



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

FIA INFORMATION MEMO

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**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND CASE MANAGERS**

FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR

**RE: QUESTIONS AND ANSWERS FROM THE WORK PARTICIPATION
CONFERENCE**

PROGRAM AFFECTED: TEMPORARY CASH ASSISTANCE (TCA)

ORIGINATING OFFICE: PROGRAMS

After the Universal Engagement/Work Participation conference in December 2004, attendees submitted questions to the conference committee. Attached are the questions written as submitted at the conference and the answers listed by category provided by the person or people best qualified to answer them. Answers provided by local department staff are written as the provider intended. An agenda of the conference is attached.

If you have additional questions or need further clarification, please direct TCA inquires to Marilyn Lorenzo at 410-767-7333 or e-mail at mlorenzo@dhr.state.md.us or Gretchen Simpson at 410-767-7937 or gsimpson@dhr.state.md.us. WOMIS questions should be directed to John Huegelmeyer at 410-767-8193 or at jhuegelm@dhr.state.md.us and work participation questions should be forwarded to Ken Townsend at 410-767-8187 or ktownsen@dhr.state.md.us.

cc: FIA Management Staff
Constituent Services
Help Desk
CTF

Helping TCA Recipients Achieve Self-Sufficiency Through Engagement and Work Activities

A DHR Statewide Conference on Achieving High Performance in Two Critical TANF Areas:
Universal Engagement and the Federal Work Participation Rate

Agenda – Updated 12/10/04

- 8:00 Registration and Continental Breakfast
- 9:00 Session 1:
- Welcome: John Huegelmeyer, FIA Central Office
 - Remarks by Floyd Blair, DHR Deputy Secretary
 - Conference Overview:
 - Gary Holt, Baltimore Co DSS
 - Terri Jackson, Somerset Co DSS
- 9:25 Session 2: Welfare Reform: What Have We Learned Over the Past 8 Years?
- Dr. Cathy Born, University of Maryland School of Social Work
- 9:45 Break
- 10:00 Session 3: Defining and Clarifying Universal Engagement and the Work Participation Rate
- John Huegelmeyer, FIA Central Office
 - Mark Millspaugh, Baltimore City DSS
- 11:15 Session 4: Conciliation/Sanctioning – Their Relationship to Universal Engagement and the Work Participation Rate
- Rosemary Malone, FIA Central Office
 - Marilyn Lorenzo, FIA Central Office
- 11:45 Session 5:
- Buffet Lunch
 - Keynote Speaker: Andy Bush, HHS, Director of Administration for Children and Families
- 1:00 Session 6: Promising Practices
- Panel Presentation Facilitated by Edna McAbier, FIA Central Office
 - Carolyn Castelow and Sally Thompson, Cecil Co DSS
 - JoAnn Barnes and Mary K. D'Addario Montgomery Co DSS
 - Rosalind Martin and Sharon Shafer, Washington Co DSS
- 2:20 Session 7: Hiring Agreements
- Larry Ingram, FIA Central Office
- 2:30 Break
- 2:45 Session 8: CARES and WOMIS Coding and Counting Tips

- Panel Presentation Facilitated by Vivianne Williams, Anne Arundel Co DSS and Marshall Cupe, Prince George's County DSS
 - Carol Tolodziecki, St. Mary's Co DSS
 - Patty Winebrenner, Allegany Co DSS
 - Michelle Mayer, Baltimore Co DSS
 - Mary K. D'Addario, Montgomery Co DSS

3:40

Session 9: TANF Reauthorization – An Update

- Richard Larson, FIA Central Office

3:50

Session 10: Conference Wrap-Up

- Closing Remarks: Kevin McGuire, Executive Director, Family Investment Administration
- Wrap-Up

December 14, 2004

Radisson Hotel in Annapolis, Maryland

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CARES

- 1. If a client has received 24 months of TCA, how can CARES be coded to reflect child under 1, short term illness, or family crisis?**

We no longer monitor 24-month participants as we previously did. The implementation of Universal Engagement requires customer participation from day one. Customers are continuously monitored. CARES valid values are being revised. As soon as information is available, it will be issued through a CARES Bulletin.

WOMIS

- 1. When will we get rid of WOMIS and just use CARES?**

There is to be no merging of the systems in the foreseeable future. Several times in the past 10 years, plans have been developed for partial or full merging, but lack of funds stalled each effort.

- 2. How do we put hours in for short-term disability or do we put hours on WOMIS? Doctor appointments, therapy, etc.?**

State defined activities, such as Wellness Rehabilitation (OTM), do not require that hours of attendance be entered in WOMIS.

