COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

DRAFT

October 1, 2026

Temporary Assistance for Needy Families Manual

Transmittal # 83

The purpose of this transmittal is to provide new, clarified, and revised guidance specific to the redefinition of the VIEW program based on the selection of the Commonwealth of Virginia to participate in the TANF Fiscal Responsibility Act (FRA) Pilot.

Unless otherwise stated, the provisions included in this transmittal are effective for all TANF eligibility determinations, VIEW Program case management, assessments and reassessments completed on or after October 1, 2026.

For complete understanding, make sure to read the transmittal in its entirety. Particularly noteworthy, Chapter 1000 has been rewritten altogether with specific existing language incorporated. Therefore, new guidance language presents in boldface type with existing language displayed in standard text. Language removals will not be identified by the previous section number but will be included under the most relevant revised section number.

Of equal importance to comprehension and subsequent application of the guidance contained herein, considerable changes were made to Chapter 900 supporting the redefinition of the VIEW program as well as redefining participation requirements.

Due to extensive movement of text for spacing and formatting purposes, these changes along with renumbering and lettering modifications will not be identified in the transmittal cover letter.

This transmittal and manual are available on the Intranet through FUSION at https://fusion.dss.virginia.gov/bp/BP-Home/TANF-and-VIEW/Guidance and on the Internet at http://www.dss.virginia.gov/benefit/tanf/index.cgi.

Significant changes to the manual are as follows:

Section(s) Changed	Significant Changes	Reason for Change
Section 200		
Section 201.1 (p. 3c)	This subsection was revised to provide clarification that the extension of TANF beyond the 60-month clock for an individual needed to care for a disabled family member is only allowable when the person providing care is needed on a continuous ongoing basis for a family member living in or out of the home.	This subsection was revised to respond to the needs of the "sandwich generation' who are simultaneously caring for their children and their disabled family members that are not necessarily residing with them. This change allows the TANF program to better serve vulnerable families with children in the state of Virginia by allowing additional access to participation.
Section 201.1 (pp. 3d – 3e)	We revised subsection 201.1 to clarify that caretakers with limited capacity for VIEW participation that opt-in to participation may reclaim their exemption if the exemption criteria still exist upon exhaustion of their 60-month clock in order to receive TANF assistance beyond the 60-month time limit. Additional clarity is provided in this subsection surrounding the criteria for a caretaker of a disabled family living in or out of the home to receive TANF assistance beyond the 60-month time limit when the disabled family member is out of the home for part of the day. Examples were added for clarification. The exception is that if the employed caregiver is employed outside of the home, they do not meet the exemption for caring for a disabled family member was changed to employed, so that the exception also applies to in-home employment.	The changes in this subsection were prompted by responses and reactions by local departments during the TANF FRA Pilot implementation planning, the need for more effective and meaningful opportunity for individuals with limited capacity to be afforded greater access to both the TANF and VIEW programs, as well as to better serve the "sandwich generation" by allowing additional access to participation to better serve vulnerable families with children in the Commonwealth of Virginia. Additionally, individuals working remotely from home are addressed.
Appendix IV (pp. 3d – 3e)	The appendix was revised to update the procedural language for continuing assistance beyond the 60-month time limit.	These changes were prompted by the guidance revisions for caretakers with limited capacity and caretakers caring for a disabled family member living in or out of the home.
Section 300		

DRAFT

Section 302.5 – 302.6 (p. 1a)	This subsection was revised at Item A. to add a clarification that an individual must be needed on a continuous ongoing basis to care for a disabled family member in order to meet Essential to the Well Being (EWB) criteria.	This change was prompted by the guidance revisions applied to caretakers caring for a disabled family member living in or out of the home.
Section 700		
Section 701.3 (p. 2)	We added clarifying language at Item A. to explain that if one or both parent(s) meet the exemption criteria found at section 901.2 C. or D. or if one of the parents is a putative father for whom paternity has not been established, the case is a TANF case, not a TANF-UP case unless the exempt parent(s) opt-in to VIEW program participation. An exception was added regarding putative fathers.	These changes were necessitated by the guidance revisions made to allow for more effective and meaningful opportunities for individuals with limited capacity, so they are afforded greater access to both the TANF and VIEW programs.
Section 900		
Introductory Section (p. 1)	We added an executive overview summary of the redefined VIEW program.	This change was made for informational purposes due to the Commonwealth of Virginia's selection to participate in the TANF FRA Pilot.
Section 901.1 (p. 1)	An exception for participation was added to this subsection clarifying that individuals who are approved for specific months during the application period but denied for ongoing TANF eligibility are not eligible to participate in VIEW and that the referral in the ESP Queue must be closed.	Clarifying language was added to this subsection based on questions received from local departments.
Section 901.2 (p. 1a)	Language was added to this subsection at Item C. that gives individuals at least 18, but no more than 19 years of age, who are enrolled in elementary or secondary school, including vocational or technical school programs the option to participate in the VIEW program or to opt-out of participation after receiving an explanation of the VIEW program during the Initial Assessment interview. An exception was added that if both parents in a TANF-UP household meet this definition, only one parent may opt-out of participating in the VIEW program.	This change was prompted by the redefinition of participation requirements for the VIEW program in order to expand access for exempt individuals due to the Commonwealth of Virginia's selection to participate in the TANF FRA Pilot. Additionally, this change was made to assist young parents meeting these criteria in stabilizing their households through VIEW participation to include the receipt of VIEW supportive services and to respond to feedback and reactions by local departments during the TANF FRA Pilot

DRAFT

		implementation planning
Section 901.2 (p. 2)	The definition of a medical professional was updated to include psychologists and licensed clinical social workers at Item D. Language was also added to this subsection that if the Medical Evaluation indicates an individual has limitations that prevent participation in 20 hours or more of employment, education, or training activities, the individual must be referred to VIEW and given the option to participate or opt-out of participation after receiving an explanation of the VIEW program during the Initial Assessment Interview. A note was added to this subsection instructing that individuals with no capacity for participation must not be referred to the VIEW program. Additionally, clarifying language was added that the ESW must close the referral notify the EW within three business days when an individual with limited capacity chooses not to participate.	The revisions to this subsection were prompted by questions received from local agencies regarding this section of guidance along with responses and reactions received from the local departments during the TANF FRA Pilot implementation Planning as well as the TANF program redefining participation to allow vulnerable families with children in the Commonwealth of Virginia more meaningful access to TANF and VIEW.

DRAFT

Section 901.2 (p. 2b)	This subsection was revised to add language that caregivers may be exempt for caring for a disabled family member living in or out of the home if they are needed on a continuous ongoing basis to provide care for a family member with a verified disability that prevents the caretaker from participating in work activities. Clarifying language was added that if the disabled family member is out of the home for part of the day, the caregiver may still meet the requirement if they must remain available, reachable, and responsible for essential care before, after, or between those periods. Examples were added for clarification, and it was explained that employed caregivers will not meet the exemption criteria.	This subsection was revised to respond to the needs of the "sandwich generation' who are simultaneously caring for their children and their disabled family members that are not necessarily residing with them. This change allows the TANF program to better serve vulnerable families with children in the state of Virginia by allowing additional access to participation. Individuals working remotely are also addressed in language changes.
Section 901.2 (p. 2d)	Clarifying language was added to this subsection advising that local agencies must serve TANF recipients who are exempt from VIEW and are afforded the opportunity to opt-in to participation along with all other applicable exempt individuals who may request to participate in the program as allowed. Language was also added advising that the client must be returned to their original exemption status instead of the TANF case being terminated, provided the exemption criteria continues to be met if they are unable to meet VIEW participation requirements when they opt-in or request to participate. The term "volunteers" was removed from this subsection and replaced with otherwise exempt individuals who request to participate in VIEW.	This change was prompted by the redefinition of participation requirements for the VIEW program in order to expand access for exempt individuals due to the Commonwealth of Virginia's selection to participate in the TANF FRA Pilot.
Section 901.3 (pp. 4– 4c)	The responsibilities of the Eligibility Worker were updated in this subsection.	This change was prompted by the redefinition of the VIEW program due to the Commonwealth of Virginia's selection to participate in the TANF FRA Pilot and serves to

DRAFT

		align the eligibility aspect of the recipient's case with the employment services element.
Section 901.4 (pp. 5 – 5a)	This subsection was revised to update the Employment Services Worker responsibilities.	This change was prompted by the redefinition of the VIEW program due to the Commonwealth of Virginia's selection to participate in the TANF FRA Pilot and serves to align the employment services aspect of the recipient's case with the eligibility element.
Section 901.5 (pp. 6 – 6c)	At Item A, language was added that the participant has the responsibility to accept a job offer that will lead to earning a livable wage. Language was added to Item C. that individuals who do not complete the scheduled initial assessment interview must be granted a grace period before negative action is taken to close the case. Clients will have until the 10th day of the following month to complete the initial assessment interview and sign the APR allowing them to receive an additional payment cycle of TANF. Examples were added for clarity. The requirement that upon a subsequent re-application for TANF after refusal to sign the APR for applicants(s) that are determined to be VIEW mandatory must sign the APR before a final determination of eligibility and the issuance of payments has been removed from items B. and D as it is no longer a condition of eligibility. Item D. was rewritten adding clarifying language regarding when to remove the APR sign date in the VaCMS.	A bona fide job offer was redefined to help propel clients out of the cycle of low-wage jobs for which they fail to maintain consistent employment so that they may focus on jobs leading to earning a livable wage. The grace period was added and the removal of the language regarding the signing of the APR was in response to feedback and reactions from the local agencies during the Pilot implementation planning expressing the need for the allowance for more meaningful access to engagement and participation. Additionally, the changes were made to reduce the administrative burden for local agency staff and clients. Language surrounding the removal of the APR sign date was added to reduce the instances of incorrect eligibility determinations and for alignment between Eligibility and Employment Services electronic case records.

DRAFT

Section 901.6 (pp. 6a – 7a)	At Item D., we added language that when a participant becomes exempt during a sanction period, serving the minimum sanction period is not required and instructed that the sanction must be lifted effective the start date of the verified exemption and a full month's TANF payment must be issued as good cause for not participating is met. Adjustment to remove the month from the individual's 24-month VIEW clock is required if the client meets the exemption on the first day of the month, otherwise the month must remain in the count. Examples were added for additional clarity. Item J. was revised to include language that the sanction count must start over with each new VIEW enrollment in the 24-month period unless the TANF case closed in a fixed sanction period or if the fixed sanction period passed but compliance was not met. Item N. was added to address that individuals who opt to participate in VIEW, along with otherwise exempt individuals that request to participate in VIEW are not subject to sanctioning if they fail to meet VIEW program participation requirements.	Revisions to this subsection were made in response to feedback and reactions from the local agencies during Pilot implementation planning, expressing the need to move away from a sanction first philosophy and to allow more meaningful access to TANF payments. Additionally, the changes were made to reduce the administrative burden for local agency staff and clients.
Section 1000		
Section 1000, VIEW Definitions (pp. 1– 6)	In this subsection, the following items have been defined: Benefits Cliff, Beyond VIEW, Check-Ins, Education Pathway, Employment Pathway, Engagement and Stability Pathway, Exit Assessment, Family Stability, Family Stabilization, Foundations and Development, Holistic Case Management, On-the-Job Training, Pathway, TANF Exiter, Training Pathway, Transitional Pathway, and Vocational Education.	These definitions were added to this sub-section to explain the meaning of these particular words, phrases and concepts as incorporated into the redefinition of Virginia's VIEW program due to the Commonwealth being selected to participate in the TANF FRA Pilot.

DRAFT

Section 1000.1 (pp. 7 – 10)	This subsection consists of an executive summary and includes an explanation of the FRA of 2023, the Administration for Children and Families (ACF) vision for the pilot and Virginia's TANF program alignment with that vision, the five core principles of Virginia's VIEW program, Pilot implementation timelines and federal and state outcome measure requirements.	Redrafting of this section was completed for the purpose of providing an overview of what Pilot Participation means for Virginia's TANF program in terms of accountability, opportunity, vision and approach.
Changes From the Previous Guidance Chapter Related to Section 1000.1	Based on the newly defined core principles, activities no longer have hour requirements except for FEP and VTP. Core and non-core distinction is no longer applicable for activities. FEP and VTP requirements remain the same. Additionally, the formula for the calculation of CWEP hours continues. All other activities must be tailored to the VIEW participant's capability, barriers and specific assignment availability.	These changes were made to replace the transactional nature of traditional VIEW case management with a family-centered approach rooted in trust, transparency, and meaningful progress towards economic independence while protecting the rights and dignity of recipients.
Section 1000.2 (p. 11 – 12)	This subsection serves to provide information to local departments regarding transformational case management practices.	Constructed for informational purposes to assist in the achievement of improving the lives of recipients and successful federal and state outcome measure requirements due to the Commonwealth of Virginia's selection to participate in the TANF FRA Pilot.
Section 1000.3 (p. 13)	Revision was made to this subsection to change the date the Annual Employment and Training Plan is due to April 1 of each year effective April 1, 2027.	Requests from local departments for the plans effective date to align with the state fiscal year instead of the federal.
Section 1000.5 (pp. 16 – 17)	This subsection was revised to incorporate the changes necessitated by Pilot participation into the VIEW Program flow.	Redefinition of Virginia's VIEW program due to the Commonwealth's selection to participate in the TANF FRA Pilot.

Section 1000.6 (pp.18 – 19)	This subsection details VIEW referrals for exempt individuals and holistic case management practices.	Reconstruction of this subsection was completed to afford effective and meaningful opportunities for individuals with limited capacity for participation as well as to improve access to VIEW participation for other exempt individuals that request to participate in VIEW as allowed.
Section 1000.7 (p. 21)	Revision to this subsection includes that accommodations may include but are not limited to assignment to the Engagement and Stability Pathway, Foundations and Development, in order to work towards overcoming barriers.	This subsection was revised to incorporate the concepts of the redefined VIEW program due to the Commonwealth of Virginia's selection to participate in the TANF FRA Pilot.
Section 1000.8 (pp. 23 – 24)	The addition of this subsection includes instruction that all barriers must be documented in the VaCMS and considered when making Pathway assignments and discussing participant program goals. Retains the language that under no circumstances should an individual with a domestic violence barrier, to include undocumented domestic violence, be assigned to an activity that is identified as putting the family's safety in jeopardy. Addresses that the Screening for Employment Barriers: Issues and Tools is a resource for local departments of social services to use when pre-screening individuals with possible employment barriers who are referred to the VIEW program. Barriers to employment may consist of any challenge that prevents a person from getting or keeping a job or advancing in their career or education. Many individuals who face barriers want to work and are fully capable of doing so, but the barriers they face may inhibit them from getting the opportunity to showcase their skills and talents. Introduces using behavioral informed nudges to assist with the engagement of participants.	This subsection was added to support the concepts of barrier reduction and family stability included in the redefined VIEW program due to the Commonwealth of Virginia's selection to participate in the TANF FRA Pilot.

DRAFT

	individuals who face barriers want to work and are fully capable of doing so, but the barriers they face may inhibit them from getting the opportunity to showcase their skills and talents. Introduces using behavioral informed nudges to assist with the engagement of participants.	
Changes From the Previous Guidance Chapter Related to Section 1000.8	The list of verified barriers was changed to a list of common barriers that TANF/VIEW clients encounter with a description for each.	This subsection was changed to support the concepts of barrier reduction and family stability, included in the redefined VIEW program due to the Commonwealth of Virginia's selection to participate in the TANF FRA Pilot.

DRAFT

Section 1000.9 (pp.25 – 30)	This subsection was revised to incorporate a transformation approach into the VIEW Initial Assessment interview. Concise descriptors of what the ESW must evaluate, identify, and determine during the interview are contained in this subsection along with instructions pertaining to how the interview should be conducted The Goal Pathways worksheet and the ESP Well Being Assessment – Worker Resource are launched in this chapter. Language regarding the grace period for failure to sign the APR has been incorporated into this subsection. Individuals who do not complete the scheduled initial assessment interview must be granted a grace period before negative action is taken to close the case. Clients will have until the 10th day of the following month to complete the initial assessment interview and sign the APR allowing them to receive an additional payment cycle of TANF. During the grace period, the ESW must make attempts to contact the client verbally, in writing or electronically as a necessary step to assist with the client's engagement in the VIEW program. Additionally, language was added that the availability of supportive services to include education, training and job retention incentives must be explained to the participant during the interview.	This subsection was revised to incorporate the concepts of the redefined VIEW program due to the Commonwealth of Virginia's selection to participate in the TANF FRA Pilot and to improve the Initial Assessment process based on feedback and reactions for the local departments during the implementation planning for the Pilot.
Changes From the Previous Guidance Chapter Related to Section 1000.9	A note has been added that the Information Sheet will no longer be accepted to determine functional literacy.	Reduction in the administrative burden for agency staff and clients.
Section 1000.10 (p. 31)	Language at Item A. was revised to clarify that a bona fide job offer is one that leads to earning a living wage.	Inquiries and requests from local departments that a bona fide job offer be re-evaluated as part of the FRA TANF Pilot implementation.

DRAFT

Section 1000.11 (pp. 33 – 35)	Revisions to this subsection include the language that individuals who do not complete the scheduled initial assessment interview must be granted a grace period before negative action is taken to close the case. Clients will have until the 10th day of the following month to complete the initial assessment interview and sign the APR allowing them to receive an additional payment cycle of TANF. Termination procedures and documentation requirements are also detailed in this subsection.	The grace period was added in response to feedback and reactions from the local agencies during the Pilot implementation planning expressing the need for the allowance for more meaningful access to engagement and participation. Additionally, the changes were made to reduce the administrative burden for local agency staff and clients so that vulnerable families with children will have more meaningful access to TANF benefits.
Section 1000.12 (p. 39)	This subsection was revised to inform Agency staff that they must reference the Spending Funds Guide for VIEW and SNAP E&T to obtain information and criteria regarding down payments and purchases of used vehicles.	Revision made to this subsection for informational purposes.
Changes From the Previous Guidance Chapter Related to Section 1000.9 Rewrite Section 1000.12 (p. 42)	Completion of a Public Service Program (PSP) assignment, completion of a Community Work Experience Program (CWEP) assignment, and completion of an On-the-Job Training assignment (OJT) incentivization examples were moved from Job Retention to Education and Training. The completion of Job Readiness and Job Search incentivization examples has been combined into one example as they are now one activity, Job Readiness/Search.	Changes to the definitions of education and training for VIEW program purposes due to redefining the VIEW program based on the selection of the Commonwealth of Virginia to participate in the TANF FRA Pilot. Combining Job Readiness and Job Search into one activity in order to allow for more engaged participation.
Section 1000.13 (pp. 43 – 57)	This subsection was added for the purpose of detailing the four distinct Pathways of Engagement and Stability, Education, Employment and Training that participants can engage in during their enrollment in VIEW and one additional Pathway to address the 12-month transitional period along with the corresponding activities that further define what they will be doing throughout their enrollment in VIEW and the 12-month transitional period. Assignment length, verification requirements, check-ins, reasons for sanctioning along with expectation of the ESW are listed for each activity under the	This subsection was constructed to incorporate the concepts of family stability, wage advancement, and attainment of a credential in order to work towards earning a living wage, based on the redefinition of the VIEW program due to the Commonwealth of Virginia's selection to participate in the TANF FRA Pilot. Additionally, the program created the foundations and development activity as a response to local departments feedback that the

DRAFT

	related Pathway. The Foundations and Development Activity is included under the Engagement and Stability Pathway as a means to stabilize participants with barriers such as housing instability, lack of childcare, transportation issues, mental health struggles, financial crisis, etc. must be addressed so they do not hinder their progress. During an assignment to this activity, the participants will identify their barriers to participate in other Pathways, set goals, and work with the ESW to identify actionable steps to overcome their barriers and engage in another Pathway**.**	VIEW program rules were not effective in the management of cases for which chronic need exists and is a barrier to participants ability to achieve success.
Changes From the Previous Guidance Chapter Related to Section 1000.13	The word "components" has been removed from guidance and has been replaced with Pathway activities. No minimum hours of participation required with the exceptions of FEP stipends depending on hours of work and CWEP having maximum hours requirements based on TANF and SNAP allotments, No requirement to start with job search if not employed. Activity assignments do not have to begin on the first of the month. No lifetime limits on education activities. No more Core / Non-Core distinctions. Follow-ups have changed to Check-ins. Some previously combined forms have been updated to address program requirements for VIEW and SNAP E&T	This subsection was revised to incorporate the concepts of the redefined VIEW program due to the Commonwealth of Virginia's selection to participate in the TANF FRA Pilot and to reduce the administrative burden for local agency staff and clients.

DRAFT

Section 1000.14 pp. (58 – 59)	The VIEW Activity and Service Plan has been revised to incorporate the addition of Pathways and the corresponding activities and to support the incentivization of milestone achievements made by the participant. Additionally, the form contains space for the ESW to enter dates and times for any known scheduled Reassessments or appointments with the ESW. Revisions in this subsection also include the creation of the Transitional Activity and Service Plan which will serve as a resource to the former participant during the transitional period and will allow the ESW to identify the specific Pathway assignments of either VTP or Beyond VIEW.	This subsection was revised to incorporate the concepts of successful outcomes as redefined due to the Commonwealth of Virginia's selection to participate in the TANF FRA Pilot and to reduce the administrative burden for local agency staff and clients.

DRAFT

Section 1000.15 pp. (60 – 68)	Revisions in this subsection reinforce that VIEW staff must focus on quality engagement and sustainable participation and shift towards a non-sanctioning first philosophy. The definition of good cause reasons for failure to participate was expanded in Item A. to include but not limited to the participant's disability that was not previously identified, an accident or illness that hospitalized the participant unexpectedly, or the death or disability of a family member of the participant. Language was also added in Item A. instructing supervision that when they review the non-compliance checklist, they must ensure than individuals with limited participation capacity of less than 20 hours per week, parents at least 18, but no more than 19 years of age, who are enrolled in elementary or secondary school, including vocational or technical school programs and who opted to participate in VIEW, along with otherwise exempt individuals that requested to participate in VIEW are not sanctioned but returned to their exempt status if the exemption is still applicable. Failure to comply with Pathway activity assignment check-ins requirements was added to the reasons for applying a sanction in Item C. and documentation requirements for this item were added to Item D. The following language was added for Sanction Periods at Item J: When a participant becomes exempt during a sanction period, serving the minimum sanction period is not required. The sanction must be lifted effective the start date of the verified exemption and a full month's TANF payment must be issued as good cause for not participating is met.	Revisions to this subsection were made in response to feedback and reactions from the local agencies during the Pilot implementation planning expressing the need to move away from a sanction first philosophy and to allow more meaningful access to TANF payments. Additionally, the changes were made to reduce the administrative burden for local agency staff and clients.

DRAFT

	Adjustment to remove the month from the individual's 24-month VIEW clock is required if the client meets the exemption on the first day of the month, otherwise the month must remain in the count. The sanction count was also addressed in Item J as the sanction count must start over with each new VIEW enrollment in the 24-month period unless the TANF case closed in a fixed sanction period or if the fixed sanctioned period passed but compliance was not met. This includes at reapplication and when an individual becomes exempt from participation requirements and is subsequently referred to VIEW.	
Section 1000.17 pp. (72 – 77)	Revisions were made to this section in Item A. to detail the criteria required for reassessing each assigned Pathway activity. Item B. was added with language instructing agencies that during the reassessment, the ESW will explain the RISE Match Saving Program eligibility requirements to all VIEW participants if an intermediary exists for the locality. At Item C., check-in criteria were added.	This subsection was revised to incorporate the concepts of successful outcomes as redefined due to the Commonwealth of Virginia's selection to participate in the TANF FRA Pilot.
Section 1000.18 (pp. 78)	This section was drafted to include the requirements for conducting an exit assessment with the participants before the effective date of the TANF closure and with the former participant**s** during the last month of the transitional period.	Assessing participants before case closure will provide insight into program deficiencies and identify areas for improvement. The information gathered from the interview with former participants will permit VIEW staff to capture progress and to receive credit for their accomplishments with former participants. It will also provide insight into program deficiencies and identify areas for improvement as well as serve as a measure of program's response to benefit cliffs**.**

DRAFT

Section 1000.19 (pp. 79 – 83)	Guidance was changed in this subsection to reflect that each former participant must be placed in the Transitional Pathway which includes two activities, VTP and Beyond VIEW and that All former VIEW participants that are not eligible for VTP must be assigned to the Beyond VIEW activity including those whose household no longer contains the presence of an otherwise eligible child. Clarifying language was added that former participants must be employed to receive Transitional Supportive Services to include incentives with the exception of Transitional Child Care as specified in the Child Care Subsidy Manual (Section 2.3). However, there is no minimum number of hours worked per week requirement criteria assigned. Check-ins with clients enrolled in the Transitional Pathway must occur with the frequency of the 3-, 6-, 9-and 12-month transitional period increments was also added to this subsection. A note was added that the Check-ins at the 6-month period for individuals enrolled in the VTP activity does not replace the 6-month job follow-up verification that is required for continued VTP eligibility**.** Procedural instructions were added that the ESW must not close the ESP enrollment when the former participant leaves TANF unless the participant has died or moved from the state. ESP enrollment for the Transitional Pathway with a VTP activity and an established VTP EDG will automatically change to VTP the first day of the month following the TANF/VIEW or TANF-UP/VIEW closure. Enrollment for individuals in the Transitional Pathway and assigned to the Beyond VIEW activity category must manually be changed to the Transitional Transportation code, TT**.**	This subsection was revised to place increased emphasis on the transitional period in order to meet federal and state outcome measures as a Pilot participant.

DRAFT

	A note was added that if a VTP client loses VTP eligibility during the transitional period, their enrollment must be changed from VTP to TT instead of being closed. An additional note was added that if a former participant enrolled in the Beyond VIEW activity reapplies for TANF and is found ineligible, Beyond VIEW eligibility must continue for the remainder of the transitional period.	
Appendix H (pp. 1 -19)	An appendix was created for FEP, PSP, CWEP, and OJT guidance.	This appendix was added for informational purposes.
Forms Revisions	The Communication Form, Medical Evaluation, Statement of Required Presence of Caregiver, VIEW APR and VIEW Non-Compliance Checklist were revised to incorporate changes made during the redefining of the VIEW program.	Revisions were made to the forms to incorporate changes made during the redefining of the VIEW program.
Forms Created	A Beyond VIEW and You Fact Sheet has been created.	Created to assist agencies in the explanation of the transitional period.

DRAFT

Questions about this transmittal should be directed to regional program consultants or Mark Golden, TANF Program Manager, at (804) 726-7385, or mark.golden@dss.virginia.gov.

Duke Storen, Commissioner

DRAFT

Note: When the client has received 58 months of TANF, VaCMS will automatically generate a 60-month TANF Lifetime Limit letter to the client and a copy will be retained in the forms history within VaCMS. The letter will notify the client that she is approaching her lifetime limit for the receipt of TANF benefits. A 60-day Advance Notice of Action is not required for 60-month closures. The 60-month TANF Lifetime Limit letter is sent as a courtesy to the client.

Example 1: Client moved to Virginia 7/10/00 and subsequently applied for TANF. She indicated receipt of TANF in North Carolina approximately six months prior to this application. EW contacts the local agency in North Carolina and verifies that client received TANF there from February 1999 through January 2000. The EW will add February 1999 through January 2000 to the 60-month clock because these months are on the client's federal 60-month clock in that state.

Example 2: Client is participating in VIEW and her clock has run from April 2007 through July 2008. On July 8, 2008 the VIEW worker placed the client in an Inactive status. The ESW places the client back in an active status on August 22, 2008. July will count as a month on her 24-month and 60-month clocks. August will not count on the 24-month clock because of the inactive status on the first of the month. August will count on the 60-month clock because the client received a TANF payment for the month. The 24-month clock count will resume with the month of September.

Example 3: Client and her three children received 60 months of TANF, with the March 1, 2017 payment. The TANF case was closed effective March 31, 2017. On April 12, 2017 the client was incarcerated and her three children moved in the grandmother's household. The grandmother applied for TANF for the three children on May 1, 2017. The TANF application was approved on May 29, 2017. Note: If all eligibility criteria are met for the children to continue assistance beyond the 60-month limit, the case will be approved. The POI information will be stored for each child in a non-financial table under their individual VaCMS client ID number that is not viewable to the worker. The children are eligible because they now live with an adult who is not included in the payment and does not have a 60- month clock. In January, 2018, the grandmother becomes financially needy and requests to be added to the AU. When she is added to the AU, she will become subject to a 60-month clock.

Continuing the same scenario above, the client was released from jail on March 1, 2018. She applied for TANF for herself and three children on March 10, 2018. The grandmother's case closed on March 31, 2018 because the children no longer resided with her. On April 2, 2018, the client's TANF application was denied due to exhaustion of the 60-month clock for herself and three children. Note: When eligibility was determined, VaCMS automatically applied the POI information stored within the VaCMS non-financial tables for the client and her children.

Example 4: Client and her two children have 60 months on her 60-month clock as the result of federal clock months from another state and/or months in Virginia. As long as the children remain in the home with this client, this family of three have reached their lifetime limit of TANF and will not be eligible again unless the client becomes totally disabled or becomes needed on a continuous **ongoing** basis to care for a disabled family member who is living in **or out of** the household.

Example 5: The children in example #4 leave the client's home and go to live with their father. The father has been a TANF recipient but has less than 60-months on his clock. The father and children can receive TANF until he has reached his 60-month time limit.

Note: If all eligibility criteria are met for the children to continue assistance beyond the 60-month limit, the case will be approved. The POI information will be stored for each child in a non-financial table under his individual VaCMS client ID number that is not viewable to the worker.

Example 6: Client receives TANF for herself and three children. The client has cycled in and out of TANF/VIEW and reaches her 24-month and 60- month limits. If the children go to live with their father or any relative, no one can receive TANF for the children during the two year period of ineligibility due to the VIEW limit. Note: The client may become eligible to receive TANF assistance again during the two-year period of ineligibility due to the VIEW limit if she becomes totally disabled or becomes needed on a continuous **ongoing** basis to care for a disabled family member who is living in **or out of** the household.

Example 7: Mr. and Mrs. X are in the same AU and each has 30 months on the 60-month clock. Mr. X moves out and does not receive TANF while he is gone. When Mr. X moves back in with Mrs. X, she has 50 months on her clock. Ten months later, the TANF case is closed because Mrs. X reaches the 60-month lifetime limit on her clock. Mr. X has 40 months on his 60-month clock at the time of the TANF case closure.

Subsequently Mr. X moves out, taking one of the children with him. He applies for TANF for himself and the child. The TANF application will be approved if all other TANF eligibility criteria are met. Mr. X may remain eligible until he has accumulated 60 months on his 60-month clock.

H. Eligibility Beyond the 60-month Limit - An assistance unit may be eligible to receive additional months of TANF assistance beyond the 60-month time limit when either:

1) the caretaker (both caretakers in a two-parent TANF household) is totally physically or mentally disabled (according to a Medical Evaluation 032-03-**1040** completed by a medical professional which shows that the client is unable to work 20 hours or more per week) and is not able to be self-supporting due to the disability; or

2) **the caretaker with limited capacity of less than 20 hours per week for employment, education and training activities with an ongoing VIEW enrollment due to opting in to participation may reclaim their exemption and receive assistance beyond the 60-month time limit upon exhaustion of the 60-month time limit; or**

3) the caretaker is needed on a continuous **ongoing** basis to care for a **disabled** family member who is living in **or out of** the household. (The family member does not have to be included on the TANF payment.) The family member must have a verified physical or mental disability and must have caretaking needs that prevent the caregiver from being self-supporting. These "caretaking needs" include the need for attendance, supervision, and home care, and other needs related to the family member's disability. A medical professional must complete a Statement of Required Presence of Caregiver form (032- 03-0020) to verify the family member's condition, and the need for the caregiver to be available on a substantially continuous basis. **Even** if the disabled family member is out of the home for part of the day, the caregiver **may still meet the requirement if they must remain available, reachable, and responsible for essential care before, after, or between those periods.**

Example 1: A child prone to seizures attends school but requires a caregiver to be reachable at all times, administer medication at home, attend medical appointments, and respond if the school calls due to an episode. In this scenario, the caretaker has exhausted their 60-month lifetime limit clock, however, they meet the criteria for the exemption and can receive assistance beyond the 60-month limit.

Example 2: An adult cares for an elderly disabled parent with dementia who attends an adult day-program three times a week for 3 hours each day. The caregiver must remain available for transportation, medication management, evening supervision, and crisis response. The caretaker meets the criteria for the exemption.

Example 3: An adult cares for their terminally ill disabled mother by traveling to her home five days a week to provide care during the daytime hours as her siblings provide evening and nighttime care. The caretaker meets the criteria for the exemption.

Exception: If the caregiver is employed, the caregiver will not be considered to be needed to care for the disabled family member on a continuous, ongoing basis. In this situation, the caretaker does not meet the criteria for the exemption and TANF benefits will not be extended beyond the 60th month.

Note: At any time after case closure for receipt of 60 months of benefits, the assistance unit may reapply.

See Appendix IV for instructions on continuing assistance beyond the sixty-month clock.

The total disability of the caretaker (as defined in H.1 above) or the need for the caretaker to act as a caregiver for a disabled family member living in **or out of** the household (as defined in H.2 above) must be re-evaluated based on new verification at the end of the anticipated duration as originally noted on the medical form. If the duration indicated on the form is for more than 12 months, or is identified as permanent, a new form must be obtained every 12 months. If the medical form is incomplete, the eligibility worker must contact the medical professional to obtain the missing information before acting on the medical. The medical exam for which a medical evaluation is based, must have been conducted no more than 90 days prior to the date the medical professional signs the form. Note: For the caretaker acting as a caregiver for a disabled family member living in **or out of** the household, a task and reminder to obtain a new medical form must be set 30 days prior to the end of the anticipated duration as noted on the medical form or every 12 months, whichever occurs first.

The TANF case is to be closed as soon as administratively possible upon verifying that the caretaker is no longer totally disabled or is no longer needed to care for a disabled family member living in **or out o**f the household.

When the disabled caretaker is eligible to receive Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI), additional verification of the disability will not be required.

When the disabled family member who requires a caregiver is eligible to receive SSI or SSDI, additional verification of the need for a caregiver for the disabled family member will be required annually. In addition, when the medical professional has indicated a specific duration that the caregiver will be needed, the eligibility worker will request verification of the need for the caregiver at the end of the anticipated duration as noted on the Statement of Required Presence of Caregiver form. If the individual subsequently becomes ineligible to receive SSI or SSDI and is no longer disabled, the TANF case is to be closed as soon as administratively possible.

201.2 AGE - The month, day, and year of the child's birth must be established, and evidence thereof entered in the eligibility case record, except that, pending the securing of such evidence, assistance must not be denied an other-wise eligible child who is obviously under 12.

The following documents may be used to verify age:

- Birth certificate
- Notification of birth
- Hospital record
- Physician or midwife record
- Baptismal record
- School record
- Birth form VS95 from the State Bureau of Vital Records and Health Statistics
- Virginia Children's ID Card or Virginia Identification Card
- Virginia Driver's License or Virginia Learner's Permit
- Passport or United States Passport Card
- A valid SOLQ response from SSA
- Newborn Summary in the VaCMS for newborns added by Baby BOT

If the day and month cannot be established, July 1 is assumed to be the birth date.

Continuing Eligibility* - The child is eligible until he reaches the age of 18. He is eligible for the month in which his 18th birthday falls if he has not attained the specified age on the first day of that month.

An 18-year-old child may be eligible if he is enrolled and attending a secondary school or vocational/technical school of secondary equivalency and is meeting the enrollment and attendance requirements as determined by the local school board. Verify with the school that the child is enrolled and the date he is expected to complete the program. The program is considered completed on the last day of final exams or, if exams are not required, the last day of scheduled classes. As long as all other eligibility criteria are met, the child will be eligible for assistance until the month in which completion of the school program occurs, or until the last day of the month in which his 19th birthday occurs, whichever comes first. In the case his 19th birthday is on the first of the month, assistance will end on the last day of the prior month. The case record must be well documented in this area.

A child 18 years old is not eligible if he is in college or enrolled and attending a secondary school or vocational/technical school of secondary equivalency and not meeting the enrollment and attendance requirements as determined by the local school board, or not in school at all,

How to Continue Assistance Beyond the TANF 60-Month-Clock in VaCMS

A TANF case may receive beyond 60 months of TANF if the client makes a request and verifies a mental or physical disability. A case may also receive more than 60 months of TANF if the client is providing care on a continuous **ongoing** basis for a **disabled family membe**r living in **or out of** the home that is physically or mentally incapacitated. **In** a two-parent household, both adults must be disabled, or one adult **must be providing continuous, ongoing care** for a disabled family member living in **or out of** the household.

The following guidance **allows** the assistance unit to continue to receive assistance beyond 60 months and **ensures** the TANF 60-month clock c**ontinues** to increment when the case is on-going, during a new application, or **when a case is** being rescinded, **provided** the client is disabled or is providing **continuous ongoing** care for a disabled **family member in or out of the home.**
When the client has a disability, follow the steps 1-7 below.

1. From Data Collection, select Individual Information, then Questions.
2. From the Disability field, select "yes" from the drop-down and select the next button.
3. On the Disability - Details screen, enter the disability information for the individual and select the save and continue button.
4. Run eligibility for the case.
5. If all eligibility criteria are met, the Eligibility Result will display approved on the Eligibility Summary screen.
6. Certify and authorize the results.
7. The TANF 60-month clock will automatically continue to increment without requiring further action by the worker.

When the client is providing care for a disabled family member, follow steps 1-7 below.

1. From Data Collection, select Individual Information, then Client Demographics.
2. On the Client Demographics screen, select "yes" from the "Is the individual taking care of the disabled individual in the household?" drop-down.
3. Run eligibility for the case.
4. If all eligibility criteria are met, the Eligibility Result will display approved on the Eligibility Summary screen.
5. Certify and authorize the results.
6. The TANF 60-month clock will automatically continue to increment without requiring further action by the worker.
7. Set a task and reminder to re-evaluate the need for a caretaker to act as a caregiver 30 days prior to the end of the anticipated duration as noted on the medical form or every 12 months, whichever occurs first. (See 201.1H)

Rescinding a closure after 60 months are already on the clock because the client is physically or mentally incapacitated or a relative in **or out of** the home is incapacitated for whom the caretaker is providing care on a continuous **ongoing** basis. For this process, **the case must already have** 60 months **counted** on the **TANF** clock and the TANF case **must have been** closed **prior to rescinding.**

1. From Data Collection, select Case Action, then reinstate from the "What Action Do You Want to Perform?" drop-down and select next.
2. On the Initiate Reinstate screen, select a reinstate reason from the "Reinstate Reason" drop-down and select next.
3. From Individual Information, select Questions.
4. From the Disability field, select "yes" from the drop-down and select the next button.
5. On the Disability - Details screen, enter the disability information for the individual and select the save and continue button or;
6. On the Client Demographics screen, select "yes" from the "Is the individual taking care of the disabled individual in the household?" drop-down.
7. Run eligibility for the case.
8. If all eligibility criteria are met, the Eligibility Result will display approved on the Eligibility Summary screen.
9. Certify and authorize the results.
10. The TANF 60-month clock will automatically continue to increment without requiring further action by the worker.
11. Set a task and reminder to re-evaluate the need for a caretaker to act as a caregiver 30 days prior to the end of the anticipated duration as noted on the medical form or every 12 months, whichever occurs first. (See 201.1H)

302.5 DEFINITION OF SIBLINGS - In TANF, siblings are two or more children with at least one natural or adoptive parent in common.

302.6 PERSONS ESSENTIAL TO WELL-BEING (EWB) - A needy individual, who is at least 18 years old, is living in the home, and who is providing services which are essential to the well-being of the child(ren) on which TANF eligibility is based can be included in the assistance unit. Such individuals must be ineligible for assistance in a federal category in their own right.

A. Services Which Are Considered Essential Are Limited To:

1. Care for a disabled family member living in the home;

2. Provision of child care to enable the caretaker to:

a. Work outside of the home on a full-time basis (a minimum of 30 hours per week and earning at least minimum wage).

b. Participate in education or training full-time. With the exception of full-time high school attendance, participation must equal a minimum of 30 hours per week.

c. Participate in VIEW on a full-time basis as defined by the program and based on the specific VIEW assignment(s) and participation rate requirements. For job search/job readiness, EWB status based on the provision of child care will be limited to two payment months.

B. The client must request inclusion of an individual as an EWB. The EWB individual must be living in the same household as the assistance unit and must be providing an essential service which cannot be provided by any other individual in the household.

Note: The spouse of a caretaker who is not eligible for TANF assistance because he does not have an eligible child living in the home can be included in the assistance unit as an EWB if he provides an essential service and meets all other EWB criteria.

C. Eligibility for the EWB individual must be evaluated based on criteria at 302.7F and 302.8 which includes a requirement for citizenship or eligible alien status, and specifies that the individual be in need.

D. In the case of a disabled family member, the disability and the need for the EWB to be available on a continuous **ongoing** basis must be documented on a Statement of Required Presence of Caregiver form (032-03-0020) signed by a medical professional. A new Statement of Required Presence of Caregiver form must be completed annually, or at the end of the anticipated duration specified on the form, whichever occurs first.

If the disabled family member has been approved to receive Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI), a new Statement of Required Presence of Caregiver form must be completed annually.

701.3 ASSISTANCE UNIT TANF-UP

A. The standard filing unit is required to include two able-bodied natural or adoptive parents, with at least one child in common and all minor siblings of that child(ren) who meet the categorical requirements listed in Section **201.1.A**.

A putative father cannot be included in the TANF-UP assistance unit unless paternity has been established.

If one or both parent(s) meet the exemption criteria at **901.2 C. or D**. or if one of the parents is a putative father for whom paternity has not been established, the case is a TANF case, not a TANF-UP case **unless the exempt parent(s) opt-in to VIEW program participation.**

Exception: Putative fathers do not have the option of opting in to VIEW participation.

Note: If the only child in common is ineligible based on the family cap provision at **201.12,** the family may be eligible for TANF-UP as long as there are other eligible children in the assistance unit.

B. If, after receipt of TANF-UP benefits, one parent leaves the home and another parent enters the home who has a child in common with the custodial parent and who qualifies for TANF-UP, a new assistance unit is established.

