

TANF Policy 17- Internet Reporting System Guidelines

The Delaware Department of Labor, Division of Employment and Training utilizes Delaware Joblink (DJL) to monitor and track compliance with the TANF program.

The Delaware Department of Health and Social Services, Division of Social Services utilizes Assist Workers Web (AWW) to provide client referrals and administer the TANF Program.

General Rules:

- All TANF Providers must enter participation information into both systems according to the following guidelines.
 - Vendors must enter activity hours in both DJL and AWW on a weekly basis following the Monday through Sunday TANF weekly structure.
 - Supporting documentation must be collected before the hours are entered in to the system. Hours should be entered in a timely manner therefore documentation must be collected in a timely manner. See TANF Policy 16 Contractor Documentation for expected documentation timeframes.
 - Documentation that hours have been entered into DJL/AWW will be the entry of hours on the Division of Employment & Training “Payment Point Verification form. These sheets must be retained in the client file and may be compared with actual DJL/AWW entry on a regular basis for consistency.
 - Failure to maintain 100% accuracy will result in requested payments being disallowed, and may, at the discretion of DET, result in the contractor being required to support each performance item, additional audits and questioned costs.
 - It is expected that AWW E&T system hours match DJL hours. An exception is when JSJR hours occur in a 5th consecutive week. In this case, the actual amount of JSJR hours are to be entered in AWW, but “0” should be entered in DJL. See TANF Policy 18 DJL Entry for more detail.
 - Activity hours must be entered into AWW E&T subsystem according to the Division of Social Services Standard for the Federal reporting of activity hours and the Department of Labor Delaware Joblink for a week of participation to count. Entry will be done as soon as documentation supports data entry (expected to be complete within one week of the end of a payment period or week)

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- When you receive a referral from DSS or another vendor:
 - AWW: Individual should be assigned and enrolled immediately. Assignment and Enrollment must be performed in order to prevent the client from being enrolled with another vendor.
 - If you are unable to enroll the individual, determine if they are already enrolled with your program. If so, delete the previous enrollment, end all activities, and enroll the individual as a new referral.
 - If you are unable to enroll the individual and they are not enrolled with your program, check the “transaction history” screen to see where they are currently enrolled. Contact this vendor to determine the proper vendor for this individual.
 - DJL:
 - Determine if the client has been referred previously. If not, create a JobSeeker account.
 - If Individual has been previously referred but never engaged, the first referral should have a case closed event so the Vendor can create a second referral event.
 - If the individual has been previously referred and engaged with the provider, the first referral should have a closed event. However, since the individual was engaged, became non-compliant, and was sanctioned, a Cure Sanction Referral is needed. Under no circumstance should a Vendor work with an individual who is in sanction status without receiving a Cure Sanction Referral through AWW.

Entering a 5th consecutive week of JSJR when client is engaged with Bridge

In accordance with the State Plan, Job Search Job Readiness is an activity that can be utilized for four consecutive weeks; then a break must occur in the 5th consecutive week. However, there is one established exception to this rule for payment and client participation:

- Clients enrolled with the Bridge contractor participating within Bridge services in the 5th consecutive week

These JSJR activities will count in every week of participation for the client and for payment. However, in every 5th consecutive week of JSJR, the established exceptions above will not count towards the State’s federal participation rate.

In order to maintain compliance with this rule the following data entry instructions must be followed.

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Enter JSJR Hours into **Assist Worker Web**

The data entry of the 5th consecutive week of JSJR hours is to be entered into the AWW System by the TANF Works providers (other hours of participation are also to be entered). AWW is automated and has the capability to track and report the weeks of participation in JSJR to ensure no more than four consecutive weeks is being captured.

Enter “0” JSJR Hours into **Delaware JobLink**

The data entry of the 5th consecutive week of JSJR hours is not to be entered into, “0” should be entered (other hours of participation are to be entered). JSJR hours with Bridge in the 5th consecutive week must be entered in “Other” in DJL for payment purposes. DJL does not have the capability to track and report the weeks of participation in JSJR to ensure no more than four consecutive weeks is being captured. Having more than 0 hours entered in the DJL Reporting Site during any 5th consecutive week of JSJR will result in a disallowed cost at the time of an audit.

It is expected that AWW system hours match DJL. However, this policy allows an exception to that expectation since the actual amount of JSJR hours are to be entered in AWW in any fifth consecutive week, but “0” should be entered into service “JSJR” in DJL in any fifth consecutive week. Actual hours should be entered into service “other” so hours can be captured.