If engagement and participating is so important to our maintaining funds, why is there no training for new workers? We are separate job counselors, some of us with no TCA training.

FIA has regularly scheduled new worker training. Assistant Directors for Family Investment or Training Coordinators in the local departments may contact Alice Bey, FIA Training Coordinator at 410-767-7194 (email at abey@dhr.state.md.us) to register staff. We will be happy to provide whatever training is required.

- 3. When the customer is found eligible for TCA and the work opportunities person sees the client to do an independence plan, what is the start date of the activity on WOMIS? When the client initially came in to apply or when the counselor actually sees the client to initiate the plan?**

The start date of the activity on WOMIS is the date when a customer begins an activity. If a local department chooses to begin using JBS at the time of application when the customer is required to perform job search, then that federally defined work activity start date would begin on the first day that the customer begins a job search. If, on the other hand, a local department would prefer to delay placement into an activity until the time of

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assessment/Family Independence Plan development, that may also occur. Be mindful, however, that the decision not to immediately place a customer into an activity may be detrimental to achieving 100% engagement and 50% work participation. This is in light of the fact that when applicants become recipients, the period of time in which they are required to be active for the purposes of engagement and work participation reverts to the date of application.

4. How do you control the flow of applications when customers do not cooperate with the program and get closed then reapply?

If conciliation and sanctions are used appropriately participants will begin to realize that they must be in an activity and will comply in order to prevent a reduction or termination of their benefits. While we know this will not reduce all the “churning”, it should reduce it significantly. “Churning” occurs when a case is closed or denied in one month and the customer comes right back in the next month.

5. Even though the TCA/TANF caseload is going down, how do you determine the maximum caseload size per worker?

Since the workload standards contract was discontinued several years ago, local departments can determine caseload size by dividing the total caseload by the number of case managers.

6. Is OTP to be used again for prenatal postpartum since we had stopped using this code and OTM (Wellness Rehabilitation) is being used? Is OTS (Substance Abuse) & JBT (Substance Abuse Treatment) to be used by centers? Presently, these codes are used by BSAS.

This question is unique to Baltimore City DSS and will be addressed by revisions to the Standard Operating Procedures (i.e. Work Activity Handbook) in the City.

7. If a customer stays coded for JBS (Job search Readiness) or JBT (Substance Abuse Treatment) longer than 4 consecutive weeks or 6 weeks total, how does WOMIS calculate their engagement and participation rate once the limit is exceeded? For that matter any activity that has a time limit?

Both JBS and JBT will cease to count toward achievement of the work participation rate when the limits are reached. JBT will continue to count toward achievement of the universal engagement rate beyond the work participation limit. JBS, like the 10 remaining federally defined work activities will, however, not count toward the universal engagement rate unless countable hours of attendance are recorded in WOMIS.

Local departments may want to continue customers in JBT for drug treatment even if they are not countable. The customer may not be successful in another activity if in need of drug treatment.

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8. Mary K. D’Addario mentioned a WOMIS query to create mail merge. How can we at our local find out or get training to perform this function?

Each local department has a limited number of individuals who have WOMIS access. The WOMIS system is not capable of supporting system access by all TCA staff.

Local departments have flexibility to decide who should attend training. We believe that all staff should have an understanding of WOMIS operations and will make training available. A number of local departments have already requested WOMIS training. Prior training commitments prevent the Bureau of Policy and Training from providing WOMIS training until early spring. To request WOMIS training or any other training the designated person in each local department should contact Rosemary Malone at 410-767-7949 or by e-mail at rmalone@dhr.state.md.us or Marilyn Lorenzo at 410-767-7333 or by e-mail at mlorenzo@dhr.state.md.us.

For the WOMIS query, there is no standard procedure. For a procedure that would work for your local department, please contact Olga Rakovetz Krahling or Kathy Klemmer. For the steps to follow for “Printing Mailing Labels from a WOMIS Query into Access,” please see Attachment #1 at the end of the Q&As.

9. How would you suggest going about this when you’re short staff? How many people are dedicated to WOMIS data entry?

Being short of staff is exactly the reason why you want to run WOMIS queries. Instead of every supervisor and worker sorting through reams of reports from CARES and WOMIS, we have one person who knows both WOMIS and TCA policy, extracting only the information that is pertinent and passing it on to case managers. No one is dedicated to WOMIS data entry. Every employment services specialist and contractual clerical staff person performs data entry functions as they pertain to their workload.