701.4 FINANCIAL CRITERIA

A. All countable earned and unearned income of the assistance unit will be considered in determining financial need.

B. The case is to be closed if the income of the assistance unit causes ineligibility.

Executive Overview

The mission of the Department of Social Services is as follows: People helping people triumph over poverty, abuse and neglect to shape strong futures for themselves, their families and communities. VIEW plays a vital role in helping families triumph over poverty by providing employment, education, and training opportunities. The goal of participation in VIEW is the achievement of a living wage.

Virginia along with the states of Arizona, Iowa, Nebraska and Ohio were selected to participate in a six-year pilot based on the Fiscal Responsibility Act (FRA) of 2023. During the pilot timeframe implementation period of October 1, 2026, to September 30, 2031 (October 1, 2025, to September 30, 2026, constituted a planning year) the focus will shift away from the TANF Work Participation Rate (TWPR) as a measure of success. Instead, pilot states will be held accountable for improving employment outcomes, supporting earnings growth, and reducing reliance on cash assistance, Medicaid, and SNAP benefits.

Pilot participation affords Virginia the opportunity to redefine the VIEW program, change how participants are served, achieve better outcomes for families in the Commonwealth of Virginia and to significantly contribute to the Administration for Children and Families (ACF) vision for the FRA pilot.

ACF's vision entails strengthening TANF's core values of work, economic independence, and strong, stable families, designing innovative, state-led approaches to helping work-eligible individuals move into and stay in the labor force, and building evidence on whether outcome-based performance measures in TANF lead to stronger employment outcomes and reduced dependency on public benefits.

901.1 PARTICIPATION - As a condition of eligibility, each recipient of TANF and TANF-UP must participate as required in VIEW, unless otherwise exempt.

Exception: Individuals who are approved for specific months during the application period but denied for ongoing TANF eligibility are not eligible to participate in VIEW. The referral in the ESP Queue must be closed.

The eligibility worker in the local agency must determine which applicants and recipients are not required to participate (exempt) and which are required to participate (non-exempt). The eligibility worker will refer to the VIEW Program a non-exempt individual at the time of application approval or when an individual's VIEW status changes.

Note: JOINT TANF AND SNAP APPLICATIONS: In situations requiring joint processing of TANF and SNAP applications, the work registration form or affidavit, whichever is appropriate, is to be used for SNAP purposes in the event that the TANF application is denied. (Refer to Volume V, Part VIII, A. of the SNAP Manual).

901.2 EXEMPTION CRITERIA - An applicant/recipient of TANF or TANF-UP must participate in the VIEW Program unless the individual meets one of the following exemption criteria:

A. Any child, (including minor caretakers) age 17 and under.

B. Any minor, age 17 and under, who is a parent on his/her own case.

C. Individuals at least 18, but no more than 19 years of age, who are enrolled in elementary or secondary school, including vocational or technical school programs. The vocational or technical school must be equivalent to secondary school.

Note: This exemption may apply to 18-year-old assistance unit members that meet the definition of a parent, needy non-parent caretaker or a child.

Eighteen-year-old parents and needy non-parent caretakers meeting this criterion will automatically be referred to VIEW unless they meet another exemption. After receiving an explanation of the VIEW program during the Initial Assessment Interview, they will be given the option to either participate in the VIEW program or to opt-out of participating.

Exception: If both parents in a TANF-UP household meet this definition, only one parent may opt-out of participating in the VIEW program.

D. **Individuals for which as medical professional substantiates, they are unable to participate in employment, education or training activities due to a temporary medical condition and individuals determined by a medical professional to have limited capacity to fully engage in employment, education or training activities due to a temporary medical condition that opt not to participate in the VIEW program.**

Note: Pregnancy does not exempt an individual from participation. However, complications of pregnancy, as diagnosed by a medical professional, may result in a medical exemption.

A medical professional is defined as a medical doctor, including psychiatrist, **psychologist, licensed clinical social worker** or doctor of osteopathy, or a licensed physician's assistant or nurse practitioner working under the auspices of a medical doctor or doctor of osteopathy. This definition of medical professional also applies in 901.2F below.

The individual must provide the local agency with a completed Medical Evaluation (Form 032-03-0654), completed and signed by a licensed medical professional. The Medical Evaluation must specify the nature and scope of the individual's incapacity, including documented abilities, limitations, and the expected duration of the condition.

If the Medical Evaluation indicates that the individual has limitations that prevent participation in 20 hours or more of employment, education, or training activities, the individual must be referred to VIEW. At that time, the Employment Services Worker (ESW) must offer the individual the opportunity to decide whether they wish to participate in the VIEW program within their documented limitations. (Note: Individuals whose Medical Evaluation indicates they are unable to participate in any capacity must not be referred to the VIEW program.)

If the individual chooses not to participate in VIEW following the initial assessment meeting, the Employment Services Worker (ESW) must notify the Eligibility Worker (EW) of the individual's decision within three (3) business days. This notification can be completed with the Communication Form ,email, or another method adopted by the local agency. The EW must then complete the Disability – Details screen in VaCMS to document the medical limitation and document the individual's opt-out decision.

The form is to be completed by a medical professional with thorough knowledge of the condition(s) that are believed to limit or prohibit the client's ability or participate in VIEW. Typically, this is the doctor or other medical professional who is currently treating the client for the condition. If, however, in the opinion of the agency, the client's condition is such that a specialist should evaluate it, then the specialist should make the evaluation, complete and sign the form.

Medical exams necessary to determine exemption status for VIEW or to assess a VIEW participant's ability to participate in the program will be arranged through Medicaid when possible. When medical coverage does not exist, the agency will pay for the first medical exam using VIEW funds, or other funds the agency deems appropriate. The agency may pay for additional exams, but is not required to do so.

The agency may choose to request and pay for a 2nd evaluation from a medical professional whenever the 1st evaluation is deemed by the agency to be inadequate to determine the client's exemption status, or ability to work or participate, or is otherwise questionable.

Note: If the agency is unable to secure a medical evaluation for a person required to participate in VIEW, the individual will be referred to VIEW. The ESW will work with the participant to secure a medical evaluation as part of the VIEW assessment process.

If the individual **opts not** to participate in VIEW **due to a temporary medical condition that limits their ability to engage in employment, education or training activities,** for at least 20 hours per week because of a temporary medical condition substantiated by a medical statement, the eligibility worker must obtain a new medical and reevaluate the exempt individual's incapacity immediately following the anticipated end of the incapacity as originally noted. If the duration indicated on the form is for more than 12 months, or is identified as permanent, a new form must be obtained every 12 months. Disability is defined at 101.1D and in Chapter 1000, VIEW definitions).

If the physician indicates that the individual is able to participate in employment, **education** and training activities but is limited in the types of activities that can be performed, or the hours of participation, the eligibility worker must refer the individual to VIEW and share the information with the ESW so suitable accommodations can be arranged. The employment services worker must work with the individual to find suitable component assignments, taking into account any limitations indicated by the physician. The agency shall ensure that reasonable accommodations are made if needed.

Note: If there are two parents in the assistance unit and one parent is exempt because of a temporary medical condition or disability, the case is a TANF case rather than a TANF-UP case.

E. Individuals who are incapacitated, as determined by receipt of Social Security Disability (SSDI) benefits or Supplemental Security Income (SSI). The EW must complete the Disability – Details screen in VaCMS.

The eligibility worker must provide all applicants/recipients who have a permanent incapacity with information about services provided by the Department for Aging and Rehabilitative Services to assist SSI/SSDI recipients in finding employment. This information is available at **www.vadrs.org/downloads/drsflyer.pdf.**

Note: If there are two parents in the assistance unit and one parent is exempt because of a permanent incapacity as determined by receipt of Social Security Disability benefits or Supplemental Security Income, the case is a TANF case rather than a TANF-UP case.

F. Any individual 60 years of age or older.

G. An individual who is needed on a continuous **ongoing** basis to care for a family member living in **or out of** the household. The family member must have a verified disability. The family member must have **"**caretaking needs**"** that will prevent the individual from participating in work activities. Caretaking needs that prevent the individual from participating in work activities include the need for attendance, supervision and home care, and other needs related to the family member's disability. **Even if the disabled family member is out of the home for part of the day, the caregiver may still meet the requirement if they must remain available, reachable, and responsible for essential care before, after, or between those periods.**

Example 1: A child prone to seizures attends school but requires a caregiver to be reachable at all times, administer medication at home, attend medical appointments, and respond if the school calls due to an episode. This caretaker meets the exemption criteria and will not be required to participate in VIEW.

Example 2: An adult cares for their elderly parent with dementia who attends an adult day-program three times a week for 3 hours each day. The caregiver must remain available for transportation, medication management, evening supervision, and crisis response. This caretaker meets the exemption criteria and will not be required to participate in VIEW.

Example 3: An adult cares for their terminally ill disabled mother by traveling to her home five days a week to provide care during the daytime hours as her siblings provide evening and nighttime care. The caretaker meets the criteria for the exemption.

Note: If the caregiver is employed, the caregiver will not be exempt for being needed to care for the disabled family member on a continuous, ongoing basis.

When the family member who requires care is also a member of the AU, the EW must complete the Disability – Details screen for the disabled individual. The EW must also answer "Yes" to the question, "Is the individual taking care of the disabled individual in the household?" on the caregiver's Client Demographics screen.

A medical professional must complete a Statement of Required Presence of Caregiver form (032- 032-03-0020) to verify the family member's condition, and the need for the individual to be available on a continuous **ongoing** basis. The date the form was completed will be used in conjunction with the anticipated duration of the need for the caregiver's presence to determine when the exemption will end. For example, if the individual provides a form on November 1, which states the medical professional completed the form on October 1 and the expected duration of the need for a caregiver is 60 days, the exemption would be allowed until November 30 (60 days after October 1). If a new form was not provided by November 30, the caregiver would be referred to the Virginia Initiative for Education and Work (VIEW).

It is the responsibility of the EW to request a new Statement of Required Presence of Caregiver form immediately following the anticipated end of the need for the caretaker. If the duration indicated on the form is for more than 12 months, or is identified as permanent, a new form must be obtained every 12 months. Exception: if the disabled individual who requires a caregiver is an SSI or SSDI recipient and the medical professional does not provide a specific duration of less than one year for the anticipated need for a caregiver, the form will be completed annually and the exemption allowed for one year. Note: For the caretaker acting as a caregiver for a disabled **family** member living in **or out of** the household, a task and reminder to obtain a new medical form must be set 30 days prior to the end of the anticipated duration as noted on the medical form or every 12 months, whichever occurs first.

If the documentation does not result in exemption from VIEW, the documentation must be forwarded to the ESW. If the disabled family member is out of the home for substantial parts of the day, for example, to attend school, then the caretaking individual does not meet the requirement for this exemption.

H. A parent or caretaker/relative of a child under 12 months of age who personally provides the care for a child. Note: This exemption can apply to an individual that is caring for a child under 12 months of age, regardless of the relationship as long as the child resides in the home of the caretaker.

Effective July 1, 2011, Virginia implemented the federal 12-month lifetime limit exemption for caring for a child under 12 months in the AU or caring for a child under 12 months in the household, but not in the AU. Beginning with that date, an individual is eligible for no more than 12 months of the "caring for a child under 12 months" exemption in a lifetime.

Example 1: In 2016, Ms. Able used eight months of the "caring for a child under 12 months" lifetime limit exemption, with her first child. On January 5, 2018, at reapplication, Ms. Able notifies the agency that she is now caring for her newborn who is a SSI recipient. Based on receipt of SSI, the newborn is not included in the assistance unit. However, Ms. Able is eligible for the remaining four months of the "caring for a child under 12 months" lifetime limit exemption.

Example 2: Ms. Lange receives TANF for herself and her two children. On January 5, 2019, Ms. Lange notifies the agency her neighbor's six months-old child has moved into her home while the neighbor is incarcerated. Because there is no relationship, Ms. Lange is not eligible to receive TANF for the child. However, because she is caring for a child in the household under 12 months, she is eligible for the "caring for a child under 12 months" lifetime exemption.

In circumstances where an exemption already exists for the parent or caretaker relative to include the educational, temporary medical or caregiver exemption, the 12-month lifetime

exemption stays in place as long as all criteria is met, as the other exemptions supersede the 12-month lifetime exemption.

In a double caretaker TANF assistance unit in which one parent is incapacitated, the eligibility worker must refer the other caretaker for participation unless he can provide a written doctor's statement indicating that the incapacitated caretaker is unable to care for the child under twelve months.

Note: A parent or caretaker/relative who has reached the 12-month lifetime limit for the use of the "caring for a child under 12 months" exemption may be granted a temporary exemption of not more than 12 weeks.

I. TANF recipients who opted to be exempted from mandatory participation in VIEW after they have verified their full-time enrollment in an accredited public institution of higher education or other postsecondary school licensed, or certified by the Board of Education or the State Council of Higher Education for Virginia and taking courses as part of a curriculum that leads to a postsecondary credential, such as a degree or an industry-recognized credential, certification, or license. (Reference House Bill 484)

Note: Individuals with an educational exemption would remain exempt from VIEW until they verify that they are no longer enrolled full-time in a postsecondary school. The exemption includes any breaks between their semesters, trimesters, and quarter sessions.

In the VIEW Program, a parent whose needs are removed from the payment must participate unless otherwise exempt. Reasons why the parent's needs have been removed from the payment include but are not limited to: noncooperation with DCSE; disqualification for IPV violation; failure to provide a Social Security number; and failure to establish citizenship, eligible alien status, or legal presence. In addition, a parent whose needs are not included in the payment due to the stepparent deeming requirements, 305.4.F., or due to the sponsored alien deeming requirements, 305.4.D., must participate in VIEW, unless otherwise exempt.

A parent who does not meet TANF categorical requirements (parent is an SSI recipient or parent is an ineligible alien) is not required or eligible to participate in VIEW. For aliens who are in the country illegally, the EW must complete the Alien Details screen. For other individuals who are ineligible because they have not been in the country for five years from date of entry, including individuals who are lawful permanent residents, the EW must complete the Alien Details screen. Because these individuals are not part of the TANF AU, they will not be referred to VIEW.

Unless otherwise exempt, a parent who is a court-convicted offender serving a sentence while still living in the home should be referred to VIEW if he is allowed by the court to leave home to work or attend education/training activities.

TANF-UP - In a TANF-UP case, both parents must be referred for participation, unless one meets an exemption; only one parent can be exempt. If both parents meet an exemption criterion, they must decide who will be referred for participation. If the household's situation changes and the recipients wish to change the VIEW participant, they may do so upon request and after advisement from the ESW or EW. Exception: The recipients may not switch VIEW participants in order to avoid termination of the case or in order to avoid or cure a sanction.

When both parents in a TANF-UP case are under the age of 18, they are exempt.

Exempt Individuals and VIEW Participation - TANF recipients under the age of 18 cannot **request to participate in** VIEW. Additionally, recipients of SSI benefits and ineligible aliens cannot be included in the TANF assistance unit and therefore cannot **request** to participate in VIEW. Ineligible aliens include individuals who are in the country illegally and those who are lawful permanent residents who have been in the country for less than five years.

Local agencies must serve **TANF** recipients who are exempt from VIEW a**nd are afforded the opportunity to opt-in to participation along with all other applicable exempt individuals who may request to participate in the program as allowed.** Applicants can **opt in or request to participate in** VIEW only after the TANF application has been approved. They are eligible for the VIEW enhanced disregards in the month following the month the VIEW APR is signed.

Note: The APR cannot be signed before the initial VIEW assessment.

An individual **unable to participate** in VIEW **in any capacity** because of a temporary medical condition or caring for a disabled household member who wishes to participate in VIEW must provide a new Medical Evaluation form (032-03- 0654) completed by a medical professional. The Medical Evaluation must state that the individual is able to participate and list limitations, if any that would affect the individual's ability to participate**.**

Otherwise, exempt individuals that request to participate in VIEW but are unable to meet VIEW program requirements **in any capacity** will not be enrolled in VIEW.

The EW will be required to create a manual referral in Data Collection for exempt individuals who request to participate in VIEW with the exception of individuals that are afforded the opportunity to opt-in or opt-out of participation. The EW will notify the ESW of the individual's request to volunteer for VIEW.

If an **otherwise exempt individual requests to participate in VIEW or meets the category to opt-in to participation** and does not participate as required in the assigned activity, that individual **must not** be referred for sanction. **Instead, the client must be returned to their original exemption status, provided the exemption criteria continues to be met.**

The caring for a child under 12 months exemption will end when the child turns one year old or once they have used the balance of the caring for a child under 12 months exemption period. The client will then be referred as a mandatory participant. Individuals with an educational exemption would remain exempt from VIEW until they verify that they are no longer enrolled full-time in a postsecondary school. The exemption includes breaks between their semesters, trimesters, and quarter session.

If the TANF case of an otherwise exempt client who **requests to participate in or opts-in to** VIEW, **as allowed,** closes, and the client reapplies, the client's exemption status will be determined as part of the eligibility process. The client will be referred to VIEW if she is no longer exempt **or meets an exemption category that is allowed the option of opting in to participation.** If the client's previous exemption was for a temporary medical condition or for caring for a disabled **family** member, she must secure a new medical if she states she is unable to participate in VIEW for either of those reasons. **If the client is determined to be exempt at reapplication and again wishes to give up their exemption and participate, they may do so.**

Note: Non-parent caretakers who meet the financial requirements of Section 304.2 and are included in the assistance unit must participate in VIEW unless otherwise exempt. These individuals are mandatory VIEW participants, not VIEW volunteers. However, these individuals are not subject to sanction for failure to participate as required. Instead, the non-parent caretaker will be removed from the TANF payment, and the TANF case will remain open as a child only case. If the case closes and the household reapplies for TANF, the non-parent caretaker who was removed from the TANF payment for failing to participate in VIEW must be referred to VIEW (unless otherwise exempt) if the individual wishes to be included on the TANF payment.

901.3 RESPONSIBILITIES OF THE ELIGIBILITY WORKER - Regarding VIEW, the eligibility worker must:

A. Determine **mandatory** VIEW or exemption status prior to initial approval, at redetermination when adding an individual to the assistance unit, or when a change in the individual's situation would affect her VIEW status. Such determinations should be documented on the Case Narrative - Details screen in VaCMS.

Explain the exemption criteria to all applicants at application and to recipients at redetermination and explain their obligation to report changes affecting their status. The recipient must provide information and verify all reported changes in exemption status. The eligibility worker must change the exemption status in the month in which the change is verified **unless the individual has limited capacity for participation due to a verified temporary medical condition as this requires a referral to VIEW as the individual has the option to participate or not to participate.**

Exempt individuals who lose their exemption status must be referred to VIEW within three working days after the exemption ends. Changes that result in VIEW status changing from exempt to non-exempt but which are reported late, do not constitute an overpayment.

Mandatory individuals who become exempt must be advised of the status change and their right to participate in VIEW as **otherwise exempt individuals requesting to participate or as individuals afforded the opportunity to opt-in to participation as allowed via automatic referral.**

B. Provide a copy of the completed "Do You Have a Disability?" form (for the adult applicant or payee who completed the application for TANF) to the ESW for the VIEW record when the adult is referred to or **requests to participate as an otherwise exempt individual** in VIEW.

C. Explain the requirements of the VIEW Program and the related supportive services to all applicants/recipients at application and redetermination. **This explanation must also include an overview of transitional services available upon TANF case closure, including** transitional childcare, transitional medical and dental services, transitional work-related expenses, transitional family stabilization, transitional employment, transitional job retention incentives**,** transitional transportation, and the VIEW Transitional Payment (VTP).

Agency-specific supportive services and transitional supportive services are detailed in the local department's Annual Employment and Training Plan.

All **adult a**pplicants and recipients, including non-parent caretakers in the assistance unit, who are not mandatory participants, must be offered the opportunity **to opt-in as applicable or if otherwise exempt, request to participate in** the VIEW Program.

D. Advise all applicants **and** recipients of the sanctions **and** penalties that apply **when an individual fails or refuses** to participate in **the** VIEW program **without good cause and that the ESW is responsible for evaluating and determining good cause based on individual circumstances and guidance criteria.**

E. Provide to persons with an incapacity, information from the Department for Aging and Rehabilitative Services (DARS) that explains employment services provided by DARS. The information is available at https://www.vadars.org/publications.htm#gsc.tab=0.

F. Review the individual's exempt/non-exempt status when changes are reported and as a part of the TANF eligibility redetermination process.

G. When the APR/POP Signed Date field is completed by the ESW, the APR signed date will automatically be populated on the Program Request – Client screen for the individual(s). The EW will receive a task and reminder that the APR has been signed and to run eligibility to update the Program/TOA on the TANF – Eligibility Summary screen to TANF/VIEW or TANF-UP/VIEW.

Note: The ESW will be responsible for maintaining the 24-month clock.

H. Advise applicants/recipients who are exempt from VIEW that they may request to participate in VIEW or opt-in to participation as allowed, unless: they are SSI recipients; a parent who is a court convicted offender serving a sentence while still living in the home who is not allowed to leave the home to work or attend education/ training activities; or illegal aliens.

In the case of a recipient who has become employed and wants to participate in VIEW in order to receive the VIEW enhanced disregards, the EW will **refer the individual to the ESP Queue.**

I. Advise all **otherwise exempt individuals** that once they enter VIEW by signing the VIEW APR, they become mandatory participants subject to the same participation requirements and penalties for non-participation as other mandatory VIEW participants.
Exception: The individual must be returned to their original exemption status, if the exemption criteria continues to be met.

J. Make appropriate changes **i**n VaCMS that affect the individual's VIEW status. The ESW will be notified via task and reminders of these changes. These changes include, but are not limited to, the individual:

1. Losing employment;
2. TANF/VIEW or TANF-UP/VIEW case closes;
3. VTP case established;
4. Changes to VTP status; or
5. TANF case has been reinstated on a case with a prior VIEW enrollment.

Changes made in VaCMS that impact the individual's VIEW enrollment/status must also be conveyed to the ESW via the Communication Form or another agency approved communication method such as email.

K. Upon notification from the ESW indicating that a non-exempt individual claims to be exempt, verify the exemption claim and notify the ESW of the findings within thirty (30) days. If the eligibility worker is unable to verify an exemption claim, the individual will continue in non-exempt status in VIEW until verification is received.

L. Sanction the TANF case by suspending the payment based on the ESW's recommendation. The EW will send the ANPA (032-03-0018) within three **business** days of receipt of the notification from the ESW.

M. Upon notification by the ESW, prior to the scheduled date of the initial VIEW assessment date, the recipient has made a request that the TANF case be closed, the EW will close the TANF case per the recipient's request. The EW will send the ANPA (032-03-0018) within three **business** days of receipt of the notification from the ESW.

If the recipient subsequently requests that the TANF case be reopened prior to the effective date of the case closure, she must complete the initial assessment appointment before the TANF case will be reopened.

Note: The grace period must not be applied in this circumstance.

N. Upon receiving a task and reminder that the recipient has refused to **participate in** an initial assessment appointment or refused to sign the Agreement of Personal Responsibility, close the TANF case. Note: The EW will send the ANPA (032-03-0018) within three **business** days of receipt of the notification from the ESW.

O. Obtain verification and impact the assistance payment when a recipient obtains employment.

P. Send the Advance Notice of Proposed Action to the recipient at least 60 days prior to the case termination effective date when the 24 months time limit is to expire.

Q. Upon notification from the ESW indicating that the VIEW participant is being placed in a Full Employment Program (FEP) placement, the EW will update the employment details information and run Eligibility. The TANF payment will continue per 901.14. The eligibility worker must conduct a prospective determination of eligibility in the last month of the FEP placement.

R. When closing a TANF case with a VIEW participant, determine VTP eligibility. Inform the ESW when a VTP is started or terminated in VaCMS.

S. Close the VTP case when the client is no longer eligible.

T. Transfer the VTP case when a client moves to another locality in Virginia.

Note: It is the responsibility of the receiving agency to determine if the client continues to meet all of the VTP eligibility requirements.

U. **Provide holistic case management support by consistently coordinating eligibility actions, communicating changes that affect VIEW participation, and ensuring VaCMS accurately reflects all updates impacting the individual's TANF/VIEW case.**

901.4 RESPONSIBILITIES OF THE EMPLOYMENT SERVICES WORKER - The ESW must:

A. Send a Communication form o**r communicate in another agency approved method,** within three **business** days**,** to advise the EW when a recipient requests the closure of the TANF case prior to the scheduled date of the initial VIEW assessment.

Note: If the recipient subsequently requests that the TANF case be reopened prior to the effective date of the case closure, she must complete the initial assessment appointment before the TANF case will be reopened. The ESW will make every effort to schedule this appointment prior to the effective date of the TANF case closure. Additionally, the recipient will be advised that if she fails to attend the appointment, the TANF case will be closed based on her original request.

Note: The grace period must not be applied in this circumstance.

B. Have the recipient sign the VIEW Agreement of Personal Responsibility as part of the initial assessment interview.

Note: Explain Intentional Program Violation (IPV) reporting requirements and penalties to the participant. See Section 102.

Obtain a copy of the "Do You Have a Disability?" form from the EW if one was completed. If the client did not complete the form, the ESW will review the form with the client**,** obtain a completed form if the client states they are disabled, and give a copy to the EW for the TANF record.

C. Enter the date that the recipient signs the VIEW Agreement of Personal Responsibility as the assessment date in the ESP module of VaCMS. The action will begin the 24-month clock which is maintained by the ESW.

D. Advise the eligibility worker, within three **business days after the expiration of the grace period,** when a non-exempt recipient refuses to sign the VIEW Agreement of Personal Responsibility.

E. **Work with the participant to determine the Pathway and Activities in which the individual will engage and monitor compliance with those activities**

F. Report to the EW, within three **business** days, any changes in VIEW activities that will **financially** impact the VIEW participant, **such as** securing **or losing** employment or entering the Full Employment Program (FEP).

G. Advise the eligibility worker that a case is to be sanctioned and the appropriate sanction period **via the Employment Services Communication form or another agency approved method of communication.** The EW will send the ANPA within three **business** days of receipt of the notification from the ESW.

H. Notify the eligibility worker of changes associated with FEP participation that require action. Changes may include initiation of a FEP stipend, issuance of a replacement check to the employer, or evaluation of continuing eligibility upon termination of the placement. Notification is sent using the FEP Communication Form (032-03-0655). The form is available online and may be sent by email. The online version can be accessed on the intranet at **https://fusion.dss.virginia.gov/bp/BP-Home/TANF-and-VIEW/Forms**.

I. Inform VIEW participants of his or her right to request a disability screening if the individual is having difficulty participating in an assigned activity. The participant has the right to be referred for an assessment, by a qualified professional, if the screening indicates a possible disability.

J. Inform VIEW participants that screening and assessment to identify disabilities and other barriers to program participation are voluntary. Ensure that a copy of the "Do Disability?" form is in the VIEW record if the client states they have a known disability or condition that will prevent them from participating in VIEW.

K. **Inform individuals referred to VIEW who have a Medical Evaluation indicating limitations that prevent participation in 20 hours or more of employment, education, or training activities and individuals 18 years of age meeting the criteria at 901.2.c of their right to opt in or opt out of VIEW participation, along with the benefits associated with participating.**

If the individual chooses to opt out of VIEW participation, the ESW must notify the Eligibility Worker within three business days via the Communication Form or another agency approved communication method and the ESP referral must be closed.

L. Inform VIEW participants that they have a right to meet with the ESW to discuss the need to revise the Activity and Service Plan to reflect disabilities, or those of household members that affect the ability to engage in work activities or require accommodations.

M. Inform VIEW participants that they have a right to an Activity and Service Plan that includes the supports, services and any needed accommodations that will be provided to the individual that will enable the individual to participate in work activities or other program requirements.

N. Complete job follow-up for VTP and inform the EW when the participant is no longer eligible for the VTP.

O. Federal regulations require that protective services be made available to any child on whose behalf TANF is being requested or received when it appears that the child is being neglected, abused, or exploited or is in a situation which is otherwise detrimental to his welfare. If the ESW has reason to believe that a child, on whose behalf TANF is being applied for, or received, is in an unsuitable environment because of known or suspected instances of physical or emotional injury, it is the responsibility of the ESW to make a referral to the services staff for protective services.

Known or suspected instances of physical or emotional injuries include instances of sexual abuse or exploitation, and negligence and/or maltreatment of such child under circumstances which indicate that the child's health or welfare is threatened.

901.5 PARTICIPATION AND COOPERATION REQUIREMENTS

A. Agreement of Personal Responsibility - As a condition of **ongoing TANF** eligibility, all non-exempt individuals must sign a written APR. (Because applicants for DA are not required to meet all conditions of eligibility, including participation in VIEW, they are exempt from signing the VIEW APR). An individual who signs an APR is a VIEW participant at the point the APR has been signed and will be considered to be participating in VIEW unless notice is received from the ESW that he has failed or refused to participate. If an individual fails/refuses to participate/cooperate without good cause, the case is not eligible to receive a payment.

The APR, at a minimum, will explain the 24-month time limit and the following participant responsibilities:

1. To seek employment to support his own family.

2. To participate in assignments made by the case manager.

3. To notify the case manager of any change in the participant's circumstances which will impact the participant's ability to satisfactorily participate in the program.

4. To accept a job offer **that will lead to earning a livable wage.** Refusal to accept a job offer **that will lead to earning a livable wage** may result in a sanction if so, determined by the ESW.

5. To arrange and find transportation and day care. The case manager will assist the participant if he has tried but has been unable to find transportation or day care.

B. When an APR Must Be Signed:

1. At the initial VIEW assessment and upon re-referral following a reapplication or a period in which the individual was exempt.

2. When a TANF case was closed while a sanction was still in effect and the sanctioned individual later reapplies for TANF, a new APR must be signed at the time the individual returns to the VIEW program. (The individual will return to the VIEW program only after the sanction has been lifted because the minimum fixed sanction period has been served *and* the individual has completed an act of compliance.)

C. Refusal to Sign the Agreement of Personal Responsibility (APR) - Refusal to sign the APR means overt refusal to sign or failing to participate without good cause in an initial assessment interview in which the APR was to be signed. **Individuals who do not complete the scheduled initial assessment interview must be granted a grace period before negative action is taken to close the case. Clients will have until the 10th day of the following month to complete the initial assessment interview and sign the APR allowing them to receive an additional payment cycle of TANF.** The ESW will advise the EW that a mandatory individual has refused or failed to sign the APR **within three business days following the expiration of the grace period** via completion of the Compliance/Non-Compliance Details screen in the ESP module for failure to sign the APR. **The date the client missed the initial assessment interview will be considered the date of non-compliance and must be the date entered. After the ESP Module is updated**, the non-compliance information will populate on the Non- Compliance Details screen in Data Collection. A task and reminder will be generated to the EW to run eligibility to close the case.

Written notification from the ESW to the EW must also be completed using the Employment Services Communication form or another form of written communication as approved by the local agency such as email. The notification must include the date the client refused to sign the APR and the date of the grace period. If the client signs the APR during the grace period or after the grace period expires but before the effective date of the TANF case closure, the ESW must promptly communicate the APR sign date to the EW both electronically (via system entry) and in writing. The EW must take action to reinstate any cases closed for failing to sign the APR within three business days as long as all other eligibility factors/requirements are met. However, it the TANF case closes, and the mandatory individual reapplies, the system will automatically refer them to VIEW.

Example 1: Ms. Adams is approved for TANF on October 14, 2026, for herself and her two children. She does not meet an exemption from VIEW participation and is referred as a mandatory participant. The ESW schedules the initial assessment interview for October 23, 2026. Ms. Adams fails to attend the initial assessment interview and does not provide good cause for doing so. Non-compliance must not be entered into the ESP module, and the EW must not take negative action to terminate the TANF case as the client will be allowed a grace period in order to comply with the program requirements. The grace period will expire at the close of the business day on November 10, 2026.

Ms. Adams calls the ESW on November 1, 2026, and states she had a family emergency and failed to call to reschedule the initial assessment interview. The EW schedules an interview for November 4, 2026. The client attends the appointment, completes the initial assessment interview and signs the APR thus complying with the program requirements. The ESW must enter the APR sign date of November 4, 2026, on the Compliance/Non-Compliance Details screen in the ESP module triggering a task and reminder to the EW and also provide written notification to the EW advising of the APR sign date using the Employment Services Communication form or another form of written communication as approved by

the local agency such as email. The EW must then run eligibility within three business days to change the case category from TANF to TANF/VIEW.

Example 2: Mr. Goodman is approved for TANF on October 04, 2026, for himself and one child. He is referred to VIEW as a mandatory participant. The ESW schedules the initial assessment interview for October 14, 2026. Mr. Goodman fails to attend the initial assessment interview and does not provide good cause for doing so. Non-compliance must not be entered into the ESP module, and the EW must not take negative action to terminate the TANF case as the client will be allowed a grace period to comply with VIEW program requirements. The grace period will expire on November 10, 2026, at the close of the business day. Mr. Goodman does not contact the agency during the grace period timeframe and does not respond to attempted contacts made by the ESW.

The ESW must enter the non-compliance date of October 14, 2026, on the Compliance/Non-Compliance details screen in the ESP module within three business days following the expiration of the grace period to trigger a Task and Reminder notifying the ESW of the client's failure to sign the APR and must also provide written notification to the EW advising of the client's non-compliance using the Employment Services Communication form or another form of written communication as approved by the local agency such as email. The EW must then run eligibility within three business days to terminate the TANF case effective for November 1, 2026.

Note: If the individual who fails to sign the APR is an individual with limited participation capacity of less than 20 hours as verified by a medical professional or an 18-year-old parent, that is no more than 19 years of age, who is enrolled in elementary or secondary school, including vocational or technical school programs that has opted not to participate in VIEW, or an otherwise exempt individual that has requested to participate in VIEW, the TANF case must not be terminated. Instead, the individual must be returned to exempt status.

Exception: If the individual who failed to sign the APR is a non-parent caretaker, the EW will remove that individual's needs from the TANF payment, and the case will remain open as a child-only case. The individual cannot be included in the payment until an APR has been signed or the individual has become exempt.

D. **Removal of the APR Sign Date**

1. **At reapplication the APR date from the previous episode of TANF with VIEW enrollment must be removed from the client on the Program Request Client Screen in the VaCMS before running eligibility.**

2. **The APR sign date must also be removed when a VIEW participant becomes exempt from program participation. This includes otherwise exempt individuals that have the option of participating in VIEW but fail to meet VIEW program requirements and are subsequently returned to exempt status instead of being sanctioned for non-compliance.**

Note: Failure to remove the APR sign date in these circumstances may result in an incorrect eligibility determination.

1. When a participant becomes exempt during a sanction period, **serving the minimum sanction period is not required. The sanction must be lifted effective the start date of the verified exemption and a full month's TANF payment must be issued as good cause for not participating is met. Adjustment to remove the month from the individual's 24-month VIEW clock is required if the client meets the exemption on the first day of the month, otherwise the month must remain in the count.** -

   Example A: A second VIEW sanction was imposed effective November 1, 2026, for a minimum sanction period of three months. On November 13, 2026, the client submits a Medical Evaluation form signed by a physician on November 13, 2026, which states the client is unable to participate in employment and training activities in any capacity for a duration of six months. The EW must lift the sanction effective November 13, 2026, issue a full month's TANF payment via Benefit Adjustment for the month of November 2026, and adjust the 60-month federal clock accordingly. November must not be removed from the client's 24-month clock as they did not meet an exemption on the first day of the month. The ESW must end the non-compliance in the ESP module.

   Example B: A third VIEW sanction was imposed effective October 1, 2026, for a minimum sanction period of six months. On October 15, 2026, the client reports she gave birth on October 8, 2026, and submits all required verifications to add the newborn to the TANF case to the local department on October 27, 2026. The EW must lift the sanction effective October 8, 2026, issue a full month's TANF payment including the newborn's needs via Benefit Adjustment for the month of October, and adjust the 60-month federal clock accordingly. October must not be removed from the client's 24-month clock as she did not meet an exemption on the first day of the month. The ESW must end the non-compliance in the ESP module

   If the EW is notified by the ESW that the sanction was imposed in error or that the client's failure to participate was due to disability or language barrier, the sanction must be lifted immediately by the ESW and deleted from the automated system by the EW. The sanction will not be included in the client's overall sanction count.

2. When a sanctioned individual becomes disabled or becomes required to care for a disabled family member living in **or out of** the household during the 24-month POI, and such disability or situation prevents the individual from being self-supporting, the individua**l is not required** to serve the fixed sanction period before the individual can be eligible for TANF due to his/her disability, or need to care for the disabled family member, during the 24-month POI.

   Example: A VIEW sanction was imposed effective July 1, **2026** for six months. The client's 24th month of assistance is September **2026.** The 24-month POI begins October 1, **2026.** The client becomes disabled on **October 12, 2026**(unable to work) and applies for TANF on October 13, **2026. The client does not have to** serve the remaining **three** months of the fixed sanction period (in this example, six months). The earliest date that she can be eligible for TANF due to disability is **October 13, 2026.**

E. The EW must apply the sanction effective the month following the month in which she receives notice to sanction, if administratively possible. If this cannot be done, the action must be taken for the second month. The EW must mail the Advance Notice of Proposed Action as soon as possible after receipt of the Notice to Sanction. The advance notice must indicate the duration of the sanction.

Exception: In the case of a TANF-UP household, when one parent is participating in a FEP placement and the VIEW sanction is the result of non-compliance by the other parent, the ESW will advise the EW to delay imposition of the sanction until the month following the end of the FEP placement. This will allow the FEP placement to continue and not be disrupted by the closure of the TANF-UP case due to the sanction

F. The sanction time frames are as follows:

3. For the first sanction, the payment will be suspended for a minimum period of one month and will continue to be suspended until the client complies.

4. For the second sanction, the payment will be suspended for a minimum period of three consecutive months and will continue to be suspended until the client complies.

5. For the third and subsequent sanctions, the payment will be suspended for a minimum period of six consecutive months and will continue to be suspended until the client complies.

In determining the length of time that the sanction will be imposed, if the ESW determines that a previous sanction was due to an unaccommodated disability which prevented compliance, the current sanction should be imposed as if the previous sanction had not occurred. For example, if this would have been the second sanction but the ESW determines that non-compliance with program requirements that resulted in the first sanction was the result of a disability, the second sanction will be treated as if it is the first sanction and the penalty for a first sanction will be applied.

G. While a payment is suspended for a sanction period, the assistance unit members are considered TANF recipients for all other purposes. The time clock for VIEW participants continues during the sanction.

H. The ESW will advise the eligibility worker of the effective date of compliance. If the date of compliance is during the fixed-sanction period, the sanction will be lifted effective the first day of the month following the end of the fixed period. (Note: If the case is approved in a sanction, and the payment suspended, each of the month(s) of suspended payment, including a partial month, will count toward the fixed sanction period.) If the date of compliance is after the fixed period has ended, the sanction will be lifted as of that date and the payment for that month will be prorated.

I. When the sanctioned individual becomes exempt after the minimum sanction period has elapsed, the sanction will be lifted effective the **start** date **of** the **verified** exemption **and a full month's TANF payment must be issued.**

An underpayment will not exist when an exemption change, which should result in an increased payment amount, is reported or verified late.

Exception: If the ESW verifies that the non-compliance with program requirements that resulted in the sanction was the direct result of a disability, the need to care for a **family** member with a disability **living in or out of the home**, or limited English proficiency, the ESW will notify the EW, who will immediately lift the sanction, reinstate payments, and enter the exemption information into the computer system.

J. Sanctions when a client reapplies following case closure:

6. If the sanction is in the fixed period when the case closes, the sanction resumes at approval at the point it left off when the case closed.

Example: A second VIEW sanction was imposed effective 1/1. Client requested that her TANF case be closed effective 1/31. Client reapplied for TANF on 6/15. The application is approved on 7/12 with payments suspended for June and July since the minimum sanction period has not been served. June (though a partial month) and July will count as the second and third months of the three-month sanction period. Once the fixed period has ended and the client has complied with program requirements, the ESW will schedule the client for reassessment at which time a new APR will be signed.

7. If the fixed sanction period passed while the client's case was suspended but still open, and she did not cure the sanction, the TANF case will be approved in a suspended status if she applies for assistance again.

The eligibility worker will not issue a payment until notified by the ESW that the client has complied.

Example: The client failed to complete her job search assignment and was sanctioned for one month beginning 4/1. She notified the worker on 4/12 that she had moved and was now living out of state. Her case was closed effective 4/30. On 8/15, the client reapplied for assistance. Because the sanction was still in place, she was instructed to contact the **ESW** in order to cure the sanction. She agreed to complete a job search assignment, but because she did not do so by the end of the 30-day processing timeframe, her application was approved in a suspended status. The client successfully completed the job search assignment on 10/27 thereby curing the sanction. The **ESW** notified the EW of the client's compliance on that date, the suspension was lifted and the client's **payments** began 10/27, the date she completed the activity.

In both sanction situations, the time clock for the twenty-four-month time limit, which includes months in which partial payments were made, resumes at re-approval. The client is still allowed the VIEW disregards when employed and in a sanction.

8. **The sanction count must start over with each new VIEW enrollment in the 24-month period unless the TANF case closed in a fixed sanction period or if the fixed sanctioned period passed but compliance was not met. This includes at reapplication and when an individual becomes exempt from participation requirements and is subsequently referred to VIEW.**

K. Sanctions when a client moves to another case: When a sanctioned individual moves from one case to another, the sanction continues uninterrupted. The sanction always follows the adult VIEW participant; it does not follow the children or the case.

L. When a sanctioned VIEW participant leaves the household in a sanctioned month, the payment for the remaining household members will be reinstated for the following month. The agency must verify the date on which the sanctioned individual left the home.

Example: Household consists of mom, father, and three children. The father of the children was sanctioned effective 7/1 for non-compliance with VIEW. The payment to the family is suspended as a result of the sanction. The father leaves the household 7/8 and this is verified by the landlord. The month of July remains a sanctioned month. The payment is reinstated effective 8/1 as long as the father has not returned to the home.

M. VIEW Appeal Procedures: The following procedures must be followed at all appeals involving VIEW Sanctions:

9. A representative from the Employment Services Program Service Staff (VIEW) must be present during the appeal hearing.

10. The hearing officer will notify Employment Services Staff of the date and time of the appeal hearing.

11. The summary of facts must be prepared jointly by the Eligibility Staff and Employment Services Staff to ensure that both ESP eligibility and participation issues are stated in the summary.

