

Chapter 18

- Orientation;
- Referral process for post-secondary education prior to enrollment
- Self-Sufficiency Evaluations with Case Manager;
- Test of Adult Basic Education (TABE) testing;
- Time spent with Case Manager during home visit;
- Work Keys testing;
- Working with Child Protective Services (CPS) for multi-disciplinary treatment (MDT) meetings;
- Working with local agencies; or
- Any other family stability service needed to improve the family's circumstances.

Assignment of any of these activities must be recorded in eligibility system comments. All OW activities must be reviewed monthly. The Case Manager must update the case comments with the information on the status of the participant. Hours of participation may be documented using a Participation Time Sheet (DFA-TS-12) or by the Case Manager's notes. The suggested amount of time a participant may be placed in the OW component is 60 days. For placement beyond 60 days, the Division of Family Assistance (DFA) may be contacted for additional case management guidance. Certain support payments will be allowable with this component.

Every effort must be made to obtain countable hours for these participants (contacting a school for educational hours, anticipating hours from employer statement, contact a provider for substance abuse or mental health treatment, etc.). When there are absolutely no countable participation hours to enter for these participants, a minimum of one hour of OW should be entered and documented in comments for making these contacts to obtain countable participation hours.

NOTE: There should be no zero hour cases. Every Work-Eligible case should have at least one participation hour.

18.7.3 CASE MANAGEMENT FOR CARETAKERS AND CHILD ONLY

Referrals for this program of assistance must have a dependent child in the home. The Case Manager is to assist the caretaker in developing opportunities for him and the children in his care. This case management process provides for substantial flexibility to tailor the referrals and supports to the needs and goals of each family. Therefore, there are no mandatory procedures or processes that must be applied to each family. Instead, the Case Manager's reasonable and appropriate guidance and discretion are used to assist the caretaker.

To meet the goals of WV WORKS, a Case Manager performs the following activities for WV WORKS caretaker and child only families:

- Determines initial and ongoing eligibility for caretaker and child only cases. When the WV WORKS family also receives Supplemental Nutrition Assistance Program (SNAP) and/or Medicaid, eligibility for these programs is also maintained by the Family Assistance Case Manager.
- Provides continuous assessment using from Caretaker Relative Assessment, DFA-WVW-____, of the caretaker's needs and goals.
- Referrals must be made for all services and benefits for which the family may be eligible as needed, even if those services are available only through other agencies. Develops opportunities and identifies potential resources for the caretaker within the community and makes appropriate referrals to secure them.
- Provide a current List of Local Services
- Provides payment for support services, as appropriate
 - Collateral
 - Clothing
 - Child Care
 - Driver's License Assistance
 - Vehicle Repair
 - Vehicle Insurance
 - Donates Vehicle Program
 - DFA Family Support Policy Unit must be contacted for instructions to issue supportive services for caretakers.
- Attempts an interim contact at each 6-month period which may be at the office, by phone or a home visit to ensure the caretaker's needs are being addressed. The caretaker is not required to participate to continue eligibility when the contact does not coincide with the annual redetermination.

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- Work or educational activities; and
- No road-worthy vehicle, or two-parent household when another vehicle is necessary; and
- The need to meet a work activity or continue employment; and
- No criminal driving record. This includes, but is not limited to, a DUI conviction in the past 3 years, a hit and run or flight to avoid arrest. Participants who have completed a State-approved driving class and have had their licenses restored may be referred; and
- Verification of proof of vehicle liability insurance; and
- An agreement to pay the vendor \$1 for the appropriate donated vehicle.

Participation in any WV WORKS Donated Vehicle Program is limited to once per individual in a lifetime. Extenuating circumstances may be sent to the DFA Family Support Policy Unit for special consideration. If a household contains two parents and two vehicles are required, each may be referred to the program.

The participant must be a Work-Eligible Individual in an active WV WORKS case or eligible for continued support service payments at the time of **referral and receipt** of the vehicle. When the referral for a donated vehicle is made near the end of a continuation of services period, the receipt of the vehicle must still occur even if the participant's continuation of services period has ended.

If the participant already has a vehicle(s) registered in his name, he must provide documentation that:

- The vehicle(s) is junked; or
- The cost of repairs exceeds the limit specified in Section 18.19; or
- The other parent needs the vehicle for employment or to participate in an activity.

18.7.13.B Appropriate Referrals for Caretakers

The caretaker relative must meet all the requirements of the section above except for being a work-eligible individual. All work-eligible individuals are considered for donated vehicles referrals first. Only when all work-eligible individuals have been considered and eligible individuals have been referred and there are vehicles remaining, then a caretaker relative may be referred for a donated vehicle. Caretaker involvement with Children and Adult Services is not required for a referral for a donated vehicle.

