

Taco Tuesday with TANF

06/2021

Topic: TANF Child Care

Q: What is the best route to take if the PDP or TRACS plan is closed prematurely and a JCCB needs to be issued?

A: Follow the override instructions in the 'Other Payments' QRG. If the override does not work, contact TANF Policy.

Q: Is a participant eligible if they have a JOBS-exemption for MH for themselves (not a relative)? If they're participating in a MH step?

A: There is no JOBS exemption for an individual with a disability who is not receiving SSI. They would be considered JOBS eligible and therefore eligible for support services if they are engaged in a plan.

Q: When sending the info over to DPU - do we need to pro-rate the actual hours for the current month or should we only be including the full month of childcare hours needed?

A: You would need to indicate the ongoing monthly and the child care start date. The system will pro-rate in the initial month based on when the child care started.

Q: Will JOBS engagement resume after 06/30/21?

A: JOBS engagement has continued through the pandemic; staff should be attempting to maintain at minimum monthly contact and working with the family to develop a plan. Currently, good cause is granted for disqualification.

Q: If a child does not attend the daycare for a couple days, can the provider still charge those hours? Can they be paid for sick days?

A: Yes, providers can bill and be paid for sick days.

Q: If a participant is attending school remotely from home, are they eligible to receive child care?

A: Yes, especially depending on the age of the children, caring for children while attending online classes can be difficult. The need for child care should be discussed with participants on a case by case basis.

Q: Any tips on problem solving in ONE, when participant shows up as not eligible for JOBS?

A: ONE determines JOBS status based on information input in the system. Reviewing individual information could identify why someone has been determined JOBS exempt, such as receiving SSI or non-citizen not authorized to work in the United States. Contact TANF Policy if you feel the system has made an incorrect determination.

Q: How frequently does attendance need to be updated to ensure there are not issues with childcare billing forms being issued?

A: The attendance should be updated at minimum monthly. The TRACS attendance calendar on the TANF staff tools page indicates when attendance needs to be updated. If the attendance is 5+ weeks of zero or blank, the child care billing form will not go out.

Q: Sometimes participants report a new job and the start date will not start until 1 week later. Do we have to hold onto the request as we cannot enter the future date in ONE?

A: The request should be entered into ONE when the request is received. If the job has not begun or they have yet to determine who their provider will be, the DPU connection would not be sent. Everything else in ONE should occur at time of report from the participant.

Q: SI attendance is entered the 1st to 2nd week the following month. This often causes issue with releasing billing forms. Any suggestions?

A: The TRACS attendance calendar located on the TANF staff tools page has the date in which attendance needs to be updated so the child care billing form can be sent timely. Have a conversation with the family about the importance of providing attendance timely so the billing forms go out timely.