12. If the appeal is filed timely and payments continue pending the hearing decision, the sanction must be imposed as soon as administratively possible when the decision sustains agency action. There is no overpayment in this situation.

N. **Individuals with limited participation capacity of less than 20 hours per week, parents at least 18, but no more than 19 years of age, who are enrolled in elementary or secondary school, including vocational or technical school programs and who opt to participate in VIEW, along with otherwise exempt individuals that request to participate in VIEW are not subject to sanctioning if they fail to meet VIEW program participation requirements. The ESW must close the VIEW enrollment and advise the EW via the Employment Services Programs Communication Form or another agency approved communication method such as email that the case category must be changed from TANF-VIEW or TANF-UP-VIEW to TANF or TANF-UP as applies.**

Note: The EW must remove the APR sign date from the client on the Program Request Clients Sreen in the VaCMS.

TABLE OF CONTENTS

DEFINITIONS

THE VIRGINIA INITIATIVE FOR EDUCATION AND WORK (VIEW) 1000.1
Executive Summary 1000.1
Federal Requirements 1000.1.A
State Requirements 1000.1.B

HOLISTIC CASE MANAGEMENT 1000.2

ANNUAL EMPLOYMENT AND TRAINING PLAN 1000.3
Program Description 1000.3.A
Program Changes 1000.3.B

LIMITATIONS ON THE RECEIPT OF TANF BENEFITS 1000.4
The Two-Year VIEW Time Limit 1000.4.A
The Five-Year Federal Lifetime Limit 1000.4.B

VIEW PROGRAM FLOW 1000.5

EXEMPT INDIVIDUALS AND VIEW PARTICIPATION 1000.6
VIEW Referrals for Exempt Individuals 1000.6.A
Reapplications 1000.6.B
Timeframe for Participation 1000.6.C
Optional Participants and Sanctioning 1000.6.D

VIEW PARTICIPANTS WITH DISABILITIES 1000.7

BARRIERS TO VIEW PARTICIPATION 1000.8

TABLE OF CONTENTS

VIEW INITIAL ASSESSMENTS 1000.9

Overview – Local Agency Responsibilities 1000.9.A

Scheduling the Initial Assessment Interview 1000.9.B

Client Failure to Attend the Initial Assessment Interview 1000.9.C

The VIEW Initial Assessment Interview 1000.9.D

ESP Well Being Assessment – Worker Resource 1000.9.E

VIEW AGREEMENT OF PERSONAL RESPONSIBILITY 1000.10

TERMINATION OF TANF BENEFITS 1000.11

Notice of Termination Procedures and the Grace Period Allowance 1000.11.A

Documentation for Failure to Report for the Initial Assessment 1000.11.B

Documentation for Failure to Sign the Agreement of Personal Responsibility 1000.11.C

SUPPORTIVE SERVICES 1000.12

Duration of Supportive Services 1000.12.A

Employment Service Worker Responsibilities 1000.12.B

Supportive Services for Recipients 1000.12.C

PATHWAYS AND CORRESPONDING ACTIVITIES 1000.13

Engagement and Stability Pathway 1000.13.A

Employment Pathway 1000.13.B

Education Pathway 1000.13.C

Training Pathway 1000.13.D

Transitional Pathway 1000.13.E

TABLE OF CONTENTS

VIEW AND TRANSITIONAL ACTIVITY AND SERVICE PLANS 1000.14

SANCTIONS 1000.15

Good Cause for Failure to Participate 1000.15.A

Refusal to Participate 1000.15.B

Reason for Applying VIEW Sanction 1000.15.C

Documentation Required for Failure to Report for Assessment, Reassessment, Job or Other Required Interviews, and Two Consecutive Check-Ins. 1000.15.D

Documentation Required for Failure to Report to or Complete Job Readiness/ Search or Education 1000.15.E

Documentation Required for Failure to Report to or Complete a Work Experience, Public Service Program or Full Employment Program Assignment 1000.15.F

Documentation Required for Failure or Refusal to Accept a Bona Fide Job Offer 1000.15.G

Advanced Notice of Proposed Action to Sanction 1000.15.H

Sanction Procedures 1000.15.I

Sanction Periods 1000.15.I

COMPLIANCE 1000.16

REASSESSMENTS AND CHECK-INS 1000.17

Criteria for the Pathway Activities Reassessment 1000.17.A

Explanation of Rise at Reassessment 1000.17.B

Check-Ins 1000.17.C

TABLE OF CONTENTS

VIEW AND TRANSITIONAL EXIT ASSESSMENT 1000.18

TRANSITIONAL SERVICES 1000.19

Transitional Supportive Services 1000.19.A

VIEW Transitional Payment (VTP) 1000.19.B

VTP Follow-Up 1000.19.C

HARDSHIP EXCEPTIONS 1000.20

TRANSFERS 1000.21

APPEALS 1000.22

HEARINGS 1000.23

CONTRACTS 1000.24

Considerations in Contracting 1000.24.A

Services That Can be Contracted 1000.24.B

Selection of Service Providers 1000.24.C

Contract Outcomes 1000.24.D

Payment and Reimbursement 1000.24.E

Contract Duration 1000.24.F

Contract Requirements 1000.24.G

Budget 1000.24.H

Contract Monitoring 1000.24 I

TABLE OF CONTENTS

RECORD RETENTION 1000.25

REACHING INDEPENDENCE THROUGH SAVINGS AND EDUCATION 1000.26

(RISE)

APPENDIX

Appendix A – TWPR (Obsolete through September 30, 2031)

Appendix B – Contracts

Appendix C – Annual Employment and Training Plan

Appendix D – Displacement Grievance Form

Appendix E – Non-Traditional Barriers

Appendix F – Local Agencies Served by Refugee Resettlement Agencies

Appendix G – Understanding Federal Participation (Obsolete through September 30, 2031)

Appendix H – FEP (A), CWEP (B), PSP (C) and OJT (D)

DEFINITIONS

The following words and terms, when used in this guidance, shall have the following meaning:

Adult Basic Education (ABE) - remedial or other instructional activities aimed at enhancing basic educational performance levels including reading, writing and mathematics.

Adult Secondary Education (ASE) –programs which provide instruction either in English, math, science, social studies, and/or writing that help adults earn a high school diploma, high school credit, or prepare them for further education and employment.

Agreement of Personal Responsibility (APR) - the written individualized agreement of personal responsibility outlining the responsibilities of the VIEW participant as required by the Code of Virginia 63.2 - 608 and this guidance.

AmeriCorps - AmeriCorps is a national network of programs that provide individuals with opportunities for community service. AmeriCorps includes local programs operated through the state or national AmeriCorps organizations, AmeriCorps VISSTA, and the AmeriCorps National Civilian Community Corps. Information about AmeriCorps is available at http://www.americorps.**gov.**

Applicant - a person who has applied for TANF or TANF-UP benefits and for whom the disposition of the application has not yet been made.

Annual Employment and Training Plan - a yearly plan submitted to the department by each local agency which describes the locality's VIEW program.

Benefits Cliff - the gap between new or increased earnings and the value of public assistance benefits lost as a result.

Beyond VIEW – the activity for all former VIEW participants that are not eligible for VTP.

Case Manager - the worker designated by the local department of social services to provide case management services. The case manager can be a local agency employee, or the employee of another public agency, private sector contractor, or private community-based organization including non-profit entities, churches, or voluntary organization that provides case management services.

Check-In – informal contact between the ESW and the participant throughout their enrollment in pathway activity assignments for which the ESW provides holistic case management.

Child Care Program - a regularly operating service arrangement for children in which during the absence of a parent or guardian, a person or organization has agreed to assume responsibility for the supervision, protection, and well-being of a child under the age of 13 (or for a child up to 18 years of age if the child is physically or mentally incapable of caring for herself or is subject to court supervision) for less than a 24 hour period.

Child Care Services - the arrangement and/or purchase of child care in order to assist eligible families to obtain or maintain employment, education or training.

Community Work Experience Program (CWEP) - unpaid work in a public or private non-profit organization designed to improve the employability of the participant.

Department - the Virginia Department of Social Services.

Disability - A disability, as defined by the Americans with Disabilities Act of 1990 as amended, is a physical, developmental, cognitive or mental health condition or learning disability that limits the ability of the individual to perform life activities. "Life activities" include but are not limited to: the operation of a major bodily function, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. Chronic health problems such as asthma, diabetes, and hypertension may also be considered disabilities if these conditions limit the individual's ability to function. For the purposes of the VIEW program, a disability must limit the participant's ability to participate in program activities or to work. All disabilities and their impact on program participation and work must be verified by a qualified professional.

A child has a disability if he or she has a physical, developmental, cognitive or mental health condition or learning disability that limits the ability to perform any of the activities listed above, or other activities, as compared with other children of the same chronological age.

Displacement - as applied to employment and employment programs, an illegal practice in which an employer fills a vacancy that exists because another individual is on layoff from the same or equivalent job; or when an employer fills a vacancy created by an involuntary reduction in the work force or by the termination of another employee for the purpose of filling a vacancy with a VIEW participant. No VIEW placement, including placements into the Full Employment Program (FEP), Community Work Experience Program (CWEP) or Public Service Program (PSP), may displace other workers.

Earned Income Disregards - a certain amount of earned income which is not counted when determining the amount of the TANF benefit.

Earned Income Tax Credit - a credit against the federal income tax of employed, low income workers. The earned income tax credit may be received as an addition to the paycheck of an eligible individual or as a refund from federal taxes due.

Education Pathway- supports participants in achieving educational milestones. This may include assignments to ABE, GED, ASE, ESL, post-secondary degrees and industry recognized license, certifications and credential programs.

Employment Pathway – supports participants in obtaining and maintaining employment. Activity assignments include job readiness/search, unsubsidized employment and subsidized employment (FEP).

Engagement & Stability Pathway – supports and promotes family stability, overcoming barriers, identifying goals, and preparing participants to fully engage in the VIEW program.

English as a Second Language (ESL)/ English for Speakers of Other Languages (ESOL) - programs of English language instruction for individuals who are not native English speakers.

ESW - Employment Services Worker. The local agency **Workforce Development Professional** responsible for managing the client's VIEW case. In agencies in which one worker is responsible for both VIEW and TANF eligibility, the position may be referred to as a self-sufficiency worker rather than as an ESW.

EW - Eligibility Worker. The local agency worker responsible for managing the client's TANF case.

Exempt - status of a TANF or TANF-UP applicant or recipient who meets one of the VIEW program exemption criteria and, therefore, is not required to participate in VIEW.

Exit Assessment – an assessment interview conducted with VIEW participants before the effective date of the TANF case closure and with former VIEW participants in the last month of the transitional period designed to allow VIEW staff to capture progress and receive credit for their accomplishments with participants and former participants while also providing insight into program deficiencies and identifying areas for improvement.

Family Stability – a secure, consistent, predictable and nurturing environment within a household that is built through reliable routines, enduring caregiver relationships, emotional support and financial security.

Family Stabilization – the provision of structured support, resources, intense case management and emergency financial assistance to help households overcome crises, establish safe and consistent routines and prevent imminent risk of disruption.

Foundations and Development - an activity assignment that will allow the participants to identify their barriers to participation in other Pathways, set goals, and work with the ESW to determine actionable steps to overcome obstacles.

Full Employment Program (FEP) - subsidized, training-oriented employment designed to train the participant for a specific job, to help increase self-sufficiency and to improve competitiveness in the labor market. Participants receive both a TANF payment and wages from the employer.

Full-time Employment - employment which is at least 30 hours per week at minimum wage or greater.

GED - General Educational Development is a test made up of five sections – language arts, writing, social studies, science, reading and mathematics - that certifies that the individual successfully completing it has academic skills equivalent to those of a high school graduate.

Good Cause - a mitigating circumstance determined by the VIEW worker to satisfactorily explain a participant's failure to comply with program requirements with the result that a sanction will not be imposed.

Hardship Exception - an extension of the 2-year limit on TANF payments allowed under certain circumstances for specific prescribed reasons.

Holistic Case Management - a whole-person, whole-system approach to supporting individuals with complex needs. Instead of focusing on a single problem like housing, employment, or health, it looks at the *entire* context of a person's life and coordinates services across multiple domains, so support is integrated, not fragmented.

Household Member - any child or adult residing with the applicant/recipient. The individual need not be a member of the applicant/recipient's assistance unit to qualify as a household member.

Incentive – a monetary or non-monetary acknowledgement of progression and advancement provided to VIEW participations who achieve milestones throughout their enrollment in the program and to former VIEW participants to reward accomplishments during the 12-month transitional period.

Job Readiness - instruction in skills needed to seek or obtain employment. Job readiness may include instruction in workplace expectations, help in developing resumes and interviewing skills, and life skills training. Job readiness may also include preparation for employment through participation in short term substance abuse or mental health treatment, or in rehabilitation activities for those who are otherwise employable. Such treatment must be determined necessary by a qualified medical professional.

Job Search - **an activity assignment in the Employment Pathway in combination with Job Readiness that allows the participant to look for suitable employment, complete applications, and attend interviews when offered by potential employers while receiving support and assistance from their case manager during the process.**

Limited English Proficiency - the limited ability of a person whose native language is one other than English, or who lives in a family or community environment where a language other than English is the dominant language, to speak or understand the English language.

Local Agency or Local Department - any one of the local social services agencies throughout the Commonwealth that administers the TANF and VIEW programs.

Minimum Wage - the current minimum wage in Virginia or the minimum wage rate for the state where work activities are performed.

On- the - Job Training (OJT) – a type of paid employment in which an employer provides training to an employee in order to increase the employee's skills on the job.

Participant - a TANF or TANF-UP recipient who has signed the Agreement of Personal Responsibility and is participating in the VIEW program.

Part-Time Employment - employment less than 30 hours per week at minimum wage or greater.

Pathway – a way for the participant to achieve a specific result with assignments based on their education, employment history, family stability, barriers, and goals.

Pending - a non-active **assignment because** a participant cannot move immediately into another **pathway** activity.

Post-Secondary Education - a program of instruction beyond the high school level offered by an institution of higher education as determined by the Secretary of Education in accordance with the Higher Education Act of 1965.

Public Service Program (PSP) - unpaid work in a public or private non-profit organization designed to improve the employability of the participant while providing a clearly defined public service. Public Service Program placements must be limited to projects that serve a useful community purpose in fields such as health, social service, environmental protection, education, urban and rural development, welfare, recreation, public facilities, public safety, and child care.

Queue - the list of TANF recipients who are referred by the eligibility worker for participation in the VIEW program.

Reaching Independence through Savings and Education (RISE) – a match savings program administered by the Virginia Department of Social Services (VDSS) designed to support TANF recipients' purchases of qualified assets for the purposes of homeownership, transportation acquisition, the pursuit of post-secondary education, small business ownership, or achieving self-sufficiency through matched savings and training.

Reasonable Distance **-** for VIEW placements, a reasonable distance is considered to be no more than one hour travel time each way from the participant's place of residence to the site of the activity.

Sanction - a suspension of a VIEW participant's TANF payment for non-compliance with program requirements; to suspend a participant's TANF payment for non-compliance.

Supplemental Nutrition Assistance Program (SNAP) Employment and Training (SNAPET) - The employment and training program for SNAP recipients.

Subsidized Employment - employment in which government funds are used to directly subsidize the participant's wages. The Full Employment Program (FEP) is considered subsidized employment.

Supportive Services - services such as child care, **family stabilization,** and transportation provided to a VIEW program participant with an open TANF case to enable the participant to take part in program activities or to work.

TANF Exiter – a work-eligible individual who was included in the TANF standard filing unit at the time of TANF case closure. For federal reporting purposes a client becomes a confirmed exiter if they do not reapply and receive TANF for at least 90 days following the closure.

TANF-UP - a two-parent TANF household in which the parents have at least one child in common and in which neither parent is disabled.

Termination - closure of the TANF case for failure of a mandatory VIEW recipient to sign the Agreement of Personal Responsibility.

Temporary Assistance for Needy Families (TANF) - the cash assistance program for families with children in Virginia, based on the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) as amended by the Deficit Reduction Action (DRA) of 2005.

Time Limitations - limitations on the period of time a family is eligible for TANF assistance based on federal and state statutes.

Training Pathway – supports participants while they learn valuable lessons and skills to increase their employability in the activity assignments of CWEP, OJT and PSP.

Transitional Pathway - supports former VIEW participants during the 12-month period immediately following TANF case closure through the continuation of holistic case management practices and supports provided to further influence the overall well-being of the participant and their family while promoting successful program outcome measures. This pathway is comprised of the VTP activity and the Beyond VIEW activity.

Transitional Services - a category of services available to former VIEW participants once the TANF case is closed. Transitional services include services such as child care, transportation, **family stabilization** and the VIEW Transitional Payment (VTP) which may be provided to a VIEW participant whose TANF case has been closed.

Unsubsidized Employment - employment in which the participant is paid at least minimum wage and for which no government funds are used to subsidize the wages earned by a participant.

VIEW Transitional Payment (VTP) - an incentive payment designed to encourage job retention. It is available to VIEW participants who are working at least 30 hours a week and earning at least minimum wage at the time TANF closes.

Virginia Initiative for Education and Work (VIEW) - the Commonwealth's employment, education, and training services program for TANF recipients. It was implemented in 1995 to assist participants in attaining self-sufficiency.

Vocational Education - education designed to prepare the participant for a specific trade, occupation, or vocation requiring training other than ABE, GED, ESL, or an advanced degree beyond the baccalaureate level.

1000.1 THE VIRGINIA INITIATIVE FOR EDUCATION AND WORK (VIEW)

Executive Summary

The mission of the Department of Social Services is as follows: People helping people triumph over poverty, abuse and neglect to shape strong futures for themselves, their families and communities. VIEW plays a vital role in helping families triumph over poverty by providing employment, education, and training opportunities. The goal of participation in VIEW is the achievement of a living wage.

In Virginia, the benchmark for a living wage is the United Way's Asset Limited, Income Constrained, Employed (ALICE) threshold, which measures the income needed to afford necessities, taking into account the locality cost of living, the size of the household, and the ages of the family members. More information about ALICE can be found at unitedforalice.org.

The Fiscal Responsibility Act (FRA) of 2023 was signed into law on June 3, 2023, with the intent of limiting federal spending, saving taxpayer dollars, growing the economy and increasing the federal debt limit.

As part of the Grow the Economy section, TANF pilot projects for promoting accountability and measuring work outcomes were introduced.

Virginia along with the states of Arizona, Iowa, Nebraska and Ohio were selected to participate in a six-year pilot, during which time the focus will shift away from the TANF Work Participation Rate (TWPR) as a measure of success. Instead, pilot states will be held accountable for improving employment outcomes, supporting earnings growth, and reducing reliance on cash assistance, Medicaid, and SNAP benefits.

Pilot participation affords Virginia the opportunity to redefine the VIEW program, change how participants are served, achieve better outcomes for families in the Commonwealth of Virginia and to significantly contribute to the Administration for Children and Families (ACF) vision for the FRA pilot.

ACF's vision entails strengthening TANF's core values of work, economic independence, and strong, stable families, designing innovative, state-led approaches to helping work-eligible individuals move into and stay in the labor force, and building evidence on whether outcome-based performance measures in TANF lead to stronger employment outcomes and reduced dependency on public benefits.

In order to meet the federal requirements for Pilot states and to align with the goals of ACF, Virginia will replace the transactional nature of traditional VIEW case management with a family-centered approach rooted in trust, transparency, and meaningful progress towards economic independence while protecting the rights and dignity of recipients.

Virginia's VIEW program will now consist of five core principles:

1) **Family Stabilization Services – Participant/families must be assessed for barriers to employment and offered an array of supportive services to become stable. LDSS VIEW staff are required to stabilize families before assigning participants to an activity.**

2) **<u>Holistic Case Management</u> - Case managers must use assessment tools and other forms/tools as defined by the state to implement the Goal Pathways approach. Case management must be provided with a trauma-informed lens using motivational interviewing techniques and must include a whole-person, whole-system approach to supporting individuals with complex needs. Case managers must utilize community partners and refer participants when they have a need that VIEW cannot address.**

3) **<u>Restructured Participant Pathways</u> (activities, requirements, verifications) – VIEW participants must be assigned to one of four Pathways: Engagement and Stability, Employment, Education, or Training. Each of these Pathway will be introduced during the Initial Assessment, allowing the participant and the ESW to determine which Pathway is most appropriate based on the participant's education, employment history, family stability, barriers, and goals. Participants will have the ability to engage in multiple Pathways simultaneously if necessary. During the 12-month period immediately following TANF case closure, former participants must be assigned to the Transitional Pathway.**

   Participants and former participants must meet newly defined participation requirements based on activity assignments and continue to check in with their case workers regularly as scheduled based on the check-in requirements of the assignment.

4) **<u>Partnerships for Family Sustaining Employment Opportunities</u> – Local departments should strive to have partnerships in place with entities that can provide family stabilization, employment, education, and training supports for any services not directly provided by VIEW.**

5) **<u>Transitional Services</u> – Participants must continue to receive supportive services and holistic case management for 12 months after TANF closure.**

Based on the core principles, activities no longer have hour requirements with the exception of FEP and VTP as FEP and VTP requirements remain the same. Additionally, the formula for the calculation of CWEP hours continues. All other activities must be tailored to the VIEW participant's capability, barriers and specific assignment availability.

Example: An employer offers 28 hours of employment to avoid paying for healthcare. The assignment for the employment activity must not exceed 28 hours per week and there must not be an additional required activity assigned to the participant.

<u>Note</u>: Refugee families receiving TANF or TANF-UP payments are subject to VIEW participation requirements. (Refugee families who are not eligible for TANF or TANF-UP, but who receive Refugee Cash Assistance (RCA), are not eligible to participate in VIEW.)

TANF recipients enrolled full-time in an accredited public institution of higher education or other postsecondary school licensed or certified by the Board of Education or the State Council of Higher Education for Virginia and taking courses as part of a curriculum that leads to a postsecondary credential, such as a degree or an industry-recognized credential, certification, or license may have the option to be exempted from mandatory participation in VIEW (see House Bill 484). VIEW participation is optional for postsecondary students. The choice to not participate in VIEW will make the recipient ineligible to receive supportive services.

Note: Individuals with an educational exemption would remain exempt from VIEW until they verify that they are no longer enrolled full-time in a postsecondary school. The exemption includes any breaks between their semesters, trimesters and quarter sessions.

Pilot Implementation Timeframes:

- **Pilot Projects have a six-year time frame, starting with a planning year.**
- **The Federal Fiscal Year begins October 1 each year and runs through September 30 of the next year.**
- **FY 2026 - October 1, 2025, to September 30, 2026, equates to the planning year.**
- **Pilot implementation begins on October 1, 2026.**

Virginia's VIEW program will be subject to the following federal and state requirements as determined by the Fiscal Responsibility Act of 2023 and the selection as a Pilot state:

A. Federal Requirements

1) **Employment Rate in the 2nd quarter after TANF exit**
2) **Median Earnings in the 2nd and 4th quarter after TANF exit**
3) **Independence from SNAP 4th quarter after TANF exit**

B. State Requirements

1) **Earnings in comparison to the ALICE standard**
2) **Improvement in family well-being**
3) **Education and Training Enrollment (Subject to Approval)**
4) **VIEW Transitional Payment (VTP) 12-month Enrollment Achievement (Subject to Approval)**

Data from the VaCMS will continue to be sent to the federal government on a quarterly basis during the pilot years. It is very important that all information in the VaCMS is accurate and entered into the system in a timely manner.

To ensure the continued stability of Virginia families, local departments must incorporate benefit cliffs discussion into their holistic case management approach. Local departments must continue to provide supportive services to include incentives as well as transitional supportive services to include incentives to address the gap between new or increased earnings and the value of public assistance benefits lost as a result.

1000.2 HOLISTIC CASE MANAGEMENT

Holistic case management is a comprehensive, whole-person approach to VIEW employment services that incorporates assessment, planning, service coordination, and ongoing support to address the full range of factors that influence a participant's ability to achieve self-sufficiency. This approach recognizes that employment outcomes are influenced not only by job readiness, but also by family stability, housing, transportation, childcare, and other social and situational circumstances.

Under holistic case management, the employment services worker collaborates with the participant to identify strengths, barriers, goals, and service needs; coordinates with internal and external partners; and provides continuous guidance and monitoring to ensure the participant receives the support necessary to engage in pathway activities and progress toward long-term economic stability.

The usage of trauma informed care in the management of VIEW cases allows for the focus to be to "what has happened to a person" rather than "what is wrong with them". Practicing holistic case management with a trauma informed lens, means every participant should be treated as though they have a history of trauma, even if they never divulge it. Applying a trauma informed approach that entails prioritizing physical and emotional safety, transparency and maximization of client choice helps to reduce instances of re-traumatization.

The Employment Services Case Management Guide shall be used as a tool by the ESW, as it supports the VIEW program's goal of providing proven service approaches and strategies that help current and former participants, including those with multiple barriers to employment, prepare to enter, succeed, and advance in the workplace.

A. Whole-Person Assessment

A whole-person assessment is a comprehensive evaluation of a VIEW participant's circumstances that examines employment readiness, personal strengths, barriers, and the broader conditions that may affect the individual's ability to engage in pathway activities and achieve self-sufficiency. This assessment considers employment history, education, health and mental health needs, family stability, childcare, housing, transportation, financial circumstances, and other relevant social and situational influences. The VIEW worker uses this information to develop an individualized pathway plan that aligns with the participant's goals, identifies necessary supports, and coordinates services that promote meaningful participation and long-term stability.

B. Barrier Identification and Removal

Barrier identification and removal is the process of determining and addressing the personal, family, logistical, and environmental circumstances that may limit a VIEW participant's ability to engage in required pathway activities. The worker identifies challenges such as health needs, childcare, transportation, housing stability, and other social and situational influences, and then coordinates supports, referrals, and interventions to reduce or eliminate these barriers. This process ensures participants have access to the resources necessary for meaningful participation and progress toward self-sufficiency.

C. Individualized Pathway Planning

Individualized pathway planning is a collaborative process in which the VIEW worker and the participant develop a personalized pathway toward employment and self-sufficiency. The plan identifies the participant's goals, strengths, and practical and situational barriers, and outlines the services, supports, and activities needed to move forward.

Using motivational interviewing and strength-based engagement, the VIEW worker helps the participant define clear action steps, build confidence, and sustain progress. The pathway is reviewed regularly and adjusted as the participant's circumstances evolve to ensure it remains realistic, achievable, and aligned with long-term self-sufficiency outcomes.

D. Coordinated Service Delivery

Coordinated service delivery is the structured process through which TANF and VIEW staff work collaboratively with internal programs (SNAP, MA, Child Care, Energy Assistance, Family Services, etc.) and external community partners to ensure participants receive timely, aligned, and comprehensive supports. This includes organizing referrals, sharing relevant information, and integrating services such as workforce development, childcare, transportation, education, and supportive services so that assistance is seamless and responsive to the participant's needs. This approach promotes consistent communication, reduces service gaps, and ensures that assistance is practical and situational to the participant's circumstances.

E. Ongoing Monitoring and Adjustment

Ongoing monitoring and adjustment is the continuous process in which VIEW staff track a participant's progress, review participation in assigned activities, and update the Activity and Service Plan as circumstances change. This includes regular check-ins, documentation of progress, identification of new and situational barriers, and modification of goals, activities, or supports to ensure the plan remains realistic, achievable, and aligned with the participant's path toward employment and self-sufficiency. This process ensures that services remain aligned with the participant's changing circumstances and continue to meet their needs effectively.

F. Strength-Based Engagement

Strength-based engagement is an approach in which the VIEW worker identifies and builds upon a participant's existing strengths, skills, motivations, goals, and resources to support progress toward long-term employment and self-sufficiency. Using motivational interviewing techniques, workers engage participants through collaborative, non-judgmental conversations that enhance motivation, build the participant's confidence in their own abilities and encourage motivation for progress. This approach emphasizes the participant's capabilities rather than deficits, promotes shared decision-making, and strengthens the participant's role as an active partner in their self-sufficiency journey.

G. Holistic Case Management Scenario Example

When Anna enrolled in VIEW, her ESW began with a whole person assessment to understand her employment goals and current challenges. Through motivational interviewing, Anna shared that she wanted a stable office job but felt overwhelmed balancing job search, caring for her two children, and managing transportation issues.

The ESW used strength-based engagement to highlight Anna's organizational skills and previous clerical experience. Together, they created an individualized pathway plan that included enrolling in a short administrative skills refresher course, applying for child care assistance, and receiving transportation support.

The ESW coordinated with workforce partners and the child care unit to ensure services were aligned. During regular check-ins, the ESW monitored Anna's progress and adjusted her plan when her class schedule changed, demonstrating effective ongoing monitoring and adjustment. With consistent support, Anna completed training, secured an entry-level office position, and began moving toward long-term self-sufficiency.

1000.3 ANNUAL EMPLOYMENT AND TRAINING PLAN

It is the responsibility of each local agency to submit an Annual Employment and Training Plan to the TANF/VIEW Regional Consultant for approval no later than **April** 1st of each year**.** The plan will be developed in accordance with guidelines issued by VDSS and will outline the provision of employment and training services to assist participants achieve a living wage. Plans must contain specific details regarding the agency's operation of the VIEW program, including client and community demographic information, community partnerships, supportive services, and transitional supportive services offered.

A. The plan will describe the agency's VIEW Program and must include the following sections:

1. VIEW Program Descriptions
2. Contacts and Interagency Agreements Summary
3. Employment Services Staff Report
4. Fiscal and Budget
5. Local Workforce Plan Certification

B. Changes to the Annual Employment and Training Plan are to be made under the following circumstances:

1. When a program component is modified to include any changes to supportive services, incentives, transitional supportive services and transitional incentive supportive services offered by the agency.
2. When there is a change in the number of participants to be served, or in planned expenditures, of 15% or more.

Plan changes are to be submitted using the E&T Modification form and must be sent to the TANF/VIEW Regional Consultant in advance for approval.

Approval of local agency requests for additional funding must be submitted through the Budget Request System (BRS). Approvals and denials will be made based on funding availability and performance.

1000.4 LIMITATIONS ON THE RECEIPT OF TANF BENEFITS

A. The Two-Year VIEW Time Limit

TANF recipients who are required to participate in VIEW are subject to a two-year limit on receipt of TANF benefits. Once 24 months of benefits have been received, the client is ineligible to receive TANF benefits again until 24 months from the date of the TANF case closure. The months of TANF assistance that count toward the two-year time limit are recorded by the ESW on the 24-month VIEW clock. Months of participation in the TANF employment programs of other states are not counted on the 24-month clock.

1) The two-year time limitation for receipt of TANF benefits begins the first of the month after the date the Agreement of Personal Responsibility is signed. The VIEW status of the TANF recipient on the first of each month determines if the month will count toward the two- year period.

2) The months in which the participant meets any of the following conditions on the first of the month will not count toward the two-year time period:

   a) she is exempt from VIEW;

   b) she does not have an open VIEW supplement, for reasons other than sanction;

   c) she is assigned to inactive.

3) The months in which the participant meets any of the following conditions on the first of the month will count toward the two-year time period:

   a) she is assigned to pending;

   b) she is assigned to an active component (this will also apply if she is assigned to an active component at any time during the month AND was already enrolled in VIEW but not assigned to Inactive on the first day of the month);

   c) she is sanctioned;

   d) her TANF benefits are continuing due to an appeal;

   e) she is employed at the time the case transfers from another locality and is receiving the VIEW enhanced disregard.

B. The Five-Year Federal Lifetime Limit

Sixty months is the federal lifetime limit to receive TANF. The 60-month clock is based on months for which the client received TANF cash assistance. (See 201.1.G for a list of individuals who have 60-month clocks despite being removed or excluded from the TANF assistance unit.) The 60-month clock works independently of the VIEW clock. The 60-month clock advances for each month a TANF payment is issued including months when a client is in an Inactive status. The 60-month clock will not advance during any TANF suspension including a VIEW sanction. All months of TANF assistance that a client received in another state must be determined and counted on the 60-month clock.

1000.5 VIEW PROGRAM FLOW

The VIEW program is designed to promote the self-sufficiency of participants through *ongoing and continuous* engagement in Pathway activities during their enrollment and throughout the 12-month transitional period. As a result, there may be periods when a participant is assigned to activities that support long-term self-sufficiency and improved employment outcomes, even if those activities do not lead to immediate employment.

A. The ESW will complete an initial assessment of the participant within 10 calendar days of referral to the ESP queue, if possible, but in all cases within 30 calendar days. The 10-day and 30-day periods begin with, and count, the date the client was assigned to the queue.

The assessment will include an explanation of VIEW program opportunities and requirements. Additionally, it may include an explanation of the availability of screening for domestic violence, learning disabilities, mental health problems, physical disabilities, and alcohol and substance abuse, and of reasonable accommodations if needed. The participant must be told about the availability of disability screening within 90 days of signing the APR if it is not explained at the initial assessment.

B. The ESW will review and explain the VIEW Agreement of Personal Responsibility (032-02-0310) individually with the participant at the time of the initial assessment, and the client will sign the document. **If the assessment is taking place over the phone or through another approved virtual platform, the ESW will accept a verbal signature and document that a verbal signature was obtained on the APR.**

C. **The initial assessment will include an explanation of the Pathways and Activities, as well as a thorough discussion of barriers the participant may be facing. The ESW will also explore short- and long-term goals with the participant to determine the most appropriate Pathway and activity.** The assignments should be made taking into consideration the knowledge, skills, and abilities of the participant.

D. The VIEW worker may assign the client to activities for the month of assessment (which may be a partial month). All assignments will be recorded on the **VIEW** Activity and Service Plan and will be entered into the ESP module in VaCMS no later than 3 working days after the **VIEW** Activity & Service Plan is completed. If it becomes necessary to change an assignment included on the **VIEW** Activity and Service Plan, a new plan will be completed.

E. At the end of each activity assignment, the client will be reassessed and assigned to another activity. The focus of the reassessment will be on the client's progress in the activity, and an evaluation of the client's needs for additional program activities and services **to reach their goals.**

The reassessment will include an exploration of any barriers, including a verified disability, limited English proficiency, lack of reasonable accommodations or support services, or other barriers, that may make it difficult for the client to search for or obtain employment.

The ESW will offer the client screening for domestic violence, learning disabilities, mental health problems, physical disabilities, and alcohol and substance abuse if a disability determination has not been made and if it seems likely that a disability may be affecting the client's progress in the program. All VIEW participants must be offered the screenings within 90 days of signing the APR. If the screening indicates that the client may have a disability, the ESW will refer the client to a qualified professional for an in-depth disability evaluation.

The client's **VIEW** Activity and Service Plan will be revised and updated to reflect all needed services and any accommodations relating to disabilities or other barriers to participation.

F. **Throughout a client's enrollment in the VIEW program, they will be provided with holistic case management services and an ongoing evaluation of their circumstances, barriers, and goals. The ESW and client will work together to identify steps necessary to overcoming barriers, outline actions needed to accomplish both short- and long-term goals and determine what Pathways and activities will help the client have successful outcomes.**

G. **As the participant nears the end of the 24-month time limit or the TANF case closes for another reason, an Exit Assessment will be performed to evaluate progress made throughout the enrollment in the VIEW program and to explain the supports that may be provided during the 12-month transitional period. The Exit Assessment must take place prior to the effective date of the TANF case closure or as soon as administratively possible.**

H. A participant can apply for a hardship exception during the 60-day period prior to the end of the two- year time period. Clients who are granted a hardship exception will have the period of TANF eligibility extended.

I. **When the client's TANF case closes, they will be reassigned to the Transitional Pathway for the 12-month transitional period, which includes two activities, Beyond VIEW and the VIEW Transitional Payment (VTP). The client will continue to receive holistic case management services throughout this time.**

1000.6 EXEMPT INDIVIDUALS AND VIEW PARTICIPATION

Participation in the VIEW program by otherwise exempt individuals provides a favorable opportunity for ESWs to engage those that demonstrate a strong personal commitment to improving their situations and employment outcomes.

A. VIEW Referrals for Exempt Individuals and Holistic Case Management Practices

1) **Eighteen-year-old parents and needy non-parent caretakers at least 18, but no more than 19 years of age, who are enrolled in elementary or secondary school, including vocational or technical school programs (the vocational or technical school must be equivalent to secondary school) will automatically be referred to VIEW unless they meet another exemption. During the Initial Assessment, the ESW must provide them with a comprehensive explanation of the VIEW program to include the availability of supportive services and supportive services incentives. Once the explanation is received, individuals in this category will be given the option to either participate in the VIEW program or to opt out of participating.**

2) **Individuals with limited capacity for participation due to a temporary medical condition will be manually referred to VIEW by the EW if the Medical Evaluation indicates that the individual has limitations that prevent participation in 20 hours or more of employment, education, or training activities. During the Initial Assessment, the ESW must provide them with a comprehensive explanation of the VIEW program to include the availability of supportive services and supportive services incentives. Once the explanation is received, individuals in this category will be given the option to either participate in the VIEW program or to opt out of participating.**

3) **Individuals without any capacity for participation as indicated on the Medical Evaluation who request to participate must provide a new Medical Evaluation Form (032-03-1040) completed by a medical professional. The Medical Evaluation must state that the individual is able to participate and list limitations, if any. that would affect the individual's ability to participate before they can be referred to VIEW.**

4) **Recipients enrolled in full-time postsecondary higher education may have the option to participate in VIEW and will only be referred to the VIEW program if they indicate to the EW that they would like to participate. As outlined in House Bill 484, it exempts from mandatory participation in the VIEW program recipients of Temporary Assistance for Needy Families who are enrolled full-time in an accredited public institution of higher education or other postsecondary school licensed or certified by the Board of Education or the State Council of Higher Education for Virginia and are taking courses as part of a curriculum that leads to a postsecondary credential, such as a degree or an industry-recognized credential, certification, or license. During the Initial Assessment, the ESW must provide them with a comprehensive explanation of the VIEW program to include the availability of supportive services and supportive services incentives. Once the explanation is received, individuals in this category may choose to not participate without penalty.**

5) **A parent or caretaker/relative of a child under 12 months of age who personally provides the care for a child may request to participate in the VIEW program.**

During the Initial Assessment, the ESW must provide the recipient with a comprehensive explanation of the VIEW program to include the availability of supportive services and supportive services incentives. The explanation should also detail the advantages of participating in the VIEW program as pertains to the overall stability of the family. Once the explanation is received, individuals in this category may choose to not participate without penalty.

6) **Parents and needy non-parent caretakers 60 years of age of older may request to participate in the VIEW program. During the Initial Assessment, ESW's must explain the VIEW program through the lens that many people are now waiting to have children later in life and are often experiencing the "sandwich effect" of raising their children while caring for elderly parents. Once the recipient receives a detailed explanation of the VIEW program including the availability of supportive services and supportive services incentives, they may choose not to participate without penalty.**

7) **Individuals providing care on a continuous, ongoing basis for a disabled family member living in or out of the home may choose to give up their exemption and request to participate in the VIEW program. During the Initial Assessment, the ESW must provide a comprehensive explanation of the VIEW program to include flexible assignments that will not interfere with the client's caretaking responsibilities, the availability of supportive services and supportive services incentives. Once the explanation is received, the recipient may choose not to participate without penalty.**

Note: Recipients in all the forementioned categories are not subject to the noncompliance penalty of termination for failing to complete the initial assessment/sign the APR. In these instances, the ESW must close the ESP referral and notify the EW that the client must be returned to exempt status as long as the exemption criteria remain in place.

Exception: TANF recipients under the age of 18, SSI recipients, and ineligible aliens cannot volunteer to participate in VIEW.

B. Reapplications

If the TANF case of an exempt client **who participates** in VIEW closes, and the client reapplies, the client's exemption status will be determined as part of the eligibility process. The client will be referred to VIEW if **they are** no longer exempt. If the client's previous exemption was for a temporary medical condition or for caring for a disabled household member, **they** must secure a new medical if **they state they are** unable to participate in VIEW for either of those reasons. If the client is determined to be exempt at reapplication and again wishes to give up **their** exemption and participate, **they** may do so **without penalty.**

C. Timeframe for Participation

Applicants can **opt in or request to participate in** VIEW only after the TANF application has been approved. They are eligible for the VIEW enhanced disregards in the month following the month the VIEW APR is signed at the initial assessment.

Note: The APR cannot be signed prior to the initial assessment.

D. Sanctioning of Optional Participants

If an **optional participant** is assigned to a **Pathway** activity and does not participate as required, that individual **must no**t be referred for **sanctioning as long as the exemption criteria remain in place. The ESW must close the enrollment and notify the EW so they may return the individual to exempt status. Upon expiration of the exemption, the client will be referred** to VIEW as a mandatory participant.

1000.7 VIEW PARTICIPANTS WITH DISABILITIES

Some VIEW participants have disabilities, including temporary medical conditions, or are caring for family household members with disabilities, that may affect program participation. Disabilities may be identified during the application process when the client is given the "Do You Have a Disability" form, or later as a result of VIEW screening or evaluation. When the ESW has documentation of a disability and the effect of the disability on program participation, accommodations can be put in place so that the participant is not denied the opportunities available through VIEW. Having a disability does not mean that an individual cannot successfully participate in VIEW activities and move toward self-sufficiency.

The Medical Evaluation Form (032-03-1040) will be used to determine if a client referred to VIEW should be made exempt or when the client's ability to work or participate in the program is unclear. See **Chapter 901.2.C**. for specific guidelines regarding medical evaluations.

Accommodations may include, but are not limited to: **assignment to the Engagement and Stability Pathway, Foundations and Development activity in order to work towards overcoming barriers**, flexible hours for **employment** activities, providing the individual with **employment** activities in a specific work environment that enables the individual to participate in **employment** activities, providing particular types of jobs or **employment** activities that are consistent with the person's limitations, activities that are scheduled so they do not conflict with ongoing medical or mental health treatment, additional notice of program appointments, additional explanation of program rules, job coaches, additional time to complete program requirements, and additional intervention before an **individual is returned to exempt status for not meeting** VIEW program requirements.

See the Job Accommodation Network site for an extensive list of accommodations by disability https://askjan.org/.

Some individuals are caring for family household members with a disability, and can only participate part- time, during particular hours, or on a flexible schedule. When an individual has such a limitation, the employment services worker must find **employment** activities for the individual that do not conflict with the individual's care-taking responsibilities. The Statement of Required Presence of Caregiver form (032-03-0020) will be used to verify the family member's condition, as well as the necessity for care that limits the individual's availability for work.

