

Date - July 1, 2022

Manual - Temporary Assistance for Needy Families Manual

Transmittal - # 74

The purpose of this transmittal is to provide new, revised, and clarified guidance for both the Temporary Assistance for Needy Families (TANF) Program and the Virginia Initiative for Education and Work (VIEW) Program. Unless otherwise stated, the provisions included in this transmittal are effective for all TANF eligibility determinations and VIEW program assessments and reassessments completed on or after July 1, 2022.

Changes were made to incorporate House Bill (HB) 484 from the 2022 Session of the Virginia General Assembly, which exempts TANF participants from mandatory participation in the VIEW program if they 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.

This transmittal and manual are available on FUSION at <https://fusion.dss.virginia.gov/bp/BP-Home/TANF-and-VIEW/Guidance> and on the public site for VDSS 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 201		
Section 201.1 (p. 1a)	<p>This subsection was revised to add clarification at Item C regarding the eligibility of a parent or relative/caretaker.</p> <p>If the only eligible child in the home receives SSI, the SSI child must meet all of the eligibility criteria listed in Sections 201.1.A and 201.1.B (school attendance) in order for the parent or caretaker/relative to be eligible for TANF.</p> <p>If the only eligible child in the home receives an adoption assistance payment (even if the child who receives an adoption assistance payment is not eligible to have his needs included in the TANF payment amount), the child is deemed eligible for TANF for purpose of qualifying the parent or caretaker/relative for TANF. (Refer to Section 302.7.C.4.)</p> <p>If the only eligible child in the home receives a federal, state, or local foster care maintenance payment (even if the child who receives a foster care maintenance payment is not eligible to have their needs included in the TANF payment amount), the child is deemed eligible for TANF for the purpose of qualifying a non-parent caretaker/relative for TANF. (Refer to Section 302.7.C.5) (See also Section 201.5.B regarding ineligibility of the natural parent or other caretaker-relative to receive TANF for this child in their prior home)</p>	<p>This change was prompted by questions received regarding this section. The change was made to clarify the eligibility of a parent or caretaker/relative when the only eligible child receives SSI, adoption assistance, or foster care maintenance.</p>
Section 201.2 (p. 3e)	<p>This subsection was revised to update the verification list. A valid SOLQ response from SSA may be used to verify age.</p>	<p>This change was made to simplify the eligibility process.</p>
Section 201.3 (p. 4)	<p>This subsection was revised to add information and a reference to the Superintendent's Memo at Item A.</p>	<p>This section was revised to add clarity to the truancy process and to ensure consistency with</p>

	<p><u>Note:</u> The Virginia Department of Education (DOE) provides the following guidance regarding truancy to local school systems: “At five unexcused absences, the direct contact with the parent should include informing the parent that the LDSS will be notified of the student’s absences when unexcused absences reach seven days. At seven unexcused absences, the school should notify the LDSS that the student is considered ‘truant’ and include LDSS in scheduling the attendance conference. In notifying the LDSS, the VDOE recommends that the school division include the number of excused absences as well as unexcused absences to promote an understanding of the level of support the student and family may need.” The determination of truancy is always made by the local school system. (See the DOE Superintendent’s Memo #057-22 https://www.doe.virginia.gov/administrators/superintendents_memos/2022/057-22.pdf)</p>	<p>guidance from the Department of Education.</p>
<p>Section 201.3 (p. 4a)</p>	<p>This subsection was amended to remove Michele Atkinson’s name and telephone number at Item B.1 and to replace it with an email address for Learnfare.</p> <p><u>Note:</u> Local agency staff who encounter technical issues related to the Learnfare program can contact tanflearnfare@dss.virginia.gov for assistance.</p> <p>Additional revisions were made to introduce the use of the Truancy Notification Letter Template at Item C. The Truancy Notification Letter Template is to be used to notify the caretaker, in writing, of the truancy of a member of the assistance unit. The Truancy Notification Letter must be used and each child in the household identified as truant must be listed in the letter. The Truancy Notification Letter</p>	<p>This section was revised to add clarity to the truancy process and to ensure consistent implementation.</p>

