be sent in AWW subsystem which will notify the appropriate worker that a case note has been entered for the client. The worker will not be aware of the case comment unless notified by this alert system.
 - iii. In addition, an email making the request must be sent to the TANF worker assigned to that location or team and the DSS worker the case is coded to with a “cc” to the worker’s supervisor and the appropriate OA. This is done to ensure that the sanction request will be given attention, and that you have a record of your request being made properly.
 - iv. The contractor will check to determine if the sanction has been applied within three (3) days. When the sanction has not been applied, except in cases where the contractor has been notified by the DSS worker that a sanction will not be applied, a copy of the original e-mail requesting the sanction will be forwarded to your DET Contract Manager, and the appropriate DSS.
- E. CURE SANCTION PROCESS - The services available to an individual seeking to cure a sanction will generally be the same as a new referral seeking to open their TANF.
- a. Individuals will prior to completing a countable hour of participation (assumes that orientation/assessment is available on an ongoing basis):
 - i. Receive a face to face orientation to the services available.
 - ii. A complete assessment for each individual immediately following the client orientation. (Basic skills assessment will be accomplished through the CASAS Workplace Analysis Process.) or a review of the in-depth assessment and an update of individual service strategy (ISS) (At a minimum, update the Work Strategy Plan found in TANF Policy 03, Individual Service Strategy.)

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- iii. Be provided client activities to address areas of weakness or strength as appropriate identified through CASAS assessment.
 - iv. Be provided a 4 week schedule of activities following orientation. It will include an intensive period of work readiness activities (During the intensive period of work readiness activities, no self-directed job search hours will be permitted) for the initial 3 full weeks of participation except as follows:
 - v. Individuals fully participating in vocational training or unsubsidized employment at the time of the referral will contingent upon completing an orientation and ISS update be permitted to continue their employment/training. Weekly contact is required.
- F. On the 15th and 30th of each month the Provider will submit a log of all Sanction Request. This log must follow all requirements set forth in TANF Policy 20 – Provider Reporting.