Examples: Ms. A lost her job because she frequently gave customers the wrong amount of change. It is determined that she has a learning disability that makes such transactions very difficult. The worker may place her in the **Engagement and Stability Pathway, Foundations and Development activity** to arrange for training that will teach Ms. A techniquse that will allow her to make accurate change despite her disability. Alternately, the worker might assist Ms. A in identifying suitable jobs that do not require this skill.

Ms. B is caring for a child with a disability and keeps losing her job because she is frequently called away from work by the child's school to deal with health-related emergencies. The worker helps Ms. B locate employment that allows the flexibility she needs.

Ms. C frequently leaves TANF due to employment, but just as frequently reapplies after losing her job. It is determined that mental impairment prevents her from handling many work situations. The worker helps Ms. C find employment with fewer challenges and provides intensive and **frequent check-in**s to help Ms. C work through any problems before they result in job loss.

1000.8 BARRIERS TO VIEW PARTICIPATION

Holistic case management requires identifying and actively addressing interconnected physical, psychological and socio-economic barriers to stability. A requirement of Virginia's TANF Pilot is for VIEW case managers to focus on barrier reductions to ensure that no participants are lost to bureaucracy, policy confusion or everyday life obstacles.

Behavioral science-informed nudges offer a practical, humane solution to the persistent challenge of engagement in VIEW. Traditional approaches, such as mailed notices or formal warnings, often miss the mark because they do not address the real, layered barriers that families face as they navigate the social services system and the demands of their own lives.

Many participants face complex and personal challenges that make commitments hard to meet. While traditional approaches are still required, the VIEW program aspires to make engagement easier not harder. Therefore, VIEW staff must also utilize behavioral nudges such as timely reminders and reframed deadlines into their everyday case management practices as outlined in specific guidance sections to help bridge the gap between intent and action.

While certain barriers (physical disability and mental health) require verification as pertains to the ability and extent an individual possesses to participate in the VIEW program, all barriers must be documented in the VaCMS case and must be considered when making Pathway assignments and discussing participant program goals.

Under no circumstances should an individual with a domestic violence barrier, to include undocumented domestic violence, be assigned to an activity that is identified as putting the family's safety in jeopardy.

The Screening for Employment Barriers: Issues and Tools is a resource for local departments of social services to use when pre-screening individuals with possible employment barriers who are referred to the VIEW program. Barriers to employment may consist of any challenge that prevents a person from getting or keeping a job or advancing in their career or education. Many individuals who face barriers want to work and are fully capable of doing so, but the barriers they face may inhibit them from getting the opportunity to showcase their skills and talents.

Common barriers that many VIEW participants face/encounter/have may include but are not limited to:

- **Child care barriers — Lack of affordable, reliable child care; limited hours; care for children with special needs.**
- **Transportation barriers — No car, unreliable vehicle, limited public transit, long commute times.**
- **Mental health challenges — Depression, anxiety, trauma, untreated conditions that affect functioning and stability.**

- **Substance use issues — Active use, recovery needs, treatment schedules, stigma.**
- **Domestic violence — Safety concerns, control by partner, relocation needs, trauma responses.**
- **Housing instability — Homelessness, frequent moves, unsafe living conditions, overcrowding.**
- **Low education or limited literacy — Difficulty completing applications, training, or job tasks.**
- **Limited work history — Long gaps in employment, lack of references, limited job skills.**
- **Criminal justice involvement — Background checks, employer restrictions, probation requirements.**
- **Health and disability barriers — Chronic illness, physical limitations, untreated conditions, need for accommodations.**
- **Digital access barriers — No computer, limited internet, low digital literacy.**
- **Motivation and engagement challenges — Ambivalence, burnout, fear of failure, lack of confidence.**
- **Cultural or language barriers — Limited English proficiency, unfamiliarity with U.S. workplace norms.**
- **System navigation barriers — Difficulty understanding requirements, paperwork, and deadlines along with the challenges of navigating multiple departments and agencies.**

1000.9 VIEW Initial Assessments

A. Overview - Local Agency Responsibilities.

Each local agency will establish a process so that the initial assessment of VIEW clients includes the following:

1. **The evaluation and identification of the participant's family stability (housing, child care, transportation, and support system), well-being (physical health, mental health and safety), employment, financial health (income and financial stability) and the status of education, training and/or workforce credential attainment.**

2. An initial identification of the **appropriate Pathway activities that the participant will be placed in to support their participation in the VIEW program.**

3. **Determination of supportive services needed to participate in a Pathway activity.**

4. The signing of the Agreement of Personal Responsibility (APR).

5. **Contingent upon if the participant chooses goals to attain, then the ESW may utilize the Employment Services Program Goal Pathways Worksheet to outline the participant's goals and potential timeframes for achieving such goals.**

B. Scheduling the Initial Assessment Interview

1. The ESW will assess the participant within 10 calendar days if possible after assignment to the queue, but in all cases within 30 calendar days of assignment.

2. The assessment will take place during an individual, face-to-face, telephone, or virtual interview between the participant and the ESW. The assessment interview will be scheduled at a time that does not conflict with work hours, or with previously scheduled medical or mental health appointments, whenever possible. When necessary, the worker can meet with the participant at a mutually agreed upon location outside the agency.

   If the initial assessment is conducted by telephone or virtually, the ESW should document the case file specifying the date on which the **VIEW** Activity and Service Plan was discussed and agreed to by the participant, mail a copy of the **VIEW** Activity and Service Plan and all other required documents to the participant, and key the assignment information into the ESP module in VaCMS. The **VIEW** Activity and Service Plan **is valid with the verbal signature with no additional action required**. The participant should be advised that the program assignment must be carried out **based on their verbal signature.**

3. The ESW will send the participant a letter informing the individual of the date of the assessment interview **and how to prepare for it.** The letter will explain that appearance for the assessment interview is a condition of continued eligibility for TANF and that failure to attend the interview and sign the Agreement of Personal Responsibility (APR) may result in termination of the TANF payment. The letter will also **inform** the participant how to contact the ESW if unable to attend the interview and needs to reschedule it. The ESW must also send the participant the Employment Services Program Assessment.

Note: When the VIEW client is a refugee in a locality served by a Refugee Resettlement agency, the local agency should initiate contact with the resettlement agency to coordinate employment and training services. (See Appendix I for refugee resettlement agency contact information and local agencies served.) The resettlement agency will be responsible for sending the local agency a copy of the refugee's Individual Employment Plan (IEP) which details the employment services the resettlement agency will provide. Some of these services may be included in the client's VIEW participation requirement, but the overall responsibility for insuring that the refugee meets VIEW program requirements, and verification of participation, remains with the local agency.

Refugees who receive Refugee Cash Assistance (RCA), rather than TANF or TANF-UP, are not eligible to participate in VIEW and are not referred to the VIEW program. The responsibility for meeting their employment and training needs rests solely with the refugee resettlement agency serving the locality.

C. Client Failure to Attend the Initial Assessment Interview

If the recipient requests the closure of **their** TANF case prior to the scheduled date of the initial assessment appointment, the ESW will send a communication form to advise the EW to close the case. If the recipient subsequently requests that the TANF case be reopened prior to the effective date of the case closure, **they** must complete the initial assessment appointment and sign the Agreement of Personal Responsibility before the TANF case will be reopened. The VIEW worker will make every effort to schedule this appointment prior to the effective date of the TANF case closure. The recipient will be advised that if **they fail** to attend the appointment, the TANF case will be closed based on **their** original request.

Note: The grace period for signing the Agreement of Personal Responsibility does not apply for this circumstance.

1. If the participant does not appear for the interview, the ESW must make attempts to contact the client verbally and in writing or electronicall**y. Individuals who do not complete the scheduled initial assessment interview must be granted a grace period before negative action is taken to close the case. Clients will have until the 10th day of the following month to complete the initial assessment interview and sign the APR allowing them to receive an additional payment cycle of TANF. During the grace period, the ESW must make attempts to contact the client verbally, in writing or electronically as a necessary step to assist with the client's engagement in the VIEW program.**

2. **The ESW will advise the EW promptly upon expiration of the grace period that a mandatory individual has refused or failed to sign the APR. The EW must take action to ensure the TANF case is closed as soon as administratively possible or within three business days following the expiration of the grace period. When the ESW completes the Compliance/Non-Compliance Details screen in the ESP module for failure to sign the APR, the date the client missed the initial assessment interview will be considered the date of non-compliance and must be the date entered. After the ESP Module is updated, the non-compliance information will populate on the Non- Compliance Details screen in Data Collection. A task and reminder will be generated to the EW to run eligibility to close the case. Written notification from the ESW to the EW must also be completed using the Employment Services Communication form or another form of written communication as approved by the local agency such as email. The notification must include the date the client refused to sign the APR and the date of the grace period.**

3. **If the client signs the APR during the grace period or after the grace period expires but before the effective date of the TANF case closure, the ESW must promptly communicate the APR sign date to the EW both electronically (via system entry) and in writing using the Employment Services Communication form or another form of written communication as approved by the local agency such as email. The EW must take action to reinstate any cases closed for failing to sign the APR within three business days as long as all other eligibility factors/requirements are met. However, if the TANF case closes, and the mandatory individual reapplies, the system will automatically refer them to VIEW.**

Note: If the individual who fails to sign the APR is an individual with limited participation capacity as verified by a medical professional, an 18-year-old parent or caretaker, that is no more than 19 years of age, who is enrolled in elementary or secondary school, including vocational or technical school programs that has opted to participate in VIEW, or an otherwise exempt individual that has requested to participate in VIEW, the TANF case must not be terminated. Instead, the individual must be returned to exempt status.

Exception: If the individual who failed to sign the APR is a needy non-parent caretaker, the EW will remove that individual's needs from the TANF payment, and the case will remain open as a child-only case. The individual cannot be included in the payment until an APR has been signed or the individual has become exempt.

D. The VIEW **Initial** Assessment Interview

The ESW will conduct an interview with the client either face-to-face, by telephone, or virtually, to determine **the client's** prior education, training, work experience, service needs and current job readiness. **The interview will be:**

a) Client-centered to understand the client as a whole person and not just their challenges, but their goals, motivations, strengths, and circumstances.

b) Goal-focused to help the client clearly define what they want to achieve and to guide the conversation toward practical, attainable outcomes.

c) User-friendly to make the assessment process clear, comfortable, and easy for the client to navigate by using less paperwork for clients to complete prior to the Initial Assessment appointment.

The interview will include:

1. An identification **and screening of the participant's family stability (housing, child care, transportation, and support system), well-being (physical health, mental health and safety), employment, financial health (income and financial stability) and the status of education, training and/or workforce credential attainment.** This evaluation will guide the ESW in identifying the following: participant's job readiness skills, occupational skills and interests, education, work history, and family/life circumstances**.** The assessment will focus on the skills and abilities **the** participant already possesses that would allow **the participant** to progress **into** living wage employment. The **Employment Services Program Assessment – Worker Resource must** be used to record the information obtained in the interview.

2. **An initial identification of and placement into the appropriate Pathway Activities to support their participation in the VIEW program.** The identification includes **selecting the activity that aligns with the participant's** well-being, skills, experience and goals related to employment, education, **and training**. The **Employment Services Program Assessment – Worker Resource form will be referred to and the Activity and Service Plan updated to record all Pathway Activity** information.

3. **Determination of supportive services needed to participate in a Pathway activity. The ESW and participant must work together to identify all available supportive services that will assist in stabilizing the family (when needed) to support successful participation throughout their enrollment.**

4. An initial discussion of possible disabilities of the client or family household member**(s)** that may **impact** the client's ability to participate in VIEW and/or to work. The "Do You Have a Disability?" form must be reviewed with the client. If the client indicates they have a known disability or condition that will prevent them from participating in VIEW, the form must be completed and included in the case record.

    a. All VIEW participants must be offered screening **within 90 days of signing the APR** for **barriers such as but not limited to** domestic violence, learning disabilities, mental health disabilities, physical disabilities; and substance abuse. Examples of valid screening tools can be found in "Screening for Employment Barriers: Issues and Tools", which can be accessed in FUSION under Benefit Programs on the TANF/VIEW Training Documents page. The link is https://fusion.dss.virginia.gov/bp/BP-Home/TANF-and-VIEW/Training-Documents **(Refer to Section 1000.8 for additional information regarding barriers)**

b. Participants whose screenings indicate the possible presence of a disability will **(**with the **participant's** agreement**)** be referred **to a community partner** for an in-depth evaluation.

c. All individuals, including those who choose not to be screened, and those who have been screened and referred for an in-depth evaluation, will be assigned to an appropriate **Pathway activity** based on the initial assessment.

d. If the in-depth evaluation indicates the existence of a disability, treatments and/or services to address the disability will be made part of the client's required program assignments and will be recorded on the **VIEW** Activity and Service Plan.

For functional literacy barriers, acceptable tools such as the Test of Adult Basic Education (TABE) Test for Adult Assessment, the Comprehensive Adult Student Assessment Systems (CASAS) instrument or other literacy assessment tools, may be used to determine the participant's functional literacy. Prior test scores from the TABE or CASAS establish an approximate educational/basic literacy level, if the score is no more than one year old.

Note: The Information Sheet will no longer be accepted to determine functional literacy.

5. An explanation to the client of the following:

a. program goals and philosophy

b. program requirements, including an explanation of the responsibilities and expectations of participants in the VIEW program

c. the right to disclose a disability to the agency, and the benefits of doing so.

d. role of the Agreement of Personal Responsibility in describing the mutual responsibilities of the client, worker, and agency

e. the consequences of not signing the Agreement of Personal Responsibility

f. the beginning of the two-year limitation on the receipt of TANF benefits which begins the month after the month the Agreement of Personal Responsibility is signed

g. the requirement to be involved in work activities throughout the two-year period of VIEW participation

h. the benefits of immediate employment (eligibility for the enhanced disregard, increase in skill level, employability, and income)

i. the benefits of "banking" months by requesting TANF case closure in order to save months of TANF eligibility

j. penalties for failure to comply with program requirements including sanctions and consequences for hardship exception requests

k. good cause reasons for not complying with program requirements

l. the requirement to respond to all agency correspondence

m. the name and phone number of the ESW and/or other agency contact

n. the availability of the VIEW Transitional Payment (VTP) as an incentive for retaining employment

o. **the availability of supportive services to include education, training and job retention incentives**

E. **ESP Well Being Assessment – Worker Resource**

1. **The ESP Well Being Assessment – Worker Resource must be completed by the Employment Services Program (ESP) worker at the time of the initial assessment.**

2. **This form documents the ESP participant's status in the areas of family stability, well-being, employment, financial health, education, and training.**

3. **The ESW must not send the ESP Well-Being Assessment – Worker Resource to the VIEW participant prior to or after the initial assessment interview. The Worke Resource is for agency use only.**

4. **Participants will not be required to complete the ESP Well-Being Assessment prior to the initial assessment interview. However, the ESW must send the ESP Well-Being Assessment grid to the client prior to the initial assessment to make them aware of the topics that will be discussed during the interview.**

5. **Utilization of the Worker Resource Form must occur in tandem with the ESP Well-Being Assessment. This tool is broken down by category and subcategory providing descriptions and prompts along the way to support staff conversation with the client.**

6. **Well-being scores for all categories as well as the overall well-being score on the last page must be captured.**

7. **The well-being scores will be used for the purpose of monitoring participant progress throughout their enrollment in VIEW. Therefore, this form must be completed at reassessment and exit assessment if there are changes to the client's circumstances in any subcategory. If there are no changes at the reassessment or exit assessment the case manager can document the narrative instead of completing the form. Additionally, the form may be used to also capture changes at any time during the participants' enrollment as they become known to the agency.**

1000.10 VIEW Agreement of Personal Responsibility

A. The Agreement of Personal Responsibility (032-03-0310-07-eng) outlines the participant's responsibility:

1. to seek employment to support **their** own family;
2. to participate in assignments made by the ESW;
3. to notify the ESW of any change in circumstances which would impact the participant's ability to satisfactorily participate in the program;
4. to notify the eligibility worker of changes as indicated on the Change Report form and the consequences for withholding or giving false information.
5. to accept a job offer **that will lead to earning a livable wage.** Refusal to accept a bona fide job offer **that will lead to earning a livable wage** will result in a full household sanction;
6. to arrange and find transportation and child care. The ESW will assist the participant when the participant has tried but has been unable to find transportation and child care.

Additionally, it provides notification to the client of the two-year time period for receipt of TANF benefits, and the enhanced disregards available to the participant if unsubsidized employment is obtained.

B. The participant and the ESW will sign a new Agreement of Personal Responsibility (APR) at the time of the initial assessment; at each subsequent referral following approval of a TANF reapplication; at re- referral following a period in which the individual was exempt; and when a former VIEW participant whose TANF case closed while she was subject to a VIEW sanction reapplies and subsequently returns to the VIEW program after the sanction has been lifted. (The sanction will not be lifted until the minimum fixed sanction period has been served *and* the individual has completed an act of compliance.) If the client refuses to sign the APR at the initial assessment, the worker must sign it and date it. The worker must note on the APR that the client refused to sign. The worker must also document the case record that the client refused to sign.

Examples of when a new APR must be signed:

Example 1: At each reapplication for TANF.

Client is approved for TANF effective **10**/**13**/**26** and is mandatory for VIEW participation. Client signs the APR **10**/**23**/**26** and remains on TANF as a VIEW participant until 03/31/**27** when the TANF case is closed. Client reapplies for TANF and is approved effective 06/01/**27**. Client is again mandated to participate in VIEW and is referred. Client must sign a new APR. Failure to sign the APR will result in case closure **upon expiration of the grace period.**

Example 2: In a TANF UP household, each time one of the parents is referred.

TANF-UP case is approved effective 09/01/**26** and the dad is mandatory for VIEW. The mom is exempt based on caring for a child under 12 months old. The dad signs the APR on 09/15/**26** and eligibility continues. The child turns 12 months old on 12/23/**26**, and mom is referred to VIEW. She is required to sign an APR, but refuses. The TANF case will close **upon expiration of the grace period.**

Example 3: In an ongoing case, each time an individual cycles in and out of the VIEW program due to exemptions.

TANF is approved effective 0**4**/01/**26**; client is mandatory for VIEW. The client signs the APR on 0**4/10/26.** Client provides a medical on 06/04/**26**. (Medical exempts the client for 06/04/**26** – **10**/04/**26 due to no capacity for participation**). The EW will complete the Disability Details screen in VaCMS and the ESW will close the ESP enrollment.

Client is released to return to work on **10**/05/**26** and is again referred to VIEW. Client must sign a new APR. If she refuses, the TANF case must be closed **upon expiration of the grace period.**

Example 4: After reapplication for TANF (TANF case was closed while client subject to sanction) when the client has served the minimum fixed period and completed an act of compliance to cure the sanction.

Client is sanctioned for 5/1/**26** – 7/31/**26.** Client requests closure of the TANF case on 8/15/**26.** TANF case closed effective **09/01/26** with sanction still in place as client has not completed an act of compliance.

Client reapplies 10/10/**26**. EW advises client to contact ESW to cure sanction. Client contacts the ESW on 10/10/**26** and completes an act of compliance. ESW advises EW to lift sanction effective 10/10/**26**. After the TANF case is approved, the ESW will schedule a reassessment appointment with the client to sign a new APR and assign the client to VIEW activities. The EW will run Eligibility.

Note: If the TANF case had not closed (remained open in a suspended status throughout the sanction period), a new APR would not have been required. The ESW would review the 24-month clock and advise the client of the number of months left on the clock as part of the reassessment process when the client resumes her VIEW participation.

C. If the participant chooses not to sign the Agreement or fails to keep the initial assessment appointment at which the APR is to be signed, the agency will take action to terminate the participant's TANF payment **after the allowance of the grace period.** If a TANF-UP participant chooses not to sign the Agreement, the entire household will have its TANF benefits terminated **after the allowance of the grace period** regardless of whether another eligible TANF-UP participant is in the household.

1000.11 TERMINATION OF TANF BENEFITS

If a mandatory participant fails to report for his initial assessment, or refuses, without good cause, to sign the VIEW Agreement of Personal Responsibility, the household's TANF benefits will be terminated. **However, individuals who do not complete the scheduled initial assessment interview must be granted a grace period before negative action is taken to close the case. Clients will have until the 10th day of the following month to complete the initial assessment interview and sign the APR allowing them to receive an additional payment cycle of TANF.**

Note: If the individual who fails to sign the APR is an individual with limited participation capacity as verified by a medical professional, an 18-year-old parent or caretaker, that is no more than 19 years of age, who is enrolled in elementary or secondary school, including vocational or technical school programs that has opted to participate, or an otherwise eligible individual that has requested to participate in VIEW, the TANF case must not be terminated. Instead, the individual must be returned to exempt status.

Exception: If a non-parent caretaker who is receiving TANF assistance fails to report for his initial assessment, or refuses, without good cause, to sign the VIEW Agreement of Personal Responsibility, the non-parent caretaker's needs will be removed from the TANF payment and the TANF case will remain open as a child-only case.

A. Notice of Termination Procedures **and the Grace Period Allowance**

1) **The ESW will advise the EW that a mandatory individual has refused or failed to sign the APR, the TANF within three business days following the expiration of the grace period via completion of the Compliance/Non-Compliance Details screen in the ESP module for failure to sign the APR. The date the client missed the initial assessment interview will be considered the date of non-compliance and must be the date entered. After the ESP Module is updated, the non-compliance information will populate on the Non- Compliance Details screen in Data Collection. A task and reminder will be generated to the EW to run eligibility to close the case. Written notification from the ESW to the EW must also be completed using the Employment Services Communication form or another form of written communication as approved by the local agency such as email. The notification must include the date the client refused to sign the APR and the date of the grace period.**

2) **The ESW must make attempts (minimum of two) to contact the client verbally and in writing during the grace period in order to provide encouragement to assist the client in overcoming the obstacle(s) preventing them from engaging in the VIEW program.**

If the client signs the APR during the grace period or after the grace period expires but before the effective date of the TANF case closure, the ESW must promptly communicate the APR sign date to the EW both electronically (via system entry) and in writing. The EW must take action to reinstate any cases closed for failing to sign the APR within three business days as long as all other eligibility factors/requirements are met. However, it the TANF case closes, and the mandatory individual reapplies, the system will automatically refer them to VIEW.

3) **If the client fails to sign the APR during the grace period, the EW will send the Advance Notice of Proposed Action within three business/working days after the expiration of the grace period to inform the participant that they failed to meet the specific requirement and that in order to establish good cause the participant must contact the ESW within 10 days from the date of the notice to discuss the reasons for the claim of good cause. Merely contacting the EW or ESW does not constitute good cause. The Advance Notice of Proposed Action will inform the participant that their TANF benefits will be terminated if good cause does not exist. If a new appointment letter is sent, it should state that the termination will be imposed if that appointment is not kept. A new Advance Notice of Proposed Action is not required.**

Note: If the participant contacts the ESW within the 10-day grace period (with or without good cause) and is given another initial assessment appointment date, the appointment date will be documented in the record. The ESW is not required to evaluate for good cause during the grace period.

4) If the participant fails to contact the ESW within 10 days to establish good cause or does contact the worker but does not present good cause, the EW will proceed to terminate the household's TANF benefits. The ESW must complete a new communication form, and a copy must be sent to the EW to stop the termination, if the client presents acceptable documentation of good cause for the non-compliance.

5) The ESW **must** not enter the termination in the ESP module in VaCMS until after the effective date of the termination of TANF benefits.

B. Documentation For Failure To Report For The Initial Assessment

1) The ESW will notify the participant of the scheduled interview **in writing.**

2) If the participant fails to keep the appointment, the ESW must document the failure in the **VaCMS case narrative.**

3) The ESW must document in the **VaCMS case narrative all attempts to contact the client during the grace period and the results of such attempts.**

C. Documentation For Failure To Sign The Agreement Of Personal Responsibility

The ESW must document in the **VaCMS case narrative t**hat the participant refused to sign, or did not sign, the Agreement of Personal Responsibility. This includes in circumstances where the recipient has the choice to opt-out of participation.

1000.12 SUPPORTIVE SERVICES

Supportive services are provided to remove barriers to the individual's participation to stabilize employment and assist with needs to stabilize the family. The provision of supportive services is contingent upon the availability of funds based on local VIEW allocations. Spending limits for supportive services are determined by the local agency and will be described in the agency's Annual Employment and Training Plan. Agencies may develop internal Standard Operating Procedures (SOP) but must ensure all questions in the Annual Employment and Training Plan are answered in full. Spending limits on supportive services will be applied equitably to each participant needing a specific service. Agencies are encouraged to explore alternatives to removing barriers if supportive service funds are limited. Employment Services Workers should become familiar with the "Spending Funds Guide", which serves as a resource for Employment Services Programs within the Local Departments of Social Services. The "Spending Funds Guide" is a working document and provides clarifications to supportive services questions.

Employment Services Workers must fully explain all supportive services (including incentives), and transitional supportive services (including incentives) during the Initial Assessment. The explanation should include any spending limits, specific milestones for incentives, and how to request assistance. Eligibility for supportive services begins on the first day of the participants' enrollment in the VIEW program. The ESW must continue to evaluate for supportive services needs at each reassessment and when any contact is made with the participant.

If supportive services are essential for participation, and neither the participant nor the agency can provide them, and no alternatives are immediately available, the participant will be placed in an "Inactive" status for up to 90 days, which will prevent the clock from counting against the 24-month time limit. (See Section **1000.13** regarding limitations on the use of inactive status.) It is expected that the local agency and the participant will work together to resolve any barriers to participation.

A. Duration of Supportive Services

Supportive services (including incentives) may be provided for as long as the participant is in a VIEW activity, including full or part-time employment, and the TANF case is open. Supportive services may also be provided when the TANF case is suspended due to a sanction in order to allow the client to comply with program requirements.

The participant may be eligible for transitional supportive services (including transitional incentives) once the TANF case is closed. See **1000.19**, Transitional Services. Any services that continue to be provided to the client after TANF case closure must be provided as transitional services.

B. Employment Service Worker Responsibilities

It is the responsibility of the ESW to assist the applicant/recipient in meeting their service, as well as employment, needs. These needs may be met directly by the ESW or by other local agency staff or through a referral to another service provider. The ESW must enter supportive services issued (including incentives) in the ESP module in VACMS.

C. Supportive Services for Recipients

There are six types of VIEW supportive services that the local agency can provide directly or can purchase. These services are child care, transportation, medical/dental, program participation and/or work-related expenses, **f**amily stabilization, and supportive services incentives.

Participants who have been sanctioned or found guilty of an Intentional Program Violation are entitled to supportive services in order to maintain their employment.

Participants who have been sanctioned may also receive supportive services when the participant is performing a verifiable act of compliance as described in **1000.16**. For participants who have been sanctioned, supportive services will be provided, based on client request, for a period corresponding to the time needed to perform the appropriate act of compliance. If the client does not perform a verifiable act of compliance despite provision of the supportive services, supportive services will not be authorized again for the same sanction. In such a situation, it will be the responsibility of the client to arrange and pay for any supportive services needed to cure the sanction.

1) Child Care

Child care services are provided to enable the participant to gain and/or keep employment or to participate in program activities.

a. Arrangement for and/or payment of child care as a supportive service will be provided only when the participant is unable to obtain child care on her own at no cost.

b. Participants who are parents of school age children are expected to search for a job during the hours that the children are in school. However, if a job interview must take place outside of school hours, child care may be authorized.

c. Participants who need child care and cannot arrange to find their own may be provided assistance, including payment within child care guidelines as found in the Child Care Subsidy Manual.

This payment may include the cost of transportation when transportation services are provided by the child care provider and the total cost of all services provided by the child care provider does not exceed the Maximum Reimbursable Rate.

d. Participants who have been sanctioned are not entitled to child care service while in the sanction status unless it is needed to maintain employment. However, an individual who has been sanctioned may receive child care service upon request, based on the terms outlined above, if the service is necessary in order for the participant to perform a verifiable act of compliance.

2) Transportation and Related Services

Transportation services are provided to enable participants to travel to and from authorized VIEW activities or employment. **T**his includes, but is not limited to, fuel purchases / reimbursement, vehicle repairs, and assistance with the down payment for the purchase of a vehicle. The need for transportation must be linked to needs identified on the participant's Activity and Service Plan. The participant must regularly attending the **Pathway** activity, in order to continue receiving transportation services.

a. The participant will have the primary responsibility to arrange transportation for employment or to participate in activities required by the Agreement of Personal Responsibility.

b. Transportation can be provided by any of the following means:

1) Individuals other than public conveyors. In this circumstance, payment is made to the individual provider. Such payment must be pre-authorized. A reimbursement-type purchase order may serve as a pre-authorization;

2) Agency or individual public conveyance sellers; or

3) Commercial establishments. For example, an agency could arrange with a gas station to accept vouchers for a client needing that type of transportation assistance. Through the purchase order/invoice system, the station would receive payment.

4) Gas cards. The agency may purchase gas cards and provide them to clients to be used for the purchase of fuel.

5) Mileage reimbursement. Reimbursement rates may not exceed the current state approved mileage reimbursement rate. When setting reimbursement rates or monthly maximum payments, the agency should consider current gas prices and the average distance their clients are driving to satisfactorily participate in VIEW

c. Criteria for approval of vehicle repairs and maintenance.

1) A request for payment of a vehicle expense or repair can be approved if the following conditions are met:

a) public transportation is not available;

b) the agency cannot provide transportation and there are no other available resources; and

c) the general condition of the vehicle justifies the cost of the repairs or maintenance;

2) The participant must provide documentation of:

a) required insurance coverage for the vehicle if the request is for repair, tires, etc;

b) a valid driver's license; and

c) a registration showing the vehicle is in the participant's name.The vehicle may be co-owned if the participant's name is also on the registration. In the case of TANF-UP households, the registration may be in either one of the participant's names or both their names.

d. **Agency staff must reference the Spending Funds Guide for VIEW and SNAP E&T to obtain information and criteria regarding down payments and purchases of used vehicles.**

3) Medical/Dental Services

A. Payment for medical/dental services not covered by the state Medical Assistance Plan (Medicaid) may be made if the services relate directly to VIEW activities or employment. The need for medical services must be documented on the Activity and Service Plan.

B. Examples of medical/dental services include medical statements or other necessary medical verifications or evaluations, including those requested to determine if a client has a disability that affects program participation, dentures, glasses, orthopedic shoes, and other items required prior to entry into jobs, work-sites, or other **Pathway activities.**

4) Program Participation and Work-Related Expenses

This service provides assistance to the participant with employment-related expenses or expenses incurred through participation in an approved VIEW **Pathway activity or activities**. The ability of a local agency to pay participation or work-related expenses is based on the availability of funds and local resources. Each local agency is encouraged to develop additional guidance and procedures for approving expenses and to include them in the agency's Annual Employment and Training Plan.

A. Criteria for Assessing Need

The ESW will use the following criteria when assessing the need for participation or employment-related expenses for the VIEW participant:

1. The expense is necessary to enable the individual to participate in approved **Pathway** activities or employment;
2. The need for expenses is clearly documented on **the VIEW** Activity and Service Plan, and in the case narrative.

B. Participation and work-related expenses which are reimbursable include, but are not limited to:

1. Fees for birth certificates;
2. License fees;
3. Registration/graduation fees;
4. Picture ID costs;
5. Uniforms or other clothing or shoes;
6. Safety equipment and tools;
7. Car repairs and insurance.

C. Additional work-related expenditures may be made to enable a participant to accept a job offer or maintain employment. These expenses include, but are not limited to:

1. purchase of an initial set of tools or equipment;
2. uniforms;
3. safety equipment;
4. professional fees and licensing required for the occupation.
5. **i**nternet service or hotspot
6. technology needed for employment or education

5) VIEW Family Stabilization Services

This category of supportive services is intended to assist the participant during their enrollment in the VIEW program and provide a safety net that allows the participant and their family to become more stabilized, without requiring an emergency situation or crisis. Family Stabilization supportive services can be used to assist a participant with paying for rent, utilities, food, or other items necessary for the participant to gain and/or keep employment or participate in other VIEW **Pathway** activities and to allow the participant to pay for things VIEW funds cannot cover. VIEW participants often have expenses that cannot be covered by VIEW funds, such as school field trip fees, recreational sports registration fees, purchases of equipment or supplies for extra-curricular activities, children's clothing / shoes, etc., but contribute to the overall well-being of the family.

The utilization of Family Stabilization supportive services to cover allowable expenses will assist the participant in being more fully engaged in activities with their children and community which contributes to the stability and well-being of their family. The local agency **must** include guidance regarding the use and limitations of VIEW Family Stabilization Supportive Services in their Annual Employment and Training Plan.

6) Supportive Services Incentives

Supportive services incentives shall be provided to incentivize the progression and advancement of VIEW participants as a means for motivation and encouragement. Incentive offerings may take the form of monetary (includes cash payments made directly to the participant) or non-monetary acknowledgements. There are two categories of supportive services incentives:

A. Education and Training Incentives

Education and training incentives may be provided to VIEW participants assigned to an employment and training activity with the purpose of rewarding education and training progression and advancement.

Examples of accomplishments that may be incentivized in this category include but are not limited to:

- Enrollment in ABE, ASE, ESL, High School or GED classes
- Enrollment in secondary degree programs
- **Enrollment in a certification, credentialing , or industry recogonized licensing program.**
- Progression accomplishments to include attendance, passing of tests and exams, grades and GPA, completion of segments of programs and the completion of quarters/semesters
- Completion of ABE, ASE or ESL classes.
- Obtainment of a General Educational Development (GED) diploma or High School Diploma
- Completion of a certification**, credentialing or industry recognized licensing** program.
- Obtainment of a post-secondary degree
- Completion of a financial literacy course
- **Completion of a Public Service Program (PSP) assignment**
- **Completion of a Community Work Experience Program (CWEP) assignment**
- **Completion of an On-the-Job Training assignment (OJT)**

B. Job Retention Incentives

Job retention incentives may be provided to VIEW participants for the purpose of incentivizing job retention accomplishments and rewarding achievements related to the obtainment of employment opportunities.

Examples of achievements that may be incentivized in this category include but are not limited to:

- Employment length incremental milestones
- Wage advancement to include pay increases, promotions and the obtainment of benefits.
- **Completion of Job Readiness/Search**
- Enrollment in the RISE program
- Obtainment of a State of Virginia learner's permit
- Obtainment of a State of Virginia driver's license
- Completion of a Full Employment Program (FEP) assignment
- Payments made to address the gap between new or increased earnings and the value of public assistance benefits lost as a result

1000.13 PATHWAYS AND CORRESPONDING ACTIVITIES

The VIEW Program offers four distinct Pathways that participants can engage in during their enrollment in VIEW and one additional Pathway to address the 12-month transitional period. Pathways have corresponding activities to further define what they will be doing throughout their enrollment in VIEW and the 12-month transitional period. Each Pathway will be introduced during the Initial Assessment, allowing the participant and the ESW to determine which Pathway is most appropriate based on the participant's education, employment history, family stability, barriers, and goals. Participants will have the ability to engage in multiple Pathways simultaneously if necessary. The Pathways and Activities are outlined below, to include a description, assignment length, required verifications (if applicable), check-in frequency, check-in method, and reasons for sanction. Reassessments will take place at the end of an activity assignment period, or when an assignment changes before the end of the assignment period. Please see guidance at, 1000.17, for Pathway and Activity specific reassessment information.

A. Engagement and Stability Pathway

This Pathway contains three different activities and is designed to promote family stability, overcome barriers, identify goals, and prepare participants to fully engage in the VIEW program. Participants often come to VIEW with many barriers that need to be stabilized before they are ready to participate in other activities. The ESW will work with the participant and utilize information obtained during an assessment to determine if the Engagement and Stability Pathway is appropriate.

Barriers to participation in an activity other than Foundations and Development include, but are not limited to:

- **Inadequate transportation**
- **Inability to make childcare arrangements**
- **Delay in the start date of employment, education program, or training program**
- **Family crisis or change in circumstances, such as the death or illness of a spouse, parent or child, family violence situation, or other time-limited situation not of the participant's own making that would affect participation**
- **Evaluation of participant's potential exempt status**
- **Physical or mental health issues or substance abuse treatment**

The three Activities in this Pathway are Foundations and Development, Inactive, and Pending. All activities are to be utilized when participants indicate they have barriers to participation in the VIEW program but are differentiated from one another based on the individual circumstances and participant engagement.

Foundations and Development is appropriate when the participant can engage with the ESW regularly and take actionable steps in overcoming their barriers. The participant will have specific tasks and actions assigned during an assignment to Foundations and Development. Inactive and Pending are more appropriate when there is a situation in which the VIEW participant cannot be assigned or reassigned to another activity immediately, and they may be unable or unwilling to engage with the ESW regularly.

For example, a participant received a job offer for a position that does not start for three weeks.

- **An assignment to Foundations and Development would be appropriate if the participant also had barriers like lack of childcare and the need for vehicle repairs, which can be potentially overcome with supportive services and appropriate referrals by the ESW.**
- **An assignment to Inactive would be appropriate if the participant does not have any additional barriers to starting the job in three weeks.**
- **An assignment to Pending would be appropriate if the participant needed childcare to accept the job but was unwilling to enroll their child at one of the local childcare centers with availability.**

1) **<u>Foundations and Development</u> - Participants often come to VIEW with many barriers that need to be stabilized before they are ready to participate in other activities. Barriers such as housing instability, lack of childcare, transportation issues, mental health struggles, financial crisis, etc. must be addressed so they do not hinder the progress of the participant. During an assignment to this activity, the participant will identify their barriers to participate in other Pathways, set goals, and work with the ESW to identify actionable steps to overcome their barriers and engage in another Pathway. Supportive services and referrals to community partners are crucial to the success of the participant while in Foundations and Development. Some examples of actions items for participants during an assignment to Foundations and Development include (but are not limited to) completing financial literacy courses, completing professional development courses (not affiliated with education institutions), looking for and securing childcare, or completing an assessment with a mental health professional to identify treatment options. The ESW will review the barriers and goals with the participant to develop a plan of action while engaging in the Foundations and Development Activity.**

Foundations and Development may be a supplemental activity for a participant needing assistance overcoming barriers who is also engaged in a different Pathway, or it may be a standalone activity assignment. Assignments to Foundations and Development will not stop the VIEW clock.

a. **Assignment Length –**
    i. **Standalone Activity – Up to 6 consecutive months. After 6 months, the ESW must get supervisor approval to continue for additional 90-day intervals.**
    ii. **Supplemental Activity – no limit to the number of months if the participant continues to engage with the other activity assignment.**

    .

b. **Required Verifications – This Activity does not have any required verifications, unless something is needed for the ESW to provide supportive services. The client's statement of their circumstances is sufficient when identifying barriers.**

c. **Check-ins – At a minimum, check-ins are required monthly but may occur more frequently if needed. During a check-in, the ESW will review the identified barriers and action items that have been established. If referrals to community partners were made, the ESW will also follow up with the community partner. Check-ins may be conducted via phone call, face-to-face meeting, or another approved meeting platform.**

d. **Reasons for Sanction –**
    i. **Failing to complete scheduled check-ins for two consecutive months;**
    ii. **When a participant states they have not completed any action items for two consecutive months without good cause.**
        1. **If the participant provides good cause for being unable to complete their action items, but is committed to working on overcoming their barriers, the ESW may consider moving the participant to Inactive.**
    iii. **Failing to complete scheduled reassessment**

e. **Expectations of ESW – The ESW will make referrals to community partners, offer supportive services, identify barriers, assist in goal setting, and keep the participant engaged.**

2) **<u>Inactive</u> – Assignments to Inactive will stop the VIEW clock and are appropriate when there are barriers to participation that are not the result of the participant's action or inaction. The ESW should assign the participant to Inactive when they are cooperating with the agency to resolve the situation delaying active participation.**

a. Assignment Length – Assignments are limited to 30 days and can be extended twice for a total of no more than 90 consecutive days. (Under exceptional circumstances, the agency may assign the participant to Inactive for a fourth time with the written approval of the VIEW supervisor.) At no time will an assignment to Inactive exceed 120 days.

b. Required Verifications – Client statement of circumstances is acceptable.

c. Check-ins – Instead of a check-in, the ESW will conduct a reassessment at the end of the assigned period to determine if the participant will continue in Inactive, be assigned to a different Pathway or Activity, or will be referred for sanction. Reassessments may be conducted via phone call, face-to-face meeting, or another approved meeting platform.

d. Reasons for Sanction –

- **i. Failing to complete scheduled check-in;**
- **ii. If the participant has reached the end of the maximum time frame for Inactive and does not have good cause, they may be referred for sanction.**
  1. **If the participant has reached the end of the maximum time frame for Inactive and provides good cause for being unable to resolve the barrier that is preventing the delay of active participation and is still unable to move to Foundations or Development or another Pathway, the ESW may consider moving the participant to Pending.**
- **iii. Failing to complete scheduled reassessment**

e. Expectations of ESW – The ESW will make referrals to community partners as needed, offer supportive services to assist in overcoming barriers, conduct check-ins, encourage participation. During an assignment to Inactive, the ESW should continue to support the participant while they are working on overcoming their barriers.

3) <u>Pending</u> – Assignments to Pending will not stop the VIEW clock and are appropriate when the situation preventing assignment to another Activity is the result of the participant's action or inaction. Months assigned to Pending count towards the participant's 24-month time limit. The ESW should assign the participant to Pending when they are not cooperating with the agency to resolve the situation delaying active participation.

a. Assignment Length – Assignments are limited to 30 days and can be extended twice for a total of no more than 90 consecutive days. At no time will the assignment to Pending be extended beyond 90 days.

b. Required Verifications – Client statement of circumstances is acceptable.

c. Check-ins – Instead of a check-in, the ESW will conduct a reassessment at the end of the assigned period to determine if the participant will continue in Pending, be assigned to a different Pathway or Activity, or will be referred for sanction. Reassessments may be conducted via phone call, face-to-face meeting, or another approved meeting platform.

d. Reasons for Sanction –

i. Failing to complete scheduled check-ins;

ii. Refusal to engage in Foundations and Development or another Pathway if the participant reaches the end of the maximum time limit.

iii. Failing to complete scheduled reassessment

e. Expectations of ESW - The ESW will make referrals to community partners as needed, offer supportive services to assist in overcoming barriers, conduct check-ins, encourage participation.

