

Department of Public
Health and Human Services

SECTION:
INTRODUCTION

WoRC GUIDELINES MANUAL

SUBJECT:
WoRC Process

REFERRAL TO WoRC OPERATOR:

TANF applicants and recipients are referred by the local Office of Public Assistance to either WoRC or Tribal NEW for development of participation activities.

► Referrals are made to the WoRC operator manually or verbally by OPA and/or electronically through the TEAMS computer data system by using the WRC code on the Family Investment Agreement/Employability Plan screen (EMPL). The WoRC operator is responsible for engaging the participant in meaningful activities from the date of referral and must offer priority appointments (within three days of the referral or within 3 days of the applicants start date.) for activity planning. **Being responsible for immediate engagement is a responsibility of the WoRC contractor and participant.** The WoRC operator must attempt to contact the participant as soon as they receive the referral on the RELI screen if contact has not been made.

WoRC is initially notified of the start date of any new WoRC referral through a daily review of the TEAMS' RELI (Referral Listing) screen. Note: Information shows on RELI the day after the WRC component is entered on the FIA/EMPL screen.

Individuals referred to the WoRC program must negotiate a WoRC Employability Plan before the household is eligible for TANF Cash Assistance.

WoRC Offices must schedule an appointment with the applicant within three (3) **working** days of the referral from the OPA or within three (3) **working** days of the applicants WoRC component start date.

EXAMPLE: Dad and his son apply for TANF cash assistance on 9/4/09. He is referred to WoRC on 9/7/09. TANF is denied for September due to earned income however the household is eligible beginning in October. The WoRC start date is 10/1/09. WoRC has the option of meeting with dad to negotiate an EP within three (3) working days of the referral (9/10/09) or within three (3) working days of the WoRC Component start date (9/28/09).

ENROLLMENT PROCESS/PROGRAM OVERVIEW WELCOME:

The WoRC office must provide a program overview and welcome, either individual or group, with all referred participants. The WoRC information (written and verbal) should include information on:

- employment resources,
- supportive services for which they are eligible, including childcare,
- the contractor's obligations,
- the participant's responsibilities and consequences for non-participation, and
- the availability of other non-WoRC resources in the community and/or surrounding area.

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INITIAL SCREENING:

Initial screening is conducted for each individual as they begin participation. The WoRC Case Manager will use the following screening tools:

1. DPHHS-HCS 731 Barrier Reduction Screening Guide;
2. DPHHS-HCS 326 Domestic Violence Screening

► **NOTE:** The results of each screening must be documented in separate TEAMS case notes. The Barrier Reduction Screening Guide serves as the basis for the intake/enrollment case note identifying barriers and strengths. A suggested case note title is “WRC-Intake/Barriers”. The Domestic Violence Screening Questionnaire case note is to include a very brief summary of any resulting referrals. A suggested title would be “WRC-DV Questionnaire”.

EMPLOYABILITY PLAN (EP):

An **Employability Plan (EP)** is developed in partnership between the participant and the case manager. “Work-first” activities are the focal point of every Employability Plan. Each participant must have his or her own individualized Employability Plan.

The Employability Plan/FIA Selection (EMPS) screen serves as a starting point to complete an electronic Employability Plan. Scheduled participation hours must equal the minimum required, 108/132 hours per month. The WoRC Case Manager enters all appropriate activity component codes on the Employability Plan/FIA screen (EMPL) and is responsible for tracking the participation hours and weekly verification.

REMINDER: The WRC referral component code does not have hours associated with it. WoRC case managers determine if it is a one or two-parent case to assign monthly hours appropriately.

The Employability Plan must:

1. Be developed in consultation/partnership with the TANF participant;
2. Contain an employment goal, which reflects the availability of jobs in the local market;
3. Identify services needed to increase employment potential; and
4. Reflect a direct path to available employment.

The Employability Plan is reassessed at least monthly or more frequently at the participant’s request, to note short-term progress, or as changes occur. This regular evaluation and review continues during the time the participant is a WoRC enrollee.

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90-Day Employability Plan Reviews

At a minimum the EP is reassessed every 90 days for long-range progress and planning. The WoRC Case Manager and the participant review the prior 90 days of participation, evaluates what goals/objectives are achieved, what challenges or barriers hampered progress; and updates future goals and activities based upon updated information. The 90-day review provides the big picture of progress and/or lack of progress. It also identifies the specific issues/barriers needing to be addressed with specific timeframes for completion. A TEAMS case note must be completed to document the quarterly review. The required Barrier Reduction Screening Guide and Domestic Violence Screening Questionnaire must be updated during the 90 day EP review.

WoRC CASE FILE:

At a minimum, the WoRC case file **must** initially contain:

- The signed WoRC EP (HCS-781 B),
- Barrier Reduction Screening Guide (HCS-731),
- Domestic Violence Screening Questionnaire (HCS-326)

NOTE: A screen print of the EMPL screen maybe used as a means to show the participant's agreement to the monthly activities or to change activities. If it is used, the screen print must be signed and dated by the participant and case manager in addition to the FV indicator must be blacked out.

TEAMS EMPS and EMPL SCREEN:

EMPS is accessed first in order to complete an EP on EMPL. EMPL is only accessible from the EMPS screen. Information is entered on the EMPL screen no later than the 15th day of each month for two future calendar months. Future calendar months are accessed on EMPL by changing the date field (upper right on screen) to the future month. Future activities reflect the participant's expected action plan, at the time the activities are negotiated. Those plans change often and the current and future month EMPL screen is updated if and when goals change or other changes occur. The FIA/EP is authorized two future months for TANF issuance and an auto rollover. This is also appropriate for long range planning.

A signed and dated FIA/EP must be in the case file by the 15th of the current month for the first future month. **The EMPL screen and Employability Plan (HCS-781) must be an absolute match in components, hours and narrative descriptions.** When the EMPL screen is completed, F5 back to the EMPS screen to authorize benefits, and enter the WoRC Case Manager's J worker's password. Once authorized, the J worker's CS# will show in the authorization field. When authorization is complete, use the F3 key to exit EMPS.

CASE NOTES

Case Managers are required to document case management in TEAMS. If contact or attempted contact is made with a participant, a detailed case note must be entered. Case notes must be entered within three working days of meeting with a participant. Please refer to section 4.6 regarding specific case note requirements.

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► The initial intake/enrollment and assessment process needs to be documented in TEAMS case notes. The results of each screening must be documented in separate TEAMS case notes. A TEAMS case note must be completed to document the quarterly review. The required Barrier Reduction Screening Guide and Domestic Violence Screening Questionnaire must be updated during the 90 day EP review.