



## CHANGE NOTICE FOR MANUAL

DATE: July 1, 2010

**MANUAL:** WORK FIRST MANUAL  
**CHANGE NO.:** 5-2010  
**TO:** County Directors of Social Services  
**EFFECTIVE:** August 1, 2010

### I. BACKGROUND

The changes that are addressed in this notice involve Manual Sections 103, 110, 205, and 210. Throughout the manual sections, where appropriate, references to figures were removed and/or replaced with a Division of Social Services form number. Where appropriate the terms "you" and "your" was replaced with "caseworker", "he/she" was replaced with "individual or "participant" and "family" was replaced with "family member(s)". Additional grammatical and language changes were made to ensure reader's ease of use and language uniformity. The headings of the manual sub-sections have changed from questions to statements.

### II. SPECIFIC CHANGES

#### Work First Manual Section 103

The manual section was re-numbered beginning with Section 103.III. The term "medical provider" was replaced with "licensed healthcare provider". Also throughout the manual section the phrase "all children in their care" was revised to state "all children... who receive assistance".

#### A. Section II

1. During the development of the MRA, discuss with the caretaker any family situations that have the potential to become future areas of non-compliance.
2. The requirement for participants to keep scheduled appointments and report changes was added to the MRA-Core Requirements.
3. The required elements for the MRA-Plan of Action were updated.
4. Section III was changed to Section II.C. entitled; "Failure to Sign the MRA". Policy was updated to reflect the penalty for failing to sign the MRA for Payment Type 1 and 2 cases.

5. Section II.D. was added and entitled; "Failure to Meet the Requirements of the MRA". Policy is given to reflect the penalty for failing to meet MRA requirements for Payment Type 1 and 2 cases.

**B. Section III**

1. The definition of full time participation was updated.
2. The Note was expanded to include the hours needed for two parent families to count in the participation rate.
3. Policy was added regarding less than full time participation by an individual.
4. Individuals with disabilities must be afforded the opportunity to receive an individualized assessment. The MRA Plan of Action must include the reasonable accommodations needed to support the work activities of individuals with disabilities.
5. A family member is defined as an individual related to the work eligible participant.
6. The DSS-8194 replaces the DSS-6904 as the document to use when providing Work First case information to other program areas. A copy of the DSS-8194 must be maintained in the case file.
7. III.A. Language was updated to include County Work First Plan Checklist.
8. III.B. Caseworkers must monitor participant's compliance on a monthly basis.
9. III.C. Duplicative language regarding non-compliance with the MRA was removed. Policy was updated to reflect the penalty for failure to comply with work requirements for Payment Type 2 cases.

**C. Section V**

1. The term medical exam was replaced with health screening.
2. Health screenings are required annually for children ages 3 years and above.
3. Policy was added regarding medical and religious exemptions from the immunization requirement.
4. Policy provided on imposing a penalty for Work First Benefits (WFB) cases that fail to comply with the Immunization and Health Screening Requirement.

**D. Section VI**

1. For WFB cases address the school attendance of children ages 16-18, including minor parents, at a minimum of every 12 weeks.

2. If a caretaker in a WFB case fails to comply with the School Attendance requirement, without good cause, a check will not be issued.

**E. Section VII**

If a caretaker in a WFB case fails to comply with the Minor Parent requirement, without good cause, a check will not be issued.

**Work First Manual Section 110**

The manual section name was changed to “Social Security Number Requirement”. Headings of the manual sub-sections have changed from questions to statements. The sub-sections are re-numbered beginning with Section II.

**A. Section I**

1. An applicant/participant can not receive Work First Family Assistance if they fail to provide or apply for a social security number.
2. Non family unit members are not required to provide their social security number.

**B. Section II**

1. The policy from the original section was moved to the end of the manual section. This section is now entitled: “Verifying The Social Security Number Requirement” and includes policy formally in Section III.
2. At review, document all newly provided social security numbers on the DSS-8228 or comparable instrument.

**C. Section IV**

1. Refer to the SS-5 for the types of documentation needed to apply for an original or replacement social security card.
2. In instances where the family is unable to go to the local Social Security Office, the caseworker must complete the SS-5 for the family.
3. Figure 1 was replaced with a hyperlink to the SS-5.
4. Maintain a copy of the DSS-8174 in the case file.

