



Minnesota Department of **Human Services**

**Minnesota Temporary Assistance for Needy
Families (TANF) Work Participation Rate
Documentation Review Report**

for

October – December 2011

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Minnesota Department of Human Services
Transitional Support Quality Services
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TANF Work Participation Rate Documentation Review Report

October – December 2011

Background

The Temporary Assistance for Needy Families (TANF) Work Participation Rate (WPR) is the federally mandated work performance requirement for states that have a TANF program. Minnesota's TANF program is the Minnesota Family Investment Program (MFIP).

The WPR was established under the federal Personal Responsibility and Work Opportunity Act (PRWORA) of 1996, along with penalties and incentives for states. The Federal Deficit Reduction Act of 2005 (DRA), also known as TANF Reauthorization, included changes to TANF WPR rules. The final TANF rules (until the next reauthorization) went into effect on October 1, 2008.

The TANF regulations included in the 2005 DRA require states to develop a work verification plan and monitor participants' engagement in work activities in order to verify hours of participation.¹ The Department of Human Services (DHS) Transitional Support Quality Services Division (TSQS, formerly known as PAID) is responsible for conducting this monitoring activity and reviews a statewide random sample of TANF cases each quarter. Refer to Bulletin #12-03-01 DHS Changes Statewide Reviews of Temporary Assistance for Needy Families (TANF) Cases for more information on the review process.

The MFIP Employment Services Manual² (MFIP ES Manual) includes the MFIP Activity Daily Supervision, Documentation and Verification Guide in Appendix E. The guide shows documentation requirements for both the MAXIS and ES activities. TSQS TANF documentation reviewers use this primary resource as guidance in determining if the case file documentation and verification meet federal requirements. The TANF documentation reviewers examine financial and Employment Services (ES) files and any supporting documentation of hours for the case in the selected review month.

In combination with performance measures, such as the MFIP and Diversionary Work Program (DWP) Self-support Index and the TANF WPR, documentation reviews provide the state and counties with information needed to improve overall program performance.

Beginning with this first quarter of FFY 2012 (October 1, 2011 through September 30, 2012) DHS began to do a quarterly statewide random and stratified sample of 68 TANF and Work Benefit (WB) cases that are in the federal WPR denominator for a month in the sample quarter. The sample is specifically stratified to include 18 zero hour cases and 8 WB cases. This includes

¹ The specific regulation pertaining to the documentation auditing process is 45 CFR 261.62 (b)(5).

² Available at: http://www.dhs.state.mn.us/main/id_016957

all cases with a non-disregarded Work Eligible Individual (WEI)³ who has at least one hour of counted core and/or non-core activity (50 cases) **or** has zero countable WPR hour cases (18 cases). It is the 18 zero countable WPR hour cases that are the new element in the sample selection. Each sample of 68 cases is selected from the preceding quarter after all data have been frozen for federal reporting purposes.

Some cases have non-countable WPR hours because they are in an activity that does not count towards the federal WPR, but the hours are indicative of engagement. Some cases will not have any hours coded and for this reason the case cannot be accounted for in the MAXIS or ES report data result sections in this report, but they are counted in the overall finding results in Table 2 and Figure 1 data.

Documentation Review Results

DHS selected a random statewide sample of 68 case/month combinations for the quarterly review period of October, November, and December 2011. The reviewers copied file data on-site in Hennepin and Ramsey counties, while the other counties in the sample sent their TANF financial and ES case files to DHS.

Table 1 shows the 22 counties represented in the sample and the number of cases sampled per county.

Table 1 - Sample Cases by County			
County	Cases Reviewed	County	Cases Reviewed
Anoka	5	Kandiyohi	4
Becker	1	Meeker	1
Blue Earth	2	Nicollet	1
Carlton	1	Olmsted	2
Cass	1	Ramsey	10
Chippewa	1	Renville	2
Crow Wing	2	St. Louis	3
Dakota	1	Scott	1
Freeborn	2	Stevens	1
Hennepin	23	Washington	2
Kanabec	1	Wright	1

To determine if a case was correct or incorrect, DHS compared documentation in the case file for the participant's hours against what was submitted in federal TANF reports (based on data from MAXIS and WF1). A case is only correct if all countable activities for the review month are correct and properly documented. If a case has both MAXIS and ES countable activities for the review month, both MAXIS and ES must be found correct to receive a correct case finding.