B. Employment Pathway

Participants interested in the Employment Pathway may not need additional education to pursue their career goals, but may need additional support to obtain and maintain employment. This Pathway consists of three different Activities that assist participants in developing skills necessary to transition into stable, long-term employment. The three Activities in the Employment Pathway are Job Readiness / Search, Unsubsidized Employment, and Subsidized Employment – Full Employment Program (FEP).

1. Job Readiness / Search – The purpose of the Job Readiness / Search Activity is to prepare the participant for employment so they can be competitive and succeed in the labor market. This Activity is more than submitting applications and attending interviews. It includes job readiness skills to train the participant to successfully seek and obtain appropriate employment, such as interviewing techniques, resume writing, professional communication / writing, accurate completion of a job application, and much more. The ESW may refer the participant to a community partner for job readiness activities if the agency does not have a program in-house. During an assignment to Job Readiness / Search, participants are expected to complete job readiness activities, look for suitable employment, complete applications, and attend interviews when offered by potential employers.

a. Assignment Length – No more than 90 consecutive days.

b. Required Verifications – No formal verification will be required. The ESW shall provide the participant with a Job Search Tracking sheet as a resource to help the participant stay organized regarding their job search efforts.

c. Check-ins – Check-ins must occur biweekly during an assignment to Job Readiness / Search. Check-ins should include discussions about job readiness or searching activities that have been completed, any barriers that have developed, the need for supportive services, and the status of applications/interviews that have been completed. Check-ins can take place by phone, email, or written statements from the participant.

d. Reasons for Sanction –

i. failure to complete two consecutive job search check-ins;

ii. when a participant indicates they have not completed any job search activities for two consecutive check-ins without good cause.

iii. failing to complete scheduled reassessment

e. Expectations of ESW – The ESW will make referrals to community partners as needed, provide current labor market information and available job postings, offer supportive services to assist in overcoming barriers, conduct check-ins, encourage participation. The ESW may also perform job readiness activities if provided in-house, such as career coaching, active listening, mock interviews, and resume preparation. The ESW will review job searching efforts with the participant to ensure that their efforts are intentional and focused on obtaining their goals.

2. <u>Unsubsidized Employment</u> – Unsubsidized employment is employment for which the participant is paid at least minimum wage and for which no government funds are used to subsidize the wages earned by the participant. Assignments to Unsubsidized Employment include part-time employment, full-time employment (definition of full-time to be established by the employer), and self-employment.

a. Assignment Length – 6 months

b. Required Verifications – Verification of employment to include employer name, start date of employment, hours expected to work, rate of pay, and frequency of pay. If the participant is self-employed, they must provide documentation regarding the kind of business, location, hours of operation, source of funding, prospective customer base, earnings, business license, if applicable, and lease or agreement if space is rented. If they have been self-employed for less than a year, they must also provide documentation to show they are engaging in legitimate business. If they have been self-employed for a year or more, a copy of the previous year's income tax return will be sufficient to verify that the participant is engaged in a legitimate business.

c. Check-ins – Check-ins must occur monthly. These can take place by phone, email, or written statements from the participant. Check-ins should include discussions regarding any issues with supervisors or co-workers, opportunities for professional development, additional education / training needed for career advancement, and job satisfaction.

d. Reasons for Sanction –

i. Failure to provide employment verification;
ii. quitting without good cause;
iii. termination for just cause (theft, violent acts, threats, job abandonment);
iv. failure to complete check-in for two consecutive months.
v. Failing to complete scheduled reassessment

e. Expectations of ESW – The ESW will make referrals to community partners as needed, offer supportive services to assist in overcoming barriers, conduct check-ins, encourage participation. During an assignment to Unsubsidized Employment, the ESW may also communicate with the employer to determine if there are any obstacles or barriers that are preventing the participant from advancing in their position (must obtain participant permission first). The ESW will also continue to engage with the participant to review their career goals and determine if there are other skills or professional development needed to advance.

NOTE: <u>Employment and the TANF Earned Income Enhanced Disregard</u>

- **A TANF recipient who is employed in an unsubsidized job at the time they sign the Agreement of Personal Responsibility at the initial VIEW assessment will receive the TANF enhanced earned income disregards the following month. Enhanced disregards allow a participant to remain eligible for TANF benefits as long as the participant's total household income does not exceed 100% of the federal poverty limit for the size of their household or 150% of the federal poverty level for TANF-UP households.**
- **Participants will receive the enhanced earned income disregard only after they have entered the VIEW program and signed the Agreement of Personal Responsibility.**
- **A participant who obtains employment while in the VIEW program will receive the VIEW enhanced earned income disregard the month following the month of employment.**
- **Eligible TANF recipients (in ongoing TANF cases) who are employed prior to referral to VIEW should be treated as a priority referral and served as soon as possible so that they may begin to receive the enhanced disregard or be evaluated for eligibility for a VIEW Transitional Payment. The TANF recipient should be seen and the initial VIEW assessment completed prior to monthly VaCMS cut-off whenever possible to avoid potential issues with TANF Benefit Adjustment and the opening of the VTP.**

3. Subsidized Employment – Full Employment Program (FEP) – Subsidized employment is employment in which government funds are used to directly subsidize the participant's wages. Subsidized employment is designed to provide training while the participant works on the job. The Full Employment Program is a work activity in which a participant is placed in a public or private sector job and is paid an hourly wage for the work done. The Department of Social Services will pay the employer a predetermined, fixed stipend based on tiers and the number of hours a participant works per month. TANF benefits will be paid to the participant during the time the employer is receiving a stipend except when the participant has not worked **their** scheduled hours for reasons beyond **their** control. **Please see Appendix (H) for additional specific information regarding the Full Employment Program (FEP), including placements, criteria for the participant and the FEP employer, FEP Stipends, procedures that must be followed by the EW and ESW, and any required paperwork that must be completed.**

   a. Assignment Length – up to 6 months

   b. Required Verifications – Please see Appendix (H) for specific verification requirements and procedures.

   c. Check-ins – Check-ins must occur monthly. These can take place by phone, email, or written statements from the participant. Check-ins should include discussions regarding any issues with supervisors or co-workers, opportunities for professional development, additional education / training needed for career advancement, and job satisfaction. Check-ins for FEP must also include verification from the employer regarding the number of hours per week the participant is working. This can be obtained in writing or verbally from the employer.

   d. Reasons for Sanction –
      i. Failure to attend employer interview without good cause;
      ii. Termination from the placement without just cause;
      iii. Failure to complete monthly check-in and verification of continued employment;
      iv. Failure to complete scheduled reassessment.

   e. **Expectation of ESW – The ESW will make referrals to community partners as needed, offer supportive services to assist in overcoming barriers, conduct check-ins, encourage participation. During an assignment to Subsidized Employment, the ESW may also communicate with the employer to determine if there are any obstacles or barriers that are preventing the participant from advancing in their position (must obtain participant permission first). The ESW will also continue to engage with the participant to review their career goals and determine if there are other skills or professional development needed to advance**.

C. Education Pathway

This Pathway contains one activity, Education to Include Vocational Education. Education comes in all forms, from short-term certificate programs to ESL to Associate's degrees, Bachelor's degrees and beyond. Participants who choose the Education Pathway may have long-term career goals that require additional education or they may need support in obtaining lower levels of education that are required for entry-level positions. In many instances, participants come to the VIEW program with an education barrier that has prevented them from obtaining sustainable employment. The goal of the Education Pathway is to support the participant in achieving educational milestones to help prepare them for a specific trade, occupation, or vocation.

1. **Education to Include Vocational Education – An assignment to Education to Include Vocational Education is appropriate when a participant identifies additional learning that is needed before entering the workforce or to reach their career goals. Education may be completed in a variety of settings, including but not limited to vocational-technical schools, community colleges, post-secondary institutions, proprietary schools, and secondary schools. Education may also take place utilizing virtual platforms, as well as "at your own pace" programs. Please note, this does not include programs that are not affiliated with education institutions as described above. This activity includes (but is not limited to) education such as ABE, ESL, GED, High School Diploma, Post-Secondary degree programs, and industry recognized certification, license, and credential programs. During an assignment to Education to Include Vocational Education, the participant will be challenged to set learning goals, as well as career goals to ensure the programs they are engaging in support the long-term goal of self-sufficiency and employment retention. Participants may be assigned to the Education Pathway as a secondary Pathway if they need additional education to further their career progression.**

    a. **Assignment Length – Variable, based on the enrollment period / course length. A reassessment must be completed at the end of the enrollment period / course end date.**

    b. **Required Verifications – Verification from the educational institution that identifies the course of study, proof of enrollment, the length of the course, and contact information for the instructor if available.**

    c. **Check-ins – Check-ins must occur monthly. If the course length is less than a month, a reassessment must take place. These can take place by phone, email, or written statements from the participant. Check-ins should include discussions surrounding grades, attendance, progress in the program, goals, necessary supportive services, and any barriers that the participant is facing.**

d. Reasons for Sanction –

i. failure to provide verification of enrollment;
ii. failure to complete two consecutive check-ins;
iii. abandonment of education program without good cause:
iv. failure to complete scheduled reassessment

e. **Expectations of ESW – The ESW will make referrals to community partners as needed, offer supportive services to assist in overcoming barriers, conduct check-ins, encourage participation. During an assignment to Education to Include Vocational Education, the ESW should review the participant's engagement with their area of study, identify next steps as the participant approaches the end of the enrollment period, and continue to discuss career goals to ensure alignme**nt.

D. Training Pathway

This Pathway includes three different activities, Public Service Program (PSP), Community Work Experience Program (CWEP), and On-The-Job Training (OJT). An assignment to the Training Pathway is appropriate for VIEW participants who come to the program with little to no employment history and need to learn or improve skills or work behaviors, as well as secure job references when they do start looking for employment. The Training Pathway supports participants while they learn valuable lessons to increase their employability and help them become self-sufficient. ESW's should engage with community partners and employers regularly to establish and maintain positive relationships, thus ensuring there are placements available for participants. Local agencies should explore opportunities with non-profit organizations and employers and encourage the development of PSP and CWEP positions, as well as apprenticeships. Please see Appendix (H) for additional specific information regarding the PSP, CWEP, and OJT, including securing placements, criteria for the participant and the organization / employer, procedures that must be followed by ESW, and any required paperwork that must be completed.

1. **Public Service Program (PSP) – PSP is unpaid work in a public or private non-profit organization designed to improve the employability of the participant while providing a clearly defined public service. PSP placements must be limited to projects that serve a useful community purpose in fields such as health, social service, environmental protection, education, urban and rural development, welfare, recreation, public facilities, public safety, and childcare.**

a. Assignment Length – Up to 6 months

b. Required Verifications – Verification from the organization that the client referral has been accepted, to include the start date.

c. Check-ins – After initial assignment and start date, the ESW should conduct an informal check-in at the 2-week mark with both the participant and the organization. Regular check-ins can then take place monthly with a reassessment at the end of the assignment. The organization must complete a monthly performance evaluation (may need form number and form title once developed) and provide it to the local agency. The ESW will also communicate with the participant via phone or email to complete the check-in.

d. Reasons for Sanction –

i. Failure to complete two consecutive check-ins;

1. Note: If the organization fails to submit the monthly performance evaluation, but the participant completes their portion of the check-in with the ESW, a sanction will not be considered. The ESW must contact the organization to remind them to complete and submit the performance evaluation.

ii. Termination of the placement by the organization for misconduct:

iii. Failure to complete scheduled reassessment.

e. Expectations of ESW – The ESW will make referrals to community partners as needed, offer supportive services to assist in overcoming barriers, conduct check-ins, encourage participation. During an assignment to PSP, the ESW should work with the participant to identify and review the skills they should be working on during the placement, and assess if progress is being made. The ESW should communicate with the organization's point of contact to address any barriers to success and monitor the progress of the participant throughout the assignment.

2. <u>Community Work Experience Program (CWEP)</u> – CWEP provides an unpaid work placement in a public or private non-profit organization. An assignment to CWEP is appropriate for participants who need to learn or improve work behaviors, increase job skills, or secure a job reference to find paid employment.

a. Assignment Length – Up to 6 months.

b. Required Verifications – Verification from the organization that the client referral has been accepted, to include the start date.

c. Check-ins – After initial assignment and start date, worker should conduct an informal check-in at the 2-week mark with both the participant and the organization. Regular check-ins can then take place monthly with a reassessment at the end of the assignment. The organization must complete a monthly performance evaluation and provide it to the local agency. The ESW will also communicate with the participant via phone or email to complete the check-in.

d. Reasons for Sanction –

i. Failure to complete two consecutive check-ins;

1. Note: If the organization fails to submit the monthly performance evaluation, but the participant completes their portion of the check-in with the ESW, a sanction will not be considered. The ESW must contact the organization to remind them to complete and submit the performance evaluation.

ii. Termination of the placement by the organization for misconduct;

iii. Failure to complete scheduled reassessment.

e. Expectations of ESW – The ESW will make referrals to community partners as needed, offer supportive services to assist in overcoming barriers, conduct check-ins, encourage participation. During an assignment to CWEP, the ESW should work with the participant to identify and review the skills they should be working on during the placement and assess if progress is being made. The ESW should communicate with the organization's point of contact to address any barriers to success and monitor the progress of the participant throughout the assignment. The ESW is also responsible for ensuring the participant does not participate more than the allowable hours, based on the calculations outlined in Appendix(H).

3. <u>On-the-Job Training (OJT)</u> – On-the-job training is a type of paid employment in which an employer provides training to an employee to increase their skills on the job. OJT includes paid on the job training offered through WIOA, paid college work-study and internships, apprenticeship, and AmeriCorps placements in which the individual is paid a stipend to cover living expenses. Please see Appendix (H) for additional information regarding OJT.

a. Assignment Length – 6 months

b. Required Verifications – Verification of employment to include employer, start date, hours, rate and frequency of pay, and proof that employment meets OJT criteria.

c. Check-ins – Check-ins must occur monthly. These can take place by phone, email, or written statements from the participant. Check-ins should include discussions regarding any issues with supervisors or co-workers, opportunities for professional development, additional education / training needed for career advancement, and job satisfaction.

d. Reasons for Sanction –

i. Failure to provide verification of employment;
ii. Failure to complete check-in for two consecutive months;
iii. quitting without good cause;
iv. termination for just cause (theft, violent acts, threats, job abandonment):
v. Failure to complete scheduled reassessment.

e. Expectations of ESW – The ESW will make referrals to community partners as needed, offer supportive services to assist in overcoming barriers, conduct check-ins, encourage participation. During an assignment to OJT, the ESW should work with the participant to identify and review the skills they should be working on during the placement and assess if progress is being made. The ESW should communicate with the organization's point of contact to address any barriers to success and monitor the progress of the participant throughout the assignment.

E. Transitional Pathway

Former VIEW participants are eligible for transitional services once they leave TANF, either because they have reached the end of the two-year period, or because the TANF case has closed for another reason. Each former participant must be placed in the Transitional Pathway, which includes two Activities, Beyond VIEW and the VIEW Transitional Payment (VTP). Holistic case management practices must be continued during the transitional period to provide continued support for the overall well-being of the participant and their family and to promote successful program outcome measures for TANF exiters.

Due to current system functionality, enrollments in Beyond VIEW must be reflected in ESP as an enrollment in Transitional Transportation (TT).

1. Beyond VIEW - Assignments to Beyond VIEW are appropriate for all former VIEW participants who are not eligible for VTP upon TANF case closure. This activity may include employed participants who do not meet VTP criteria, participants who are enrolled in education programs, or unemployed participants. During enrollment in Beyond VIEW, former participants will continue to receive holistic case management services, as well as regular evaluations for transitional supportive services (to include transitional incentives).

Note: Former participants who are not employed during the Beyond VIEW enrollment are not eligible for transitional supportive services (to include transitional incentives). The ESW will evaluate the former participant's current circumstances to determine what support may be needed throughout enrollment in Beyond VIEW. The ESW must also enroll former VTP participants in Beyond VIEW if they have a change in circumstances during the transitional period that causes their eligibility for VTP to end before the end of the 12-month time period. The goal of an assignment to Beyond VIEW is to continue to support the former participant throughout their transitional period and assist them in navigating the loss of their TANF benefits.

a. **Assignment Length – 12-months (assignment may be less than 12 months if the former participant loses VTP eligibility)**

b. **Required Verifications – none**

c. **Check-ins – Check-ins must take place every three months during the transitional period. These can take place by phone or email. Check-ins should include discussions regarding the participant's current employment circumstances, eligibility for transitional supportive services (to include transitional incentives), and long-term goals.**

d. **Reasons for Sanction – None, sanctions are not applicable during Beyond VIEW.**

e. **Expectations of ESW – The ESW will make referrals to community partners as needed, offer transitional supportive services (to include transitional incentives) to assist in overcoming barriers, conduct check-ins, encourage participation. During an assignment to Beyond VIEW, the ESW will help the participant identify the steps needed to continue making progress towards their goals. Support, encouragement, and case management does not stop at the end of the VIEW enrollment but continues throughout Beyond VIEW. The ESW will also review the ESP Assessment document to determine if there have been changes.**

2. **VIEW Transitional Payment (VTP) – Assignments to VTP are appropriate when a former VIEW participant is employed for at least 30 hours per week with hourly wages of at least the current minimum wage at the time of TANF case closure. (Please see additional guidance for specific information regarding VTP at section 1000.19). During an assignment to VTP, the ESW will perform check-ins that do not replace the requirements to reverify employment at the 6-month mark.**

a. Assignment Length – 6-month assignment, which is extended once after new verification is received. Maximum of 12-months.

b. Required Verifications – Verification of employment where the participant is working at least 30 hours per week and earning at least minimum wage. This verification must be received within the 30 days leading up to the establishment of VTP. Verification of continued employment is required to continue to receive VTP for the second 6-month period.

c. Check-ins must take place every three months during the transitional period. These can take place by phone or email. Check-ins should include discussions regarding the participant's current employment status, eligibility for transitional supportive services (to include transitional incentives), and long-term goals. Check-ins do not replace the requirement to reverify employment at the 6-month mark.

d. Reasons for Sanction – None, sanctions are not applicable during VTP. If the participant fails to provide verification of continued employment at the 6-month mark or reports a change to employment that makes them ineligible for VTP, the ESW will change the enrollment from VTP to Beyond VIEW for the remainder of the transitional period.

e. Expectations of ESW – The ESW will make referrals to community partners as needed, offer transitional supportive services (to include transitional incentives) to assist in overcoming barriers, conduct check-ins, encourage participation. During an assignment to VTP, the ESW will help the participant identify the steps needed to continue making progress towards their goals. Support, encouragement, and case management does not stop at the end of the VIEW enrollment but continues throughout the VTP period. The ESW will also review the ESP Assessment document to determine if there have been changes.

1000.14 VIEW AND TRANSITIONAL ACTIVITY AND SERVICE PLANS

A. The ESW and participant will **work together to** develop an Activity and Service Plan. While the development of the Activity and Service Plan is a joint activity, the local agency, in accordance with program guidance, will make the final decision regarding which componen**t Pathway Activity** assignments are made. and the sequence of assignments. **When choosing a Pathway and Activity, consideration to the participant's education, employment history, family stability, barriers, and goals must be given. The Activity and Service Plan should be reviewed with the participant for full understanding of the assignment and expectations.**

The Activity and Service Plan will detail:

.

1) the participant's current **Pathway, Activity assignment(s)**, and specific responsibilities of the participant and the agency.

2) the supportive services needed by the individual to comply with program requirements. **Supportive services Incentives for which the participant may qualify in a given activity (if appropriate) should also be entered on the Activity and Service Plan, including milestones and verification requirements.** Note: The participant will need to complete a separate Child Care Subsidy Service Application if child care services are needed. Effective 10/1/17, the VIEW Activity and Service Plan can no longer be used as the child care application.

3) **begin and end dates of the assignment or assignments, and details specific to the Pathway and Activity such Education Program, Education Institution, Employer Details, rate of pay, etc.).**

4) dates / times for any known scheduled Reassessments or appointments with the ESW.

5) the requirement that the participant contact the ESW if **they are** considering quitting a job or, if **they believe they are** in danger of being fired from a job. This information will enable workers to either help the participant retain that position or obtain other employment.

6) Reasonable accommodations needed by an individual to fulfill participation requirements based on recommendations developed as part of an evaluation by a qualified professional.

B. The ESW must complete a new Activity and Service Plan at initial assessment, reassessment, or whenever there is a change to the participant's activity assignments. Modifications to the Activity and Service Plan due to changes in assignments will not affect the TANF two-year time limitation. **At the time of TANF case closure, the ESW will complete a Transitional Activity and Service Plan.**

C. **When it is determined that a VIEW participant's TANF case will be closing, the ESW will develop a Transitional Activity and Service Plan based on the current circumstances. The Transitional Activity and Service Plan will be a resource for the participant during the transitional period. Whenever possible, the ESW will discuss the Transitional Activity and Service Plan with the participant prior to sending them a copy to ensure understanding and answer any questions that the participant has.**

The Transitional Activity and Service Plan will identify:

1) **the participant's current Pathway (Beyond VIEW or VIEW Transitional Payment (VTP) with any applicable details;**

2) **begin and end dates to identify the 12-month transitional period;**

3) **check-in dates and times;**

4) **available transitional supportive services and transitional incentives the participant may qualify for, including milestones and applicable verifications; and**

5) **participant reminders during the 12-month transitional period.**

1000.15 SANCTIONS

A sanction is the suspension of the household's entire TANF **payment** for program non-compliance. SNAP benefits may also be affected. Federal **outcome measures** differ in some respects from VIEW program requirements and are not considered in determining non-compliance. **Staff must reference Section 1000.13 for specific sanctioning reasons for Pathway activites.**

All TANF and TANF-UP recipients who are determined eligible for the VIEW Program and have already signed an Agreement of Personal Responsibility are required to participate in VIEW. Recipients are subject to sanction if they fail to participate without good cause.

However, VIEW staff must focus on quality engagement and sustainable participation and shift towards a non-sanctioning first philosophy. This may be achieved through barrier identification and reduction efforts, engagement and stability activity assignments, family stabilization supportive services, and building trust by assisting participants through problem solving.

A. Good Cause for Failure to Participate

1) When a client is not in compliance with VIEW, the agency must attempt to contact the client by phone **or email** to encourage participation, explore good cause, and/or notify the client of a possible sanction. If the ESW determines from the contact that the participant did not have good cause for missing the appointment, or if the ESW is unable to contact the client, the ESW must take action to begin the sanction process. The ESW will must take action to begin the sanction process. The ESW will immediately notify the EW who will send the ANPA within 3 business days of receipt of the notification.

2) A participant who has good cause for noncompliance will not be sanctioned. Good cause will exist if:

a) The participant's inability to fulfill program requirements is due to circumstances outside her control or is the result of a change in circumstances over which the participant had no control. **This includes but is not limited to the participant's disability that was not previously identified, an accident or illness that hospitalized the participant unexpectedly, or the death or disability of a family member of the participant. For disability** the worker must allow the client 30 days to verify the disability prior to referring for sanction.

b) Acceptable child care is not available when necessary for an individual to accept employment or enter or continue in the program. To be acceptable, the child care must meet all of the following criteria:

1) The child care must be arranged:
(a) by the participant, or
(b) if the participant cannot arrange for the child's care, it must be arranged by the local department of social services with a legally operating provider;

2) The child care must be within a reasonable distance from the participant's home or work site. This means that the travel time from the child's home to the child care provider and the work site is generally no more than one hour, based on transportation available to the parent;

3) The child care arrangements must be affordable. This means the cost of the child care is less than or equal to the payment amounts specified in the Child Care Subsidy Manual; and

4) If the child care is with a relative, it must meet the requirements for relative care in the Child Care Subsidy Manual.

The participant is responsible for demonstrating that she is unable to find child care for one or more of the above reasons.

While one of the criteria for acceptable child care is affordability based on the payment amounts specified in child care guidance, the client's selection of child care arrangements whose costs exceeds the payment amounts is not a good cause reason for program non-compliance when other child care arrangements meeting the acceptable child care criteria are available**.**

The local agency is responsible for determining if the information provided substantiates that needed child care that meets the above criteria cannot be arranged. The ESW must consult with the Child Care worker in evaluating whether a sanction is appropriate.

c) Accepting employment would result in a net loss of cash income for the assistance unit. Net loss of cash income would result if the family's gross earned income, less necessary work related expenses, was less than the TANF payment which the recipient was receiving at the time the offer of employment was made.

3) The good cause investigation will include an evaluation of information in the case record. When there has been no recent contact with the participant, efforts will be made to determine if the participant has contacted the EW or Child Care Worker to discuss the problem, given a reason for not attending an ESP interview, not completing an assignment, or having not kept any program-related appointment.

In all cases, in order to ensure that the participant understands the mandatory nature of the program and has an opportunity to explain the reason for noncompliance, the **ESW** will attempt to contact the client by telephone or by personal contact. The **ESW** will document the record that the contact was made or attempted.

In all cases, in order to ensure that the participant understands the mandatory nature of the program and has an opportunity to explain the reason for noncompliance, the **ESW** will attempt to contact the client by telephone or by personal contact. The **ESW** will document the record that the contact was made or attempted.

Prior to imposing a sanction, the ESW is to complete the VIEW Non-Compliance Checklist. Once the form is completed, the supervisor must review the form and circumstances of the proposed sanction to ensure that the participant has been screened for disabilities or screening has been offered and refused, reasonable accommodations have been provided if needed, and the agency has attempted to notify the client verbally. **Supervision must also ensure than individuals with limited participation capacity of less than 20 hours per week, parents at least 18, but no more than 19 years of age, who are enrolled in elementary or secondary school, including vocational or technical school programs and who opted to participate in VIEW, along with otherwise exempt individuals that requested to participate in VIEW are not sanctioned but returned to their exempt status if the exemption is still applicable.** The supervisor must not approve the sanction if any of these steps have not been taken. The supervisor or designee must sign the VIEW Non-Compliance Checklist. The completed checklist must be placed in the case record.

B. Refusal to Participate

Refusal to participate occurs when a participant either:

1) Overtly chooses not to cooperate; or

2) Fails to carry out her prescribed VIEW activities without good cause.

C. Reasons for Applying VIEW Sanctions

The following are reasons for applying VIEW sanctions:

1) Failure to report for reassessments, job interviews or other required interviews;

2) Failure to actively participate in any VIEW **Pathway** activity or to complete requirements designated in the Agreement of Personal Responsibility or Activity and Service Plan, the local Employment Services Plan and State guidance. This includes failing or refusing to complete and/or return forms or provide other information by the required date;

3) Failure to accept bona fide job offers. A bona fide job offer is an actual job offer given in good faith without dishonesty, fraud or deceit **that will lead to earning a livable wage**. The job offer must:

   a) not be beyond the physical or intellectual capabilities of the participant;

   b) provide at least **minimum wage** or the prevailing wage for an occupation not covered by minimum wage standards;

   c) not require travel time from the participant's home to the jobsite that exceeds one hour each way, based on the transportation available to the participant.

4) Termination of employment without good cause. A sanction will be imposed in the following circumstances:

a) removal from a community work experience or public service program work site for misconduct or violation of employer rules governing the work site;

b) termination from unsubsidized or subsidized employment by the employer due to problems with attendance and/or performance or inappropriate behavior, without good cause;

c) **failure to comply with Pathway activity assignment check-ins requirements** other than FEP. Participants in FEP will only be sanctioned if the employer requests that the participant's placement be terminated;

d) quitting a job **without good cause** and failure to accept a bona fide job offer **(an offer that will lead to earning a living wage)** including FEP.

D. Documentation Required for Failure to Report for Assessment, Reassessment, Job Interviews, Other Required Interviews **or Two Consecutive Check-Ins:**

1) Correspondence advising the participant of the scheduled interview. The required contents of this correspondence are described at 1000.9.

2) The Activity and Service Plan (unless the recipient fails to appear for assessment or appears but refuses to participate in the assessment) identifying the VIEW **Pathway** activity to which the participant was assigned and any actions required by the participant.

3) **Case Narrative entries containing documentation of all** contacts with the participant.

4) A copy of the communication form sent to the EW to sanction/terminate the case.

5) **A copy of the VIEW Non-Compliance Checklist signed by the VIEW Supervisor or their designee.**

E. Documentation Required for Failure to Report to or Complete Job **Readiness/Search**, or Education :

1) An Activity and Service Plan form showing that the participant was assigned to **a Pathway activity** o**f either** Job Search/ Job Readiness, Education, or a combination of the listed activities **which states** the actions required by the participant.

2) Any letters and phone calls which may have been made prior to the scheduled activity (such contacts are not required by **guidance**).

3) Any referrals to the education, or service provider.

4) **Case Narrative entries** documenting all contacts with the participant.

5) A copy of the communication form sent to the EW to sanction the case.

6) **A copy of the VIEW Non-Compliance Checklist signed by the VIEW Supervisor or their designee.**

F. Documentation Required for Failure to Report to or complete a Work Experience, Public Service Program, or Full Employment Program Assignment

1) **VIEW** Activity and Service Plan showing that the participant was assigned to Work Experience, Public Service Program, or Full Employment and stating the actions required by the participant.

2) VIEW Referral to Work Site form.

3) Performance evaluation.

4) **Case Narrative entries** documenting all contacts with the participant.

5) A copy of the communication form sent to the EW to sanction the case.

6) **A copy of the VIEW Non-Compliance Checklist signed by the VIEW Supervisor or their designee.**

G. Documentation Required for Failure or Refusal to Accept a Bona Fide Job Offer

1) Description of the job offer, including OJT positions, and the circumstances surrounding the refusal including an analysis of whether the job offer meets the definition of a bona fide job offer **as pertains to leading to a livable wage,**

2) All contacts with the employer.

3) **Case Narrative entries** documenting all contacts with the participant.

4) A copy of the communication form sent to the EW to sanction the case.

5) **A copy of the VIEW Non-Compliance Checklist signed by the VIEW Supervisor or their designee.**

H. Advance Notice of Proposed Action to Sanction

1) This notice is sent to participants who do not comply with the VIEW program requirements It provides notification that the TANF benefit will be suspended. This notice is required prior to sanctioning.

2) Upon determination to sanction the client for noncompliance, the ESW must take action to begin the sanction process. The ESW will immediately notify the EW who will send the Advance Notice of Proposed Action within three business days of receipt of the notification.

3) The ANPA will inform the participant of the specific requirement which was not met, and advise the participant to contact the ESW within 10 days from the date the Notice was mailed in order to establish good cause and prevent suspension of the TANF **payment**.

a) The Notice will give the participant at least 10 days from the date the ANPA is mailed to provide good cause. If the participant does not respond to the ANPA by the date given, she will be sanctioned.

b) If the participant responds to the ANPA, the information becomes part of the documentation needed to determine if the sanction will be imposed. If the participant does not present good cause, she will be sanctioned.

I. Sanction Procedures

1) In agencies in which both the VIEW program and TANF benefits are not managed by one case manager, the ESW will advise the EW that a sanction is required, when to impose a sanction, and which sanction to impose. An automated message is sent to the EW via the automated system to impose the sanction and a manual communication form should be sent. The EW will send the participant the Advance Notice of Proposed Action to affect payment which explains the reason for the sanction, the amount of benefit reduction to be imposed, and the duration of the sanction.

2) For the purposes of recording and establishing sanctions, the sanction period begins on the date the participant was in noncompliance. This date is recorded in **the ESP module in VaCMS** as the date of referral for sanction. The effective date on the Advance Notice of Proposed Action **is the beginning of the sanction period for purposes of suspending assistance.**

3) The sanction will be imposed the first month following the month in which the case was referred for sanctioning, if administratively possible. If not, the sanction will be imposed the following month.

4) If the participant requests that the TANF case be closed following the referral of the case for sanctioning, the EW will enter the sanction in VaCMS prior to closing the case.

5) In an open **TANF/VIEW or TANF-UP/VIEW** case, if the recipient terminates employment, the EW may obtain the information first. If so, the EW will notify the ESW. The ESW will contact the employer and/or participant to determine if sanctioning is appropriate.

6) If a non-parent caretaker is subject to a VIEW sanction, the caretaker is to be removed from the TANF **payment** and the VIEW enrollment closed. The non-parent caretaker will not be added back to the TANF **payment** during the current period of TANF assistance. The caretaker may only be added to the **payment** after the TANF case closes and the caretaker completes a new application requesting assistance for herself and the child(ren).

J. Sanction Periods

A TANF or TANF-UP recipient will have her TANF **payment** suspended for the following periods:

1) For the first sanction, the **payment** will be suspended for a minimum period of one month and will continue to be suspended until the client complies.

2) For the second sanction, the **payment** will be suspended for a minimum period of three consecutive months and will continue to be suspended until the client complies.

3) For the third and subsequent sanctions, the **payment** will be suspended for a minimum period of six consecutive months and will continue to be suspended until the client complies.

4) A participant may perform a verifiable act of compliance during the fixed sanction period. The TANF payment, however, will not be reinstated until after the fixed sanction period has ended.

5) The months during which the participant is sanctioned will count toward the two year time period limitation. The "VIEW Sanction Reminder Notice" will be generated by VaCMS 15 days prior to the end of the minimum time period for the sanction. A second notice will be generated 90 days after the first notice is sent.

6) When an individual is receiving TANF and the category changes to TANF-UP or vice versa, the sanction count continues. For example, if an individual is sanctioned in a TANF case and the category changes to TANF-UP, the original sanction continues and must run its course in the TANF-UP case. Any new sanctions the individual incurs as a recipient of **a** TANF-UP/VIEW case will coun**t** in addition to the sanctions the individual received while participating as a TANF case**.** If the sanctioned individual leaves one TANF-UP assistance unit and becomes a member of another TANF-UP assistance unit, the sanction will follow that individual. The sanction will not remain imposed on the assistance unit the individual left. Only one assistance unit at a time will incur a sanction created by the same individual.

7) The ESW will advise the EW of the effective date on which to lift a sanction. Sanctions cannot be lifted during the fixed period but an act of compliance may be completed or proof of exemption may be provided. If a participant completes an act of compliance, the sanction will be lifted as of the date the fixed sanction period ends. When a participant complies after the fixed sanction period has ended, the ESW will notify the EW to lift the sanction as of the date of compliance.

When a participant becomes exempt during a sanction period, serving the minimum sanction period is not required. The sanction must be lifted effective the start date of the verified exemption and a full month's TANF payment must be issued as good cause for not participating is met. Adjustment to remove the month from the individual's 24-month VIEW clock is required if the client meets the exemption on the first day of the month, otherwise the month must remain in the count.

8) The EW will impose the sanction even if a participant becomes exempt after the Advance Notice of Proposed Action has been sent to the recipient. There are **two** exceptions to this rule:

a) If it can be established that the participant actually became exempt during the time she was required to participate, and verification is received before the sanction is imposed, the EW will not impose the sanction. However, this information must be communicated in writing to the ESW for final determination.

b) If the participant who has been referred for the first sanction obtains and verifies full-time employment (at least 30 hours per week and at least minimum wage) prior to the effective date of the proposed sanction, the EW will not impose the sanction. The ESW will remove the sanction referral information from **the ESP module in VaCMS.**

The ESW must advise the EW of this information so the **Non-Compliance Details information can be removed from Data Collection** as well. If the client is referred for sanction in the future, it will be a referral for the first sanction.

9) If an individual changes assistance units, the sanctions received in prior assistance units follow the individual. In other words, changing assistance unit does not remove the sanction from the individual's past record. For purposes of recording sanctions in **the ESP module**, the sanction information should be entered on the **Compliance/Non-Compliance – Details** screen for the individual who incurred the sanction.

Example: TANF-UP household with two mandatory participants. Caretaker 1 ("Mom") is referred for sanction. Caretaker 2 ("Dad") has participated in VIEW as required and remains in compliance. The sanction referral data is only entered on the Compliance/Non-Compliance – Details page for Mom. Her enrollment will close when the sanction becomes effective. In order to provide ongoing services to Dad during Mom's sanction period (which will suspend the TANF case for the household), the **ESP** enrollment for Dad will remain open. If **Mom later leaves the home, the TANF case will be reinstated for the** remaining household members the following month after the sanction month and Dad will continue to participate in VIEW.

Note: If Mom moves into another TANF household or applies for assistance, she will still be subject to the sanction she incurred while residing with Dad.

10) Beginning 1/1/12, participation in the SNAP Employment and Training program (SNAPET) is voluntary. If an individual fails to participate in the SNAPET program, the household's SNAP benefits will not be reduced the SNAPET enrollment will simply be closed and all SNAPET supportive services will be terminated. Due to this elimination of sanction in the SNAPET program, VIEW participants who are subject to a VIEW sanction will no longer be subject to a comparable sanction for SNAP purposes.

11) The sanction count must start over with each new VIEW enrollment in the 24-month period unless the TANF case closed in a fixed sanction period or if the fixed sanctioned period passed but compliance was not met. This includes at reapplication and when an individual becomes exempt from participation requirements and is subsequently referred to VIEW.

1000.16 COMPLIANCE

A. Compliance occurs when the participant who failed to comply and has been sanctioned performs a verifiable act of compliance to lift the sanction during or after the fixed sanction period. A verifiable act of compliance for the participant will be either continuing in, or completing an assigned activity.

When the TANF case closes with a sanction in place: If the TANF case is closed during the sanction period, the act of compliance may be met during the pending status of a reapplication. The client is responsible for contacting the ESW to learn how she can comply with program requirements.

Once the client has complied, the ESW will communicate this information to the EW as soon as possible. If the minimum fixed period has not passed at the time the client complies, the sanction will be lifted effective with the end of the fixed period. (Note: If the case is approved in a sanction, and the payment suspended, each of the months of suspended payment, including a partial month, will count toward the fixed sanction period.) If the minimum fixed period has passed once the client complies, the sanction will be lifted effective with the date of compliance.

If the TANF case is approved, the ESW will complete an assessment and have the client sign a new APR and complete a new **VIEW** Activity and Service Plan. The new APR will show the months of VIEW eligibility remaining. The ESW will open a new enrollment in **the ESP module in VaCMS** with the new assessment date as the start date. As part of the **ESP** data entry, the ESW will review the VIEW clock and make adjustments if needed. The **EW will receive a task and reminder to run Eligibility to update the Program/TOA to TANF/VIEW or TANF-UP/VIEW.**

If the client complied but the TANF application was not approved, the ESW will document the compliance in the record.

When the TANF case remains open during the sanction: If the case was open at the time the client complied, the ESW will reassess the client and advise the client of the number of months of VIEW eligibility remaining and complete a new Activity and Service Plan. A new enrollment will be opened in **the ESP module** with the new assessment date as the start date. The ESW will review the VIEW clock and make adjustments if needed.

If the individual is applying for SNAP as well as TANF, the TANF sanction is not necessarily cured by complying with SNAPET requirements. The individual must complete an act of compliance that matches the reason for the VIEW sanction. If that action is no longer available or appropriate, any other verifiable act of compliance deemed acceptable by the ESW will cure the sanction. This determination should be made on a case-by-case basis.

A TANF-UP case that is referred for sanction or in a sanction may not switch the individual who is participating in VIEW to avoid or cure the sanction. Once the sanction is cured, and the recipients wish to change the VIEW participant, they may do so upon request and after advisement from the ESW or EW.

Supportive services may be provided to a participant during the time she is performing a verifiable act of compliance. (See 1000.12C for guidelines). Ongoing supportive services may also be provided to the other mandatory participant in a TANF-UP household who has continued to comply even when the sanctioned participant remains in the fixed period of sanction. Reasonable accommodations must be provided to individuals with verified disabilities during the time they are performing verifiable acts of compliance and to make it possible for individuals to perform verifiable acts of compliance.

1. Employment which meets the following conditions represents a verifiable act of compliance for all situations: the employment is verified, it was obtained after the sanction was imposed, it pays at least minimum wage, it continues for at least two weeks after the client reports the job to the agency, and the client is still employed at the end of the fixed sanction period. The participant is still required to comply with other program requirements in conjunction with employment when applicable.

2. A verifiable act may be defined in these situations as follows:

   a. For failure or refusal to report for an appointment or required interview (excluding the initial assessment interview) - keeping another scheduled appointment or interview. **Missing two consecutive check-ins – completing a check-in.**

   b. For failure or refusal to complete and/or return forms or other information to the agency by a required date - returning and/or completing the required form or other information.

   c. For failure or refusal to begin, to continue in or participate in an assigned activity - beginning, continuing in or participating in an activity for up to two weeks to show a good faith effort to comply.

   d. For failure or refusal to complete an assignment to a program activity - completing an assignment.

   e. For failure or refusal to obtain or accept employment – if the client obtains employment during the sanction, the employment must be maintained through the end of the sanction period.

   f. If the assignment from which a participant has been sanctioned is no longer available or appropriate, compliance may consist of participating in or completing a different activity. In the case of a participant who was sanctioned for failure to participate in her CWEP or PSP assignment, the client will be allowed the opportunity to develop her own worksite in order to comply.

B. The **VIEW** Activity and Service Plan should reflect the activity the client is to complete in order to comply and the date by which the activity is to be completed. The information from the Activity and Service Plan developed to assist the client in complying with program requirements will not be entered into the **ESP module in VaCMS.** Once the participant has performed a verifiable act of compliance (with the exception of compliance based on employment), the sanction is lifted at the end of the fixed sanction period, or retroactively to the date the participant complied if compliance was after the end of the fixed period.

C. Effective Date of Compliance:

1. The effective date of compliance for an appointment/ interview or for forms/ other information not completed or returned to the agency, is the date the client keeps the appointment, participates in the interview, or completes/returns the forms/information.

2. Compliance for a program activity must meet the conditions for a verifiable act of compliance outlined in 1000.21A. Once those conditions are met, the effective date of compliance for activities other than employment is the date the client completed the activity.

3. For employment that meets the conditions for a verifiable act of compliance outlined in 1000.21A, the effective date of compliance will be:

   a. the end of the fixed sanction period, or

   b. the date the participant complied, if compliance was after the end of the fixed sanction period, or

   c. the date the employment was verified, whichever comes last.

   Example: The client is in a one month sanction for the period 1/1 through 1/31. On 1/12, the client reports that she has found employment and is asked to submit verification of her employment, wages and hours. She does not submit the required verifications until 2/6. If the client's employment meets the conditions outlined at 1000.16A(1), the EW will be notified and the sanction will be lifted effective 2/6 with benefits prorated for the balance of the month.

