

TANF Policy 19- Assist Worker Web (AWW)

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

General Rules:

- Access to AWW may be requested through DSS Policy Unit and the forms must be completed in their entirety.
- AWW training may be requested through DSS Policy Unit.
- When referring a client to another provider, use the “transfer” function. Do not dis-enroll the client before transferring as this will create a system problem and your transaction will not be made properly.
- When a client’s TANF Works status changes, dis-enroll the client from the current status in AWW and then enroll the client in the new status. There should be no duplication of activity from the old enrollment status to the new.
- Use the case comment template for all actions required in AWW.
- It is required to enter a client status update once per month in AWW case notes.

Referral Process:

- Clients should be assigned and enrolled in the AWW system immediately upon referral from DSS. Assignment and enrollment must be performed in order to prevent the client from being enrolled with another provider.
- If you are unable to enroll the client, determine if the client may already be enrolled with your program. If so, delete the previous enrollment, end all activities for the client, and enroll the client as a new referral. If you are unable to enroll the client and they are not already enrolled with your program, go to the “transaction history” screen to see where the client is currently enrolled. Contact the vendor where the client is currently showing enrollment to determine the proper vendor for the client to be working with. Follow up with an assignment and enrollment in to your program if the client is indeed appropriately referred to you.
- Once assigned, Client activity hours should be entered on a weekly basis using the Monday through Sunday fields prompted by the AWW system.
- 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.
- If a client’s TANF status changes, dis-enroll the client from the current status and then enroll the client in the new status. There should be no duplication of activity from the old enrollment status to the new.
- When the contractor is transferring a client to another contractor, the contractor should use the Transfer function. There is no need for the contractor to utilize the Dis-enroll function. The system will automatically dis-enroll after the Transfer function has been completed.

TANF Policy 19- Assist Worker Web (AWW)

- The dis-enroll function should be used when:
 - When the client has completed the program and is not being transferred to another vendor. Dis-enrolling the client ensures the client is no longer captured as an active in the vendors manage participants.
 - When the vendor is requesting a sanction.