10. Can we please have Mary K’s oral information in writing? How they use the reports in Montgomery County.

We included the information in your conference packet, in the section of our Employment Services manual that discusses WOMIS, the data and reports we extract from WOMIS and how we use it.

11. Are all line workers going to have access to WOMIS?

Each local department has a limited number of individuals who have WOMIS access. The WOMIS system is not capable of supporting system access by all TCA staff. Local departments have flexibility to decide who should attend training. We believe that all staff should have an understanding of WOMIS operations and will make training available. A number of local departments have already requested WOMIS training. Prior training

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- 8. What about those individuals who are caring for a sick child that has a disability that is their own child? What category are they considered to be? Would it be community service or would it be a child only case? Are they also considered caretaker relatives?**

A mandatory customer, who is caring for a severely disabled family member, is performing community service (WEM) and should be placed in that federally defined work activity. A child only case is a case where only the child receives TCA. Remember that a customer coded as WEM is subject to the 60-month time limit whereas a customer who is a caretaker relative is not.

- 9. When will there be universal engagement wrap-up, data managers meeting for WOMIS?**

In the spring of 2005.

- 10. Is it possible for all TCA staff to have WOMIS training?**

See response to Question #12 above.

- 11. Are child under one cases still a “W” record in WOMIS?**

As long as the customer is claiming the child under one exemption, it is a “W” record. Once the customer is in an activity, the activity code is assigned.

- 12. If WOMIS is so important, why don’t all DSS offices have a permanent PIN for each county to have a worker with benefits?**

There is no prohibition against assigning to merit system staff data manager duties or WOMIS data entry duties. In fact, many local departments have done so. This is done at local department discretion, staff permitting.

UNIVERSAL ENGAGEMENT

- 1. I’m on TCA- exempt due to ill child (over 1) have medical update every 60 days- am I required to do universal engagement of any kind?**

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A customer caring for a family member who has a long-term disability should be placed in the federally defined work activity Community Service (WEM). This will cause the customer to be a participant in both universal engagement and work participation. The customer must provide a 402 B for the child and a statement from the child's physician that the parent or caregiver is required to be in the home to care for the child. The care giver must also provide monthly documentation that he or she is providing care for the child.

2. Caring for ill household- how do we count what proof is needed?

A TCA recipient who is caring for an ill household member must provide a valid medical statement (402B) showing the household member is ill or disabled. The caregiver must provide a written statement from the doctor that the person is needed in the home to care for the ill or disabled household member. In addition, the customer must provide monthly documentation of care provided to the ill or disabled household member. If all of these criteria are met, the customer should be placed in Community Service (WEM) in WO MIS and hours of attendance should be entered monthly.

3. Are volunteers in the numerator, denominator or neither for UE?

Volunteers, such as a custodial parent of a child under age one (1), would appear in the numerator and not the denominator for UE.

WORK PARTICIPATION

1. A customer gets denied for SSI, appeals, loses and appeals again. Her 402-B gets updated yearly. Is all she has to do is to keep appealing or does she have to verify what the doctor wants her to do to lose weight?

If the customer can become fully able to work by losing weight and she is under a doctor's care to do so and it becomes apparent that she is not following the doctor's instructions and a weight loss strategy has been included in her Family Independence Plan, then the case should be closed for failure to comply with her plan. What we are requiring is that customers work toward their own good health and well being with a goal of obtaining employment

2. What if a customer has a 402B for depression? We code this. Do they have to verify therapy monthly? Doctors in our area give a year exemption for depression.

Yes, they should verify the therapy monthly. That way, we know if they are consistently complying with their Family Independence Plan for removal of the barrier, working toward better health and a return to the labor market. Customers who miss appointments with out good cause may be conciliated and sanctioned.

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- 3. Can we have the mandatory customer engage in a federal activity, i.e., WEX for 32 hours, possibly 8 hours in job skill training (IST) or does it have to be 24- 16 break out?**

A mandatory customer, when participating in a federally defined work activity, is required to serve a minimum of 24 hours in a “core” activity. The remaining 16 hours may be totally “non-core”, totally “core” or a mix of the two.

- 4. We have a psychiatrist who will exempt almost anyone (even those he has not seen). What is our recourse? These people are generally not SSI eligible.**

Communicate with this medical professional to learn if he would prefer to help his patients become well through a coordinated effort with your office with a goal of placing his patients in gainful employment. If the doctor has not seen the customer the doctor can not really the person’s condition and would not be a valid medical professional to complete the 402 B. In particularly egregious cases, find the funds for a second opinion and, if it differs from the first, follow the second opinion.