³ Refer to Evaluation Note Issue 18 April 2009 The TANF Work Participation Rate for definitions of a WEI, core, and non-core activities. <http://edocs.dhs.state.mn.us/lfsrver/Legacy/DHS-4064T-ENG>

Zero Countable WPR Hour Cases

In the 68 cases with documentation reviewed, 18 of them were reported as non-countable (zero) WPR hour cases in the federal report. Because the review focus is to verify documentation of federally reported WPR hours, most of these cases are considered correct for the purpose of this review and only have For Your Information (FYI) comments. These cases are reported in the overall documentation results and MAXIS or ES sections of this report.

The zero hour cases are in the denominator for the federal WPR even though they have no countable hours for the review month.

Cases considered zero countable WPR hour cases are:

- cases where all job search hours are reported as “other” work activities
- cases that only have assessment and other activities reported under the “other activity” category

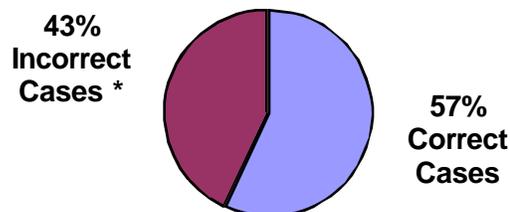
Of the 18 zero countable WPR hour cases, there were four cases found to be incorrect. The reviewers found documentation in the case files for countable WPR activity hours that the worker (FW or ES) failed to enter in their system (MAXIS or WF1).

Table 2 shows the statewide finding results.

Table 2 - Statewide TANF WPR Documentation Review Findings: October - December 2011		
Total Cases Reviewed	Total Cases Documented Correctly	Total Cases Documented Incorrectly *
68	39	29
<small>* A case is only counted incorrect once, even if there are errors for both MAXIS and ES or if a case has multiple activities with errors.</small>		

Figure 1 shows the percentages of cases that either met (57 percent) or did not meet (43 percent) the DRA documentation and verification requirements.

Figure 1 – Statewide TANF WPR Documentation Review Findings: October – December 2011



*A case is only counted incorrect once, even if there are errors for both MAXIS and ES or if a case has multiple activities with errors.

The number of correctly documented cases increased by 11 percentage points from the July – September 2011 data. The average percentage of correctly documented cases for all 19 samples is 42%.

MAXIS Activities and Errors by Category and Cause

In the 68 cases with documentation reviewed, there were 41 cases with WPR activities on the MAXIS system. Activities from MAXIS include paid work, self-employment, and rental income.

Of the 41 cases:

- 21 cases had a correct case finding
- 20 cases had an incorrect case finding

The 20 incorrect cases consist of:

- 16 cases had only MAXIS activities and were incorrectly documented
- 3 cases had both MAXIS and ES activities incorrectly documented
- 1 case had the MAXIS activity correctly documented, but the ES activity incorrectly documented (not counted in Table 3, refer to table footnote)

A case may have several activities that have reported hours and each of these activities can have an activity error. However, a case can only be counted in error once, no matter how many activity errors are assigned to a particular case. A case can also have unreported WPR activity hours documented (found in the case) but not reported in the WPR due to the case situation, miscommunication, or lack of financial worker action. Unreported hours are also considered a documentation error.

Table 3 shows the types of MAXIS activity represented in the 41 cases.

Table 3 - MAXIS Activity			
Activity Type	Activity	Correct	Incorrect
Paid Work (JOBS)	43	24	19
Total Activities:	43	24	19

MAXIS Activities: 1 activity type in sample, 37 cases had only 1 activity, 3 cases had 2 MAXIS activities (43 MAXIS activities in 41 cases)

The two categories with the highest count of errors are: policy incorrectly applied and documentation. This is respectively a 14 percentage point decrease and 19 percentage point increase from the July – September 2011 data.

