DIVISION OF PUBLIC ASSISTANCE WORK SERVICES (DPAWS)
CASE MANAGEMENT EXPECTATIONS

The following provides an overview of the fundamental expectations while performing TANF case management within Division of Public Assistance. The policy manuals and established procedures ultimately provide the operational detail and should be referenced for any clarification. This document should be viewed as a summary of key actions and approaches in our case management model that produce positive results for the people we serve.

Caseload participation rates provide a measurement of the division's influence in helping families achieve and sustain independence from Temporary Assistance. Monthly statistics are posted on DPAWeb with individual and office-wide achievement. Additionally, targeted process checks and quality assurance case reviews are conducted on a regular basis to ensure the expectations in this document are consistently met. Any questions about the content of this document should be brought to your supervisor for clarification.

1. **All-Families Participation Rate:** 50% of all families in your caseload meet the Federal Work Participation Rate monthly.

2. **2-Parent Participation Rate:** 75% of all two parent families in your caseload meet the Federal Work Participation Rate monthly (the state's obligation is 90% minus any credits applied - individual achievement of 75% is attainable and will allow Alaska to meet the federally required rate).

3. **Quality Assurance:** Meet or exceed 80% rating (mid-acceptable) for quality assurance case reviews and target reviews.

4. **Job Readiness/Job Search:** Support the philosophy of "any job is a good job." Ensure job seekers are prepared to apply for work with an updated resume and appropriate attire to attend an interview.

5. **Evaluation for Disability:** Obtain appropriate verification of medical incapacity and the inability to participate in the program if applicable. If available, refer the client to community resources for assistance with an application for Supplemental Security Income.

6. **Initial Appointment/Intake:** Make contact with all referred clients within one business day of receiving the referral. Schedule an intake appointment no later than 10 days from the date of referral (beyond 10 days requires documented supervisor approval in Client Notes). If a client cannot be contacted in person or by telephone, send a notice via U.S. Mail with a specific appointment date and time.

7. **On-going Engagement:** Maintain frequent client contact based on the client's circumstance. Ensure there is a minimum of one monthly contact with all clients. The conversation should include a review of the FSSP documented in Client Notes.

8. **Employability Assessment (EA):** Use the Employment Planning Interview form (TA 5) during the assessment discussion and document the information using the Client Note format. Discuss and document <u>all</u> sections of the TA5 form.

9. **Client Notes (CLNO):** Client Notes are electronic case progress notes. Templates are accessible via the online EST Resources link and should be used at all times. Separate client notes should be written for separate subjects. Client notes are detailed, concise, factual, and related to the client's self-sufficiency. All client notes should be typed into the Case Management System with one business day of the event or communication occurring.

10. **Family Self-Sufficiency Plan (FSSP):** Family self-sufficiency plans must be current, signed, with a hard copy in the casefile. The plan must be specific about days, hours, and duration that all activities are scheduled. The plan is reviewed with the client every month and updated as the client's situation changes (no longer than a six month period). The plan should consider and incorporate other agency service plans as appropriate. Future appointments are scheduled in advance of the expiration date to ensure the client always has a current plan with no time lapse. Any plan developed in the field via hard copy will be data-entered into the Case Management System within one business day of the case manager having access to a state computer. If a plan is developed by telephone and mailed to the client for signature, the Client Note must indicate when/where it was mailed and when it is due back. Regardless of method or mailing timeframes, a signed Family Self-Sufficiency Plan is required to be on file at all times. *Suggestion: If mailing the plan is a common practice, develop and mail the FSSP to the client 30-45 days prior to expiration of the current plan which ensures no time lapse during mailing and processing timeframes.*

11. **Collaboration:** Collaborate with other agencies the family is involved with including joint meetings as appropriate.

12. **Monitoring/Follow-up:** Monitor all activities on the Family Self-Sufficiency Plan and document status a minimum of monthly in a Client Note. It is the case manager's responsibility to establish a communication plan with the client and ensure monthly contact occurs.

13. **Penalties:** Request a work or self-sufficiency penalty at the time the non-compliance occurs and after determining if good cause exists. Good cause determinations must be documented in a Client Note. End or delete penalties quickly upon compliance or verification of good cause.

14. **Home Visits:** Conduct home visits as necessary and according to policy in order to engage the client into the program, resolve penalties and non-compliance, or progress penalties.

15. **Exemptions:** Request to apply or remove exemption coding as needed and monitor ongoing cases to ensure requests are acted upon.

16. **Activity Timesheets:** Activity timesheets may be used for any work activity, however they are required for work experience, job search/job readiness, and homework time. It is the case manager's discretion to determine the frequency and method that a client must submit a timesheet, however no later than monthly. For most, it will be weekly and in in person, fax, picture sent via email, or by telephone. Timesheets should contain detailed information with a daily entry of activities occurring. A hard copy of all timesheets must be in the casefile regardless of method or frequency to collect the data on the timesheet. *Reminder: It is the case manager's role to supervise job search and entry of any job search hours into CMS confirms that supervision and debriefing took place.*

17. **Job Search Debriefing:** Debrief job search efforts with the client by discussing the progress in securing employment using the details from the job search timesheet. Time spent searching for a work online, any and all applications submitted, or any other method of looking or applying for a job should be talked about and documented in a Client Note.

18. **Work Verification:** Verify Family Self-Sufficiency Plan activities for all clients assigned to the caseload each month. Enter the work activity data, initialize the next month and enter the supporting Client Note by close of business on the 20th of every month for the prior report month. A client note must be entered monthly for all caseload participants even when the client is not participating or does not submit activity information.

19. **Release of Information:** A signed Family Self-Sufficiency Plan is a release for case management needs. A separate release may be necessary in some situations and usage should be documented in a client note with the original version placed in the file.

20. **Exit Summaries & Post Temporary Assistance Services:** Enter an exit summary Client Note the month of or month following Temporary Assistance closure. Close the work activity screen on or after the last day of the month following TA closure (i.e. TA eligibility case closes June 30th, the exit summary Client Note is written prior to July 31, and the CMS work screen is closed on or after July 31st). A reminder that cases closed with any earnings are eligible for post-TA services.

21. **Supportive Services:** Authorize and document supportive services, including childcare, with full justification entered into a Client Note the same day as authorization. Supervisory approval documented in a Client Note is required for all payments over $1500 and for all uncommon supportive services (e.g. emergency shelter).

22. **Childcare:** Request childcare authorization in the Case Management System by the 20th of each month for the following month. Ensure a signed CC3 form is current and in the hard copy file, as well as ensuring the monthly authorizations are printed and in the file. Refer clients to *thread* for provider information and referrals.

23. **Family Progress Reports:** Conduct a case review staffing with the client at specified intervals and complete family progress reports using the appropriate form and Client Note.

24. **CWE/BWE:** Develop and maintain Community Work Experience (CWE) and Business Work Experience (BWE) site agreements that cater to client skillsets. Coordinate the placement with the provider and monitor the client's progress while performing the work experience activity.

25. **Employers:** Develop relationships with employers by conducting employer outreach, attending job fairs, and attending agency meetings. Educate employers about services, hiring incentives and tax credits.

26. **OJT / Job Starts:** Create client placement and process contracts and employer reimbursements.

27. **Responsiveness:** Emergent client needs are addressed immediately. Respond to emails, phone calls, and client requests in a timely manner, generally the same day but not later than one business day.