- 5. How do you code customers in drug treatment 3, 6, 9 hours per week and treatment program counselor states they are unable to work? Not enough hours to count?**

First, substance abuse counselors advise case managers and case managers decide whether a customer is able to work. If a person is in residential drug treatment, record, 40 hours a week for each week in treatment. If the person is in outpatient treatment and it is the only activity that the customer should perform, in the judgement of the case manager after consulting with the substance abuse counselor, then place the customer in JBT but do not record any hours. This way, the 4 consecutive, 6 maximum countable weeks for which JBT may be used during each federal fiscal year may be saved and used in combination with WEX when the customer is ready to return to part-time work.

- 6. Drug treatment- not able to work but can participate in training. After training is complete, where do we put them?**

Place a recovering addict in training when it can be reasonably determined that, at the end of the training, he or she will be able to work and the training will have helped secure the job. Do not use training dollars as a means for gaining countable hours only. If a customer can participate in training the case manager should review why the customer can not participate in employment.

- 7. How is FIA working with DHMH to provide mental health services? Is there a partnership? What does or should it look like? What services for TCA clients should FIA expect from DHMH?**

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Mental health services for TCA customers are provided through the customer's MA managed care provider or through the Core Service Provider for the Mental Health Administration located in each jurisdiction. A list of Core Service Providers is available on the Mental Health Administration website, www.dhmd.state.md.us/mha/csa.htm.

- 8. In a 2-parent household how does CARES reflect which parent is given the exemption and which is required to meet work requirements? Is this reflected on the work screen? If it's not the HOH, how is it changed on CARES?**

In a 2-parent household, if both are able to work, one or both may participate to achieve a total of 40 hours of participation. Neither is exempt. If the household is in receipt of federally funded child care assistance and an adult in the family is not disabled or caring for a severely disabled child, then both parents must participate for a total of 55 hours a week.

- 9. If vocational education includes pursuits of AA degrees, than how is that different from secondary education?**

The difference is in the content of the training. Vocational Education (BEV) is for providing the customer with technical skills and information required to perform a broad array of related jobs. Secondary Education/GED (BED) has as its goal the achievement of a high school diploma or equivalency. In some instances, a program could be correctly coded as either.

- 10. In order for a client to be disregarded from the work participation (12 months disability) they must cooperate with DEAP and pursue SSI. Are we to accept a statement from DEAP regarding the pursuit of SSI if SVES doesn't verify a claim pending? How are we to verify what DEAP states?**

As long as DEAP personnel provide you with information, accept their word. It does not have to be verified.

- 11. Why do we allow a 1-year child under 1 exemption, when in the real world there is no work place that would allow a 1 year maternity leave? This makes an unrealistic expectation for the customer.**

The child under one exemption is in federal law. However, if you are able to engage these customers in countable work activities, they will be added to your numerator and denominator when work participation data is submitted for federal reporting.

- 12. For a minor parent child in an AU (16/17 year old) their work activity can be either work or school, but for a 16/17 year old (not a parent) their work activity must be school. Is this correct?**

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The work activity for any minor parent, age 16/17 with a child older than 12 weeks, is education, if the minor parent child does not have a high school diploma or a GED. There are no exceptions. While we want to encourage non-parenting 16/17 year olds to stay in school if they do not, they must be in a work activity.

13. Who pays for all of the incentives being offered to customers (gift certificates)?

Every local department receives an annual allocation of Program 10 funds and submits an annual plan to FIA that describes the projects they plan to operate to achieve the performance standards that have been set. As you heard at the conference, some local departments use this process to fund customer incentive projects. Every jurisdiction has great flexibility to establish and fund projects that work best for that local department.

ASSESSMENTS

1. Is there a universal assessment and independence plan? If not, can we have one developed?

Policy and Training is currently working with the University of Maryland, School of Social Work, Policy and Skills Training Team to develop an assessment form.

2. Training is needed on how to help case managers to write an independence plan.

Assistant Directors for Family Investment or Training Coordinators in the local departments may contact Marilyn Lorenzo at 410-767-7333 ([email-mlorenzo@dhr.state.md.us](mailto:mlorenzo@dhr.state.md.us)) or Rosemary Malone at 410-767-7949 (email- rmalone@dhr.state.md.us) to arrange this training for staff. We will be happy to assist.

CONCILIATION AND SANCTION

1. Why do we go from up to 60 days to close TCA? Employers would not allow or keep the job open for 60 days- are we teaching good work ethics?