	<p>Template is available on FUSION under the TANF/VIEW forms page at https://fusion.dss.virginia.gov/bp/BP-Home/TANF- and-VIEW/Forms.</p> <p>Further changes added a statement about the progress and compliance reviews to Item D: “2. a time frame for achieving compliance; including a 30-day progress review and a 60-day compliance review...”</p>	
<p>Section 201.3 (pp. 4b – 4c)</p>	<p>This subsection was revised to provide details about the purpose of the 30-day progress reviews and the 60-day compliance review in Item D. The worker or designated agency staff must conduct a 30-day progress review and a 60-day compliance review. The purpose of the 30-day progress review is to determine the family’s progress toward achieving compliance with school attendance requirements and to assist the family in achieving compliance. An addendum to the plan should be made if it is determined that the plan needs to be modified during the 30-day progress review. A copy of the modified plan must be provided to the parent/caretaker relative and school. The truant child will meet the school attendance requirement during this time provided that the parent/caretaker relative continues to cooperate in meeting plan requirements. A 60-day compliance review must be completed to determine what action, if any, needs to be taken regarding the child’s continued eligibility. <u>Note:</u> If an addendum to a plan is implemented during the 30-day progress review, then the 60-day compliance review may be extended.</p> <p>Additional revisions include moving the last two paragraphs to the top of page 4c in Item E.2.</p>	<p>This section was revised to add clarity to the truancy process and to ensure consistent implementation.</p>
<p>Section 201.5 (pp. 2 – 2a)</p>	<p>This subsection was revised to add clarification at Item A regarding documents that can be provided by the</p>	<p>This section was revised to clarify verification requirements for</p>

	<p>Voluntary Resettlement Agency (VOLAG) to verify the relationship of new refugee arrivals.</p> <ol style="list-style-type: none"> 1. The biographical information sent to the Voluntary Resettlement Agency (VOLAG) by the U.S. Department of State (DOS) stating the relationship of family members is sufficient to prove relationship. 2. In cases where the DOS biographical relationship section is left blank and does not specify relationship, a notarized statement from the resettlement provider to the local department of social services is sufficient to show relationship. The notarized statement shall contain the names of the children, the names of the adult(s), the relationship, the name of the VOLAG representative, and the name and address of the VOLAG. <p>Additional revisions include adding Page 2a and moving Item B to this page.</p>	<p>refugees.</p>
<p>Section 201.7 (p. 1b)</p>	<p>This subsection was revised in Section 3 to clarify that expired immigration documents along with the SAVE verification are permissible to validate the alien status at recertification. Verification of immigration status is required at application, recertification, and when adding a new household member. At application or when adding a new household member, the unexpired U.S. Citizenship and Immigration Services (USCIS) documents provided by the alien or documentation from the federal Office of Refugee Resettlement if the individual is a victim of human trafficking, are acceptable along with the SAVE verification validating the alien status. At recertification, the unexpired or expired document along with the SAVE verification validating</p>	<p>This section was revised to clarify verification requirements for immigrants.</p>

	the alien status is acceptable.	
Section 201.8 (p. 1a)	This subsection was revised at Item D to provide guidance regarding Good Cause for failure to provide an SSN or SSN application.	This section was revised to simplify eligibility determination by aligning the policy with that in the Supplemental Nutrition Assistance Program (SNAP).
Section 401		
Section 401.8 (p. 14)	This subsection was revised to update the name of the Virginia Statewide Hotline and to add the website for the VDSS Domestic Violence (DV) Unit.	This section was revised to provide additional information.
Section 502		
Section 502.5 (p. 5)	This subsection was revised at Item C in order to update the hyperlink to the Direct Deposit form and to replace “she” with “the client.”	This section was revised to provide the correct hyperlink.
Section 502.6 (p. 6)	This subsection was revised at Item B to add clarification regarding the transferring agency’s responsibility related to the federal 60-month clock and the VIEW 24-month clock. As part of the review, the EW will verify the accuracy of the federal 60-month clock and the ESW will verify the accuracy of the VIEW 24-month clock and correct the clocks if they are inaccurate.	This subsection was revised to clarify existing requirements.
Section 503		
Section 503.8 (p. 4a)	This subsection was revised at Item E to add clarification regarding the receipt of interest fees received on claim payments due to court-ordered restitution. If the court charges interest fees on court-ordered restitution and includes the interest in payments made to the local agency, the agency must retain the funds and place them in Staff and Operations.	This subsection was revised to clarify existing requirements.
Chapter 500, Appendix		
Chapter 500, Appendix II, page 2	This appendix was revised at item C regarding the verification of what a client can submit, in lieu of a voided check. The client must provide a completed and signed Direct Deposit Enrollment Authorization Form (032-	This subsection was revised to clarify existing requirements and to provide consideration for situations when voided checks are not available.