The number one cause for incorrect Work Benefit cases is “WB policy incorrectly applied.” This was for 6 of the 8 WB cases in this sample. The detailed reasons are:

- FW’s projected WB hours are inconsistent with documentation in file
- FW averaged the income and/or hours for WB

Table 4 shows that six of the 21 (29 percent) activity errors are in the documentation category; which is an increase of 19 percentage points from the July – September 2011 data. This means that documentation is missing or that there is documentation in the financial file and workers are either not using it to record the correct number of hours or are computing hours incorrectly.

There were 5 cases where there was incomplete documentation of work hours.

There were 19 incorrect cases due to MAXIS activity and some cases had more than one error cause (21 total errors).

Table 4 - MAXIS Activity Errors by Category and Cause			
Category	Errors by Category	Errors by Cause	Error Cause Definition
Documentation or Verification	6	5	Incomplete documentation of work hours (missing a pay stub(s) or other employer produced document)
		1	Other MAXIS documentation/verification error
Computation	4	3	Hours designated for different pay categories
		1	Math error - simple addition errors
Data Discrepancy	4	2	Hours recorded are inconsistent with documentation in case file
		2	Earned Income documentation found in the case file but hours not recorded on MAXIS
Policy Incorrectly Applied	7	6	WB policy incorrectly applied error
		1	Failure to code MAXIS panels for FSS eligibility
Total:	21	21	8 unique causes for errors in 16* cases

**Although there were 17 incorrect cases with MAXIS activity, 1 case was incorrect due to the incorrect ES activity (the MAXIS activity was correct).*

ES Activities and Errors by Category and Cause

In the 68 cases with documentation reviewed, there were 20 cases with WPR activities on the employment services system, Workforce 1 (WF1). Some activity examples from WF1 include unpaid-work experience, community-service programs, job search, training and education, English as a Second Language (ESL), and Functional Work Literacy (FWL) etc.

Of the 20 cases with ES activity:

- 7 cases had a correct case finding
- 13 cases had an incorrect case finding

The 13 incorrect cases consist of:

- 9 cases had only ES activities and they were incorrectly documented
- 3 cases had both MAXIS and ES activities incorrectly documented
- 1 case had the ES activity incorrectly documented, but the MAXIS activity correctly documented

Table 5 shows the types of ES activity represented in the 20 cases.

Table 5 - Employment Services Activity			
Activity Type	Count	Correct	Incorrect
GED (activity <20)	3	2	1
GED (activity =>20)	2		2
High School Completion (<20)	2	1	1
Job Search	7	2	5
Job Skills Training Directly Related to Employment	1		1
Post Secondary Voc/Ed Training =<12 Months	2		2
Post Secondary Voc/Ed Training 13 - 24 Months	6	2	4
Total Activities:	23	7	16

Note: 7 ES activity types in sample, 11 cases had only 1 activity, 2 cases had 2 ES activities, 5 cases had 1 ES and 1 MX activity, 1 case had 2 ES activities and 1 MX activity, and 1 case had 1 ES activity and 2 MX activities (23 ES activities in 20 cases)

Table 6 shows that the documentation category has the highest count of errors (15) and it is 71 percent of all 21 ES activity errors.

Eighty-seven percent of the documentation errors were due to no documentation or information on activity sheet/logs.