We are not sure what you are referring to when you say up to 60 days to close a case. Using the context of conciliation and sanctioning, it sometimes could take 60 days to close a case. In the first instance of non-compliance, the customer is given a 30-day conciliation period. Depending on when the conciliation period begins and when the adverse action is sent it could take 60 days before the case closes.

2. Will instructions to enter GU, VI and CZ in birthplace field on the DEM1 screen conflict with child support's use of that field to record place of birth?

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These are not new procedures. Case managers have always been instructed to code the **CARES DEM1** Place of Birth City field using GU for the first instance of non-compliance, VI for the second and CZ for the third.

3. Is there any way to simply the conciliation and sanctioning process? It has really gotten to long and complicated.

We have tried to simplify the process as much as possible. The Work Book provides the information needed to complete conciliation and sanctioning in the shortest time possible.

4. What code do you use to deny an applicant and will hearing officer support action?

The administrative law judge (ALJ) makes an administrative hearing decision based on what the regulations (Code of Maryland Regulations-COMAR) require. The case manager must follow correct policy and procedure. The hearing summary and packet, completed by the local department representative for the hearing, must document what decision was made by the case a manager and why it was made. Use CARES code 566 to deny an application. Add free-form text advising the customer why the application was denied. The Work Book has examples of free form text that can be used.

5. Application while still under sanction. What CARES code is used to deny application?

The application should not be denied if the customer is able to cure a one day or 10 day sanction before the 30th day while the TCA application is pending. For a TCA application that is under a 30-day sanction, each local department will have to decide what procedure they will use. Some local departments depend on CARES and WOMIS to notify their vendors of customer referrals and without a pending application they can not place customers in a work activity. We prefer that TCA applications be denied and repended. Any associated Food Stamp (FS) application must be processed within FS time frames and not held until the TCA is dispositioned.

If it is appropriate to deny the application, use CARES code 566, "Non-Cooperation with the Eligibility Process". Add free-form text to the denial notice advising the customer of the sanction and what the customer can do to cure the sanction.

6. For 2nd and subsequent instances of non-compliance, can a NOAA be sent immediately and the good cause investigation take place during the 10 days of adverse action? If good cause is found the case can be reinstated?

Yes to both questions. However, the Notice of Adverse Action (NOAA) cannot be a request for information.

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- 7. What happens if a customer receives a 3rd sanction for work and moves to another county and reapplies after 60 days? Are they still required to comply with the work sanction?**

Yes. The customer must comply with work requirements for all the available workdays within a 30-day period before TCA can be approved.

- 8. If under sanction and reapplies 1 day after closing- what code to deny application? How do we handle if they file an appeal? Is no new application/interview needed for repending?**

See the answer to #5 of this section. The TCA application should not be denied if the customer is able to cure a one day or 10 day sanction before the 30th day while the application is pending. For a TCA application that is under a 30-day sanction, each local department will have to decide what procedure they will use. Some local departments depend on CARES and WOMIS to notify their vendors of customer referrals and without a pending application they can not place customers in a work activity. We prefer that TCA applications be denied and repended. Any associated Food Stamp (FS) application must be processed within FS time frames and not held until the TCA is dispositioned.

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MISCELLANEOUS

- 1. Why isn't SSI counted toward the TCA grant. If you have a 4 person household and 3 get SSI, how can the 4th person receive TCA yet still have an income of over \$1600 a month?**

State law requires that we exclude SSI income when determining financial eligibility for TCA.

- 2. Under example 1, page 4 of slide overview (red one) would verification of 17 year old daughter withdraw from school be necessary? If no proof of disenrollment, wouldn't it be a PPI disallowance?**

We are not sure which slide presentation you are referring to since there were several. In general terms, no, you would not need to verify that the 17-year-old withdrew from school. The customer's statement should be sufficient. If the 17 year old (non-parent) withdraws from school it would be a PPI disallowance. The 17-year-old would then be referred to a work activity. If the 17-year-old does not comply with the activity, follow conciliation and

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sanction policy. Remember that PPI does not apply to minor parents. If the minor parent drops out of school begin sanction and conciliation

3. Temporary Incarceration- what defines temporary? What amount of time defines temporary?

Allow a maximum of 30 days for the incarceration of an adult head of household as a temporary absence. An incarcerated individual is not providing care, responsibility and control for any child/children in the TCA household and is therefore not eligible for assistance for him or herself or the children. Benefits for the children should be provided to the caretaker relative of the child or children. The 30 days allows the LDSS to send appropriate adverse action and close the TCA case.

