

## TANF Analyst Hour

07/18/23

Topic: JOBS Attendance

**Q:** For the 7861, the FC needs to sign it also for it to be valid?

**A:** If the FC or ES is verifying the hours for the exceptions outlined on page 46 of the JAG, the 7861 would be signed by the ES or FC.

**Q:** When the FC is verifying school hours is it just a conversation or when they turn in the 7861? Do participants need to obtain verification from the school?

**A:** If the participant is unable to obtain verification from the school, the FC or ES can verify the hours as outlined on page 46 of the JAG. When the FC or ES is verifying hours, they must clearly narrate the name of the educational institute weekly hours, and the number of hours completed for the step for each corresponding week. It is best practice to complete the 7861 and upload a copy to EDMS. If the participant can obtain verification from the school the 7861 would be signed by the school official verifying the hours.

**Q:** If school is completing the 7861 then FC does not need to sign?

**A:** The FC would sign at the top of the 7861 indicating the FC reviewed the form.

**Q:** Could you talk a little more about what needs to be documented in TRACS to ensure QC/QA knows why the FC/ES is verifying attendance? Should this be a case note in TRACS that describes efforts made to verify attendance through the school?

**A:** Yes, a TRACS narrative would need to be included why the participant is unable to obtain verification from the school.

**Q:** Do we need documentation for excused absences?

**A:** Documentation of excused absences is not required unless questionable.

**Q:** Will the 475 form be updated to be more user friendly for our families?

**A:** Yes, the 475 is being worked on being revised.

**Q:** Will we be discussing WO attendance a bit more, for example when the pay stubs don't match to the dates in TRACS?

**A:** WO hours can be updated if two weeks of actual verified hours are representative. If the actual hours are not representative and don't match TRACS dates, please e-mail TANF Policy.

**Q:** What if my participant has some MH barriers and there was some confusion about the total weekly planned hours, and this was clarified with a conversation with the participant. Can I excuse the previous weeks hours up until clarification was communicated/provided?

**A:** This would not meet the criteria to code as excused absence. Hours would be coded as unexcused. This is not a negative impact to the participant. This is for reporting purposes. See page 49 of the JAG for the excused absence policy.

**Q:** Can you share with us a list of the federal reporting requirements for capturing attendance and a list of the types of common errors we are making?

**A:** The JOBS Activity Guideline (JAG) and the Work Verification Plan (WVP) capture the reporting requirements. Both the JAG and WVP are located on TANF Staff Tools.

**Q:** For JO hours - during the pandemic we adopted the style of reviewing the JO attendance with the participant by phone and recording those items either on the 475 or in TRACS via a case note - is it still a viable option to record JO attendance to support families that struggle with the form? If this is an option, could it be updated in the JAG to reflect alternatives to capturing attendance?

**A:** Yes, this can be captured verbally as long as all required documentation points are narrated in TRACS.

**Q:** I have a question, I have a client in JO step but no attendance for the past 5 weeks due to family being sick, she's was hoping to get a job with City but it did not work out, now she is asking for help with rent, so I'm wondering for us to be able to consider helping her with rent (if she meets other requirements) could we use the same step if she engages or should I start a new step?

**A:** The JO step could be used if this remains the current goal for the participant. However, if the participant has stated they would like to work towards another goal than the case plan should be updated to reflect this.

**Q:** If a participant is over their 60-month time limit however, they are engaged and active in a JOBS plan are they eligible for support payments with that step?

**A:** Yes, the participant would be eligible for support service payments.