

Taco Tuesday with TANF

09/15/2020

Topic: JOBS Disqualification (DQ) & Child Support Sanction (CS)

<input checked="" type="checkbox"/> District 1	<input type="checkbox"/> District 7	<input checked="" type="checkbox"/> District 13
<input checked="" type="checkbox"/> District 2	<input checked="" type="checkbox"/> District 8	<input checked="" type="checkbox"/> District 14
<input checked="" type="checkbox"/> District 3	<input checked="" type="checkbox"/> District 9	<input type="checkbox"/> District 15
<input checked="" type="checkbox"/> District 4	<input checked="" type="checkbox"/> District 10	<input checked="" type="checkbox"/> District 16
<input checked="" type="checkbox"/> District 5	<input type="checkbox"/> District 11	<input type="checkbox"/> SSTU
<input type="checkbox"/> District 6	<input checked="" type="checkbox"/> District 12	<input type="checkbox"/> QA/QC

Q: In reference to the two-week cooperation period; how do we handle situations in which the participant is attending their activities or classes, but don't make it to all of them?

A: We are really looking for progression and engagement, so they could still be considered as cooperating. We would have a conversation around what was going on that they weren't able to attend the class that was missed.

Q: Is there a reason why the DQ notice has to be system generated, and not same day notm?

A: The system is programmed to send out the DQ notices at the mid-month batch, so the coding must be done by that day. This is also in alignment with timely notice changing to the 15th of the month, or prior business day if the 15th falls on a holiday or weekend.

Q: If we aren't able to schedule a re-engagement appointment until after the 15th of a month, are we able to code the DQ prior to the re-engagement appointment in order to apply the DQ for the following month in case the participant is a no show?

A: No, you cannot code a DQ without following through the process. If the re-engagement is scheduled for after the 15th and the participant, no shows, and there is no good cause found the DQ will be coded for the month after.

Q: If DCS sends notice to apply sanction, but we know the participant is cooperating and it will take some time to go through, do we still apply the sanction?

A: If it seems reasonable and they are cooperating, this is a conversation you would have with DCS to see if more time could be allowed for the individual.

Q: Are we required to attempt home visit or child risk review with child welfare prior to applying CS4?

A: You are not required to do either, but we should be considering child risks and impact on the family. You should be doing a staffing similar to your JOBS disqualification staffing.

Q: I was informed by DCS while working with refugees who needed a DCS form in another language, that I should contact the language line to have the form translated.

A: Please send these sorts of requests from DCS to the TANF policy box for follow-up. While we do want to assist families whenever possible, DCS should be providing accommodations.

Q: When a participant is trying to provide multiple birth certificates and it is taking a while, but I know they are trying, can I lift a sanction? For example, I have a customer that has 7 kids to order birth certificates for and she is trying, can I lift the sanction.

A: If you are assisting her in cooperating then yes, be sure to communicate with DCS. It is situations where we are not aware of all the information needed and the participant declares they are cooperating with DCS, we don't want to lift the sanction without confirmation from DCS they are indeed cooperating.