**D. Section V – entitled “Failure to Comply With The Social Security Number Requirement”**

1. If a family unit member who is applying for benefits fails to cooperate in applying for or providing a social security number, the family member is ineligible to receive benefits.
2. Policy was added for good cause determination for failure to comply with the social security number requirement.

## **Work First Manual Section 205**

Throughout the policy, the term “Appendices” was replaced with “Work First User Manual.” Policy from Manual Section 210 was incorporated into Section 205.

### **A. Section I - Re-titled to “Determination of Payee for Work First Family Assistance”**

1. Section I. A., the word “lives with” and “WFFA” was added. The word “However” was deleted. The word “his” was replaced with “their.”
2. Section I. B., new paragraph was added which states a minor parent can not become a payee for WFFA.
3. Section I. B., now becomes C. “The Work First Family Assistance must ... a protective payment” was removed and replaced with “a protective payee must be designated.” Deleted the words “and disbursing to the family.” The words “assuring the payment is ... needs of the family” were added.
4. Section I. B.2., the word “or” was deleted.
5. Section I. B.3., the word “When” was deleted. The word “her” was replaced with “the minor parent’s” and the word “or” was deleted.
6. Section I. B., number 4 was added, as well as the sentence “The adult caretaker who does not comply with the substance abuse treatment plan without good cause. See Work First Manual Section 104B”
7. Section I. B., the paragraph “In no instance can.....” was deleted.

### **B. Section II - Re-titled to “Appointment of a Protective Payee”**

1. Section II. A., the first sentence was revised to state, “will ensure that benefits are used in the best way to meet the needs of the recipient(s). Sentence was added “When a protective payee is entered on the DSS-8125, the protective payee’s name as well as the caretaker’s name is printed on the check.”
2. Section II. B., the word “State” was added. The words “Human Resources” was deleted and replaced with “Health and Human Services.”
3. Section II. B.3., the words “Family Assistance” was replaced with “Work First Family Assistance (WFFA).”

### **C. Section III**

Roman numeral III, becomes C. and is entitled” Process for Appointing a Protective Payee”. Alphabet format changed to numeric format.

1. Section III. A. The words “if there is someone he would like” were replaced with “to recommend an individual.” The words “so, and” were deleted. The words “is unable” were added. “you” was replaced with “the caseworker” The word “Remember”, was deleted.

2. Section III. B. The words “Agreement for Protective Payment” were replaced with “Work First Family Assistance Protective Payee Agreement.”
3. Section III. C. The words “DSS and to establish a protective payee” was added.
4. Section III. D. The word “Review was replaced with “Evaluate”. The word “reassessment” was replaced with “review.”

**D. Section III-** Re-titled to “Returning Funds Not Spent By a Protective Payee”

Policy was added to include payment procedures for returning funds not spent by a protective payee.

**E. Section IV -** Entitled “Check and Medicaid Identification Card”

Policy was added to include check issuance, EIS processing deadline, mailing and delivering checks, state and county issued checks and Medicaid card issuance.

**F. Section V -** Entitled “Returned and Undeliverable Work First Checks”

Policy was added to include procedure for returned and undeliverable checks.

**G. Section VI -** Entitled “Payment for Deceased Payee”

Policy was added to include process for deliver of deceased checks.

**H. Section VII -** Entitled “Lost or Stolen Checks”

Policy was added to include the procedure for lost or stolen checks.

**Work First Manual Section 210**

Policy Section 210 is obsolete.

**III. IMPLEMENTATION INSTRUCTIONS**

Apply this policy at the next review, application, or change in situation effective August 1, 2010.

**IV. INSTRUCTIONS FOR MAINTENANCE OF THE WORK FIRST MANUAL**

<u>Remove</u>			<u>Insert</u>	
<u>Section</u>	<u>Pages</u>		<u>Section</u>	<u>Pages</u>
103	All		103	1 - 11
110	All		110	1 - 3
205	All		205	1 - 7
210	All		Obsolete	

If you have any questions, please contact your Work First Program Consultant.

Sincerely,



Dean Simpson, Chief  
Economic and Family Services Section

DS/sdm/mh  
Attachments:

[WF103](#)

[WF110](#)

[WF205](#)

cc: Sherry S. Bradsher  
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