There are no provisions to exempt incarcerated TCA recipients from work requirements. However, the customer cannot comply, therefore within the 30 day period consider incarceration good cause.

Remove a child who is incarcerated from the TCA benefit if the incarceration is longer than 30 days. The parent or caretaker no longer has responsibility, care and control of the incarcerated child.

4. How can I get a copy of the keynote speaker's speech?

Sorry, but no text is available for Andy Bush's remarks at the conference. Glad you enjoyed his talk.

5. What are FIA's next steps to insure that clients get Living Wage Employment with benefits?

Please see the attachment entitled "Net Income of Temporary Cash Assistance Recipients Compared with Persons Working At Various Wage Levels." This clearly points out that our customers, who avail themselves of all transitional programs plus the Earned Income Tax Credit (EITC), improve their economic standing by working.

6. Is it going to be mandated that the local DSS do a job fair?

On 1/14/05, DHR Secretary McCabe wrote to local directors and executive staff on the status of Maryland's employment picture. He urged local department staff to "sustain your good work by reaching out to businesses in your local areas and offer to serve their employment needs". Sponsoring or participating in a local job fair is just one way to connect with employers. However, there is no requirement to host a job fair.

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- 7. Why do social workers feel they don't have to report changes to FIP? We should all be here for the common goal "to better the customer"- holding hands is not the answer to get them off TCA, etc.- you told it, "tough love".**

The following answer was provided by the Social Services Affiliate:

Undoubtedly, there may be some service workers who "just don't think about" notifying the FI worker if they become aware of a change in the customer's circumstances. Others may not know how to determine if the change affects an FI Program or whom to contact. Clearly, more training is needed to reduce such "stove pipe" thinking and behavior. With that said, the real solution is for each local department to address this issue internally. Some local departments have put basic systems into place to promote better communication between services and FI. At least one local department includes FI workers in services staffings. Another local department includes services staff in the monthly review of TCA customers who have exceeded 60 months.

- 8. What conclusions or correlation has FIA drawn about the reduction in TCA applicants and increase in applications for MEAP, EUSP, Food Stamps, Medical Assistance, State RAP. Are there plans to increase funding to these programs?**

Please see the attached entitled "Average Number of Applications by Program." Please notice that there has been no significant reduction in TCA applicants. In fact, for the first 5 months of FY'05 there has been an increase. Slight to moderate increases in the other programs, when viewed with the backdrop of TCA case activity, indicate that more working people are accessing the programs than ever before.

PROMISING PRACTICES PRESENTED AT THE CONFERENCE

Cecil County DSS

- 1. How big are your caseloads?**

As of 12/04, there is a total of 303 active TCA cases in Cecil County. A total of 3 FI workers are assigned to serve this population.

- 2. How did you get the 6 month WEX Program for 6 months? (I though it could only be for 3 months (90-days) due to labor laws.**

Training is limited to 90 days. WEX is not limited as long as FLSA calculation is okay. DHR suggests limiting to 6 months. (See A/T 05-08.)

- 3. Do you utilize any wage subsidy programs? If so, how does this help you with your placements?**

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There are no wage subsidy programs in Cecil County.

- 4. How does CCDSS fund the \$10 Wal-Mart gift cards? How much do they spend on this annually?**

Funds for our customer incentive project come from our annual Program 10 allocation. We include this project in our annual FIP Plan. Our local vendor administers the program and issues the gift cards directly to customers and maintains the required record keeping. In SFY 04, approximately just under \$17,000 was spent.

- 5. Could you provide guidance on contracts with DORS/DLLR- we would like to get them into our jurisdiction as a partner, but haven't so far been able.**

Our DLLR contract is no longer in place due to funding constraints. Our DORS partnership is very successful. Our director initiated both partnerships. We utilized TANF funding to start the projects off initially.

- 6. What is your strategy for assisting non-compliant mentally ill clients to become compliant other than conciliation and sanctions?**

For mentally ill customers, we refer them to DORS and Services and make it part of the Family Independence Plan. If a Social Security application is recommended, we expect them to pursue it. If they chose to be non-compliant, they may be sanctioned.

- 7. Did Wal-Mart finance the \$10 gift certificates or is this financed by the state?**

Wal-Mart has not subsidized any of our gift certificates. They have declined to give any discounts for these purchases.

MONTGOMERY COUNTY DSS

- 1. Do you utilize a wage subsidy program? Does it help?**

No we don't.

