What do you do?

Whatever it takes!
Client Demographics tell the story

- V1: children under 1 in HH comp
- V2: 6 weeks post childbirth
- V3: kids 17 and under in HH comp
- V4: kids 18, not 19, in school
- V5: disability screen filled out for TANF
- V6: disability screen SSI eligible, current pay status
- V7: needed in the home to care for someone who is disabled. HH comp, disability screen, needed.
- VU: illegal aliens
### Other Demographic Information

<table>
<thead>
<tr>
<th>Tax Filing Status:</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the individual taking care of the disabled individual in the household?</td>
<td>Yes</td>
</tr>
</tbody>
</table>

#### Disability Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Disability Type</th>
<th>Has Individual Applied for SSI/SSDI?</th>
<th>SSI/SSDI Application Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>26F</td>
<td>Disabled</td>
<td>NO</td>
<td></td>
</tr>
</tbody>
</table>

- **Type of Disability:** Blind
- **SNAP Verification:** Other acceptable for Terr
- **MA Disability Begin Date:** 10/07/2016
- **SNAP Disability Begin Date:** 10/07/2016
- **TANF Disability Begin Date:** 10/07/2016
- **Reduced Ability To Work:** Yes
- **Need Someone in Home:** Yes

- **MA Verification:** Other Acceptable
- **TANF Verification:** Other acceptable for Terr
- **MA Disability End Date:**
- **SNAP Disability Review Date:** 02/24/2017
- **TANF Disability Review Date:** 02/24/2017
- **Reduced Ability To Care For Child:** No
Question

I have a client in my caseload who is working with the community services board. She provided a medical statement from her LCSW that says she is totally disabled and should apply for SSI.

What should I be doing in VACMS?

Answer: assign to pending or inactive: work with the CSB worker or the client to identify an MD who will examine the client and complete a medical. If necessary, assist with transportation. An accommodation that this disabled person may need is helping to make the appointment, making sure he knows how to get there, helping him get there, paying for the medical if he is not covered by Medicaid. “whatever it takes”.
How do I find out the Work Participation Status?

Eligibility
- Run Eligibility
- Eligibility Search
- LTC Resource Assessment
- Eligibility Summary

TANF - EDG Summary

<table>
<thead>
<tr>
<th>Name</th>
<th>Certified Group</th>
<th>Relationship</th>
<th>Participation Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>EDG</td>
<td>Y</td>
<td>Self</td>
<td>Eligible Adult</td>
</tr>
<tr>
<td></td>
<td>Y</td>
<td>Daughter</td>
<td>Eligible Child</td>
</tr>
</tbody>
</table>

Work Participation Status: Mandatory

Exemption Reason: NA
Volunteers and TANF UP

*TANF Work Requirements*

When a household member is exempt from VIEW referral, has the individual(s) opted to participate in VIEW?

* The BPS will answer this question in VACMS by clicking on the hh member who wishes to volunteer
Can anyone volunteer?

- Both parents are under the age of 18
- Recipients of SSI/SSDI and illegal aliens
- The spouse of a parent who is on the TANF grant as essential to the well-being of the children (EWB)
• Volunteers
• Re-applicant previously terminated: failure/refusal
• TANF UP parent who is NOT the case name who will participate
• Cases with children under 1 who have exhausted that exemption
• Individuals excluded from TANF who must participate
## ESP Referrals

<table>
<thead>
<tr>
<th>Name</th>
<th>Client #</th>
<th>Case #</th>
<th>EDG #</th>
<th>Program</th>
<th>Case Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2103300161</td>
<td>113115452</td>
<td>90802309</td>
<td>TANF</td>
<td>Approved</td>
</tr>
</tbody>
</table>

## ESP Queue

**Create Referral**

ESP Queue Search Results

<table>
<thead>
<tr>
<th>Name</th>
<th>Client #</th>
<th>Case #</th>
<th>Referral Date</th>
<th>ESP</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2103300161</td>
<td>113115452</td>
<td>05/01/2017</td>
<td>VIEW</td>
</tr>
</tbody>
</table>
Two parents walk into the office:

- both meet an exemption.
- One has a 6 month medical
- They have a child under one

What do I do since only one can be exempt?

answer: this is not a TANF UP household since one parent is disabled. Both may be exempt
Houston, we ^have a problem!