1000.17 REASSESSMENT AND CHECK-INS

Reassessment

Reassessment provides the ESW and the participant the opportunity to review the participant's progress in the VIEW program and address any **issues** which may present an obstacle to achieving self-sufficiency. **The ESW will support the participant in identifying and addressing barriers, checking in regularly, exploring appropriate Pathway Activities, and updating goals to help the participant move forward at a pace that feels safe and manageable.**

If there is a reason to believe that the participant's **unsuccessful attempts** or failure to obtain employment or participate fully in the program is related to a disability, the worker may offer screening, and if the screening identifies that the individual is likely to have a disability, will offer an in-depth evaluation, to identify the nature and severity of the disabilities, the individual's limitations, and any accommodations needed. The individual's Activity and Service Plan will be revised to reflect this information.

The ESW will conduct a reassessment whenever the participant leaves or completes **a Pathway Activity**. Reassessments may be completed prior to the end of the current **pathway activity** to ensure that participants are placed in new activities immediately after the end of an activity. (For example, if an **activity** is scheduled to end 1/15, the ESW can schedule the reassessment appointment to take place prior to 1/15). The participant's activity end date will not be shortened due to early reassessment unless the assigned activity actually ended before the scheduled end date shown on the Activity and Service Plan. In all cases, the reassessment must be completed no later than one week following the end of an **activity.** New **pathway activities** will be scheduled to begin no later than two weeks after the reassessment and immediately, if possible. **Prompt assessments and enrollment into new pathway activities will positively impact and support the participant's continuity of services and minimize disruptions to their progress.**

The ESW must conduct a face-to-face, telephone, or virtual reassessment interview with the participant following **the completion of any Pathway Activity or when a Pathway Activity is interrupted for any reason. If virtually, then the virtual platform must be approved.**

If the reassessment is conducted by phone or virtually**,** the ESW should document the case file specifying the date on which the new Activity and Service Plan was discussed and agreed **upon** by the participant, mail the participant a copy of the Activity and Service Plan, and key the new **Pathways Activity** information into the ESP module in VaCMS. **Verbal signatures are allowed when reassessments are conducted by phone or virtually. When a verbal signature is provided, the ESW will mail the updated service plan to the participant, by which the participant will not have to sign and/or return the service plan to the ESW. The ESW must annotate the Activity Service Plan with the date the verbal signature was provided.** The Activity and Service Plan is valid even if the client does not return **the** signed copy. The participant should be advised that the new **Pathway Activity** must be carried out even if the Activity and Service Plan **is not returned.**

All reassessments must contain an evaluation of participant needs and the available supportive services that will resolve barriers and assist with stabilizing the family. The ESW must review available supportive services and remind the participants about steps to request assistance. **Reassessments should also be used to provide the participant with information about employment, education, and training incentives that the local agency offers.**

A. Criteria for the Pathway Activities Reassessment

For each Pathway Activity, the ESW must determine whether the individual meets the criteria of the activity and if additional support is needed. The ESW must also document any change of circumstances or barrier elimination strategies for the participant.

A new Activity and Service Plan must be completed at the reassessment to identify the next Pathway Activity assignment. The ESP Assessment – Worker's Resource and/or ESP Goal Pathways Worksheet may be used, and it would be based on the participant's situation and progress.

1. **Pathway: Engagement & Stability**
   Activity: Foundations and Development

   Criteria:

   - **Review any previously identified barriers to employment or participation and assess whether they have improved, worsened, or changed.**
   - **Family Stability: Identify any new barriers or challenges that have occurred since the last assessment or check-in, including personal, logistical, or workplace-related issues.**
   - **Discuss how current barriers impact the participant's ability to attain, maintain, or advance in employment, education, and/or training Pathway Activities.**
   - **Evaluate the participant's access to resources, supportive services, or community support that may help reduce or eliminate those barriers.**
   - **Determine whether additional (internal or external) services, supportive services, accommodations, or referrals are needed to effectively address identified challenges.**
   - **Assess the participant's readiness and motivation to engage in barrier-removal activities or supportive services.**
   - **Document changes in circumstances and update the Activity and Service plan to reflect new strategies for overcoming obstacles to employment, education, and/or training activities**.

2. **Pathway: Engagement & Stability**
   Activity: Inactive or pending

   Criteria for Inactive

   - **Confirm the situation delaying participation is not caused by the client's action or inaction.**
   - **Verify the client, is actively communicating with the agency (returning calls, providing updates, responding to requests).**
   - **Determine whether the client is taking required steps to resolve the barrier (appointments scheduled, documentation requested, actions underway).**
   - **Assess whether the barrier is temporary and reasonable, requiring time to resolve (medical issue, waiting on third-party verification, transportation breakdown, etc.).**
   - **Ensure the client understands expectations and any deadlines associated with resolving the barrier.**

- **Reevaluate whether supportive services could help move the client back to active status sooner.**
- **Document the participant's efforts and cooperation in resolving the issue.**

Criteria for Pending

- **Determine whether the client has failed to communicate with the agency after multiple contact attempts.**
- **Identify whether the client is not completing required steps to resolve the barrier (missing appointments, not submitting documentation, ignoring check-ins).**
- **Confirm the situation delaying participation is a result of the client's inaction or lack of cooperation.**
- **Review whether the client has not responded to communications within the required timeframe.**
- **Assess whether the client has previously received guidance or support but has not taken any action toward resolving the issue.**
- **Check whether additional supportive services were offered and declined or not utilized.**
- **Document all attempts to contact the participants and any lack of response or engagement.**

3. **Pathway: Employment**
   Activity: Unsubsidized Employment

   Criteria:

   - **Review the participant's current employment status, including any unsubsidized employment obtained since the last assessment or check-in.**
   - **Confirm the stability of current employment, including hours, wages, transportation, scheduling, and job satisfaction.**
   - **Identify any new barriers or deficits affecting the participant's ability to attain or maintain unsubsidized employment.**
   - **Evaluate progress toward previously established employment goals and determine if goals need to be updated or revised.**
   - **Assess the participant's readiness for new or continued unsubsidized employment opportunities.**
   - **Discuss supportive services and/or other supports needed to secure or sustain unsubsidized employment.**
   - **Document changes in circumstances that may impact the participant's employability or Activity and Service plan.**

4. **Pathway: Employment**
   Activity: Subsidized Employment (Full Employment Program)

   Criteria:

   - **Confirm whether the subsidized position has met the participant's skill-building and employment-readiness goals.**

- **Assess progress in developing workplace skills, soft skills, and job behaviors required for transition to unsubsidized employment.**
- **Identify any barriers or deficits affecting the participant's ability to successfully engage in or transition from subsidized employment.**
- **Evaluate the participant's readiness to move toward unsubsidized employment, another pathway activity or determine if continued subsidized placement is appropriate if the participant hasn't exhausted their FEP eligibility.**
- **Discuss needed supports, training, or accommodations to help the participant maintain or advance from the subsidized position.**
- **Document any changes in employment status, progress, or service needs that may impact the participant's progression through the FEP and VIEW programs.**

5. **Pathway: Employment**
   Activity: Job Readiness/Search

   Criteria:

   - **Discuss participation in required workshops, job readiness classes or job search programs, if applicable.**
   - **Review the participant's current job readiness and search and efforts, including applications submitted, interviews attended, and leads pursued.**
   - **Assess whether job search activities align with the participant's employment goals and labor market opportunities.**
   - **Identify any barriers or challenges that may be limiting the participant's ability to complete job search requirements or secure employment.**
   - **Evaluate the participant's job search strategies, such as résumé quality, interview preparation (including mock interviews and understanding personal branding), follow-up practices, and use of job search tools.**
   - **Discuss the participant's motivation, confidence, and comfort level with ongoing job search tasks.**
   - **Determine whether additional support—such as career coaching, job readiness training, résumé assistance, or referrals—is needed.**
   - **Document updates to progress, challenges, and needs to ensure the service plan remains accurate and effective**.

6. **Pathway: Education**
   Activity: Education To Include Vocational Education

   Criteria:

   - **Review the participant's current education enrollment, including progress, and completion of coursework or program requirements.**
   - **Assess whether the education activity aligns with the participant's employment goals and supports skill development needed for the labor market.**
   - **Identify any barriers or challenges affecting the participant's ability to attend, participate in, or complete their education program.**

- **Evaluate the participant's academic performance, comfort level, and confidence with course content and workload.**
- **Determine whether additional supports, tutoring, accommodations, or resources are needed to enhance success in the program.**
- **Discuss any changes in scheduling, transportation, caregiving responsibilities, or other factors impacting continued participation.**
- **Assess readiness to transition from education activities to employment or to more advanced training opportunities.**
- **Document updates to progress, barriers, and needs to ensure the participant's plan reflects their current education status and goals.**

7. **Pathway: Training**
   Activity: Public Service Program (PSP), Community Work Experience Program (CWEP), On-The-Job Training (OJT)

   Criteria:

   - **Review the participant's current training placement, including job duties, skill development, hours, and performance feedback.**
   - **Assess progress towards learning objectives within the training pathway and determine whether goals are being met.**
   - **Identify any new or existing barriers affecting the participant's ability to successfully complete the training pathway activity.**
   - **Discuss the participant's comfort level, confidence, and readiness to continue skill-building within the training environment.**
   - **Evaluate the organization's/employer's feedback regarding performance, workplace behaviors, and skill acquisition.**
   - **Determine whether additional supports, accommodations, or services are needed to help the participant succeed in the training pathway activity.**
   - **Assess whether the participant is ready to transition from the training pathway into unsubsidized employment or another pathway activity.**
   - **Document any updates in progress, challenges, or training needs to ensure the activity and service plan reflects current conditions**

B. Explanation of RISE at Reassessment

During reassessment, the ESW will explain the RISE Match Saving Program eligibility requirements to all VIEW participants if an intermediary exists for the locality. The ESW will provide participants who are interested and meet the RISE requirements with the RISE application to complete and return. Upon the ESW receiving the completed RISE application, the ESW will provide the candidate with the Receipt of Application Submission, complete the RISE Referral Notice from the Local Department of Social Services to the Intermediary, encrypt and email the Candidate Application and RISE Referral Notice to riseida@dss.virginia.gov. The candidate must be informed by the DSS worker that after the Candidate Application has been submitted, the client will be contacted by a representative from the Community Action Agency to schedule the initial appointment and to begin the RISE program discussion. The RISE forms are available in Fusion.

C. Check-Ins

Check-Ins must be conducted in an informal manner in order to have meaningful contact between the ESW and the participant throughout their enrollment in pathway activity assignments for which the ESW provides holistic case management.

Reference Section 1000.13 for specific check-in requirements pertaining to each Pathway activity assignment to include frequency.

Holistic Check-In Practices During the Transitional Period

Pathway: Transitional
Activity: VIEW Transitional Payment (VTP), Beyond VIEW

Criteria:

- **Review the former participant's current employment, education, or training status following program exit.**
- **Assess the participant's stability in employment, including job retention, work performance, and satisfaction.**
- **Identify any new or ongoing barriers that may affect long-term employment success or self-sufficiency.**
- **Evaluate the participant's need for continued support services such as referrals, coaching, skill-building, or resource navigation.**
- **Determine whether the participant requires additional transitional services to maintain or advance in employment.**
- **Discuss any changes in personal circumstances—such as housing, transportation, childcare, or health—that may impact continued progress.**
- **Confirm the participant's readiness to fully transition without program support or identify areas where short-term follow-along assistance may be beneficial.**
- **Document progress, needs, and recommended services to ensure continued stability and forward movement.**

1000.18 VIEW and TRANSITONAL EXIT ASSESSMENT

The ESW must attempt to conduct an exit assessment for each VIEW participant before the effective date of the TANF case closure. The interview will allow VIEW staff to capture progress and will be a way for staff to receive credit for their accomplishments with participants. It will also allow provide insight into program deficiencies and identify areas for improvement. Local staff shall accomplish the exit interview by reviewing the categories in the initial assessment with the client and recording the responses/feedback.

An exit assessment must also be attempted with each former VIEW participant during the last month of the transitional period for both activities, VTP and Beyond VIEW. The information gathered from the interview will allow for VIEW staff to capture progress and to receive credit for their accomplishments with former participants. It will also provide insight into program deficiencies and identify areas for improvement as well as serve as a measure of program's response to benefit cliffs. Local staff shall accomplish the exit interview by reviewing the categories in the initial assessment with the client and recording the responses/feedback.

While staff are required to schedule an exit assessment with all VIEW participants subject to TANF case closure and all former VIEW participants as outlined above, the exit assessment is not an eligibility requirement, and recipients and former recipients must not be penalized in any manner for failure to complete the exit assessment.

1000.19 TRANSITIONAL SERVICES

Former VIEW participants are eligible for transitional services once they leave TANF, either because they have reached the end of the two-year time period, or because the TANF case has closed for another reason**. Each former participant must be placed in the Transitional Pathway which includes two activities, VTP and Beyond VIEW. All former VIEW participants that are not eligible for VTP must be assigned to the Beyond VIEW activity including those whose household no longer contains the presence of an otherwise eligible child. Eligibility for the Transitional Pathway** starts the first day of the month after TANF case closure and must continue through the last day of the twelfth month after TANF case closure.

Exception: an individual who is participating in VIEW while residing in a two-parent household will not be eligible for transitional services if **they** leave the home **and must not be enrolled in the Transitional Pathway.**

Note: Employed non-parent caretaker relatives who were enrolled in VIEW but removed from the assistance unit due to their countable income that included earned income (or a combination of earned and unearned income), exceeding the current poverty level for one person, are eligible for **the Transitional Pathway and must be assigned to the Beyond VIEW activity. Eligibility for transitional supportive services exists for such individuals with the exception of VTP and Transitional Child Care as they do not meet the criteria for these two types of transitional supportive services. It is imperative that Holistic case management practices are continued during the transitional period in order to provide continued support for the over-well-being of the participant and their family and to promote successful program outcome measures amongst TANF exiters.**

Former participants must be employed to receive Transitional Supportive Services to include incentives with the exception of Transitional Child Care as specified in the Child Care Subsidy Manual (Section 2.3). However, there is no minimum number of hours worked per week requirement criteria assigned.

The ESW must provide an explanation of the transitional period to all former VIEW participations at the time of enrollment into the Transitional Pathway using the Beyond VIEW and You Fact Sheet. To assist with the client's comprehension of the transitional timeframe and the services, the ESW must also provide a copy of the Beyond VIEW and You Fact Sheet to the client after reviewing the information with them. The explanation of the transitional period may occur either in person or via phone. However, the client must not be penalized if they do not make themselves available to receive the explanation. In these instances, the ESW must mail a copy of the Beyond VIEW and You Fact Sheet to the former participant.

Check-ins with clients enrolled in the Transitional Pathway must occur with the frequency of the 3-, 6-, 9-and 12-month transitional period increments. Performance of the check-ins must be holistic in nature and used for the purposes of providing continued support to the family unit to include transitional supportive services and to assist with the promotion of successful program outcome attainment. Results of all check-ins (attempts and completions) must be documented in the VaCMS case narrative under the ESP section.

Incremental check-ins are to be informal in nature but are not optional for the former participant, meaning they cannot opt-out from attempted contacts from the ESW. However, there is no penalty if the former participant chooses to not comply with the check-ins during the transitional period.

Note: The Check-ins at the 6-month period for individuals enrolled in the VTP activity does not replace the 6-month job follow-up verification that is required for continued VTP eligibility.

With the exceptions of VTP and Transitional Child Care paid from either Child Care Funds or VIEW funds, the presence of an otherwise eligible child in the home is not a requirement for former VIEW participants to receive transitional services. For a two-parent household with both parents enrolled in VIEW, the participant's eligibility for transitional supportive services listed in **1000.19A** will be evaluated on an individual basis. This may result in one parent receiving these services while the other parent is ineligible due to sanction.

The Transitional Activity and Service Plan must be used to document the Transitional Pathway and the activity of either VTP or Beyond VIEW. Documentation of the provision of all transitional services, with the exception of Transitional Child Care paid from Child Care Funds, must be included on the Transitional Activity and Service Plan. **Please reference Transitional APR guidance at Section 1000.14.C. for additional information.**

The Transitional Activity and Service Plan must be used to document the Transitional Pathway and the activity of either VTP or Beyond VIEW. Documentation of the provision of all transitional services, with the exception of Transitional Child Care paid from Child Care Funds must be included on the Transitional Activity and Service Plan. **Please reference Transitional APR guidance at Section 1000.14.C. for additional information.**

During the transitional period, transitional supportive services (including incentives) should be utilized to help mitigate the hardship of no longer receiving TANF benefits. Transitional supportive services (including incentives) are one way an ESW can help address the benefits cliff, which occurs when an increase in earned income (or other reasons for losing eligibility) causes a disproportionally greater loss of critical public assistance. Former participants who receive transitional services may be more successful in adjusting to the loss of TANF benefits than those who do not receive transitional services.

The ESW must not close the ESP enrollment when the former participant leaves TANF unless the participant has died or moved from the state. ESP enrollment for the Transitional Pathway with a VTP activity and an established VTP EDG will automatically change to VTP the first day of the month following the TANF/VIEW or TANF-UP/VIEW closure. Enrollment for individuals in the Transitional Pathway and assigned to the Beyond VIEW activity category must manually be changed to the Transitional Transportation code, TT.

Note: If a VTP client loses VTP eligibility during the transitional period, their enrollment must be changed from VTP to TT instead of being closed.

The ESW must enter all transitional supportive services in the ESP module in VACMS and document the case narrative accordingly.

If a client with a closed TANF case reapplies and is found eligible for TANF, she will no longer qualify for transitional services. VTP enrollments are closed at reapplication rather than at TANF case approval. **If the application is denied, the client must be considered as a Beyond VIEW transitional services recipient for the remainder of the transitional period**.

Note: If a former participant enrolled in the Beyond VIEW activity reapplies for TANF and is found ineligible, Beyond VIEW eligibility must continue for the remainder of the transitional period.

The local agency should include guidance regarding the use of, and any limitations on, transitional services in its Standard Operating Procedures contained in the Annual Employment and Training Plan. The ability of a local agency to pay for transitional supportive services is based on the availability of VIEW funds. Transitional supportive services (including incentives) may be issued using a variety of methodologies. The agency may use the same spending limits that were used during VIEW enrollment or they may choose different spending limits. If the agency uses different spending limits, they may set standard limits to be used throughout the transitional period, or they may incrementally increase or decrease the amount of supportive services throughout the transitional period.

A. Transitional Supportive Services

There are seven types of VIEW Transitional Supportive Services that the local agency can provide directly or can purchase. These services are Transitional Child Care Paid from Child Care Funds, Transitional Child Care Paid from VIEW Funds, Transitional Medical / Dental Services, Transitional Work-Related, Transitional Family Stabilization, Transitional Transportation, and Transitional Job Retention Incentives.

1. Transitional Child Care Paid From Child Care Funds –12-Month Maximum. Child Care assistance may be provided for up to 12 consecutive months, after the TANF case closes, to any former TANF recipient who meets the eligibility requirements outlined in Section 2.3 of the Child Care Subsidy Program Guidance Manual. For VIEW and non-VIEW former TANF recipients, child care can be provided for employment. For former VIEW participants, child care can be provided for education when the individual is enrolled in an accredited public institution of higher education or other postsecondary school licensed or certified by the Board of Education or the State Council of Higher Learning for Virginia and taking courses as part of a curriculum that leads to a postsecondary credential, such as a degree or an industry-recognized credential, certification, or license, as long as the individual is making satisfactory progress.

   Programs meeting these requirements may be found at the State Council of Higher Education for Virginia: http://www.schev.edu/index/students-and-parents/explore/virginia-institutions.

   Transitional Child Care can start no earlier than the first day of the month after the month of TANF case closure. The eligible participant will be required to pay 5% to 10% of monthly gross income toward the cost of child care. The exact amount of the co-pay, which will be based on family size and income, will be determined by the Child Care worker.

2. Transitional Child Care paid from VIEW funds – 3-Month Maximum. If the participant is determined ineligible for transitional child care based on income, and needs child care in order to work, the agency may pay for child care from VIEW funds for up to 3 months beginning with the month after TANF case closure. The client will not have to make a co-pay but will be required to pay any amount over the maximum reimbursable rate.

3. Transitional Medical/Dental Services – 12-Month Maximum. VIEW funds may be used to pay for transitional medical/dental expenses for a working client for up to **12** months, beginning with the month after TANF case closure, when the services relate directly to employment. Payment for medical/dental services will be limited to services not covered by the state Medical Assistance Plan (Medicaid). Services include medical statements or other necessary medical verifications, dentures, glasses, orthopedic shoes, or other items needed to maintain or upgrade employment.

4. Transitional Work-Related Expenses – 12-Month Maximum. VIEW funds may be used to pay for transitional work-related expenses for a working client for up to **12** months, beginning with the month after TANF case closure, when the services will help the client retain or upgrade employment. Transitional Work-Related Expenses include one-time and

on-going expenses. Examples of work related expenses include: fees for birth certificates, professional and license fees; registration/graduation fees; picture IDs; uniforms or other required clothing or shoes; safety equipment or tools; car repairs and insurances internet or wifi access; technology needed to complete remote work.

5. Transitional Family Stabilization Supportive **S**ervices – 12-Month Maximum. VIEW funds may be used to pay for transitional family stabilization supportive services for up to 12 months, beginning with the month after TANF case closure, to help a working client retain employment. Examples of family stabilization services include the provision of food or help with shelter costs **t**o assist the family in stabilizing their basic needs while adjusting to their new source of income and/or the loss of public assistance like TANF and SNAP benefits. Automobile expenses are not allowable as **family stabilization supportive** service**s**.

6. Transitional Transportation – 12-Month Maximum. Transitional Transportation may be used to pay for any employment-related transportation expense for working clients which is allowed under VIEW guidelines for open TANF cases. (Section 1000.12 contains guidance about the provision of transportation services as a supportive service for participation in any VIEW assignment. Transitional Transportation is limited to transportation related to paid employment, including OJT, only.)

   A former VIEW participant may request and receive transitional transportation any time during a the fixed 12-month period following TANF case closure. A client who **requests and receives transitional transportation** after the 12-month period has started will be eligible only for the remaining months in the period.

   A client whose case was referred for a VIEW sanction, or closed while in a VIEW sanction, must have or find employment **during the 12-month transitional period** in order to be eligible for Transitional Transportation.

7. Transitional Job Retention Incentives – 12 Month Maximum

   Transitional supportive services incentives shall be provided to incentivize the progression and advancement in employment of former VIEW participants as a means for motivation and encouragement. Incentive offerings may take the form of monetary (includes cash payments made directly to the participant) or non-monetary acknowledgements.

   Examples of transitional job retention incentives include:

   - Employment length incremental milestones
   - Wage advancement to include pay increases, promotions and the obtainment of benefits
   - Completion of 12 months of VIEW Transitional Payment (VTP) enrollment
   - Obtainment of employment during the 12-month transitional period
   - Payments made to address the gap between new or increased earnings and the value of public assistance benefits lost as a result

B. VIEW Transitional Payment (VTP)

1. Eligibility for VTP

VTP is an incentive payment designed to encourage job retention. The VTP will be provided to employed VIEW participants whose TANF case is closed for any reason, except no eligible child in the home (unless the only eligible child in the household is being determined ineligible due to turning 18 and no longer enrolled in school or if the only eligible child in the household is over 18, enrolled in school, and later graduates**)** or unable to locate, and whose case is not in a VIEW sanction or referred for a VIEW sanction or in an IPV. Neither participant in a TANF-UP household is eligible for a VTP payment if the other participant is in a VIEW sanction or has been referred for a sanction.

The case must contain at least one VIEW participant who at time of TANF case closure was employed at least 30 hours per week with hourly wages of at least the current minimum wage. The VTP payment for each participant is $50. When both parents in a TANF-UP case are VIEW participants and are each employed at least 30 hours per week with hourly wages of at least the current minimum wage, the payment is $100. If one parent leaves the two-parent household, the payment will be reduced to $50 dollars.

Note: Depending on the number of VIEW participants in the Assistance Unit, the VTP amount may exceed $100. Example: Mr. Jones is married to Mrs. Jones and they have one child. Ms. Smith and her child with Mr. Jones also reside in the household. Mr. Jones, Mrs. Jones and Ms. Smith are all VIEW participants on the same case. They all obtain full-time employment resulting in the household exceeding the 150% FPL for the household size. They all meet the criteria for establishing VTP. The VTP amount will be $150.

The VTP is initiated in VaCMS by the EW. A one-time notice is sent to the client by the EW that informs the client that her case is eligible for the payment, the reason for the payment and conditions that will terminate the payment. (See 901.13.) Once the EW certifies and authorizes the VTP EDG, a task and reminder will be generated to the ESW informing her that the VIEW participant's TANF/VIEW or TANF-UP/VIEW case has been closed and that VTP has been approved. The status of the open ESP record will change to VTP the first day of the month following the TANF/VIEW or TANF-UP/VIEW closure.

The ESW must have a copy of the previous month's pay stubs or verification of employment (not more than 30 days old). If the worker does not have the previous month's pay stubs or verification of employment, the ESW is to get the pay stubs or verification from the EW. The number of pay stubs will vary based on the client's pay schedule. Once the VTP begins in the ESP module in VaCMS, the ESW is to send the VIEW participant a new Activity and Service Plan with the appropriate boxes checked for VTP.

If the ESW determines the EW opened the VTP in error (Example: client not working 30 hours per week at minimum wage) the ESW is to immediately send a communication to the EW to close the VTP and provide the reason. The ESW should leave the VIEW record open and continue regular job follow-up if necessary**.**

If a client who is approved for a VTP appeals the TANF case closure and requests that the TANF payment be reinstated during the appeal, the VTP will be stopped. In the event that the client would like to continue participating in VIEW during the appeal and no VTP payments have been issued, the VTP will be closed, and the TANF/VIEW or TANF-UP/VIEW case reinstated. Reinstatement of the VIEW case will allow the ESW to then reopen the previous ESP enrollment. If the client loses the appeal and the TANF/VIEW or TANF-UP/VIEW case is closed, the EW will again evaluate eligibility for a VTP following VTP guidelines. If the client is eligible for VTP, the 12-month VTP eligibility period will begin the month after the second TANF/VIEW or TANF-UP/VIEW case closure.

If a client who is approved for VTP relocates to another locality in Virginia, the agency will transfer the VTP case. The Eligibility Worker in the receiving agency will determine if the client **continues** to meet all of the VTP eligibility requirements after she relocates. If the client **is** no longer eligible for VTP, the EW will send the client a Notice of Action regarding the VTP case closure.

Note: VTP must be evaluated for VIEW participants whose TANF cases are auto-closing due to the exhaustion of their 24- or 60-month clock, or when the TANF case is auto-closing due to receiving excess child support for two consecutive months.

2. When to Open and Close a VTP

a) VTP should be opened when:

1. the client is in VIEW at TANF case closure;
2. the TANF case is closed for any reason, except when no eligible children are in the home (unless the only eligible child in the household is being determined ineligible due to turning 18 and no longer enrolled in school or if the only eligible child in the household is over 18, enrolled in school, and later graduates), or when the renewal has not been submitted and completed by the 30th day after the renewal end date, or when the agency is unable to locate the client;
3. the VIEW participant is employed an average of 30 hours or more per week;
4. the VIEW client is earning the minimum wage or higher;
5. the VIEW participant is not in a sanction or referred for sanction at case closure.

b) VTP must be closed when:

1. the client reapplies for TANF;
2. the VTP recipient fails to provide verification of employment by the last day in month six of the VTP period;
3. there are no eligible children in the home, including a child who is ineligible due to truancy; Note: If the only eligible child(ren) in the home at the time the TANF case closed reaches the age of 18 (or has already reached the age of 18, but had remained eligible for TANF because he/she was enrolled and attending a secondary school or vocational/technical school of secondary equivalency) during the VTP period, the caretaker's eligibility for VTP will not be affected;
4. the worker is unable to locate the client;
5. the client requests closure of the VTP;
6. the client is no longer working or client's hours decrease to less than 30 hours per week.
7. the client's wages decrease to less than the minimum wage;
8. the VTP recipient moves to another locality that is not in Virginia; or
   the twelve-month VTP period ends.

C. VTP Follow-up

When the client is eligible for a VTP payment, regular job follow-up will end even if the minimum three-monthly job follow-ups have not been completed. Note: On the first day of the month that a VIEW participant is VTP eligible, the VaCMS will change the participant's ESP status to VTP. The ESW must complete a reassessment by completing the activity details, enter the employment/employer details, and enter the ESP participation for months one through six. The six job follow-ups will be entered at the same time using the same employment information.

Example: The ESW receives notification that the TANF/VIEW case will close effective December 31st and VTP has been established January 1st. On January 1st, the ESP status will change to VTP. On or after January 1st, the ESW enters the December follow-up information and the VTP job follow-up information as outlined above.

Note: Regular VIEW job follow-ups end when VTP follow-ups begin. Regular VIEW follow-ups made while the client had an open TANF case do not count toward the required number of VTP follow-ups.

On the 1st day of the 5th month of VTP enrollment, VaCMS will generate the VTP Job Follow-up letter and the Verification of Employment form. The forms are due back the 5th day of the 6th month. On the 6th day of the 6th month of VTP enrollment, a task and reminder will be sent to remind the ESW to, "Enter the 7th through 12th months VTP Job Follow-up". If the client is

still eligible for VTP, the ESW must enter the job follow-ups no later than the 15th day of the 6th month. If the job follow-ups are not entered in the ESP module in VaCMS by the 15th day of the 6th month, a task and reminder will be sent to the EW instructing the EW to "Close VTP. Job Follow-up letter not received or VTP criteria not met."

If employment verification is not returned or the employment verification does not show the recipient is employed at least 30 hours per week and earning at least the minimum wage, the payment must be stopped. If the client provides employment verification that shows he is employed at least 30 hours per week and earning at least the minimum wage, but fails to return the VTP Job Follow-up letter, the payment must not be stopped. If the hours are less than 30 per week when the 7th job follow-up information comes back, the ESW must close the VTP enrollment in the ESP module. The client is no longer eligible for the VTP. The ESW will also send an Employment Services Communication form (032-02-0072) to the EW requesting her to close the VTP in VaCMS.

The VTP should be terminated when employment ends, hours fall below 30 per week, wages decrease to below the current minimum wage, when the client changes jobs causing a break in employment which results in the average hours for the month falling below 30 per week, when the only eligible child leaves the home, and when the client does not provide employment verification by the last day in month six of the VTP period. The VTP must also be terminated when the employment is with an educational or training institution that closes for the summer (longer than thirty days) and the client cannot work.

Official closures by educational or training institution employers for quarter or semester breaks (lasting less than thirty days) during which the client cannot work will not impact the VTP.

Once the client loses employment and the VTP is stopped, the client continues to be ineligible for VTP as long as **they are** in the transitional period even if **they** become employed again. **The client's enrollment must be changed from VTP to Beyond VIEW, and monthly check-ins must continue when the VTP closes during the transitional period.**

1000.20 HARDSHIP EXCEPTIONS

Exceptions to the two-year limit on TANF assistance may be granted under certain circumstances which are specified by the Code of Virginia and outlined below.* (See 901.11 for reasons that the client might be eligible for assistance during the POI based on disability rather than hardship).

A. Application for An Exception - The client is notified that an extension of benefits is possible by the TANF 24-Month Advance Notice of Proposed Action. This notice is generated by VaCMS on the 15th day of the 22nd month of the 24-month TANF eligibility period.

The ESW will explain the criteria for a hardship exception to all VIEW participants who are in the final two months of receipt of TANF. However, the ESW is only required to evaluate the individual for approval of a hardship exception when the participant provides a written request to be considered for an exception. The client must submit a signed and dated written request to the ESW, postmarked within the 60-day period prior to the effective date of TANF case closure shown on the notice, identifying the specific type of exception requested. The agency may assist a client who is illiterate in writing the request, but the request must be submitted timely and must be signed and dated by the client. An individual who has exhausted the 24-month TANF eligibility period and whose TANF case has already been closed may not apply for an exception.

B. Exceptions and Eligibility for TANF and VIEW - If a hardship exception is granted, TANF benefits will be issued for the period of the exception as long as all TANF eligibility factors continue to be met. The client will be a mandatory VIEW participant and will be eligible for supportive services.

C. Criteria for Granting Hardship Exceptions - Hardship exceptions may be granted under the following circumstances provided the client meets all general and specific eligibility criteria:

1. Exceptions of up to one year

   a. The client lives in an area of high unemployment.

   b. The client has been enrolled in employment-related post-secondary education or skills training unless the education or skills training was self-initiated.

2. Exceptions of up to 90 days

   a. The client is unable to find employment.

   b. The client has lost her job.

3. Exceptions exceeding one year

   a. Natural disasters as declared by the department.

* Code of Virginia 63.2-613

D. General Eligibility Criteria for Hardship Exceptions

In order to be considered for a hardship exception, the participant's program participation must be evaluated. Determination must be made that:

1. The participant was not sanctioned more than one time for failure to satisfactorily participate in any assigned **Pathway** activity while in the program. Assigned **Pathway** activities must be reflected on the client's **VIEW** Activity and Service Plan.

2. The participant was not sanctioned for leaving employment without good cause while enrolled in VIEW.

In the case in which a sanction was improperly imposed, including situations in which the sanction was the result of non-compliance caused by the verified disability of the participant or the verified disability of a household member in the care of the participant, the sanction will be removed and the participant may be considered for a hardship exception if otherwise eligible.

E. Conditions Under Which a Hardship Exception May Be Granted for Up to One Year

A hardship exception may be granted by the local agency for any period of time, up to one year, based on a lack of job availability or for completion of employment- related education or training if the client meets the general eligibility criteria outlined above. The client must participate in the VIEW program and carry out all program assignments. The hardship exception will be reevaluated every 90 days to ensure that the basis for the exception continues to exist and that the participant continues to meet all program and exception requirements.

1. Factors relating to job availability are unfavorable

   a. The client lives in an area where the unemployment rate has been 10% or higher for the six months preceding the client's request for a hardship exception. Unemployment rate information is available from the Virginia Employment Commission **at https://virginiaworks.com/local-area-unemployment-statistics-laus?page89556=1&size89556=48&page89557=1&size89557=48.**

   b. The client is registered with the Virginia Employment Commission, is assigned to a job search activity and to any other activity that the agency believes will facilitate employment, and is actively seeking employment.

2. The client is in an employment–related post-secondary education or training program which can be completed within one year

   a. Participants enrolled in a self-initiated education or training program that began prior to his/her entry into the VIEW program are not eligible for an education or training- related hardship exception.

b. The participant must have been enrolled in employment-related post-secondary education or skills training for at least 9 of the previous 12 months, have been satisfactorily participating, and must be able to complete the course of study in no more than one year of full time enrollment if the exception is granted.

c. In the case of a participant with a verified disability, or a household member with a verified disability cared for by the participant, the participant must have been enrolled for at least 6 months out of the previous 12 months, have been satisfactorily participating for those 6 months, and be able to complete the course of study in no more than one year if the exception is granted. The ESW will work with the participant and the educational institution or skills training program to arrange any accommodations needed by the participant in order to complete the course.

d. For purposes of this hardship exception, the following education activities are not considered "employment-related education or training": adult basic education (ABE), General Educational Development (GED), English as a Second Language (ESL, ESOL), High School.

F. Conditions Under Which a Hardship Exception May Be Granted for Up to 90 Days

A hardship exception of up to 90 days may be granted by the local agency based on the participant's inability to find employment or loss of employment if the participant meets the general qualifying criteria outlined above.

1. The client is actively seeking but is unable to find employment.

The participant is enrolled in a job seeking activity and has been satisfactorily participating, but has been unable to find employment that, in combination with all other income (this includes earned and unearned income) or sources of assistance available to the individual, would pay an amount equal to or exceeding the TANF cash benefit plus a standard deduction of **$209.**

2. The client has been employed but has lost employment due to factors not related to job performance.

a. The participant has applied for unemployment compensation from the Virginia Employment Commission and has been denied.

b. The participant is able to provide a copy of the determination of ineligibility for unemployment compensation from the Virginia Employment Commission.

c. The Virginia Employment Commission determination of ineligibility verifies that eligibility for unemployment compensation would have existed if the participant had worked sufficient hours to qualify.

G. Responsibilities of the ESW - Decision on Exception Request

1. The ESW will notify the participant within 5 working days that the request for a hardship exception has been received. The notification to the participant will provide the date by which a decision will be made. The date will be no longer than 30 days from receipt of the client's hardship exception request.

2. The ESW will evaluate the request based on current guidance and will complete the Hardship Exception Determination Form (032-03-0376) and submit it to the Employment Services supervisor for approval of the recommended action.

3. The ESW will send the client a Notice of Hardship Exception (032-03-0377) notifying the client of the approval or denial of the hardship exception request, and the reason for approval or denial.

4. If the hardship exception request is denied, the notice will also inform the client of the TANF case closure date. The client may appeal the denial of the hardship exception as well as the closure of the TANF case.

5. If the hardship exception request is approved, the notice will explain the terms of approval including the begin (start) and end date of the exception. Additionally,

   a. The ESW will determine the length of an employment-related education or training exception, up to a maximum one year, based on the time necessary for the participant to complete the course of study.

   b. The ESW will determine the length of an exception based on an unfavorable labor market, up to a maximum one year, or on an exception based on unemployment or loss of employment, up to a maximum of 90 days, based on the client's individual situation, local labor market considerations, and planned outcomes from program participation.

6. If the hardship request is approved, the notice will set a first exception reassessment date no later than 90 days after the date of the notice.

H. Responsibilities of the ESW - Management of Approved Exceptions – General

1. The ESW must monitor all approved exceptions in order to verify that the reason for the exception still exists and that the client continues to participate in assigned program activities. If the reason for the exception ceases to exist, or if the participant ceases to participate in assigned activities and would be sanctioned during regular program participation, the ESW will notify the EW who will send the client the Advance Notice of Proposed Action (032-03-0018) terminating the case at the earliest possible date.

2. At the same time, the ESW must attempt to contact the client immediately by letter and telephone to determine if the client has good cause for failure to participate in program assignments. If the client has a good cause reason for failure to continue with program assignments, and, in the case of a verified disability, if the reason for non-compliance can be remedied by reasonable accommodations, the agency may allow the client to continue in the activity. The ESW will notify the EW to not terminate the case.

I. Responsibilities of the ESW - Management of Approved Exceptions of Up to One Year

1. In addition to the general management expectations outlined above, the ESW must reevaluate each exception granted based on an unfavorable labor market or for employment-related education or training of up to one year at least every 90 days. In the case of exceptions based on employment-related education and training, the ESW will verify that the participant is still enrolled, is making satisfactory progress, and is anticipated to complete the course of study within the period granted by the exception.

J. Responsibilities of the ESW - Extension of Hardship Exceptions

Under some circumstances, a hardship exception of up to 90 days - based on a client's failure to find employment or loss of employment - can be extended. In no case will an exception of up to one year based on an unfavorable labor market or for employment-related education or training be extended past the initial date.

1. The local agency may request an extension of a 90-day hardship exception on the behalf of the client. The agency will submit the written request to the Virginia Department of Social Services, Division of Benefit Programs, Economic Assistance and Employment Manager.

2. An extension can be granted only during, or as a continuation of, an existing hardship exception. 90-day extensions of the 90-day hardship exception will be granted only in very limited circumstances and only to persons who demonstrate extreme hardship. In no case will the hardship exception period (the original period plus any extensions) exceed a total of one year.

3. Prior to submitting a request for an extension, the ESW must reassess the client and assign the client to work experience, FEP, or job skills training in addition to a job search activity in order to maximize the client's opportunity to find employment. The extension must be requested at least 15 days prior to end of the participant's original hardship exception. The extension cannot be requested if the original exception period has ended and/or the TANF case is closed.

4. The agency may follow the same procedures and timeframes to request that the extension be renewed for subsequent periods of up to 90 days if it determines that the client will continue to face extreme hardship.

5. The local agency request for an extension of the 90-day hardship exception must include the following:

   a. The specific reason for the extension request
   b. The period of time for which the extension is requested
   c. Documentation that the client has satisfactorily participated in all assigned activities during the original exception period, and will encounter extreme hardship if TANF benefits are terminated
   d. A description of any individual or extenuating circumstances that the manager should consider in making the decision.

K. Responsibilities of the Economic Assistance and Employment Manager - Extension of Hardship Exceptions

The Economic Assistance and Employment Manager of VDSS will base the decision regarding extension of TANF benefits past the period of the original exception on the following:

1. The individual met all the general and specific criteria for receiving the original hardship exception

2. The agency placed the client in a job search activity, and in work experience, the Full Employment Program (FEP), or job skills training prior to requesting the extension and the client is participating in all assignments

3. The agency has demonstrated that the individual/family would suffer extreme hardship if benefits were terminated at the end of the exception period.

   The manager will examine each request separately and act to grant or deny the request for extension within 5 days of receiving the request. The manager will notify the client and the agency of its decision regarding the request for an extension.

   The manager will follow the same procedures and timeframes to review and act on requests for renewal of the extension period.

1000.21 TRANSFERS

A. The ESW will transfer within five working days from the date of notification, the entire VIEW record of TANF or TANF-UP participant who moves from one locality to another.

B. Whenever possible, the benefit and the VIEW record should be transferred together.

C. All service supplements should be updated and closed prior to case transfer.

D. When a VIEW case with no earned income and not in sanction transfers to another agency, the VIEW clock stops. The ESW must complete an assessment prior to re-starting the clock. The reassessment must be completed within 2 weeks of the receipt of the transfer in case. The receiving agency is responsible for adjusting the clock.

E. When a case with earnings, or one which is in sanction, transfers to another agency, the 24-month clock continues, to advance.

F. The 60-month clock continues to advance.

G. For VIEW cases that must be transferred but contain a participant engaged in a FEP activity, the desk review must include determination of whether or not the participant will remain employed by the FEP employer after moving to the new locality. If yes, then the FEP enrollment will continue in the new locality, and the ESP enrollment must be transferred as is. If not, then the FEP enrollment must be ended before the ESP enrollment is transferred. The case narrative must reflect this determination.

1000.22 APPEALS

A. All participants have the right to appeal an agency action to suspend or terminate the TANF payment. The ESW's decision to refer a participant to the EW because of non-compliance will result in such an action.

