

## TANF Policy 34 – Referral Policy for TWP Process

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Once TWP has made the determination that the client can participate with the TANF Works Program (the client will no longer be medically exempt and will become mandatory)

1. TWP will work out issues related to child care, transportation, or other barriers to attending TANF Works prior to referral
2. TWP will call the TANF Works Vendor to arrange an orientation date and time for the client.
3. TWP will enter a case-note in Assist Worker Web (AWW) confirming the conversation including:
  - a. Name of vendor
  - b. Name of person arrangements were made with at Vendor
  - c. Date of conversation
  - d. Orientation date and time scheduled
  - e. Date this information was shared with client
4. TWP will send an email to TWP mailbox (will also copy Vendor) – noting the AWW case note above and asking that the disability window be ended in AWW.
5. The TWP Support unit will ensure that the disability window in AWW is ended and a referral is generated to the TANF Works Vendor.

Entering an end date in the disability window will result in:

  - a. An AWW generated letter being sent to client telling them they must comply with E&T Vendor within ten days.
  - b. The client's E&T status will change from exempt to mandatory.
6. TWP will follow-up with the TANF Works vendor the day of the orientation to determine if client attended orientation. Will enter case note in DCIS documenting their findings.
7. If client did not attend orientation TWP will continue to work with client to assist them in attending an initial orientation.
8. Within 2 weeks of referral TANF Works vendors will enter case note in AWW stating client is either meeting participation requirements or requesting a sanction for non-compliance.