Table 6 - ES Activity Errors by Category and Cause			
Category	Errors by Category	Errors by Cause	Error Cause Definition
Documentation or Verification	15	2	No time sheet (or activity log) or group attendance sheets found in case file
		2	No High School or GED attendance documentation found in case file
		2	Missing the actual hours of participation each day
		2	Missing the name, signature, and/or phone number of person providing daily supervision/verifying hours
		2	No documentation that weekly check-in meetings occurred
		2	Missing statement from school specifying recommended amount of study time
		1	Missing ESP method of bi-weekly verification of at least one job contact
		1	Missing responsible individual's signature for supervised study time exceeding the 1 hour per class time hour
		1	Missing information on the Job Search Activity Log
Computation	2	2	Rounding error (Employment Services Manual 9.47)
Data Discrepancy	2	1	Hours recorded are inconsistent with documentation in case file
		1	Documented ES activity found in case file not recorded in WF1
Policy Applied Incorrectly	2	2	Hours recorded under the wrong activity
Total:	21	21	13 unique causes for errors in 13 cases

Numerator Results

All 68 cases were included in the federal work participation rate denominator because each case contained a work eligible individual (WEI). Only cases with a WEI successfully participating are counted in the numerator. Of the 68 denominator cases, 33 were counted in the numerator. If cases in the WPR were counted based on the corresponding documentation in the participant's case files, then 2 cases did not have adequate documentation to be counted in the WPR.

How to Reduce Common Sample Errors

The TANF WPR Documentation Review process continues to help clarify policies and develop new policies and procedures for reporting and documenting work activities. This information, along with the statewide corrective action process, can help improve counties' documentation review performance results.

Based on the MAXIS and ES error causes in this sample, DHS has the following **suggestions for reducing errors**:

MAXIS:

- **Pay Stubs.** Pay close attention to information on pay stubs and only record income and hours supported with actual documentation (pay stubs, employer statement, etc.) in the month payment was received.
- **Document Work Benefit (WB) projected income determination.** Single parent WB cases are included in our TANF WPR and therefore TANF WPR Documentation Reviews. Use the most current income/hours on file at the time of WB approval and clearly document what was used for the calculation. If new information becomes available, reassess WB eligibility.

Use the Combined Manual and the "Tips on Work Benefit (WB) Cases" document (Attachment C) developed from TANF WPR Documentation Review results available at:

http://www.dhs.state.mn.us/main/id_016956

http://www.dhs.state.mn.us/dhs16_166327.pdf

ES:

- **Require participants to provide school statement about recommended amount of study time.** Job counselors must only record documented study time hours when the appropriate documentation is provided by the school.
- **Use the DHS school verification form.** DHS-2883 MDHS Request for Verification of School Attendance/Progress - English - 2-09
<https://edocs.dhs.state.mn.us/lfserver/Legacy/DHS-2883-ENG>
- **Do weekly check-in meetings and bi-weekly verification of one job contact.** Document in case notes that a weekly check-in meeting occurred. Do a bi-weekly verification of at least one job contact listed on the job search activity log and update the form accordingly.
- **Motivate participants to provide documentation as scheduled.** It is important that participants provide activity documentation and do so timely. This is a transferrable skill and

information an employer may ask an employment counselor when acting as a reference for the participant. Train participants and use the NOITS tool as needed.

MAXIS and ES:

- **Review the manual for policy information.** Look at the appropriate manual for your work to clarify the correct policy and apply it to the case you are working on.

MAXIS Examples:

- WB – use recent income; do not average income and/or hours; WB requires participants paid hours are a minimum of 87 (youngest child less than 6 yrs.) or 130 hours (youngest child age 6 or older) per month.
- Self-Employment – review the Self-Employment Handbook (link below) and the policy manuals.

http://www.dhs.state.mn.us/dhs16_144585.pdf

ES Examples:

- Record hours in WF1 and under the correct activity.
- **Update county/provider forms and get appropriate signatures.** County and provider forms should contain all the needed data fields to ensure compliance with DRA documentation requirements. The form may need the clients, responsible individuals, and/or job counselors' signature.

Statewide Corrective Action Process

DHS recommends that all counties and ES providers review the TANF Work Participation Rate Documentation Reviews – Statewide Correction Action Process available as Attachment A.