- Non cooperation w/ dcse
- IPV disqualification
- Felony Drug conviction
- Fleeing felon
- Failure to provide an SSN
- Failure to establish citizenship
- Needs excluded due to deeming

may
Multi use enroll/update screen

**ESP Enrollment/Update**

<table>
<thead>
<tr>
<th>Locality:</th>
<th>Amelia County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worker ID:</td>
<td>ceb007</td>
</tr>
<tr>
<td>Status:</td>
<td>VTP</td>
</tr>
<tr>
<td>ESP:</td>
<td>VIEW</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Worker ID</th>
<th>Status</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>ceb007</td>
<td>VTP</td>
<td>Activity Created</td>
</tr>
<tr>
<td>ceb007</td>
<td>VTP</td>
<td>Assessment Complete</td>
</tr>
<tr>
<td>ceb007</td>
<td>VTP</td>
<td>Activity Created</td>
</tr>
<tr>
<td>ceb007</td>
<td>VTP</td>
<td>Assessment Complete</td>
</tr>
</tbody>
</table>

**Progress:**

- Referred for SE
Scenario

- Client missed two appointments.
  She was sick once, and forgot once.
- EW closed the case on 4/7/17.
  Today, 4/21/17 she wants to come in.
  No good cause.....
  Terminated:
- Now What?
Scenario

→ My client and I discussed VIEW and she stated she would like to close her TANF case. Written request forwarded to EW

→ 5 days later, I learned that she called the EW and changed her mind about closing the case.

→ What happened in VACMS?

→ (view worker coded non cooperation: failure to sign; BPS moved to terminate

→ View worker, complete IA/APR asap and remove non compliance.
Non-parent Caretakers

- Failure to sign APR
- Failure to participate in VIEW activities without good cause

Remove caretaker from the grant and continue the case as a child only case.
**Status Update Page**

- **Status:**
  - Closed
  - Exempt
  - Mandatory
  - Mandatory APR
  - Transitional E&T
  - Transitional transportation
  - VTP

- **Status Date:** 04/28/2017

- **Closure Reason:**
  - Client request
  - End of 24 months
  - Hardship Termination
  - Refusal to sign APR
  - Sanction
  - TANF closed
  - VTP end of 24 months
  - VTP failure to provide
  - VTP no longer working
  - VTP approved, close View enrollment
Screening and Assessment - Summary

High Points:
- Face to face
- Best in 10 days
- NLT 30
- Strength based
- Client/family centered
- Goal oriented
- Benefits and opportunities of VIEW
- Responsibilities

Need to Know:
- Skills and abilities
- Interests/hobbies
- Past education
- Functional ed.
- Work history
- Current job readiness
- Family/life circumstances
- Goals
- Service needs
- Initial discussion and screening for disabilities

Must ‘splain
- Program goals
- Requirements
- APR
- Consequences
- Time limits
- Sanctions
- Good Cause
- Hardships
- Contact info
- Keep all appts.
- Bank benefits
Each assessment provides a snapshot of your meetings over time with VIEW clients.

You will pass through and can add/update information at each reassessment.

APR signed date will be needed at each reassessment.
VIEW Activity and Service Plan

- Requires manual form completion
- Activities in keeping with client goals
- Designed to lead to family sustaining wages.
- 20 hours minimum in core
- 35 max, 30 if full time employed
- Assign to cover a full month when possible in keeping with work participation calculation.
- Complete a new ASP whenever component activity changes or ends.