B. The EW must notify the participant in writing through use of the Advance Notice of Proposed Action every time an adverse action is taken.

C. The notification and fair hearings procedures in the TANF Manual, Sections 401.4 and 104-106, will govern all appeals to ensure fair hearings for actions proposed or taken by the agency as a result of noncompliance with VIEW requirements.

D. If the participant files a valid appeal and requests a hearing, as determined by the hearings officer, the TANF or TANF-UP payment may be reinstated until a decision is rendered by the hearings officer.

If the appeal is of a VIEW sanction and the TANF payment is reinstated, the months which pass while awaiting the appeal decision must be added to the 24-month clock. These months will remain on the clock regardless of the appeal decision (105.2). Additionally, the TANF assistance granted during the appeal of a VIEW sanction is not considered an overpayment when the hearing decision is adverse to the recipient. The unsuccessful appeal simply delays the imposition of the VIEW sanction and the consequent loss of benefits to the household.

E. Workers may continue to work with participants during an appeal.

1000.23 HEARINGS

A. The ESW must follow these procedures for all appeals involving VIEW sanctions:

1) The ESW will be notified of the date and time of the appeal hearing by the hearings officer.

2) The local department is responsible for assuring that a representative of the VIEW Program is present during the appeal hearing.

3) Eligibility and Employment Services staff must jointly prepare the summary of facts, which must include both eligibility and participation issues. Additional procedures for fair hearings are found in the TANF Manual, Sections 104 – 106.

B. The ESW must carry out the appeal decisions as follows:

1) If the agency's action is reversed, the ESW must remove the sanction and review the participant's Activity and Service Plan to determine the appropriate component assignment.

2) If the agency's action is sustained, the sanction is imposed and the VIEW case is closed for the required period of time.

1000.24 CONTRACTS

Agencies may enter into financial agreements with individuals or organizations to operate portions of their Employment Services program. Agencies are bound by State statutes set forth in the Virginia Public Procurement Act and by any local procedures that may supplement the Act. Contracts made with other state entities, including community colleges and Workforce Innovation and Opportunity Act (WIOA) agencies are not subject to the requirements of the Virginia Public Procurement Act, but may be subject to local procurement procedures.

A financial arrangement between a local social service agency and any other entity for the provision of VIEW activities and services is a contractual relationship and can be entered into only if the standard contract format in Appendix B is used. No other agreement or written arrangement, including **a** Memorandum of Agreement (MOA) or a Memorandum of Understanding (MOU), can be substituted for the use of the standard contract.

Note: A MOA or a MOU is a document describing an agreement or understanding between two or more parties. It expresses a partnership between the parties, indicating an intended common line of action. It is often used in situations where the parties cannot create a legally enforceable agreement or where parties do not imply a legal commitment. A MOA or MOU is a generally accepted form of a commitment or commitments between governmental entities. A MOA is used when there is monetary compensation involved and a MOU is used when there is an exchange of goods and/or services between two or more parties. However, legally the terms are interchangeable. If a MOA or MOU is needed, then seek assistance from a contract specialist or legal counsel.

Contracts negotiated at the time the **Annual** Employment and Training Plan is developed will be sent to the agency's TANF/VIEW Regional Practice Consultant with the VIEW Plan. Contracts developed outside this timeframe will be sent to the Regional Practice Consultant as soon as the contract has been signed by both parties. The **Annual** Employment and Training Plan will be modified as necessary and sent to the Regional Practice Consultant.

The Regional Practice Consultant will provide technical assistance to the agency in developing and/or negotiating contracts as needed.

A. Consideration in Contracting

Prior to contracting, the agency must determine what is to be contracted and why. The agency must determine that the contractor can provide services of an equal or higher quality and/or at a lower cost than the agency itself. Care should be taken to ensure that the contract represents an extension of services, rather than compensation for services previously provided at no cost. If the contract is with an agency or organization that serves TANF recipients or other economically disadvantaged populations, the contract must contain a certification from the provider that the services being contracted for are not otherwise available from the provider at no cost.

B. Services That Can be Contracted

Any program activity or service may be contracted as long as the agency is able to justify the contract in terms of quality of services, cost, and anticipated outcomes. However, any contract that includes initial client assessment normally the responsibility of an ESW, and/or overall on-going case management of all or part of the agency's VIEW population, must have prior approval by the Regional Practice Consultant in consultation with the Home Office.

C. Selection of Service Providers

When selecting service providers, the local agency must take into account such things as the past performance of the contractor in providing similar services, the contractor's demonstrated effectiveness, fiscal accountability, cost efficiency and other factors which the local agency determines are appropriate. A process must exist that documents these factors were considered.

D. Contract Outcomes

The contract should be written so that acceptable performance and outcomes are clear to both parties. Additionally, the contract should make clear how outcomes will be measured and with what frequency. Success should be defined incrementally and in terms of completion.

E. Payment and Reimbursement

The specific terms of contract reimbursement are part of the contract negotiation process and a budget along with payment for a contract should always be linked to contract performance. Payments are typically prorated according to quantifiable rates of progress and/or performance. Most of the time, expenses are submitted for reimbursement. Under specific but rare circumstances, advances are allowed. A detailed budget should be attached to the contract.

F. Contract Duration

Contracts can be negotiated for any period of time agreeable to both the agency and the contractor so long as they terminate by the end of the fiscal year. To allow local agencies maximum flexibility in operating the Employment Services Program, contracts may be negotiated for a period of six months (or less) rather than for a year. Agencies who choose to contract for 12 months and who later become dissatisfied with the contractor's performance may terminate the contract by providing notice as stated in the contract.

G. Contract Requirements

A contract is made up of the following elements; the approved contract format, a scope of services description for each service to be contracted including the costs for that service, and an overall program budget showing the contractor's planned expenditures by category.

1) Format

The agency must use the standard contract format approved by the Attorney General's Office in contracting (See Appendix B, page 6 of this chapter). Other contracts can be utilized in addition, if required by the local government but the standard contract format must always be used. The contract must show the total cost for all contracted services between the agency and the contractor. If more than one service is to be provided, the separate cost for each should be included in the scope of services descriptions and detailed in the overall contract budget.

2) Scope of Services Description

Each service to be provided by the contractor must be described in full. Agencies contracting out more than one service will need to develop a scope of services description for each service.

The description must contain a:

a) Summary of activities included in the service;

b) Explanation of roles of the contractor and agency in providing the service;

c) Explanation of the contractor's responsibility regarding required reporting

d) Explanation of the agency's responsibility in monitoring contract and terminating if necessary;

e) Description of the numbers and kinds of clients who will receive the service (age 25-35, volunteers, high school graduates, etc.);

f) Statement of the time frame for the service, including beginning and ending dates;

g) Description of the specific anticipated outcomes; and

h) Statement of the cost of the service.

H. Budget

Each contract must be accompanied by a budget for the entire contract showing the contractor's planned expenditures by category.

I. Contract Monitoring

1) It is the responsibility of the local agency to monitor each contract on a frequent basis to ensure both that the terms of the contract are being met and that progress is being made toward achievement of the outcome goals. Monitoring may be carried out through review of reports made by the contractor and by contract site visits.

At a minimum, the agency will require the contractor to submit a monthly client specific progress report as well as quarterly reports and a final report. The quarterly report should include information on overall contract progress and identified problems as well as a report of client outcomes. The final report should provide an objective review of the overall program operations for the contract period as well as client specific outcomes/progress.

2) It is the responsibility of the local agency, based on information from its monitoring of the contract, to determine the appropriateness of future contracts with the same contractor. In all cases in which the agency plans to enter into a second or subsequent contract with a contractor, the final summary report must accompany the new Contract when it is submitted to the Field Consultant. In cases in which the final summary has not yet been completed, all monthly and quarterly reports to that date will be submitted instead.

1000.25 RECORD RETENTION

The Virginia Public Records Act, §42.1-76, et seq. of the Code of Virginia places authority to issue regulations concerning retention and destruction of records with the Library of Virginia (LVA). The LVA General Schedule No. 15 governs records maintained by local social service agencies, including VIEW client records. LVA General Schedule No. 02 governs locality fiscal records including purchase orders. While many records can be destroyed three years after case closure, there are exceptions to that general rule. These exceptions include situations involving audits, investigations, court cases, and fraud or overpayments related to supportive services among others.

Each local agency must designate a Records Officer who will be in charge of seeing that LVA regulations for record retention and destruction are followed. See http://lva.virginia.gov/agencies/records/retention.asp for information about establishing a Records Officer and to access the specific schedules for record retention and disposition. The Library encourages agencies to contact the Records Analysis Services section at 804-692- 3600 with questions about records management.

1000.26 REACHING INDEPENDENCE THROUGH EDUCATION AND SAVINGS (RISE)

The Reaching Independence through Savings and Education (RISE) is a match savings program designed to support TANF recipients with saving money to purchase an allowable asset [homeownership, transportation, the pursuit of post-secondary education (participant or child), small business ownership or to achieve self-sufficiency] through matched savings and training.

RISE participation requirements include:

- A TANF recipient or an individual in a TANF-eligible family. (Note: A TANF-eligible family consists of a child living with a custodial parent or other adult caretaker relative with income not to exceed 200 percent of the federal poverty level, who does not receive TANF benefits.)
- at least 18 years old;
- a U.S. citizen, or legal alien;
- a Virginia resident; and,
- the saver must have earned income from full-time or part-time wages or self-employment.

Note: Both parents in a TANF-UP household are eligible to participate in the program as long as all RISE eligibility requirements are met.

Once enrolled in the RISE program, regardless of the status of the TANF case (approved, closed, suspended), the RISE participant has 24 months from the date of the RISE account establishment to reach the savings goal to purchase an allowable asset. Clients can save up to $500 and earn up to $4,000 of RISE matching funds on those savings, thus an $8 VDSS match for every $1 saved. The Saver is limited to a maximum of $4,000 match payment in a 24 month period. The Saver never has direct access to the match payment funds. The maximum TANF match payment paid to a qualified vendor will be eight times the amount the Saver has deposited into their own savings account to participate in the RISE program. Upon meeting the savings goal, TANF match funds will be paid to a vendor to purchase the qualifying asset.

A. Recruitment of participants into the RISE program will be the responsibility of the VDSS, ~~and~~ the local departments of social services, and approved community action agencies.

1. The ESW will explain the RISE eligibility requirements to all VIEW participants meeting the RISE eligibility criteria and provide the participant with the RISE Brochure. The ESW will provide the participant with the RISE application to complete and return. Upon receipt of the completed, signed and dated RISE application, the ESW shall provide the candidate with the Receipt of Application Submission, complete the RISE Referral Notice from the Local Department of Social Services to the Intermediary, encrypt and email the Candidate Application and RISE Referral Notice to riseida@dss.virginia.gov. The candidate must be informed by the DSS worker that after the Candidate Application has been submitted, the client will be contacted by a representative from the Community Action Agency to schedule the initial appointment and to begin the RISE program discussion.

2. Upon acceptance into the RISE program, the participant, hereby known as the Saver, will be required to work with a local intermediary. The Intermediary will provide the Saver with ongoing program support, guidance, and monitoring of the Saver's participation. While working with the Intermediary, the Saver will be required to:

   a. Willingly commit to identifying and reducing debt, and change spending and savings habits;
   b. work with the Intermediary to develop a personalized action plan and timeline to purchase an allowable asset;
   c. meet monthly with the Intermediary;
   d. complete at least eight hours of financial literacy training;
   e. complete at least six hours of asset-specific training;
   f. set up direct deposit with the employer and save at least $25 per month from earned income (e.g. wages, salaries, income tax refunds, professional fees, and other amounts received as compensation for personal services actually rendered);
   g. work closely with the Intermediary in cases of cash emergencies;
   h. work closely with the Intermediary on asset purchases; and
   i. open a new savings account in their own name.

   If job loss occurs after enrolling in the RISE program, to maintain the RISE account, the Saver is given a five month grace period to find another job. If the saver is unable to secure a job within five months, the saver's participation in the RISE program will be stopped. Additionally, VDSS will terminate Savers who miss three consecutive monthly deposits or Savers who withdraw money from the RISE savings account without the required approval will be terminated from the RISE program. Matched funds are forfeited if an account is closed at the discretion of the enrolled saver before the completion of the RISE program. Failure to participate in the RISE program will not affect the VIEW participation and no sanction is to be imposed.

   Personal savings and VDSS matched funds may be used to make payments or to purchase an allowable asset. Only the money saved in the savings account that was opened to participate in RISE. The ability of the Saver to obtain the asset within two years shall be a factor in moving forward in the RISE enrollment process.

B. An Intermediary is an approved community action agency or an approved Local Department of Social Services, accessible throughout the state, that the VDSS has entered into an agreement with who will provide comprehensive engagement with the RISE participant to increase successful saving and training outcomes. The Intermediary will provide ongoing support and monitoring of all aspects of the Saver's RISE program participation. The intermediary has a clear understanding of the RISE eligibility requirements and expected program outcomes. VDSS will provide a list of participating intermediaries per locality.

   1. The Intermediary at a minimum will:

      a. Approve the RISE candidate's participation;
      b. discuss all RISE policies and requirements with the Saver;

c. assist the candidate in securing all information necessary to participate;
d. meet with the Saver monthly;
e. provide case management and support to ensure the Saver's retention;
f. provide monthly reporting and data to VDSS;
g. assist the Saver in setting realistic monthly savings goals;
h. monitor successful completion of at least eight hours of financial literacy training;
i. monitor the successful completion of at least six hours of asset-specific training;
j. assist the Saver in opening a new saving's account;
k. identify financial resources;
l. council Saver during cash emergencies;
m. council and assist the save in finding reputable vendors; and,
n. work closely with the Saver on asset purchases.

C. Upon the Saver's request to purchase the prescribed asset, the Intermediary will advise the VDSS of the Saver's intent. The Intermediary will assist the Saver in submitting the required documentation for approval of the match payment to the vendor.

D. The VDSS will provide the local departments of social services with the resources to help build the RISE program, including the names of the local intermediaries.

Appendix A. TANF Work Participation Rate ---------- **Obsolete through September 30, 2031**

This Page Intentionally Left Blank

Contract Development Checklist 2

Standard Contract.....6

CONTRACTOR
PERIOD OF PERFORMANCE
AMOUNT:
SERVICES PROVIDED:

CONTRACT DEVELOPMENT CHECKLIST

GENERAL CRITERIA:	YES	NO	COMMENTS:
Agency has identified the services or administrative functions needed and the reason for contracting. i.e., LDSS's work becomes more efficient.			
The service is not available in the community free of charge, or at no cost to agency.			
State or local Procurement procedures were followed. Note: If contracting with another State entity, agencies do not have to go out with an RFP.			
If agency has previously contracted with the provider, the following have been evaluated:			
Reports provided timely.			
Required outcomes met.			
If not, section plan developed for improved performance.			
Agency has developed internal procedures for screening and referral of customers to contractor. Staff and contractor have clearly defined procedures for handling absenteeism, lack of progress and other problems that may occur.			
Agency has linked required levels of performance with payment (accepting a minimum number of referrals, placement of target population, payment at designated phases of the contract).			

SCOPE OF SERVICES INCLUDES:	YES	NO	COMMENTS:
Explanation of the roles of the contractor and the agency in providing the service.			
Detailed summary of activities.			
Explanation of the contractor's responsibility regarding reports.			
Description of the numbers and kinds of customers who will receive the service. (i.e., age 25-35, volunteers, high school graduates, etc.).			
Statement of the time frame for the service including beginning and ending dates.			
Description of the specific outcomes anticipated for customers receiving the services, the number of participants to achieve those outcomes and the time frames outcomes will be achieved (i.e., average wage expected and the number obtaining employment, the number completing training, etc.).			
Detailed breakdown of all cost associated with the provision of the service.			
Description of the contract monitoring which will be carried out by the agency.			
Definition of what will constitute acceptable performance by the contractor.			
Description of the action taken both in regard to the contract and in regard to continuation of the service should performance be unacceptable.			

PROGRAM COMPONENTS: (Note: It is recommended that outcome measures for components should exceed that achieved by the agency without benefit of contracting.)			
JOB DEVELOPMENT & JOB PLACEMENT:	YES	NO	COMMENTS:
Number of customers to be referred identified.			
Outcome measures have been established for:			
Percentage/number to be placed.			
Average wage expected at placement or by end of follow-up.			
Percentage to retain for 30/60/90 days.			
JOB READINESS:			
Individual class size and total number of customers to be enrolled have been identified.			
Outcome measures have been established for:			
Percentage/number to complete the class.			
Percentage/number to find employment within 30/60/90 days.			
Retention services to be offered? (Optional)			
If so, retention outcomes specified for 30/60/90 days.			
JOB SKILLS TRAINING:			
Training is being offered for occupations in demand in the community.			
Individual class size and total number of customers to be enrolled has been identified.			
Outcome measures have been established for:			
Percentage/number to complete the training.			
Percentage/number to find employment within 30/60/90 days.			
Retention services to be offered? (Optional)			
If so, retention outcomes specified for 30/60/90 days.			

EDUCATION and TRAINING	YES	NO	COMMENTS:
Individual class size and total number of customers to be enrolled has been identified.			
Tools/methods for measuring progress have been identified (i.e., receipt of GED, pretest and periodic documentation of progress at mid-contract and end of contract period, grade level attainment, completion of competencies).			
Outcome measures have been established for:			
Percentage/number to show progress or successfully complete the curriculum.			
Percentage/number to have satisfactory participation on a monthly basis.			
COST EFFECTIVENESS:			
Contract has been evaluated for cost effectiveness.			
If applicable, contact cost per entered employment is equal to or less than the program cost (desktop review).			
If applicable, contract cost per participant is equal to or less than the program cost.			
If the service cannot be provided at a lower cost, the degree of difficulty in working with the targeted customer population requires intensive services to produce desired outcomes.			

CONTRACT

This Contract is made this_____day of_____20 , by and between

_____

(herein referred to as the "Agency") and

_____

(herein referred to as "Contractor").

In order to implement the Agency's Employment Services Program, the parties of this Contract agree as follows:

(1) SCOPE OF SERVICES: The Contractor shall provide the services to the Agency indicated in the Attachment.

(2) TIME OF PERFORMANCE: The services of the Contractor shall commence _____ and terminate on_____.

All time limits stated in this agreement are of the essence.

(3) COMPENSATION: The Contractor shall be paid by the Agency

Total obligation of the Agency in all forms of compensation shall not exceed_____dollars.

(4) CONDITIONS OF PAYMENT: All services provided by the Contractor pursuant to this Contract shall be performed to the satisfaction of the Agency, and in accord with all applicable federal, state and local laws, ordinances, rules and regulations. Contractor shall not receive payment for work found by the Agency to be unsatisfactory, or performed in violation of federal, state or local laws, ordinances, rules and regulations.

(5) LIABILITY: The Contractor shall indefinitely, and hold harmless the Agency, and when applicable, its designated representatives, from any and all claims, suits, actions, liabilities and cost of any kind, caused by the performance by the Contractor of his/her work pursuant to this agreement.

Neither the Contractor, its/his employees, assignees or subcontractors shall be deemed employees of the Agency while performing under this agreement.

(6) GENERAL PROVISION: Nothing in this agreement shall be construed as authority for either party to make commitments which will bind the other party beyond the Scope of Service contained herein. Furthermore, the Contractor shall not assign, sublet, or subcontract any work related to this agreement or any interest he/it may have herein without the prior written consent of the Agency.

(7) INTEGRATION AND MODIFICATION: This Contract constitutes the entire agreement between the Contractor and the Agency. Any alterations, amendments, or modifications in the provisions of this agreement shall be in writing, signed by the parties and attached hereto.

(8) TERMINATION: The Agency may terminate this agreement upon_____days written notice to the other party. Upon this termination for convenience, the Contractor shall be paid only for those additional fees and expenses incurred between notification of termination and the effective date of termination that are necessary for curtailment of its/his work under this agreement.

In the event of breach by the Contractor of this agreement, the Agency shall have the right immediately, to rescind, revoke or terminate the agreement. In the alternative the agency may give written notice to the Contractor specifying the manner in which the agreement has been breached. If a notice of breach is given and the Contractor has not substantially corrected the breach within_days of receipt of the written notice, the Agency shall have the right to terminate this agreement.

In the event of recession, revocation or termination, all documents and other materials related to the performance of this agreement shall become the property of the Agency.

(9) COLLATERAL CONTRACTS: Where there exists any inconsistency between this agreement and other provisions of collateral contractual agreements which are made a part of this agreement by reference or otherwise, the provisions of this agreement shall control.

(10) NON-DISCRIMINATION: In his/its performance of this agreement, the Contractor warrants that he/it will not discriminate against any employee, or other person, on account of race, color, sex, religious creed, ancestry, age, or national origin.

(11) APPLICABLE LAWS: This agreement shall be governed in all respects, whether as to validity, construction, capacity, performance or otherwise, by the laws of the laws of the Commonwealth of Virginia.

(12) SEVERABILITY: Each paragraph and provision of this agreement is severable from the entire agreement; and if any provision is declared invalid, the remaining provisions shall nevertheless remain in effect.

(13) AUDIT: The Contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.

(14) AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

(15) RENEWAL OF CONTRACT: This contract may be renewed by the local agency upon written agreement of both parties for one successive year periods, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration.

(16) CHARITABLE CHOICE:* If this contract is with a faith-based organization, the participant has the right to refuse to actively take part in religious activities and can refuse the services of the faith-based organization.

*Public Law 104-193

SIGNATURES

_____	_____
Signature of Agency Representative	Signature of Contractor Representative
_____	_____
Name of Agency Representative (print)	Name of Contractor Representative (print)
_____	_____
Date	Date

The Annual **Employment and Training** Plan template can be accessed at:
https://fusion.dss.virginia.gov/bp/BP-Home/TANF-and-VIEW

Virginia Department of Social Services
Temporary Assistance for Needy Families (TANF) Displacement Grievance Form
Virginia Initiative for Education and Work (VIEW)

Date_____

Name of Employee_____ Home Phone #_____

Address_____City_____ State_____Zip Code _____

Work Phone #_____Best Time To Call_____A.M._____P.M _____

Name of Employer_____ Phone #_____
(Whom grievance is filed against)

Employer's Address_____Apt. #_____

Supervisor's Name_____

City_____State_____Zip _____

Brief description of grievance, include dates._____

_____

_____

Employee Signature_____ Date_____
All of the above information is correct to the best of my knowledge.

Displacement means employing or assigning a Temporary Assistance to Needy Families (TANF) Community Work Experience Placement (CWEP), Full Employment Program (FEP) or other subsidized employment participant when: 1) The employer has terminated the employment of an employee, or the employee's current position, or otherwise caused an involuntary reduction in its work force in order to fill the vacancy with a subsidized participant, 2) An individual is hired while another person is on layoff, including seasonal layoff, from the same or substantially equivalent position; 3) The employer has reduced the hours of an employee in the same or substantially equivalent position to less than full time in order to employ or assign a subsidized participant: or; 4) The employment or assignment results in the impairment of an existing contract for services.* The Virginia Department of Social Services will act as a mediator to assist in resolving the grievance. Any suggestions made by the Department of Social Services are not binding to either party.

This form must be received by the Virginia Department of Social Services no later than sixty days after the alleged incident of Displacement.

Mail to: Virginia Department of Social Services
Economic Assistance and Employment
Unit (TANF/VIEW)
5600 Cox Road
Glen Allen, VA 23060

* 45 CFR 261.70 (a)

Working with Clients with Non-Traditional Barriers..... 2

Working with Clients with Non-Traditional Barriers

VIEW participants have been facing new challenges with increases in non-traditional barriers. One example of a non-traditional barrier is choosing to homeschool children. Homeschooling is becoming more prevalent in many areas across the state and participants are faced with the challenge of being available to home school their children and fully engage with the VIEW program to meet participation requirements. Workers must get creative when choosing activities to assign clients to and help participants understand that while homeschooling their children may be a barrier to participation, it is not an exemption. Below are examples of how workers can assist participants in both VIEW and VIEW-UP households in meeting VIEW program participation requirements.

Example 1: Caroline and Mike were both referred to VIEW when their TANF-UP application was approved. They have one son, Sam, who Caroline homeschools. Neither Caroline nor Mike meets an exemption from the VIEW program.

During his Initial Assessment, Mike reported that he has an Education Degree and has been looking for work as an art teacher but has been having trouble. He discussed his willingness to broaden his search efforts and will be assigned job **readiness**/search.

Caroline reported during her Initial Assessment that she isn't sure how she is going to engage in VIEW while Mike is job searching during the day and she is teaching Sam. Caroline also reported she has never worked but she volunteers on the weekends and a few evenings a month at her local homeless shelter, sorting donations and handing out goods to people who come to the shelter. She expressed that she would eventually like to work at a shelter in a paid capacity, but there are currently no openings. The VIEW worker explained that VIEW participation does not have to take place during traditional working hours on weekdays and can be done in the evenings and on weekends.

Since Caroline has never been employed, she needs to continue to work on developing skills and obtaining references to make herself more employable in the future. She and the VIEW worker contacted the homeless shelter and established a PSP partnership with an agreement of increased hours. Caroline was assigned to PSP at the homeless shelter, which will provide her with additional training and preparation for entering the workforce. She will volunteer more evenings during the week and on the weekends while Mike can care for their son, thus allowing both parents to fully engage with the VIEW program. The VIEW worker will issue gas cards using VIEW Supportive Services to assist Caroline in traveling back and forth to the shelter.

Example 2: Anna is a single mother of two, Aiden and Anthony, who are homeschooled. Aiden is in 4th grade and Anthony is in 5th grade. Anna reports during her Initial Assessment that the boys use a curriculum online and can navigate most of it themselves, but she needs to be on hand to help explain more complex concepts, administer tests, and keep them on task. Anna reports a desire to take **education** courses to be certified in Medical Billing and Coding, but also wants to look for remote work so she can still be available to her sons. The VIEW worker and Anna found a part-time **education** program **that will be conducted virtually**. They also discussed virtual job searching platforms**, as Anna wishes to continue looking for employment while she is in school**. She understands that if / when she gets contacted for an in-person interview, she will make the necessary arrangements for someone to care for her children. Anna stated she has Chromebooks for her sons, but does not have her own computer. The VIEW worker purchased a laptop, wireless keyboard, mouse, printer, ink, and paper using VIEW Supportive Services.

Example 3: Roger is a single father of 2 children in elementary school. He lives with his mother who works 25 hours per week but assists him with childcare when she is not working. Roger homeschools his children due to religious beliefs. Roger states he teaches the children during traditional school hours because that's what he is familiar with.
During his Initial Assessment, Roger reported a history of employment in the restaurant business but was fired shortly after gaining custody of his children. He indicated an interest in returning to work in a restaurant with the goal of becoming a manager or eventual franchise owner but has not taken the steps to look for work again because his mother's work schedule varies, and he doesn't always know when she will be available to care for the children. The VIEW worker assisted Roger in looking for childcare centers that offered drop-in hours for him to utilize when his mother was not available, which will provide Roger with more options for childcare and more availability to complete job search. The VIEW worker and Roger also discussed in depth that the homeschooling does not always need to take place during traditional school hours but can also be completed in the afternoons or on weekends, which also will provide additional flexibility for completing hours of participation with VIEW.
While reviewing possible activity assignments, the VIEW worker shared a list of local FEP employers with openings. A local fast food restaurant chain has an afternoon / evening / weekend shift supervisor opening for 25 hours per week. The VIEW worker refers Roger to the company, and he is hired for the position as an FEP participant. Roger will be assigned to FEP for 25 hours per week.
To prepare for work, Roger requested assistance with purchasing non-slip shoes and his first uniform. The VIEW worker assisted by purchasing shoes and the uniform for Roger using VIEW Supportive Services. Roger will also receive weekly gas cards to get back and forth to work.

Contact Information
Local Agencies Served by Refugee Social Services Refugee Employment Programs

VDSS Region	Localities Served by RSSEP	RSSEP Provider Contact Information	Localities Not Served by RSSEP
Central	**Chesterfield** **Hanover** **Henrico** **Richmond City**	**International Rescue Committee Richmond Employment Program** Richmond Office 8100 Three Chopt Road, Suite 128 Richmond, VA 23229 Phone (804) 308-9144	Amelia Buckingham Charles City Cumberland Essex Fluvanna Goochland Hopewell King & Queen King William Lancaster Lunenburg Middlesex New Kent Northumberland Nottoway Petersburg Powhatan Prince Edward Richmond County Westmoreland
	Caroline	**Migration and Refugee Services of Commonwealth Catholic Charities** Fredericksburg Office 325 Wallace Street Fredericksburg, VA 22401 Phone (540) 899-6507	

VDSS Region	Localities Served by RSSEP	RSSEP Provider Contact Information	Localities Not Served by RSSEP
Eastern	Chesapeake Franklin City Hampton Isle of Wight Newport News Norfolk Portsmouth Suffolk Surry Virginia Beach Williamsburg York-Poquoson	**Refugee Resettlement Services of Commonwealth Catholic Charities** Hampton Roads Office 12284 Warwick Blvd., Suite 1-A Newport News, VA 23606 Phone: (757) 247-3600	Accomack Brunswick Dinwiddie Franklin City Gloucester Greensville-Emporia Mathews Northampton Prince George Southampton Sussex

VDSS Region	Localities Served by RSSEP	RSSEP Provider Contact Information	Localities Not Served by RSSEP
Northern Virginia	Alexandria Arlington Fairfax Falls Church Loudoun Manassas City Manassas Park	**Migration and Refugee Services** **Commonwealth Catholic Charities** Arlington Office 80 North Glebe Road Arlington, VA 22203 Phone: (703) 841-3876 Manassas Office 9200 Church Street, Suite 304 Manassas, VA 20110 Phone: (571) 364-8010 **Refugee Immigration Services** **Lutheran Social Services of the National Capital Area** Falls Church Office 7401 Leesburg Pike Falls Church, VA 22043 Phone: (703) 698-5026	Clarke Fauquier Frederick Greene King George Louisa Madison Page Rappahannock Shenandoah Warren Winchester
	Culpeper Fredericksburg Orange Prince William Spotsylvania Stafford	**Migration and Refugee Services** **Catholic Charities of the Diocese of Arlington** Fredericksburg Office 325 Wallace Street Fredericksburg, VA 22401 Phone (540) 899-6507	
	Harrisonburg/Rockingham	**Church World Services** **Refugee and Immigration Program** Harrisonburg Office 250 East Elizabeth Street, Suite 109 Harrisonburg, VA 22802 Phone: (540) 433-7942	

VDSS Region	Localities Served by RSSEP	RSSEP Provider Contact Information	Localities Not Served by RSSEP
Piedmont	Albemarle Charlottesville	**International Rescue Committee** Charlottesville Office 609 East Market Street, Suite 104 Charlottesville, VA 22902 Phone: (434) 979-7772	Alleghany-Covington Amherst Appomattox Bath Bedford Botetourt Campbell Charlotte Craig Danville Franklin County Halifax Henry-Martinsville Highland Lynchburg Mecklenburg Nelson Pittsylvania Rockbridge (Buena Vista & Lexington)
	Roanoke City Roanoke County	**Refugee Resettlement Program** **Commonwealth Catholic Charities** Roanoke Office 820 Campbell Avenue SW Roanoke, VA 24016-3536 Phone (540)-342-7561	
	Shenandoah Valley (Staunton, Augusta & Waynesboro)	**Church World Services** **Refugee and Immigration Program** Harrisonburg Office 250 East Elizabeth Street, Suite 109 Harrisonburg, VA 22802 Phone (540)-443-7942	
Western	None	None	All

Understanding Federal Participation.....Obsolete Through September 31, 2026

FEP, PSP, CWEP, and OJT

This appendix contains more specific information regarding Subsidized Employment – Full Employment Program (FEP), Community Work Experience Program (CWEP), Public Service Program (PSP), and On-The-Job Training (OJT). The applicable section should be reviewed for additional guidance when placing a participant in any of these activities.

A. SUBSIDIZED EMPLOYMENT - FULL EMPLOYMENT PROGRAM (FEP)

Subsidized employment is employment in which government funds are used to directly subsidize the participant's wages. Subsidized employment is designed to provide training while the participant works on the job.

The Full Employment Program is a work activity in which a participant is placed in a public or private sector job and is paid an hourly wage for the work done. The Department of Social Services will pay the employer a predetermined, fixed stipend based on tiers and the number of hours a participant works per month. TANF benefits will be paid to the participant during the time the employer is receiving a stipend except when the participant has not worked **their** scheduled hours for reasons beyond **their** control.

Tiers:

Tier I: Participant works 20 hours or more per week– employer will receive $500
Tier II: Participant works 30 hours or more per week – employer will receive $750
Tier III: Participant works 40 hours or more per week – employer will receive $1000

1. The Goal of FEP - The overarching goal of this **Pathway A**ctivity is for the employer to retain the participant at the completion of the training period. The placement should provide the participant the opportunity to gain work experience, develop job skills and enhance workplace social skills. To increase the likelihood that the participant will be hired on a permanent basis for the job and to promote further FEP placements with the employer, the worker should make every effort necessary to ensure that the participant's skills, abilities, and interests are a good match for the job description for the placement.

2. FEP Placements - VIEW participants will be screened for placement with a FEP employer **when they are determined to be job ready and a suitable match for the position. The ESW will consider the participant's employment history and interest in the position as part of the screening process**. VIEW participants in a FEP placement are required, at a minimum, to work a monthly average of at least 20 hours a week.. Each assignment to FEP will be for a period of **up to** six months.

3. Suitable Placements - If the ESW does not have a suitable FEP or on-the-job training placement available, the participant will be immediately screened for placement in a suitable community work experience site.

   Suitable is defined as follows:

   a) The worker has evaluated a good match between the participant's skills, abilities, and interests and the position description;

   b) The employer agrees to provide needed training to do the job; and

   c) The net monthly wages (take home pay) estimated by the employer exceed the amount of monthly TANF benefits the participant was last paid. The ESW can obtain the most recent TANF payment amount by reviewing the participant's TANF payment history in VaCMS on the Issuance Summary/Search screen or by contacting the EW.

4. Criteria for the FEP Participant

   a) The participant must be able to perform the minimum requirements for entry into the job and be capable of performing the duties of the job with the provision of training by the employer at the end of the placement.

   b) The supportive services needed by the participant can be provided.

   c) The participant may participate in FEP more than one time but must not have been previously sanctioned while assigned to a FEP placement.

   d) A participant cannot enter a FEP placement if she is in the process of being referred for a 2nd or 3rd sanction.

      If the participant has been referred for a 1st sanction and a FEP placement is available and the participant signs the Full Employment Program Agreement prior to the effective date of the sanction, the 1st sanction can be avoided. For a participant in a first sanction, a participant may be referred for FEP participation. As long as the fixed period has been served, the FEP assignment is the verified act of compliance and the sanction may be lifted.

\

e) More than one participant may be screened and referred to an employer for an interview for the FEP positions.

1. The ESW should complete the VIEW Referral to Work Site form (032-02- 0300) to be given to each referred participant to take to the job interview.

2. After the employer indicates his selection on the participant's SNAP E&T and VIEW Referral to Work Site form (032-02-1060) and signs the Full Employment Program Agreement (032-02-0309) for the participant's placement, the participant is to be assigned to the FEP position on the Activity and Service Plan (032-02-1000) and in the ESP module. The ESW will give the participant the FEP Information Sheet (032-03-0441).

3. The ESW will complete the Full Employment Program Communication Form (032-03-0655) and forward it to the EW as notification of a FEP placement.

This form is available on the intranet at https://fusion.dss.virginia.gov/bp/BP-Home/TANF-and-VIEW/Forms and can be completed online and emailed to the EW. The eligibility worker is responsible for updating VaCMS to pay the employer's stipend as indicated on the Full Employment Program Communication Form (032-03-0655) from the ESW.

f) If a participant does not attend the employer interview, the ESW must contact the participant to determine if good cause for the missed interview exists. If the ESW determines from the contact that the participant did not have good cause for missing the interview, or if the ESW is unable to contact the client verbally, the ESW must take action to begin the sanction process. Based on agency procedures, the ESW will either send the client the VIEW Notice of Sanction/ Termination (032-02-0307) or the Advance Notice of Proposed Action within 3 business days of the missed appointment. Alternately, the ESW will immediately notify the EW who will send the ANPA within 3 business days of receipt of the notification.

g) If a participant transfers to another locality, the FEP Agreement must be reevaluated to determine if the FEP placement can continue. If yes, then the FEP enrollment will continue in the new locality. If not, then FEP activity must be ended.

5. Criteria for the FEP Employer

a) FEP placements may be established in public or private sector employment.

b) The employer must offer employment of not less than 20 hours per week at minimum wage or greater. The position offered must meet the definition of a suitable placement, (see Suitable Placements at 1000.13, D.3). Wages paid to FEP participants must be the same rate as paid to other employees who perform the same work and who have similar experience and tenure.

c) The employer must pay Virginia Unemployment Insurance tax for its employees. FEP participants may qualify for unemployment benefits if not retained as a permanent employee. Eligibility for such benefits must be determined by the Virginia Employment Commission on an individual case basis. Former FEP participants not hired permanently should be encouraged to apply.

d) The employer must offer a position in conformity with Section 3304(a)(5) of the federal Unemployment Tax Act which requires the following:

1. The job offered cannot be available as a result of a strike or labor dispute;

2. The job cannot require the employee to join, nor prohibit the employee from joining, a labor organization;

3. The FEP participant cannot be used to displace regular workers.

e) The employer must agree to pay the participant through his payroll system. The employer agrees to pay his share of the premiums for Social Security contributions, unemployment insurance, and worker's compensation related to the participant's wages.

f) The employer must sign a VIEW Full Employment Program Agreement (032-02-0309) for each participant she employs in a FEP placement. The Full Employment Agreement includes:

1. The amount of the employer stipend;

2. The skills and equipment operations the participant will learn;

3. The hourly wage, number of hours per week the participant is expected to work, and estimated net monthly wages.

4. The duration of the placement and the conditions under which it will end;

5. Conditions under which the employer must repay FEP reimbursements;

6. Provisions regarding termination of the FEP Agreement; and

7. Responsibility of the employer to report when a FEP participant works less than an average of 20 hours per week. If the agreement is not in effect for a full calendar month, the participant must have worked an average of at least 20 hours per week for the number of full weeks the FEP agreement was in effect during the month.

   Example 1: A participant begins employment on July 13 and works a total of 58 hours between July 13 and July 31. Since the agreement is in effect for less than a full month, the ESW will need to determine the average number of hours worked per week to enter in the ESP module as well as the number of full weeks worked during the month. The calculation will be as follows:

   31 (last day of the month in which the assignment began)
   – 13 (the day of the month when the assignment started)
   18 + 1 = 19 days employed during the month

   19 days ÷ 7 =2.71 weeks employed during the month

   58 hours ÷ 2.71 weeks = 21.4 average hours per week; round down to 21

   Example 2: A participant is employed for a full month. The employer reports that the participant worked for a total of 90 hours during the month. The average number of hours worked per week during the month was 21 (90 hours ÷ 4.33 = 20.78 average hours per week; round up to 21).

g) The employer must also agree to the following:

1. Provide on-the-job training to the degree necessary for participants to perform the duties of the job;

2. Provide sick leave, holiday, and vacation benefits to participants to the same extent provided to other employees performing the same work and having similar experience and tenure;

3. Maintain healthy, safe working conditions at or above levels generally acceptable in the industry and no less than those in which other employees perform the same work;

4. Agree not to discriminate against any person, including program participants, on the basis of race, color, sex, national origin, religion, age, or disability.

5. In addition to completing the VIEW Full Employment Agreement, the ESW will require the employer to fill out the Request for Taxpayer Identification Number and Certification Form (IRS Form W-9). File the completed form in the case record.

6. Payments to the Employer

The employer stipend is a reimbursement for participation in FEP. The stipend is issued for each month of FEP participation.

a) One payment is made to an employer.

1. Stipend - The employer stipend is a predetermined, fixed payment based on tiers and the number of hours a participant works per month**. For Tier I: Participant works 20 hours or more per week – employer will receive $500; Tier II: Participant works 30 hours or more per week – employer will receive $750; and Tier III: Participant works 40 hours or more per week – employer will receive $1000.** FEP stipends are issued for six consecutive months, unless notified by the ESW to discontinue the payments. In no instance are stipends to be paid for more than six months.

The ESW is responsible for notifying the eligibility worker within 3 business days of making a FEP placement. Upon receipt of notification from the ESW that the participant has entered a FEP placement, the eligibility worker will complete the required VaCMS screens to start the employer's stipend as soon as administratively possible. The employer's stipend will be mailed on or about the first day of each month.

Using the Full Employment Program Communication Form (032-03-0655), the ESW must notify the EW when a FEP placement is made and when changes occur during the placement including the need to issue a replacement check to the employer or terminate the FEP placement.

b) Limitations on Payments to the Employer

1. No employer will be paid a stipend unless the local department of social services has a signed and completed VIEW Full Employment Agreement.

2. The employer will receive a stipend only when the participant was paid for at least 20 hours per week or an average of at least 20 hours for the number of full weeks the agreement was in effect during that month. The EW must be notified within 3 business days that the 20 hour minimum was not met**.**

7. FEP Participation

a) FEP participants may only participate in one FEP job placement at a time for no more than 6 months during the VIEW participation period.

b) The ESW will track participation by conducting a FEP **check-in** by the fifth day of each month for the previous month. This is to be accomplished by contact with the employer to verify that the participant is satisfactorily continuing in the placement and is meeting the minimum requirements for the job, including working at least 20 hours per week or an average of at least 20 hours during a month.

The ESW should also discuss any concerns the employer may have regarding the participant's performance or attendance. Hours of participation will be verified by the employer's statement. In any case, monthly contact with the employer should be part of the follow-up process to ensure that the employer's needs are being met, to maintain rapport with the employer, and to ensure the likelihood of future FEP placements.

Employer contact may be written or verbal. In either case, the ESW must obtain the information requested on the VIEW Attendance/Performance Rating Sheet (032-02-0305). If the contact is verbal, the ESW should record the information obtained **in the Case Narrative**.