Training Opportunities

- Attend state presentations and training sessions on the WPR, documentation and verification requirements, and DRA updates.
- Counties and ES providers with incorrect review findings are encouraged to work with the DHS Transition to Economic Stability (TES) consultants to obtain supplemental instructions and technical assistance. Use the central e-mail address to send in non-policy inquiries about DWP, MFIP, and WB to TES: dhs.dwp-mfip@state.mn.us

Examples of inquiries that are appropriate to send to the new e-mail address include:

- questions about allocations and allowable expenditures;
- questions about training or requests to provide training;
- questions about performance measures or documentation/verification requirements;
- process questions (i.e. paperwork for an IPP claim); or
- if you are unsure whether a question needs to be submitted through Policy Quest.

Questions about contracts should continue to be directed to the appropriate contract manager. Client specific policy questions should continue to be submitted through Policy Quest. MAXIS and WF1 questions should be sent to the respective Help Desk. If you are unclear about where a question should be directed, you may also use this e-mail address, and we will redirect as appropriate.

Counties Invited to Comment on this Report

DHS invites counties and ES providers to comment on this report and provide ideas of what additional information they would like to see in future reports. Please send your comments and/or ideas by email to Anne.Lauer@state.mn.us.

Attachment A – TANF Work Participation Rate Documentation Reviews – Statewide Corrective Action Process

DHS recommends that all counties and ES providers take the following actions to improve documentation performance for TANF Work Participation Rate (WPR) Documentation Reviews.

Recommended actions:

- Use the MFIP Activity Guide in Appendix E of the MFIP ES Manual. This document is used for the TANF WPR Documentation Reviews and will help you understand the documentation requirements and determine if documentation is complete.
- Review individual case finding results with financial and ES staff who have the case and make sure that each individual result gets filed in the appropriate financial and ESP case file.
- Review this entire report, TANF WPR Documentation Review reports for each sample and the federal fiscal year report, with appropriate staff and management to gain a better understanding of the common causes that contributed to the errors. Available at: http://www.dhs.state.mn.us/County_Reports
- Review time sheets, activity logs, and other documents used to document/verify hours of participation to ensure the forms meet all of the documentation requirements (refer to MFIP Activity Guide in Appendix E of the MFIP ES Manual or the ES MFIP Activity Guide Tip Sheet in Appendix B of this report). Revise forms as necessary or use the DHS recommended eDocs available:
 - DHS-2883 MDHS Request for Verification of School Attendance/Progress - English - 2-09 <https://edocs.dhs.state.mn.us/lfsrserver/Legacy/DHS-2883-ENG>
 - DHS-3336-ENG 8-08 Self Employment Report Form <https://edocs.dhs.state.mn.us/lfsrserver/Legacy/DHS-3336-ENG>
 - DHS-5006E-ENG 1-12 Earned Income/Pay Period/Date Tracking Form – 2012 <https://edocs.dhs.state.mn.us/lfsrserver/Public/DHS-5006E-ENG>
 - DHS-5784-ENG 10-11 Employment Services Weekly Job Search Activity Documentation Log <https://edocs.dhs.state.mn.us/lfsrserver/Public/DHS-5784-ENG>
- Conduct periodic management/supervisor reviews of participant case files, case notes, and the corresponding data entered in the MAXIS system and WF1 systems to ensure proper documentation and data entry.

Employment Services Provider – Use the Supervisory Case File Review – TANF Work Participation Verification Documentation Checklist for Unpaid Core and Non-Core Activities form developed for ESP as a tool to assist counties in reviewing Employment Services cases for documentation purposes. It is available on the CountyLink, DHS Program Resources, Employment Services page under the Tip Sheets section at:

http://www.dhs.state.mn.us/dhs16_157830.pdf

Financial Supervisor/Worker – Use the Financial Case Review – TANF Work Participation Documentation, Verification, and Coding Checklist form. This is a tool to assist financial workers and supervisors to do TANF WPR documentation reviews on their cases. A Checklist Guide was also provided to help direct users to additional information on using the form. If you would like a copy of the form and guide use the link below to access the CountyLink, DHS Program Resources – DWP and MFIP page under DWP/MFIP Online Resources section:

http://www.dhs.state.mn.us/dhs16_146446.pdf

- Conduct county information sessions based on the MAXIS and Employment Services Activity Errors by Category and Cause information on pages 5 and 6.
- Encourage workers to share strategies for working with participants to improve compliance with documentation requirements.
- Continue to use the summary and detailed data reports provided by the Department of Employment and Economic Development (DEED) available on their website at:

http://www.positivelyminnesota.com/All_Programs_Services/Work_Participation_-_MFIP_TANF/index.aspx