Remember – Keep the participant continually engaged once they enter VIEW!
<table>
<thead>
<tr>
<th>Activity Type</th>
<th>Activity Component</th>
<th>Activity Begin Date</th>
<th>Activity End Date</th>
<th>Assigned Hours</th>
<th>Last Participation</th>
<th>Actual Latest Weekly Hours</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core</td>
<td>Vocational Education and Training</td>
<td>05/01/2017</td>
<td>06/30/2017</td>
<td>20</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### AFTER THE INITIAL ASSESSMENT

#### Program Request - Clients

<table>
<thead>
<tr>
<th>Client Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name:</strong></td>
<td>Qywm, Nhpk 4</td>
</tr>
<tr>
<td><strong>Requesting Assistance:</strong></td>
<td>YES</td>
</tr>
<tr>
<td><strong>Form Type:</strong></td>
<td>TANF Application</td>
</tr>
<tr>
<td><strong>Retroactive Coverage for 3 months:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Plan First:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>APR Signed Date:</strong></td>
<td>04/25/2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Client #</th>
<th>2103601814</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Program Request Date</td>
<td>04/01/2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Client</th>
<th>Program Requested</th>
<th>Date Requested</th>
<th>APR Signed Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qywm, Nhpk 43F</td>
<td>YES</td>
<td>04/01/2017</td>
<td></td>
</tr>
<tr>
<td>Qyao, Vyps 3F</td>
<td>YES</td>
<td>04/01/2017</td>
<td></td>
</tr>
<tr>
<td>Zoji, Tuya 1F</td>
<td>YES</td>
<td>04/01/2017</td>
<td></td>
</tr>
</tbody>
</table>
Reassessment

- When participant leaves or completes an assignment. There must be face to face contact at least every 6 months.
- New assignments immediately (but no later than two weeks after reassessment)
- Schedule the next reassessment appointment during the current appointment whenever possible and document on the A&SP.
## Employment Details Page

### Employer Details

- **Employer Name:** Dairy queen
- **Employment Begin Date:** 04/25/2017
- **Verification Date:** 04/25/2017
- **Occupational Type:** Cashier
- **Is employment verified?** YES
- **How employment is verified:** Pay Stubs
- **Employment End Date:**
- **Hourly Wages:** $9.5

### Activity - Summary

<table>
<thead>
<tr>
<th>Employer Name</th>
<th>Occupational Type</th>
<th>Is employment verified?</th>
<th>Verification Date</th>
<th>How employment is verified</th>
<th>Hourly Wages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dairy queen</td>
<td>Cashier</td>
<td>YES</td>
<td>04/25/2017</td>
<td>Pay Stubs</td>
<td>9.5</td>
</tr>
</tbody>
</table>

Reset | Add
## FEP eligibility summary & benefit issuance changes

<table>
<thead>
<tr>
<th>Number</th>
<th>Type</th>
<th>Month</th>
<th>Date</th>
<th>Amount</th>
<th>Size</th>
<th>Method</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>90958517</td>
<td>TANF</td>
<td>Ongoing</td>
<td>05/2017</td>
<td>$300.00</td>
<td>4</td>
<td>Check</td>
<td>Issued</td>
</tr>
<tr>
<td>90958517</td>
<td>TANF</td>
<td>05/01/2017-</td>
<td>04/26/2017</td>
<td>$300.00</td>
<td>4</td>
<td>Check</td>
<td>Issued</td>
</tr>
</tbody>
</table>

- **Payable To / Payee**: Dairy queen
- **Payment Address**: 1293 arlington Avenue charlottesville, Virginia 22910
- **Authorized Rep**: FEP Employer
Monitoring Satisfactory Attendance and Progress

✓ Satisfactory progress must be monitored AND evaluated for all non-work assignments – job search, CWEP/PSP, vocational education and training, job skills training, and education below the post secondary level.

* FEP hours are monitored and the forms emulate the PSP/CWEP forms.
Documentation

- Keep copies of job search forms; attendance records, certificates, diplomas and grades.
- Providers are to complete an Attendance/Performance Rating Sheet each month.
- Contact the instructor if it appears from attendance and grades that client is not making satisfactory progress.
Wage verification

- Rate of pay and hours must be verified by the first job follow-up and documented in case record
- Will remain unchanged in ESPAS for 2nd, 3rd, 4th, 5th, and 6th follow-ups unless a change is reported by the client
## Entering Participation

### Activity - Summary

<table>
<thead>
<tr>
<th>Name</th>
<th>Client #</th>
<th>Case #</th>
<th>ESP Program</th>
<th>ESP Status</th>
</tr>
</thead>
</table>