The referral process and vendor responsibilities are the same as work-eligible individuals below.

18.19.4 CORRECTING THE SUPPORT SERVICE CHECK AMOUNT

When the Case Manager discovers that a support service payment has been requested for less than was intended, an additional payment for the difference is requested in the eligibility system.

18.19.5 ALLOWABLE SUPPORT SERVICE PAYMENTS FOR CARETAKERS

The Case Manager and the caretaker must discuss available services and assess needs during the interview and assessment process, and at reviews. The participant may also request services as needs arise; form DFA-SS-2 must not be required. Disposition to approve or deny the application for supportive services must be made within 10 working days of receipt of the request. DFA Family Support Policy Unit must be contacted for instructions to issue supportive services for caretakers. Support services may be issued during any month for which a WV WORKS payment is made. A home visit may be required if furnishings are requested.

NOTE: Children and Adult Services must be contacted to ensure other referrals or demand payments are not available for the caretaker before any support service payment is requested; all payments must be based on need.

The Case Manager must make a recording in the eligibility system each time a payment is made, explaining the need for the payment and the reason for the amount issued. This comment must include the calculations used to determine the correct payment.

All support service payments must be approved by a Family Support Supervisor or a person designated to complete supervisory functions in the eligibility system (back-up Supervisor). Supervisors and back-up Supervisors cannot approve support payments which they have entered into the system themselves. A back-up Supervisor may not approve payments entered by a Supervisor. Payments entered by a Supervisor must be approved by another Supervisor.

If lifetime limits of support services have been met, contact DFA Family Support Policy Unit for approval of additional support services. Questions on allowable support service payments may be sent to DFA Family Support Policy Unit.

18.19.5.A COLLATERAL

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Payment may be authorized under this category for caretaker relatives or child only cases for the TANF eligible children in their care. Payment may be made for items needed to aid with the care of these children when there are no other available resources.

Collateral Examples: Higher education entrance exam testing and application fees, tutoring costs, cap and gown, extracurricular activities fees, fees for college classes and books taken in high school, required children's furnishings, diapers wipes or formula.

18.19.5.B Clothing

Payment may be authorized under this category for caretaker relatives or child only cases who are not eligible to receive a demand payment from Children and Adult Services. The child must also not be approved for clothing from July through October of the current year if he will receive School Clothing Allowance. Clothing is only authorized for the TANF eligible children in their care as determined by the Case Manager.

18.19.5.C CHILD CARE

Payment is limited to caretaker relatives who need childcare provided for TANF eligible children in their care who are under the age of thirteen. The caretaker relative may be attending training, other education activities or be employed. The Case Manager may also pay for childcare to be provided while caretaker relatives attend medical or personal appointments or are participating in other non-work-related activities. When there are two adults, both must meet these criteria to receive this payment for the TANF eligible children in their care.

The caretaker relative must not be eligible for childcare payment from another source. He must apply for childcare assistance and receive a denial due only to excessive income from a Child Care Resource and Referral Agency or Division of Early Care and Education. All other eligibility requirements to receive childcare assistance must be met.

Providers approved by Division of Early Care and Education must be used and are paid monthly using current childcare payment rates once attendance sheets are received.

Payment under this category is limited to \$828 monthly per child and will be issued under collateral payment type. Payment rates are available online on the Division of Early Care and Education Child Care Assistance Policy and Procedure Manual Appendices.

18.19.5.D DRIVER'S LICENSE ASSISTANCE

Payment may be made for a driver's license or state identification card for the caretaker relative.

18.19.5.E VEHICLE REPAIR

For vehicle repairs, the vehicle to be repaired must be titled or leased in the State of West Virginia in the name of the caretaker relative. The vehicle may be jointly owned if the caretaker relative is one of the joint owners.

- Funds must not be used to purchase a vehicle
- Funds may be used for state inspection stickers and license plates. (vehicle registration)
- Funds may be used to pay for a driver's education for those without a driver's license.
- Any support service payment plus other available resources for repairs must make the vehicle roadworthy.
- Insurance is not paid under this category

18.19.5.F VEHICLE INSURANCE

The vehicle for which insurance is paid must be titled or leased in the State of West Virginia in the name of the caretaker relative. The vehicle may be jointly owned if a caretaker relative in the household is one of the joint owners.

Each insurance payment made on behalf of a participant to a vendor or to reimburse a participant for a payment that has been made is limited to:

- State minimum liability
- Uninsured motorist; and
- Underinsured motorist coverage

Each payment to a vendor is limited to a six-month coverage increment and must list the State as the payee. Any additional insurance coverage requested by the participant is paid or reimbursed when there is a lien on the vehicle and the participant provides verification that the bank requires additional coverage.

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