<https://mfipapps.positivelyminnesota.com/Login.aspx>

Employment Services MFIP Activity Guide Tip Sheet

The tip sheet is enclosed on the next two pages. It can also be found on the CountyLink, Program and Resources, Employment Services, Tip Sheets page at:

http://www.dhs.state.mn.us/dhs16_156020.pdf

See Appendix E of [Employment Services Manual](#) for the complete Supervision, Documentation, and Verification Requirements including Family Stabilization Services (FSS) provisions.

MFIP Activity Guide Tip Sheet*

Activity	Documentation Needed	Notes
(Unpaid) Work Experience	<ul style="list-style-type: none"> • Participant's name • Dates covered (no less frequently than monthly) • Number of hours worked each day • Work site supervisor's signature or other responsible individual, not Employment Services Provider (ESP) • Name and phone number for Work site supervisor (or other responsible individual's) must be on file or on activity log 	Monthly hours must comply with FLSA**
Community Service Programs (CSP)	<ul style="list-style-type: none"> • Participant's name • Dates covered (no less frequently than monthly) • Number of hours worked each day • Work site supervisor's signature or other responsible individual, not ESP • Name and phone number for Work site supervisor (or other responsible individual's) must be on file or on activity log • Statement of useful public purpose the placement provides • Statement of how job will enhance employability 	Monthly hours must comply with FLSA**
Job Search Form DHS-5784 is mandatory to document job search activity	<p><i>Part 1 (Front Side of form)</i></p> <ul style="list-style-type: none"> • Participant's name • Dates covered (weekly) • Job contact information (date of contact, time spent on job contact, the position of interest, employer contact info, purpose and result of job contact) - all columns must be completed <p><i>Part 2 (Back Side of form) - On-site Activity</i></p> <ul style="list-style-type: none"> • Date • Time spent • Type of On-site activity (such as job club, structured job search, etc) <p>For Agency use only Section</p> <ul style="list-style-type: none"> • Total Hours (regular hours, on-site hours, holiday hours, other excused absence hours, CD/MH and rehab services hours) • Weekly Check-in (date and method used) • Bi-weekly verification of Job Contact (note which job contact verified and method used to verify) <p>Signatures/Dates</p> <ul style="list-style-type: none"> • Both Participant and ESP 	

*Family Stabilization Services – See Appendix E of [Employment Services Manual](#) for the complete Supervision, Documentation, and Verification Requirements including Family Stabilization Services (FSS) provisions.

** **Fair Labor Standards Act (FLSA)** – All work experience participants are considered employees under the FLSA. Participant would not be required to participate in unpaid work experience more hours than the monthly MFIP cash assistance amount plus the monthly food support amount divided by the federal minimum wage.