	<p>03-672) and a voided check. A bank’s letter of verification on its letterhead or a recent monthly statement may be used in lieu of a voided check so long as they include the client’s name, account, and routing information.</p> <p>The client is to complete Section 1 of the form. Section 2 must be completed by the bank if the client does not have a voided check, canceled check, a bank letter of verification on its letterhead, or a recent bank statement or if the client wants their benefits directly deposited into their savings account.</p>	
Chapter 500, Appendix III, page 5	<p>This appendix was revised to update the hyperlink to the Change of Issuance form and to add the verification that a client can submit, in lieu of a voided check.</p> <p>Under Direct Deposit Information, if using a voided check, a bank’s letter of verification on its letterhead, or a recent monthly statement, all of which must have the client’s name, account number, and routing number, then enter the account “First” name, the account “Last” name, and the “Bank” name.</p>	This subsection was revised to clarify existing requirements.
Section 601		
Section 601.1 (p. 1a)	<p>This subsection was revised at Item C.6 to add clarification regarding the use of the Acknowledgment of Paternity (AOP) form in the establishment of paternity. A copy of the notarized AOP form should be filed in the case record, an original copy given to the parents, and the original sent to the local agency’s Regional District DCSE Office. A list of Regional District DCSE Offices may be accessed at dss.virginia.gov/family/dcseoffices.cgi</p> <p>When an AOP form is completed for a child born outside of the state of Virginia, the local agency is to send the original notarized AOP form to the child support agency in the state in</p>	This subsection was revised to clarify existing requirements.

	<p>which the child was born. To confirm the mailing address for the out- of-state child support agency, the agency should access the Intergovernmental Reference Guide (https://ocsp.acf.hhs.gov/irg/welcome.html) and select the State→ Contact→, and select an agency contact from the States Central Registry or Customer Service list.</p>	
Section 1000		
Section 1000.2 (p. 10)	<p>This subsection was revised at Item A to add details about HB 484 and a new subsection 1 was created. VIEW participation is now optional for postsecondary students. 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 who 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 may have the option to be exempted from mandatory participation in VIEW. The choice to not participate in VIEW will make the recipient ineligible to receive supportive services.</p>	<p>This change was prompted by HB 484 from the 2022 Session of the Virginia General Assembly.</p>
Section 1000.4 (p. 18)	<p>This subsection was amended to correctly label Items I and J.</p>	<p>This change was made to correct current citations.</p>
Section 1000.6 (p. 20)	<p>This subsection was revised at Item E to add details and a footnote about HB 484. Recipients enrolled in full-time postsecondary higher education may have the option to participate in VIEW. HB 484 exempts TANF participants from mandatory participation in the VIEW program if they 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</p>	<p>This change was prompted by HB 484 from the 2022 Session of the Virginia General Assembly.</p>

	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. https://lis.virginia.gov/cgi-bin/legp604.exe?221+sum+HB484	
Section 1000.14 (p. 60)	This subsection was revised at Item A to update an exception to HB 484. <u>Exception:</u> Optional participation in VIEW for postsecondary students: Any individual enrolled in full-time postsecondary higher education as outlined in House Bill 484 will have the option to participate in VIEW. The choice to not participate in VIEW will make the recipient ineligible for supportive services. (Refer to Section 1000.12 Supportive Services)	This change was prompted by HB 484 from the 2022 Session of the Virginia General Assembly.
Forms		
Form 032-03-0672-04-eng	The Direct Deposit Enrollment Authorization was updated to include language regarding the verification of what a client can submit, in lieu of a voided check.	This subsection was revised to clarify existing requirements.

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.

Danny TK Avula, M.D.
Commissioner

4. Comply with the compulsory school attendance requirement if he is a child or minor parent.* (201.3)
 5. Cooperate in identifying the parents of a child, establishing paternity, and obtaining support unless he is a child.** (201.10)
- B. The parent or caretaker/relative shall be eligible for TANF unless one of the exceptions specified in 302.7.D. or E. is applicable. Eligibility of the **parent or** caretaker/relative may exist even though:
1. The only eligible child in the home receives SSI. The SSI child must meet all of the eligibility criteria listed in 201.1.A. and B. (school attendance) for the **parent or caretaker/relative** to be determined eligible for TANF.
 2. The only eligible child in the home receives an adoption assistance payment. Even though the child who receives an adoption assistance payment may not be eligible to have his needs included in the TANF payment amount, he is deemed eligible for TANF for purposes of qualifying the **parent or** caretaker-relative for TANF.*** (Refer to [302.7.C.4.](#))
 3. The only eligible child in the home receives a federal, state, or local foster care maintenance payment. Even though the child who receives a foster care maintenance payment is not eligible to have his needs included in the TANF payment amount, he is deemed eligible for TANF for the purpose of qualifying a non-parent caretaker/**relative**, but not a parent, for TANF. (Refer to 302.7.C.5) (See [201.5.B.](#) regarding ineligibility of the natural parent or other caretaker-relative to receive TANF for this child in his prior home.)