### Add Activity

<table>
<thead>
<tr>
<th>Activity Type</th>
<th>Activity Component</th>
<th>Activity Begin Date</th>
<th>Activity End Date</th>
<th>Assigned Hours</th>
<th>Last Participation</th>
<th>Actual Latest Weekly Hours</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core</td>
<td>Full Time</td>
<td>02/08/2017</td>
<td>06/30/2017</td>
<td>30</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity Type: Core</td>
<td>Activity Category: Employment</td>
<td>Activity Component: Full Time</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------------------------</td>
<td>-------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity Begin Date: 2017-02-08</td>
<td>Activity End Date: 2017-06-30</td>
<td>Assigned Hours: 30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Job Followup Details

<table>
<thead>
<tr>
<th>Month:</th>
<th>Year:</th>
</tr>
</thead>
<tbody>
<tr>
<td>February</td>
<td>2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment Status:</th>
<th>Date Employment Left:</th>
<th>Actual Monthly Hours:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Still Employed</td>
<td></td>
<td>160.0</td>
</tr>
</tbody>
</table>
# Participation - Summary

**Activity Type:** Core  
**Activity Begin Date:** 2016-07-01  
**Activity Category:** Job Search  
**Activity End Date:** 2016-07-31  
**Activity Component:** Individual  
**Assigned Hours:** 35

<table>
<thead>
<tr>
<th>Activity Type</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity Hours</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>0</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>56</td>
</tr>
<tr>
<td>Unsupervised Study Hours</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Holiday Hours</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Excused Absence Hours</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Total Monthly Hours:** 154

---

**Agency use only**

**Assigned hours for the month:** 152  
**Holiday hrs used for the month (Group JS only):** _________

**Excused hrs used for the month (Group JS only):** _________

**Total countable hrs of participation for this activity for the month:** 154
Supportive Services

- Does not replace accounting processes in the agency
- Must be identified as a need on the ASP
- Contingent on funds available
- Limits determined by agency
- Apply equitably to all
- May be provided during sanction if needed for compliance
- Transitional services apply at TANF closure
- Recommend documentation in VACMS at assessments
Sanctions

- When in non-compliance, ESW must attempt to contact the client by phone to encourage participation, explore good cause, and/or notify the client of a possible sanction.
- If no good cause, or unable to contact, begin the sanction process.
- The first step is the Non Compliance checklist and supervisory review and approval.
Non-Compliance

Non Compliance - Summary

<table>
<thead>
<tr>
<th>Name</th>
<th>Client #</th>
<th>Case #</th>
<th>ESP Program</th>
<th>ESP Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>113211252</td>
<td>VIEW</td>
<td>Mandatory</td>
</tr>
</tbody>
</table>

Add Compliance/Non-Compliance

<table>
<thead>
<tr>
<th>Name</th>
<th>Non-Compliance Type</th>
<th>Non-Compliance Date</th>
<th>Reason for Non-Compliance</th>
<th>Is Individual Complying?</th>
<th>Good Cause Exists / Compliance Met?</th>
</tr>
</thead>
<tbody>
<tr>
<td>41M</td>
<td>VIEW</td>
<td>01/01/2017</td>
<td>Failed to complete job search and/or job readiness</td>
<td>NO</td>
<td></td>
</tr>
</tbody>
</table>
Compliance/Non Compliance - Details

Dates

- Effective Begin Date: 01 01 2017
- Reported On: 01 10 2017
- Verification Received On: 01 01 2017
- End Date:
- Date Change Occurred: 01 04 2017

Compliance/Non-Compliance Information

- Non-Compliance Type: VIEW
- Non-Compliance Date: 01 01 2017
- Reason for Non-Compliance: Failed to complete job
- Is Individual Complying?: NO
- Compliance Date:
- Good Cause Exists
- Good Cause Determined Date:

Reset | Cancel | + Add Compliance/Non-Compliance | + Continue
Info is transferred to EW screen