Activity	Documentation Needed	Notes
<p align="center">Providing Child Care to a CSP Participant's Child(ren)</p>	<ul style="list-style-type: none"> • Participant's name • Dates covered • Number of hours <u>each</u> day • Signature of the participant who is engaged in the community service program • Name and phone number of the participant engaged in the CSP must also be on the activity log or on file 	<p>Monthly hours must comply with FLSA**</p>
<p align="center">Vocational Education</p>	<ul style="list-style-type: none"> • Participant's name • Dates covered (no less frequently than monthly) • Number of hours attended <u>each</u> day • Responsible individual's signature (not ESP) • Name and phone number of responsible individual must be on file or on activity log <p>***See note below about study time allowed for all school related activities</p>	<p>Responsible individual's signature is not needed if faxed or emailed by the school</p>
<p align="center">Job Skills Training (includes ABE, GED, ESL, FWL)</p>	<ul style="list-style-type: none"> • Participant's name • Dates covered (no less frequently than monthly) • Number of hours attended <u>each</u> day • Responsible individual's signature (not ESP) • Name and phone number of responsible individual must be on file or on activity log <p>***See note below about study time allowed for all school related activities</p>	<p>Responsible individual's signature is not needed if faxed or emailed by the school</p>
<p align="center">High School</p>	<ul style="list-style-type: none"> • Participant's name • Dates covered (no less frequently than monthly) • Number of hours attended <u>each</u> day • Responsible individual's signature (not ESP) • Name and phone number of responsible individual must be on file or on activity log <p>***See note below about study time allowed for all school related activities</p>	<p>Responsible individual's signature is not needed if faxed or emailed by the school</p>
<p align="center">On-Line and Distance Learning Documentation</p>	<ul style="list-style-type: none"> • The Course/Program Log-in/Log-Out electronic record; or • Conducted in a Supervised setting (Name, Phone Number and Signature of a Responsible Individual is Required) 	

*****Study Time Documentation** (Voc. Ed, HS, Job Skills, ABE, GED, ESL and FWL) - With a statement from the school about recommended study time, one hour of unsupervised study time per class hour can be allowed or More than 1 hour per class hour needs to be supervised and requires a signature from a responsible individual acknowledging study was supervised (cannot exceed the amount of study time advised by the school).

Tips for Work Benefit (WB) Cases

The TANF Work Participation Rate Documentation Review team developed the following tips to help assure that WB cases have the correct hours and income reported and documented.

Project Using Actual Income and Hours:

For calculating initial and ongoing WB eligibility, use the most current income/hours on file (**Do Not Average**).

- WB policy states that the **most current actual income/hours** should be used to calculate eligibility. The actual income and hours should be coded on the prospective side of JOBS panel.
- **Do not average** or use multipliers to calculate income or hours for WB.
- Only **use paystubs from the most current month** – do not combine paystubs from two months.

Example:

Participant only sent one paystub for the most current income to date, November 2011. Gross income was \$253.75 and total hours were 35. The participant is paid bi-weekly. Code the JOBS panel with \$253.75 for both checks to project income and code 70 hours as the prospective hours.

- Workers – **Document clearly** which income and hours were used to code the JOBS panel.

Updating JOBS Panel & Income Windows with New Income/Hours Information:

Food Support (FS) – Use the JOBS FS Prosp Inc field to access the Food Support Prospective Income Calculation pop-up window. This window is an online calculator used to correctly calculate average hours and income per pay date, as well as prospective monthly income. **DO NOT** copy this income/hours data to the JOBS panel.

HealthCare (HC) – Use the JOBS HC Inc Est field to access the HC Income Estimate window. Update this window with the average income per pay period anticipated from the income source listed on JOBS; the estimated monthly income is used in HC budgets for months. **DO NOT** update the “Hrs” field on the JOBS panel and **DO NOT** copy the window income data to the JOBS panel.

Work Benefit – Use the JOBS panel when new income/hours information is received for WB. **MAKE SURE** to update the prospective data on the JOBS panel to reflect the most current income and hours data (**Do Not Average**).

- Some cases receive new information for HC and/or FS after the WB approval is done. If new information becomes available, WB eligibility should be re-assessed, and the most current hours should be updated on the JOBS panel using the WB method of calculating income and hours (**do not average**). For HC/FS, each income window should be updated using their respective program policy calculation method for income and/or hours.
- Workers – Document clearly which income and hours were used to calculate ongoing WB eligibility.

Document, Document, Document!

- For many cases there is no information in case notes documenting how the WB income/hours were calculated.

Don't Code Hours To Meet Work Participation Rate:

- Some cases have 90 or 160 hours coded which does not reflect the documented hours found in the case file.