- 2. How many staff people are devoted to monitor and enter data for those customers who are exempt?**

We have one clerk who mail merges a letter to our exempt customers and inputs the hours for customers who return their information. She also follows up with those customers who do not return their verification of hours. We also have clerical people in both Employment Service Centers that input 1391's for both the mandatory and exempt (part time). There are

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two additional clerical people who enter all activities, including the mandatory and exempt, but only part time. In terms of total time, it probably adds up to a ½ time clerical position or less.

3. What kind of training does the one stop provide to TCA customers?

Our customers take advantage of computer software classes offered by WIA such as Excel and Word.

4. How do they reconcile engaging TCA mandatory participants into WIA services, which are voluntary?

We wouldn't conciliate a customer for not going to WIA specifically, but we would conciliate them for not completing their hours. It's up to the customer to do the required number of hours; where they're engaged has no bearing on that. The training is part of the work activity.

5. Where do you get the funds for the customer initiatives (gift certificates)? How much do you spend annually? How do you fund your luncheons w/employers?

The funds come from our Program 10 allocation and are part of our annual FIP plan. We budget and spend approximately \$1,000 each month for them.

6. How are adults who are taking care of a child under 1 expected to verify their hours of engagement?

They do not verify in the typical sense of the word because they are not required to. They declare their hours. We accept the number of hours they state. Remember that the 40 hour mandate is for mandatory customers. The exempt customers just report what they've done. By asking the customer to verify the number of hours they spend taking care of their child under one, we're reinforcing that they are excused only because they are caring for a child under one and we're also setting the culture that stipulates everyone is expected to be doing something. This is also a great way to keep in touch with our customers and keep the lines of communication open.

WASHINGTON COUNTY DSS

1. How did you go about getting on-site childcare?

Our in-house Job Ready Center does not provide childcare for our participants. However, an on-site Child Care Locate counselor allows customers to receive provider lists, "Choosing Child Care" and Child Development materials and counseling about childcare.

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Purchase of Care vouchers are available to TCA customers who are engaged in a work activity.

We do offer childcare services at our monthly Work It Out Program held off-site for our retention customers. This program, funded with Program 10 money, is for TCA customers who have recently found employment and offers licensed childcare services for children under the age of thirteen. We acquired these services through competitive bids.

2. Did you purchase the shuttle(s) with program 10 monies or is the shuttle a vendor?

Our county government applied for and received a federal Job Access/Reverse Commute grant through the Mass Transit Administration (MTA). We use DHR/FIA special project funds to cover the federal match required by the grant and to cover expenses not included in the grant. The county's transportation department maintains all driver and route scheduling and vehicle maintenance. The vehicles are leased and insured by the county. We have a contractual agreement with our county government to supply the service.

3. DLLR on site- do you pay the salary for this person and if so, how much and is it through program 10?

We have a contractual agreement with DLLR to provide services to our TCA customers. This contract includes the salary for one full-time contractual Job Service Specialist III. The contract amount for FY'05, \$42,308, includes all associated costs with the program along with salary. Program10 is the funding source.

4. How did you obtain and fund the services of a psychologist?

The services were procured through competitive bids and are funded by Program 10.

5. Could you provide guidance on contracts with DORS/DLLR- we would like to get them into our jurisdiction as a partner, but haven't so far been able.

Our interactions began with meetings with representatives from all of our human service agencies including DLLR and DORS. We discussed as a group, how we could best serve our TCA customers, while meeting our performance measures. DORS and DLLR worked closely with us to develop an action plan. We entered into contractual agreements to implement the action plan. Ask to meet with reps from DLLR and DORS in your jurisdictions to determine what services they have available to your TCA customers and how you can expand the services or provide new ones. Use Program 10 funds to fund enhanced services.

6. How does the job opportunity bus shuttle mimic the real work world? How long can they ride the bus? What happens when they are no longer eligible to ride the bus?

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We have found that approximately 72% of our riders find alternate means of transportation within one year. We do not have a limit on the length of time an eligible customer may ride the shuttle, which is provided as a free service Monday through Saturday from 6 a.m. to 6 p.m.

Riders who are determined eligible can only lose their eligibility by being unemployed, moving to a new job location that is not able to be serviced by the shuttle, or through violation of shuttle rider rules and regulations. Riders are then required to find their own transportation.

7. What are the job responsibilities of the job coach? Do they just work with the disabled population?

A job readiness coach/job developer is assigned to the Job Ready Center to complete employment and skill assessments and provide application and job preparation workshops and training modules to all mandatory TCA customers as well as any voluntary TCA customers. Voluntary customers may include exempt, disabled individuals who are also referred to DORS and DEAP. The job coach also processes EAFC applications.