Questions - Non Compliance/IPV Disqualifications

<table>
<thead>
<tr>
<th>Name</th>
<th>Compliance Program</th>
<th>Compliance Date</th>
<th>Exemption / Good Cause Reason</th>
<th>Complying</th>
<th>Sanction Level</th>
<th>Sanction Begin Date</th>
<th>Sanction End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>41M</td>
<td>VIEW</td>
<td>01/01/2017</td>
<td>NO</td>
<td>First</td>
<td>01/01/2017</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Is anyone non-compliant with program requirements? YES
Compliance Reminders

✓ If TANF closed during the sanction period, compliance may be met during pending status
✓ Must complete an act of compliance that matches, or is acceptable to ESW.
✓ Determinations made on a case-by-case basis
✓ Supportive services may be provided during the act of compliance
✓ Verified employment, of at least 20 hours per week at minimum wage or greater and continuing for a minimum of 2 consecutive weeks, is a verifiable act of compliance for all situations
✓ Client must still be employed at the end of the fixed sanction period in order for the employment to cure the sanction.
The 24 month clock will increment each month after the APR is signed unless the participant has been assigned to an Inactive status.

The VIEW worker is responsible for the accuracy of the clock.

To access/view the 24 and 60 month clocks go into data collection, enter the case number and select VIEW Data Collection Read Only. Click on non-financial and then select 24 month VIEW clock.

To update the clock, select benefit issuance in left navigation.

**24 month VIEW clock**
VIEW Transitional Payment

- Payment is opened in VACMS by EW
- TANF closed for any reason except no eligible child in the home.
- If C/T excluded at time of closure, evaluate VTP.
- Income must be verified and current (within 30 days)
- An ANPA is required prior to case closure.
VTP: status change

Enter 6 j.f.u.

<table>
<thead>
<tr>
<th>Month / Year</th>
<th>Assigned Weekly Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/2017</td>
<td>30</td>
</tr>
<tr>
<td>6/2017</td>
<td>30</td>
</tr>
<tr>
<td>7/2017</td>
<td>30</td>
</tr>
<tr>
<td>8/2017</td>
<td>30</td>
</tr>
<tr>
<td>9/2017</td>
<td>30</td>
</tr>
<tr>
<td>10/2017</td>
<td>30</td>
</tr>
</tbody>
</table>
- Active ESP Enrollment No VIEW/FEP
- Active TANF/no open enrollment
- QUEUE Report
- TANF/VIEW clock report
- VIEW satisfactory participation
- VIEW job follow up report
- IEVS report
- TANF overpayment report
- TANF recoupment report
### Report Filter Criteria

#### RP-050 TANF VIEW Clock Report

<table>
<thead>
<tr>
<th>Report Period Begin Date</th>
<th>Report Period End Date</th>
<th>Create Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/01/2017</td>
<td>04/30/2017</td>
<td>05/02/2017 03:40:58 AM</td>
</tr>
<tr>
<td>03/01/2017</td>
<td>03/31/2017</td>
<td>04/02/2017 03:28:47 AM</td>
</tr>
<tr>
<td>02/01/2017</td>
<td>02/28/2017</td>
<td>03/02/2017 03:32:54 AM</td>
</tr>
<tr>
<td>01/01/2017</td>
<td>01/31/2017</td>
<td>02/02/2017 03:23:45 AM</td>
</tr>
</tbody>
</table>
Forms in VACMS

Search Results

- DSS-781 VIEW Activity and Service Plan
- DSS-782 VIEW Notice of Hardship Exception
- DSS-783 VIEW Agreement of Personal Responsibility
- DSS-784 VIEW Assessment
- DSS-785 View Notice of Sanction/Termination
Take Away

VIEW is an employment service program that works outside of VACMS. Working one-on-one, in person, on life skills, job readiness, career planning, goal setting, resource brokering, promoting work experience through public service, furthering education, developing good work habits, job retention and advancement.

VACMS is a tool to document assessment activity, assignments, accountability and work participation.
Thanks!

Any questions?

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Credits

Special thanks to all the people who made and released these awesome resources for free:
  ➔ Presentation template by SlidesCarnival
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