If the employer recommends the termination of the Full Employment placement, the ESW will document the reasons in the contact log for the recommendation and determine if there are grounds for sanctioning the participant. If grounds for sanctioning do not exist, the ESW will reassign the participant to another work activity immediately. If grounds exist for sanctioning, the ESW must take action to begin the sanction process. Based on agency procedures, the ESW will either send the client the VIEW Notice of Sanction/ Termination (032-02-0307) or the Advance Notice of Proposed Action within 3 business days of the missed appointment. Alternately, the ESW will immediately notify the EW who will send the ANPA within 3 business days of receipt of the notification.

c) VaCMS will automatically issue the stipend through month six unless cancelled by the EW. If the ESW determines that the employer was not entitled to the stipend received for the prior month, the ESW will inform the employer of his responsibility to return the check. The employer is ineligible for a stipend for any month in which the FEP participant did not work an average of at least 20 hours per week during the month. The stipend, or if the stipend check has been cashed, a check issued by the employer, should be sent to the ***Virginia Department of Social Services, Division of Financial Management, 5600 Cox Road, Glen Allen, VA 23060***. (Note: This is the return address on state-issued checks.) If a check from the employer is used to repay the stipend, the employer should reference FEP, the participant's name, and the case number on the check. If the employer does not return the check, the local department of social services may pursue civil action through the city or county attorney's office.

d) The participant may work additional hours beyond the number listed on the VIEW Full Employment Agreement (032-02-0309). Overtime hours can be required by the employer, but only to the extent that they are required of other employees with similar positions and experience.

e) Whenever possible, FEP placements should begin at the first of the month. Under no circumstances can a placement begin during the last 11 days of the month due to notification requirements at 401.4. At a minimum, the participant must have worked at least one full week for at least 20 hours for the employer to qualify for a stipend.

For example, a participant's placement begins on April 19. The employer may qualify for a stipend for each placement month (April through September). Stipends are paid on or about the first day of the month following the month of participation, e.g., May through October in this example. If the participant does not work at least one full week for a minimum of 20 hours, the employer will not receive a stipend for participation in April.

f) FEP Assignments for TANF-UP Cases: Both parents in a TANF-UP case may be placed in FEP. Note: In a TANF household with two individuals enrolled in FEP, there is a possibility that the household might be considered as FEP for 12 or more consecutive months. The ESW will count the non-FEP income and disregard earned income from the FEP placement.

Example 1: Mom is enrolled in FEP activity for 6 months then Dad is enrolled in FEP activity for another 6 months. Stipends will be given to the respective employers of Mom and/or Dad through the duration based on when Mom and Dad are enrolled in the FEP

activity. Each individual can participate in FEP for up to 6 months. The FEP income will be disregarded for up to 6 months during their VIEW participation.

Example 2: A TANF-UP household consists of a Mom and Dad, who both participate in FEP; their 17-year-old child who is not enrolled in school but who is working full-time; and a 14-year-old child enrolled in school. The 17 year old's earned income should be counted towards the TANF Benefit Determination and wages for Mom and Dad's FEP activities will be excluded.

8. FEP Employer Outreach

a) VIEW case managers should work through existing employer networks (workforce investment boards, chambers of commerce, faith-based organizations, local business organizations, etc.) in order to locate employers who are interested in accepting a FEP placement. The ESW will schedule an interview with any employer who expresses an interest.

b) The ESW will explain FEP to the employer and the advantages of entering into a FEP agreement. In addition to the reimbursement to the employer, the ESW should discuss Work Opportunity Tax Credits, the supportive services VIEW offers to help the participant be successful on the job, and the case management services in place to support the participant's effort.

c) The employer should complete a VIEW Work Site Position form (032-02-0306). The information obtained from this form will be used to screen participants for the FEP position(s).

d) If a regular employee at the FEP place of business feels that he/she has been displaced and the situation cannot be handled satisfactorily through the employer's grievance process, the Virginia Department of Social Services will act as a mediator. The employer should be informed that the "Employee Grievance Procedure – Grievance Form A" form can be obtained at the local social services agency employment services department. Once the form is completed, it is to be given to the local agency's employment services department. The employment services department will send the form and all pertinent information to:

Virginia Department of Social Services
Economic Assistance and Employment Unit (TANF/VIEW)
5600 Cox Road
Glen Allen, Virginia 23060

e) The employer should agree to contact the ESW as soon as a FEP placement position is available.

9. FEP Assignment

a) Once the agreement is signed, the ESW will meet with the participant to develop a new Activity and Service Plan (032-02-1000) and to arrange needed supportive services. At a minimum, the Plan must include:

1. Name and phone number of the FEP supervisor;

2. Place of employment;

3. Days and hours of work, and hourly pay the participant will receive;

4. Notice that the participant must call the FEP placement supervisor and the ESW if the participant will be absent from work;

b) The ESW will explain the benefits of the Earned Income Tax Credit (EITC), including the monthly advance payment feature, to the participant.

c) The ESW should assist each interested participant in applying with the employer to receive a monthly advance EITC payment.

B. COMMUNITY WORK EXPERIENCE PROGRAM (CWEP)

Community Work Experience (CWEP) provides an unpaid work placement in a public or private non-profit organization. An assignment to CWEP is appropriate for participants who need to learn or improve skills or work behaviors, or to secure a job reference, in order to find paid employment.

1. Work Site Development

Overview: In order to make the opportunities provided by CWEP available to the VIEW population, the agency will develop and maintain suitable positions at public or private non- profit organizations providing worksites. The following considerations guide the development of worksite positions:

a) Worksite positions must provide opportunities that can be matched to client interests and abilities in order to enhance employability.

b) Worksite positions must be located at public or private non-profit organizations which provide a useful public function. For-profit businesses or organizations cannot be worksites. Possible worksites include hospitals or other health care facilities, social service agencies and charities, environmental protection agencies, schools and colleges, libraries, urban and rural development organizations, recreational organizations, highway and transportation departments, other public or private non-profit departments, agencies or organizations.

c) Work sites must provide reasonable working conditions and must not violate federal, state, or local health and safety standards. The ESW is not responsible for monitoring working conditions but must work to bring the worksite into compliance with health and safety standards, or take action to terminate the agreement with the work site if violations become known.

d) Work sites will not be developed in response to, or in any way be associated with, the existence of a strike, lockout, or other bona fide labor dispute, or violate any existing labor agreement between employers and employees.

Guidelines:

e) The local agency and the public or private non-profit organization to be used as a worksite will enter into an agreement that sets forth the responsibilities of each. The form, Work Site Agreement (032-02-1070), will be used for this purpose and will be signed by both parties.

f) The ESW and/or work site supervisor will complete a Work Site Position form (032-02-1080) for each position developed at a work site. The form will describe the specific duties of the position, the days and hours the position is available, and will provide contact information for the work site supervisor. The form will be signed by the ESW, or other local agency contact and by the work site supervisor or other contact.

g) The ESW will provide the work site supervisor with a written description of the expectations for supervision of a CWEP placement. The expectations for the supervisor will include, but are not limited to, the following:

1. Explain the rules and expectations of the workplace to the client.
2. Provide a workspace, and any necessary tools or supplies, in order for the client to carry out the responsibilities of the position.
3. Ensure that any reasonable accommodations identified on the Activity and Service Plan are provided by the work site.
4. Provide daily supervision and training as agreed to in the VIEW Work Site Agreement.

5. Provide immediate notification to the ESW in case of an accident, or if the participant does not come to work, comes in late, or does not follow the rules of the work site.
6. Provide the ESW with a completed VIEW Attendance/ Performance Rating Sheet (032-02-**1010**) by the 5th day following the end of the report month.

2. Matching the Client to the Worksite

The goal of the VIEW Program, and of each of the VIEW allowable activities, is to increase the client's employability and help her become self-sufficient. In order to accomplish this when assigning a client to CWEP, the worker must ask the following questions in order to make an appropriate placement

- What is the client's employment goal?
- What are **their** interests?
- What kind of environment will best suit t**hem**? **Do they** want to be in an office? **Do they** like working outside?
- What new skills **do they** need to learn? What old skills **do they** need to refresh?
- **Do they** need to learn and practice work behaviors?
- What barriers **do they** have that might affect a work site placement?
- What kind of work site position will appeal to **the participant**?

Once the ESW has the answer to these questions, work can begin on matching the client with a work experience position, or on developing a position for the client. The client can identify **their** own work site placement as long as it with a public or private non-profit organization willing to enter into a work site agreement with the agency.

There may be some situations in which a participant was sanctioned for non compliance at a CWEP or PSP sites. The client has completed an act of compliance and the sanction is lifted. The ESW would like to assign the participant to another CWEP or PSP, but due to a negative history at assignments for CWEP and PSP there are no other placements available. In this circumstance, the participant should be encouraged to develop her own worksite.

The agency will work with the client to secure any evaluations, counseling, or treatments needed to resolve the reasons for the non-compliance, or which would support the client being exempted from VIEW due to a verified physical or mental health condition.

3. Limitations on Work Site Assignments

a) The participant will not be required to use her public assistance income or personal resources to pay costs incurred while participating on a work site assignment.

b) The work site must be within a reasonable distance from the participant's home. The travel time from the participant's home to the work site cannot be more than one hour each way, based on transportation available to the participant.

c) The participant cannot be permanently placed in the position of a worker who is on sick leave, annual leave, leave without pay, or any other granted leave with or without pay. The participant cannot displace persons currently assigned to established, unfilled positions. The participant must not perform tasks which would have been undertaken by current employees or which would have the effect of reducing the work hours of paid employees.

d) The participant will not be assigned to work sites which are totally involved in political, electoral or partisan activities. The participant may be assigned to sites developed in the office of an elected official, however the participant cannot be required to engage in political, electoral, or partisan activities.

4. Criteria for CWEP Placements

a) A client can be assigned to CWEP immediately **after the initial assessment if they are found to need additional time to develop skills needed to enter the labor force.** after the initial job search.

b) The initial assignment to CWEP shall be for a period of up to six months.

c) The weekly number of hours of a CWEP assignment equals the total TANF dollar amount plus the SNAP benefit amount divided first by the minimum wage and then by 4.33.

d) The number of hours of a CWEP assignment is calculated at the time of the placement and is fixed. They do not vary from week to week or month to month. The hours are recalculated at each reassessment and at any time there is a change in the size of the assistance unit which also changes the benefit amount. Note: Mass changes to the SNAP allotment amounts and changes to the minimum wage amount will be addressed at the next reassessment after the change.

e) CWEP hours are not reduced by travel time to and from the placement. All CWEP hours are to be worked; meals and breaks can be included with hours worked or can be subtracted based on how they are treated for paid employees of the work site.

f) Calculation of Work Hours for TANF and TANF-UP Cases: Combine the total TANF dollar amount with the SNAP benefit amount received by members of the TANF household. Do not include the value of SNAP benefits received by household members who are not included in the TANF payment. Divide the total of the TANF payment plus SNAP benefits by the minimum wage, to determine the number of CWEP hours to be worked each month. Divide that result by 4.33 and round the final result down to the next whole number to determine the number of hours to be worked each week in the CWEP assignment.

CWEP placements cannot exceed 32 hours a week. The weekly CWEP assignment will be reduced to 32 hours if the calculated hours exceed that number.

g) CWEP Assignments for TANF-UP Cases: Both parents in a TANF-UP case may be placed in CWEP. In that circumstance, each will be required to participate the calculated hours. For example, if the calculation requires 25 hours of participation, and if both parents are assigned to CWEP, each individual will participate 25 hours a week. Additionally, each individual will have to be assigned to another activity for an additional 10 hours per week to meet his/her VIEW participation requirement.

5. Referral of the Client to the Work Site: After the client's hours of CWEP participation are determined, and a good work site match is made, the ESW will work with the client and the work site to schedule an appointment for the client to be interviewed for a position. The ESW will complete the SNAP E&T and VIEW Referral to Work Site form (032-02-106**0),** make a copy for the record and give the referral to the client to take to the interview. The work site supervisor will complete the bottom portion of the form, copy it for the work site, and send it back to the ESW showing the outcome of the interview. If the work site accepts the client for the placement, the worker will proceed with putting the client in CWEP and in arranging any needed supportive services.

If the client does not have Medicaid coverage, the worker will provide both the client and the work site supervisor with a signed copy of the Notification of Workers' Compensation Requirements and Procedures form (032-03-0675) and will explain the responsibilities of all parties should there be an injury at the work site.

6. Work Site Monitoring: The ESW will provide on-going monitoring of the CWEP placement.

a) On-going monitoring will include a monthly review of the Attendance & Performance Rating Sheet (032-02-1010) received from the work site supervisor by the 5th day of the month following the report month. Based on the review, the ESW will work with the work site supervisor and the client to resolve any issues affecting the placement.

b) The ESW will conduct a formal reassessment with the participant every **six** months. In preparation for the reassessment, the worker will contact the work site supervisor to determine if the client's performance is satisfactory. If the client is not satisfactorily performing the duties of the position, the ESW will work with the supervisor to identify the specific duties not being performed, the reason for the unacceptable performance, and ways to improve the participant's performance.

c) The worker will remove the participant from the CWEP placement for misconduct or violation of the work site's policies at any time based on the request of the work site.

7. Workers' Compensation

VIEW participants not eligible for Medicaid who are participating in the CWEP component are deemed to be employees of the Commonwealth for purposes of the Workers' Compensation Act. Such persons shall be eligible for reimbursement for medical costs if the injury is covered under the Workers' Compensation Act, but shall not be eligible to receive weekly compensation.*

a) If a claim is accepted, Workers' Compensation will pay medical costs for services provided by a panel physician as authorized by the Workers' Compensation Act for covered injuries only.

(1) The VIEW participant should notify her medical provider that she is seeking attention for a workers' compensation claim and request medical providers to submit medical reports and bills for covered injuries to Managed Care Innovations (MCI).

(2) MCI will review the medical report, confirm the treatment is related to a covered injury and remit payment to the medical provider for services of the covered injury.

b) Local agencies who assign VIEW participants not eligible for Medicaid to CWEP placements must follow these steps to ensure proper coverage in the event of an accident on the job.

(1) Submit the name, case number, and Begin and End date for the individual assigned to CWEP. The CWEP Placements Without Medicaid Coverage form must be completed online at: https://fusion.dss.virginia.gov/bp/BP-Home/TANF-and-VIEW/Forms.

* 2005 Acts of Assembly, HB2462

(2) If the client is injured on the work site and wishes to file a claim with Workers' Compensation, the ESW must provide to the client in writing a list of three physicians from whom the client may choose to seek medical attention. The list of three physicians must be entered on the Panel Physician Form and given to the client. The form can be located at **https://covwc.com/wp-content/uploads/2023/12/panelphysicianform.pdf** Print the form.

c) The CWEP work site supervisor must immediately complete an Employer's Accident Report form when an accident occurs. This Virginia Workers' Compensation Commission form can be accessed online at **https://www.dhrm.virginia.gov/hr-partners/workers-compensation-hr-resources/workerscompforms**. Scroll down to Workers' Compensation. Click on Employer's Accident Report form. Print the form.

1. The supervisor must investigate the claim, document workplace hazards/conditions involved in accident and complete 'Employer's Accident Report' based upon his investigation.

2. List the employer as CWEP and the agency number as 997.

3. The original form must be sent to:

Virginia Department of Social Services
Division of Benefit Programs
Economic Assistance and Employment Unit
Attn: CWEP Placements without Medicaid Coverage
5600 Cox Road
Glen Allen, VA 23060

d) The Economic Assistance and Employment Unit of the Division of Benefit Programs at VDSS must:

1. Maintain case names and numbers received from local agencies of persons who do not have Medicaid and provide that information to the Department of Human Resource Management (DHRM).

2. Pay premiums per individual in a CWEP placement to DHRM.

3. Maintain a file of all Employer's Accident Report forms.

4. Notify the local department of social services of the disposition of the Workers' Compensation application.

e) DHRM's claims administrator (Managed Care Innovations):

1. Will notify VDSS when a claim for Workers' Compensation has been filed.

2. Contact both the injured worker and the work site supervisor for information about the accident.

3. Notify both the injured worker and VDSS home office of the disposition of the claim.

f) The VIEW participant must:

1. Immediately notify the work site supervisor in writing of workplace accident facts.

2. Inform the doctor when the visit is necessitated by an injury at work and that a claim for Workmen's Compensation has been filed. The doctor should submit a medical report and bills to MCI.

g) Workers' Compensation Hearings

1. When a request for Workers' Compensation has been denied, the VIEW participant may request a hearing. The request must be made to the Virginia Workers' Compensation Commission.

2. The Office of the Attorney General represents the state on cases in litigation. Managed Care Innovations will manage and coordinate the defense of the case with the Office of the Attorney General. Should any witnesses or supervisory testimony be required, the Office of the Attorney General will provide immediate notification to that individual.

C. PUBLIC SERVICE PROGRAM (PSP)

The public service program (PSP) shares many of the characteristics of CWEP. It includes volunteer work at community organizations with the goal of improving the participant's employability. Unlike CWEP, the PSP placement must provide a clearly defined public service. Examples of public service activities include court-ordered unpaid work, as well as participation in other programs or placements that benefit the community.

VIEW participants placed in PSP are not considered employees of the Commonwealth for purposes of the Workers' Compensation Act. PSP placements can be made only for participants with Medicaid coverage unless the PSP site agrees to provide coverage under its own Workers' Compensation plan. If a client is assigned to a PSP site and loses his Medicaid coverage, he is to be reassessed. If an unpaid work placement continues to be appropriate, the client can be assigned to CWEP. Assigned hours will be based on CWEP guidance at 1000.13. The former PSP site can be used for the CWEP placement, or the client can be assigned to another CWEP site.

The development of PSP worksites, assignment and referral of participants to PSP worksites, limitations on the PSP positions, and PSP worksite monitoring follow CWEP guidance, with the exception that the public service provided through the placement must be a consideration in development of the site, and must be clearly documented in the record.

D. ON THE JOB TRAINING (OJT)

On-the-job training is a type of paid employment in which an employer provides training to an employee in order to increase the employee's skills on the job.

1. The following are examples of on-the-job training that may be counted as a wor activity in the VIEW Program:

(a) On-the-job training offered through the WIOA;
(b) Work study offered through a community college or a four-year college program;
(c) Apprenticeship programs;
(d) Paid internships offered by colleges or training providers in which the participant receives a wage or stipend for working and receiving training while on the job;
(e) AmeriCorps Program placements in which the participant receives a stipend for living expenses; or
(f) Sheltered workshop employment.

2. With the exception of sheltered workshop employment and AmeriCorps placements, OJT positions that pay less than minimum wage do not meet the definition of employment and are not countable work activities. The minimum wage requirement is waived if the OJT position is sheltered workshop employment or an AmeriCorps placement. (Sheltered workshops are certified by the U.S. Department of Labor to pay commensurate wages which are based on the individual's ability to perform in relation to the performance of a person without a disability. AmeriCorps participants receive a stipend related to hours of participation.)

3. Each assignment to OJT should be for a period of six months.

4. A number of occupations, including cosmetologist, automobile mechanic, and dental assistant, can be trained either as a paid apprenticeship or as unpaid vocational education and training or as unpaid job skills training. Registered apprenticeship is a structured training program that combines on the job training and related technical instruction to train employees in occupations that demand a high level of skill in the private and public sectors. Occupations in construction, manufacturing, and the service industries utilize apprenticeship readily. A registered apprentice typically completes a minimum of 2,000 hours of supervised on-the-job training and a minimum of 144 hours of related classroom instruction for each year of apprenticeship. Information about apprenticeship requirements, apprenticable occupations, and employers offering opportunities in Virginia is available at http://www.doli.virginia/apprenticeship/registered_apprenticeship.html

This Page Intentionally Left Blank

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
EMPLOYMENT SERVICES PROGRAMS
COMMUNICATION FORM – **EW to ESW**

To: _____ ☐ESW ☐ EW
From: _____ ☐ESW ☐ EW
Date: _____
Reply Needed By _____
❑ Copy Sent to Child Care Worker

==========

Name of Participant_____ Participant's Client ID # _____
Case Name _____ ☐ SNAPET ☐ TANF ☐ TANF-UP Case
Number _____

==========

☐ Reapplication for TANF - Previous Failure to Sign Agreement of Personal Responsibility.
APR signed on _____ (APR attached). Effective Date of TANF approval: _____
☐ Result of reevaluation of non-exempt/mandatory status: _____
☐ Volunteer no longer wishes to participate.
☐ Non-exempt/mandatory individual now exempt. Reason: _____
☐ Individual may be unable to participate in ESP/SNAPET program because:
_____
☐ Individual is not able to ☐ Read English ☐ Write English

==========

☐ Individual will enter/entered employment at _____on
☐ Scheduled # of Hours/week_____. Rate of pay $_____per _____.
☐ Frequency of pay: _____. Date of First Pay:

==========

☐ Individual/household no longer eligible for SNAP. Case closed due to: (check one)
☐ Employment/benefit reduction/savings information provided below
☐ Other: _____.
Effective Date:
☐ Individual removed from the SNAP household because _____.
Effective Date: _____/_____/_____.
☐ Effective with payment on _____/_____/_____, benefits will be reduced from $_____to $_____.

==========

☐ Individual appealed TANF sanction. Case remains open until appeal is resolved.
☐ TANF Sanction ended effective _____/_____/_____.
☐ TANF case reopened.

==========

☐ 24-Month Eligibility Termination date: _____/_____/_____.
☐ Appeal prior to 24-Month Closure or ☐ Appeal of Hardship Denial prior to 24-Month Closure.
Appeal scheduled for: _____/_____/_____.
☐ Client has requested that case remain open until appeal resolved.

==========

☐ VIEW Transitional Payment established effective _____/_____/_____.
☐ VIEW Transitional Payment ended effectively _____/_____/_____.
Reason: _____.

==========

☐ Amount of SNAP allotment for the month of _____was $_____.
☐ New certification period from _____/_____/_____to _____/_____/_____.

==========

☐ Individual is a refugee. Contact _____(refugee resettlement agency) at
_____(telephone) before conducting VIEW/SNAPET initial assessment.

==========

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
EMPLOYMENT SERVICES PROGRAMS
COMMUNICATION FORM – **ESW to EW**

To: _____ ☐ ESW ☐ EW
From: _____ ☐ ESW ☐ EW
Date: _____
Reply Needed By _____
☐ Copy Sent to Child Care Worker

==========

Name of Participant_____ Participant's Client ID # _____
Case Name _____ ☐ SNAPET ☐ TANF ☐ TANF-UP
Case Number _____

==========

☐ Volunteer signed APR on _____. Please update VaCMS and run ED/BC.
☐ Reevaluation of non-exempt/mandatory status is requested.
Reason: _____.
☐ Volunteer no longer wishes to participate. Please update VaCMS and run ED/BC.

==========

☐ Individual will enter education or training activity on _____/_____/_____.
☐ Individual will be a participant in work experience. Please provide the SNAP amount for the month of _____.

==========

☐ Individual will enter/entered employment on ____/____/____.
Employer_____
Scheduled # of Hours/week: _____. Rate of pay: $_____per _____.
Frequency of pay: _____. Date of First Pay: _____/_____/_____.
☐ Please send verification of employment.

==========

☐ Individual has failed to comply with program requirements of _____.
Good cause does not exist. ☐ Notify ESW if aware of good cause reason.
☐ Sanction TANF for (check appropriate answer)
☐ 1 month and compliance ☐ 3 months and compliance ☐ 6 months and compliance
☐ SNAPET case will close effective_____/_____/_____.
☐ Please provide the dollar amount of SNAP reduction due to employment or sanction.
☐ Please notify when suspended TANF case has been reinstated.

==========

☐ VIEW Transitional Payment enrollment opened effective_____/_____/_____.
☐ VIEW Transitional Payment enrollment closed effective _____/_____/_____.
Reason:_____.

==========

☐ Hardship denied on_____/_____/_____.
☐ Hardship granted from _____/_____/_____to_____/_____/_____.
☐ Hardship terminated on_____/_____/_____.

==========

☐ Medical exemption: ☐ Opt-out
☐ Post-education exemption: ☐ Opt-out

==========

☐ Other _____

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
TEMPORARY ASSISTANCE FOR NEEDY FAMILIES
VIRGINIA INITIATIVE FOR EDUCATION
AND WORK (VIEW)

Participant's Name: _____
Case #: _____
ESW: _____
ESW Phone #: _____

MEDICAL EVALUATION

It is our goal to assist the individual named below in becoming economically self-sufficient. This person states that they are unable to participate in employment and training activities. Please give careful consideration in completing this medical evaluation. The information that you provide will be used to determine program activities that this individual may be able to perform, even if there are some limitations.

Patient's Name: _____

Address: _____

_____

Phone Number: _____

Birthdate: _____

Agency Name: _____
Address: _____

_____
Agency Contact: _____
Phone Number: _____
Fax: _____
Email: _____

ABILITY TO PARTICIPATE IN EMPLOYMENT AND TRAINING ACTIVITIES:

1. Date of examination on which this medical evaluation is based: _____ . (**Examination must have been conducted within the last 90 days**).

2. In terms of participating in employment and training activities and the individual's current health issue(s), check the most appropriate statement (**ONLY ONE**) either A, B, or C.

A. ☐	*Able to participate in employment and training activities without significant limitations or modifications.* **Skip the remaining questions and complete the Signature section at the bottom of page 2.**

B. ☐	*Able to participate in employment and training activities with limitations and/or modifications as needed.* Select the anticipated number of months the limitation or need for modification will last. (check one). ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 How many total hours per week can the individual participate in employment and training activities? ☐ Less than 20 hours per week: Select only one) ☐VIEW Opt-In ☐VIEW Opt-Out ☐ 20 hours per week or more (Individual must be referred to the VIEW program.) **Skip to page 2, answer questions 3 through 10, and complete the Signature section at the bottom of page 2.**

C.	*Not able to participate in employment and training activities in any capacity at this time.* Anticipated number of months the limitation or need for modification will last. (check one)
☐	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 **Skip to page 2, answer questions 3 through 10, and complete the Signature section at the bottom of page 2.**

3. Based on your knowledge of the individual's medical condition, list any limitations that would affect the individual's ability to participate in employment and training activities.

   ☐ Physical Limitations: _____

   ☐ Mental Health Limitations: _____

   ☐ Other Limitations Not Listed Above: _____

4. Do you recommend that this individual apply for SSI (Supplemental Security Income) or SSDI (Social Security Disability Insurance) benefits at this time? ☐ Yes ☐ No

DIAGNOSIS AND TREATMENT:

5. Please indicate the primary medical reason for the individual's inability to participate in employment and training activities, or to participate with modifications and/or limitations, in the "primary diagnosis" space below.

   Primary Diagnosis: _____

   If other medical issues contribute to the individual's inability to participate in employment and training activities, or to participate with modifications and/or limitations, please record those in "secondary diagnosis" space below.

   Secondary Diagnosis: _____

6. Would reviewing this form jeopardize the patient's health or well-being? ☐Yes ☐ No

COMPLIANCE:

7. If physical therapy, counseling, medication or other treatments were prescribed, is the individual complying?

   ☐ Yes ☐ No ☐ Don't know

8. If the individual is not complying with recommendations, are you aware of the reason for not complying?

   ☐ Yes ☐ No ☐ Don't know

9. Does the individual's condition hinder their ability to care for children? ☐ Yes ☐ No

REFERRALS:

10. Does the individual require additional evaluation and/or assessment to determine current and/or future functioning?

    ☐ Yes ☐ No If yes, by whom: _____

    Field or area of expertise: _____ Date referred: _____

SIGNATURE:

This form may be signed **only** by a medical professional, which is defined as a medical doctor, including psychiatrist, psychologist, licensed clinical social worker, doctor of osteopathy, or a licensed physician's assistant or a nurse practitioner working under the auspices of a medical doctor or doctor of osteopathy.

Signature _____ Date form was completed: _____

(Approved medical/clinical/licensed professionals listed above)

Name_____

(Please print)

Office telephone number:_____

Office Address_____

_____

or

OFFICE STAMP

MEDICAL EVALUATION

FORM Number – 032-03-1040-12-eng (9/26)

Employment Services Program Acronyms	
CWEP	Community Work Experience
ESW	Employment Services Worker including FSS, FSW, SSS, SSW
FEP	Full Employment Program
PSP	Public Service Program
VIEW	Virginia Initiative for Education and Work

PURPOSE OF FORM – To provide medical information concerning the mental/physical condition of a Temporary Assistance for Needy Families (TANF) Virginia Initiative for Education and Work (VIEW) participant.

USE OF FORM –To be used by the local social services agency in securing medical information when a written statement is necessary to determine ability to participate in employment and training activities.

NUMBER OF COPIES – One.

DISPOSITION OF FORM – Submitted to the examining or treating medical professional and, upon return to the local department, filed in the case record.

INSTRUCTIONS FOR PREPARATION OF FORM – The information at the top of the form is completed by the eligibility/VIEW worker prior to submittal of the form to the examining or treating medical professional. The information requested in Items 1 through 10 is entered by the examining or treating medical professional, which is defined as a medical doctor, including psychiatrist, psychologist, licensed clinical social worker, doctor of osteopathy, or a licensed physician's assistant or a nurse practitioner working under the auspices of a medical doctor or doctor of osteopathy. The medical professional, physician's assistant, or nurse practitioner is to sign the form and also complete the identifying information in the appropriate spaces.

In the case of a single parent household, if the medical professional completing the form indicates in Compliance, item 9, that the patient's condition hinders his/her ability to care for the children, contact the agency's child care and/or child welfare staff to determine if services are needed.

Commonwealth of Virginia
Department of Social Services
Temporary Assistance for Needy Families (TANF)

Case Name _____

Case Number _____

STATEMENT OF REQUIRED PRESENCE OF CAREGIVER

It is our goal to assist the family of the individual named below in becoming economically self-sufficient. The family states that the caregiver listed below is required to be in the home to care for a patient/family member living in or out of the household of the caregiver. Please tell us about the individual's condition and his/her need for a caregiver. The information that you provide will be used to determine if the caregiver will be able to participate in program activities.

Patient/Family Member's Name: _____

Address: _____

Birth Date: ____/____/____

Phone#: _____

Caregiver's Name: _____

Agency Name _____

Address _____

Agency Contact _____

Phone # _____

Patient/Family Member's Diagnosis: _____

Does this patient/family member's condition require the caregiver to be present in the home with the patient/family member on a continuous ongoing basis - even if the patient/family member does not live in the same home as the caregiver? ☐ Yes ☐ No

If Yes:
How many hours per day will the caregiver need to be present in the home with the patient? _____

What is the anticipated duration of the need for the caregiver's presence in the home with the patient? _____

To your knowledge, is the patient away from the home for any significant portion of the day? _____

If so, will the caregiver need to remain available during those times? _____

SIGNATURE:

This form may be signed **only** by a medical professional, which is defined as a medical doctor, including psychiatrist, psychologist, licensed clinical social worker, doctor of osteopathy, or a licensed physician's assistant or a nurse practitioner working under the auspices of a medical doctor or doctor of osteopathy.

Medical Professional's Signature _____ Office telephone number: _____

Name _____ Date form was completed: _____
(Please print)

Office Address _____

STATEMENT OF REQUIRED PRESENCE OF CAREGIVER

FORM Number – 032-03-0020-01-eng (7/2026)

PURPOSE OF FORM – To establish the need for an individual to provide care on a continuous ongoing basis for a disabled family member living in the home of a Temporary Assistance for Needy Families (TANF) applicant/ recipient.

USE OF FORM –To be used by the local social services agency in securing medical information when a written statement is necessary to determine if a disabled individual requires the presence of a caregiver in the home.

NUMBER OF COPIES – One.

DISPOSITION OF FORM – Submitted to the examining or treating medical professional (medical doctor, including psychiatrist, psychologist, licensed clinical social worker, doctor of osteopathy, or a licensed physician's assistant or a nurse practitioner working under the auspices of a medical doctor or doctor of osteopathy) and, upon return to the local department, filed in the case record.

INSTRUCTIONS FOR PERPARATION OF FORM – The information at the top of the form is completed by the Eligibility Worker prior to submittal of the form to the examining or treating medical professional. The information requested regarding the individual's diagnosis and the need for a caregiver's presence is entered by the examining or treating medical professional. The medical professional is to sign the form and also complete the identifying information in the appropriate spaces.

Commonwealth of Virginia
Department of Social Services
Virginia Initiative for Education and Work (VIEW)

Case Name _____
Case Number _____
Locality _____

VIEW AGREEMENT OF PERSONAL RESPONSIBILITY

This agreement lists your responsibilities as a participant in the VIEW program. If you refuse to sign this Agreement of Personal Responsibility, you will lose your Temporary Assistance for Needy Families (TANF) benefits.

VIEW PROGRAM RESPONSIBILITIES

I understand that TANF is a temporary assistance program and that I am responsible for:

- Recognizing that because TANF is temporary assistance, I need to work to become self-sufficient and support my family;
- Looking for and accepting employment;
- Participating in and satisfactorily completing all assignments from my case manager; notifying my case manager immediately of changes in my circumstances; answering all letters and calls from my case manager in a timely fashion; and keeping appointments with my case manager;
- Arranging child day care and transportation to allow me to participate in the VIEW program. If I am unable to arrange child day care and transportation, my case manager may be able to assist with these services.
- Notifying my child care worker immediately of all changes in work, or training, or education schedules, including when I begin or end a job or class, or when I change my hours.
- **Notifying my TANF worker of changes as indicated on the Change Report form. If I withhold information or give false information, I may be prosecuted for perjury, larceny, or welfare fraud. I may be subject to a disqualification hearing. If I am found guilty, I will be ineligible to receive TANF for six months for the first offense, 12 months for the second offense, and permanently for the third offense**.

VIEW PROGRAM RULES

- To continue to receive TANF benefits, I must enroll in the VIEW program.
- Once enrolled in the VIEW program, I can receive up to 24 months of TANF benefits. I will be assigned to work activities throughout my 24-month eligibility period.
- If I do not participate in the VIEW program, I will lose my family's TANF grant and my family's SNAP benefits may be affected. This is considered a sanction.
- Each month that I am sanctioned for not participating will count as one of my 24 benefit months.
- If I refuse, without good cause, to accept a job offer that can lead to earning a livable wage, or if I quit a job or am terminated, I will be sanctioned and lose my family's TANF benefits unless I have good cause. My SNAP benefits may be affected also.

FAIR HEARING RIGHTS

I have the right to appeal any agency action which terminates, reduces, or suspends my family's TANF and/or SNAP benefits.

VIEW OPPORTUNITIES

I understand that it is my responsibility to take advantage of the opportunities afforded me by the VIEW program. By taking advantage of these opportunities, I will be assisting my family in achieving economic independence.

I am able to earn up to the poverty level without losing my TANF benefits. The amount of my monthly benefits may not change when I go to work.

When I find employment and leave TANF, I may be eligible for up to 12 months of transitional child care, transportation, and/or a transitional incentive payment.

I may receive valuable work experience and/or training through the VIEW program.

HARDSHIP EXCEPTIONS

Hardship exceptions may be granted in very limited circumstances to extend the 24-month eligibility period to persons who demonstrate an extreme hardship. I may be granted a hardship exception if I have met the following conditions:

1) Satisfactorily participated in all of the assigned activities while in the program without being sanctioned; and

2) Was not sanctioned for leaving employment while in the VIEW program; and

3) Was not sanctioned more than one time for reasons other than those stated in 1 and 2 (required interviews, assessments, etc.).

VIEW ELIGIBILITY PERIOD (Check one)

☐ Signing this agreement will cause my 24-month eligibility period to begin on _____ (first of the following month) with a scheduled end date of _____.

☐ Signing this agreement will resume my 24-month eligibility period to begin on _____ (first of the following month) with a scheduled end date of _____. This means I have _____ months remaining of my 24-month eligibility period.

I am aware that my TANF case will close prior to the scheduled end date when I reach the end of my 60-month eligibility period or when any other member of my household reaches the end of his/her 24-month or 60-month eligibility period.

AGREEMENT TO PARTICIPATE (Check one)

I understand that I must sign this agreement to continue to receive **TANF** benefits. Refusal to sign this agreement will result in the loss of my **TANF** benefits.

☐ By signing this VIEW Agreement, I choose to participate in the VIEW program.

☐ The client refused to sign the Agreement of Personal Responsibility. The client's responsibility to participate was explained. The client was informed that refusal to participate will result in termination of the family's TANF benefits.

MEDICAL EXEMPTION: I have a medical exemption.
I choose to ☐opt-in / ☐opt-out of the VIEW program.

EDUCATION EXEMPTION: I am an 18-year old parent or caretaker enrolled in a high school or GED program.
I choose to ☐opt-in / ☐opt-out of the VIEW program.

Participant Date

Case Manager Date

VIEW AGREEMENT OF PERSONAL RESPONSIBILITY

FORM NUMBER **- 032-02-0310-09 (9/2026)**

PURPOSE OF FORM - This form provides written documentation of the acceptance of personal responsibility by the participant for participating in the VIEW program. The VIEW Agreement of Personal Responsibility must be completed at the initial assessment and each subsequent referral to VIEW. The form documents the begin date and scheduled end dates of the VIEW participant's 24 months of receipt of TANF. The form is signed by both the participant and the ESW.

USE OF FORM - This form is used by the agency to record the information discussed with the participant concerning the individual's responsibilities while in the VIEW program. The form must be completed and signed before VIEW participation may begin.

NUMBER OF COPIES - One original and two copies.

DISPOSITION OF COPIES - Original - Case Record
- Copy – Child Care Worker/Child Care Unit
- Copy - VIEW Participant

INSTRUCTIONS FOR COMPLETING THE FORM - The worker/case manager must discuss this form in its entirety with the participant at the time of initial assessment. This form must be signed by the participant and by the ESW before the participant enters the VIEW program. **When the participant signs the form, the worker must also provide a copy of the Change Report form (032-03-0051) unless a copy was already provided by the eligibility worker.**

Refusal by the VIEW participant to sign this agreement will result in loss of TANF / TANF-UP benefits and may affect SNAP benefits. If the participant refuses to sign the agreement, the ESW is to check the box, sign and date, and file it in the case record.

If a VIEW participant leaves the program prior to the end of the 24-months of eligibility for TANF and subsequently returns, the participant must sign a new Agreement of Personal Responsibility, with the remaining eligibility period indicated in the "VIEW ELIGIBILITY PERIOD" section.

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
VIRGINIA INITIATIVE FOR EDUCATION AND WORK (VIEW)

Case Name: _____
Client's Name: _____
Case Number: _____
VIEW Worker: _____

VIEW NON-COMPLIANCE CHECKLIST

THE VIEW WORKER MUST COMPLETE THIS FORM, AND THE VIEW SUPERVISOR MUST SIGN THIS FORM BEFORE THE PARTICIPANT IS REFERRED TO THE ELIGIBILITY WORKER FOR NON-COMPLIANCE. THE INFORMATION CHECKED MUST BE DOCUMENTED IN THE CASE RECORD.

Section I. To be completed by the VIEW worker.

The following is documented in the case record:

- ☐ The client has been screened and assessed for disabilities or declined to be screened.
- ☐ Reasonable accommodations have been provided, if appropriate.
- ☐ The client was informed verbally of the potential sanction, or an attempt was made to verbally inform the client.
- ☐ Good cause was evaluated and the client does not have good cause for non-compliance.

The participant does not have good cause for the following:

- ☐ Failure/refusal to report for an assessment, reassessment, job interview, or other required interviews.
- ☐ Failure/refusal to complete the required number of check-ins associated with a Pathway activity.
- ☐ Failure/refusal to report to, actively participate in, or complete an Engagement and Stability Pathway activity.
- ☐ Failure/refusal to report to, actively participate in, or complete an Employment Pathway activity.
- ☐ Self-terminated or was terminated from the following activity:
  ☐ Unsubsidized Employment ☐ Subsidized Employment/Full Employment Program (FEP)
- ☐ Failure/refusal to report to, actively participate in, or complete an Education Pathway activity.
- ☐ Failure/refusal to report to, actively participate in, or complete a Training Pathway activity
- ☐ Self-terminated or was terminated from the following Training Pathway activity:
  ☐ Community Work Experience Program ☐ Public Service Program ☐ On-The-Job Training
- ☐ Failure to accept a bona fide job offer that will lead to earning a livable wage.
- ☐ Failure/refusal to complete any other activity/instructions indicated on the VIEW Activity and Service Plan.
- ☐ Opted in or requested to participate in VIEW and no longer meets the exemption.

Specify activity/requirement

Section II. To be completed by the VIEW supervisor.

I have reviewed the case record. There is documentation in it to support the determination that this participant has failed to comply with VIEW program requirements, good cause does not exist, and accommodations have been provided if needed.

_____ _____
Supervisor's signature Date

VIEW NON-COMPLIANCE CHECKLIST

FORM NUMBER - 032-03-0671-04-eng

PURPOSE OF FORM - This form must be completed prior to notifying the eligibility worker to sanction a client for noncompliance with VIEW requirements to ensure that the appropriateness of the sanction has been documented in the case record.

USE OF FORM – The form is completed by the VIEW worker and submitted to the supervisor for approval to sanction a VIEW participant. The form is used prior to imposing a sanction.

NUMBER OF COPIES - One

DISPOSITION OF COPIES - The original is filed in the case record.

INSTRUCTIONS FOR PREPARING FORM NUMBER OF COPIES - The VIEW worker completes identifying information at the top right of the form, indicates the type of documentation filed in the case record to support action to sanction/close the case, and what action or failure to act caused the sanction.

The supervisor signs and dates the form if in concurrence that there was noncompliance, and that there was no good cause not to cooperate.

Beyond VIEW and You

"A fact sheet to guide you through the Transitional Period"

You are receiving this fact sheet because your TANF case is closing and you were previously participating in the VIEW program. All former VIEW participants are eligible for a 12-month transitional period to help ease the transition due to loss of public assistance benefits.

During this time your ESW will reach out to complete check-ins with you every three months. Check-in conversations will include topics such as your current employment situation, a discussion of any goals you have set, any barriers you are facing, and the availability of transitional supportive services and transitional job retention incentives.

Transitional supportive services may be available for employed individuals and may include family stabilization (housing, utilities, food, etc.), work-related expenses, transportation, medical and dental expenses not covered by Medical Assistance, Child Care and incentives for milestone achievements. Each agency offers different transitional supportive services, so please ask your ESW for specific information.

If you are unemployed at the time of TANF case closure, but find a job during the transitional period, you should report your new employment to your ESW to determine if you qualify for any transitional job retention incentives or transitional supportive services.