8. Who staffs evening programs?

The monthly Work It Out retention program is staffed a combination of the following people: the FI assistant director, the administrative assistant to the FI assistant director, the job center supervisor, the job center assistant supervisor, the job ready case manager(s), and the job coach.

9. How are incentives paid for?

We use Program 10 to fund incentives for our TCA customers.

**Printing Mailing Labels from a WOMIS Query into Access
(TO PRINT ON ALL THREE COLUMNS OF THE LABELS)
Revised 2-26-04**

1. In WO MIS, in the Query Parameters screen, after you have entered the Query Heading, hit [Alt]+[R]. This takes you to the Run dropdown menu. Press the down arrow key twice, so that File is highlighted. Then press [Enter].
2. The Query Output Type dialog box pops up in the middle of the screen. Press the down arrow twice, so that Comma Delimited is highlighted. (DO NOT select Mailing Labels now!!!) Press Enter.
3. WO MIS will prompt you to enter a name for your query. The name you give your query can't be longer than eight characters or WO MIS won't accept it. Make sure to remember what you call it, because you'll need to know that later.
4. After the query is finished running, exit or minimize WO MIS.
5. Open up Excel. Go up to the File menu & select Open...
6. At the top of the Open dialog box, click on the Look in: box. Drag the mouse down to highlight Ba on 'Pimis\Data\Dss'(P:). Click on this once.
7. At the bottom of the Open dialog box, click on the Files of type: box. Select All Files.
8. Scroll across the window until you find your query (this is where you need to remember what you called it in step 3.) Double-click on it.
9. The first Text Import Wizard screen pops up. Click once on the Next> button.
- 10 The second Text Import Wizard screen pops up. In the upper left-hand corner, the wizard prompts you for the delimiter. Select Comma, then click on the Next> button.
- 11.The third Text Import Wizard screen pops up. Scroll across until you see the field with the ZIP codes in it. Click once in this field, then, at the upper right-hand corner, select Text.
- 12.Click on the Finish button. A spreadsheet will appear.
- 13.Double-click on the right-hand border of each column heading. When you do this, Excel automatically adjusts the width of the column to fit the longest entry.
14. Under the File menu, select Save. The Save As dialog box will appear.
15. At the top of the dialog box, click in the Save in box. Click on (D:). Double-click on Personal.
16. At the bottom of the dialog box, click in the Save as type box. Select Microsoft Excel Workbook.

17. Click on Save.
18. Close Excel.
19. Open Access. If you already have a database that you want to put the labels into, insert the disk containing that database and open it. Otherwise, click to the left of “Blank Database” at the top of the dialog box, then click OK. When the File New Database dialog box opens, click Create.
20. Under File, click on Get External Data, then select Import...
21. The Import dialog box pops up. At the bottom of the dialog box, click in Files of type:. Drag the mouse down to highlight Microsoft Excel and release.
22. Double-click on the name of the spreadsheet you just created. (Refer to step 3 if you can't remember what you called it.)
23. The Import Spreadsheet Wizard pops up. Click Next> at the first screen.
24. Click Next> at the second screen.
25. At the third screen, you can change the column names from “Field1”, “Field2”, etc to “Last”, “First”, etc. To do this, click anywhere in the field, then type in the correct name for it. When you are finished renaming the fields, click Next>.
26. At the fourth screen, click on No Primary Key. Click Next>.
27. Click Finish. A dialog box pops up to tell you that the Wizard successfully imported your data. Click OK.
28. Click on the Reports tab. Double-click on New.
29. Click on Label Wizard.
30. The Label Wizard prompts you to enter the table or query where the object's data comes from. Enter the name of your table. (It's the same as the name of your spreadsheet.) Click on OK.
31. Select Avery number 5160, then click on Next>.
32. Make sure the font size is set to 10. If it isn't, click in the Font size box, then type in 10. Click on Next>.
33. Click on First, click the > (not the Next> button, the one with just the arrow), hit the spacebar once, click on Last, click the >, and press the down arrow key.
34. Click on Street, click the >, and press the down arrow key.

35. Click on City, click the >, hit the comma key once & then the spacebar once, click on State, click the >, press the spacebar once, click on ZIP, and click >. Click Next>.

36. Click Next>.

37. Click Finish.

38. A print preview of your labels pops up!! Load the printer with labels, make sure it is set to print out of the tray you put the labels in, press [Ctrl]+[P], and click OK.

39. Admire your beautiful labels. Don't forget to reset your printer before you try to print on regular paper.