* Code of Virginia, Section 63.2-606

** Code of Virginia, Section 63.2-602

*** ACF, Region III, IM 93-6

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 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**

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.

201.3 SCHOOL ATTENDANCE* - To be eligible for assistance, children in the assistance unit under age 18, including minor parents, must comply with the compulsory school attendance requirement. School attendance must be verified by the client during the 30-day application processing period. (Note: A child who is 18 years old meets the school attendance requirement if he is 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 as stated in Section 201.2 above.) If school attendance is not verified, or the child is not meeting the enrollment and attendance requirements as determined by the local school board, he will not be eligible for assistance.

For applications made during the summer months, verify that the child was in attendance at the end of the school year. If attendance cannot be verified, or if the child has moved to a new school system after the end of the school year, approve the case if otherwise eligible. Set a task and reminder in the VaCMS for the month school is scheduled to begin and verify attendance at that time. Allow the client 10 days from the beginning of the school year to provide verification of enrollment or attendance. If the client does not furnish the school enrollment form within the time frame, the child is considered truant. If school attendance is not verified, the child is considered truant and the EW should follow the guidance at 201.3 C and D.

- A. Definition of Truancy - Truancy is defined as noncompliance with State compulsory school attendance requirements as determined by the local school division.**

Local school boards may set additional rules deemed necessary to carry out the intent of the compulsory attendance laws. Such rules may also be applied by the local school division in identifying children who are truant.

Note: The Virginia Department of Education (DOE) provides the following guidance regarding truancy to local school systems: **“At five unexcused absences, the direct contact with the parent should include informing the parent that the LDSS will be notified of the student’s absences when unexcused absences reach seven days. At seven unexcused absences, the school should notify the LDSS that the student is considered ‘truant’ and include LDSS in scheduling the attendance conference. In notifying the LDSS, the VDOE recommends that the school division include the number of excused absences as well as unexcused absences to promote an understanding of the level of support the student and family may need.”***** The determination of truancy is always made by the local school system.

- B. Notification of Truancy - The “Learnfare” provisions of the Virginia Code establish responsibilities for both the local agency and local school system in addressing truancy. When the local school division determines that a child receiving TANF is truant, it will notify the local department of social services. When a child attends a private, denomination, or parochial school, the local agency must arrange with the school to receive notification when the child is truant.

School divisions will identify truant TANF recipients using one of the following methods:

1. The Virginia Department of Social Services provides all local school divisions with a list of all individuals ages five through 17. Per Learnfare requirements, this information is e-mailed to a designated contact person in each school division monthly. The Learnfare Coordinator’s Guide for School Systems can be accessed on Fusion under

* Code of Virginia, Section 63.2-606

** Code of Virginia, Section 22.1-254 et seq

*** Virginia Department of Education Superintendent’s Memo #057-22

https://www.doe.virginia.gov/administrators/superintendents_memos/2022/057-22.pdf

TANF/VIEW Training. The Guide provides detailed information for the school system in identifying truant children who are TANF recipients and in sharing that information with the local agency.

Note: Local agency staff who encounter technical issues related to the Learnfare program can contact tanflearnfare@dss.virginia.gov for assistance.

2. The local department of social services and local school division may develop an alternate method (local option) for identifying TANF children who are truant, provided the method is mutually acceptable.

Note: If the agency receives notification from a source other than the school, such as the applicant/recipient, the agency must verify truancy through the school.

- C. Notifying the Applicant/Recipient of Truancy - The local department of social services must do the following when notified by the school of truancy:

Using the Truancy Notification Letter Template, notify the caretaker, in writing, of the truancy of a member of the assistance unit. **The Truancy Notification Letter must be used, and each child in the household identified as truant must be listed in the letter. The Truancy Notification Letter Template is available on FUSION under TANF/VIEW forms page <https://fusion.dss.virginia.gov/bp/BP-Home/TANF-and-VIEW/Forms/>.** Exception: When the caretaker is a minor parent whose TANF payments are made to a protective payee, the notice must be sent to the protective payee.

The notice must include the following:

1. that the truant recipient is in jeopardy of losing eligibility for TANF benefits;
2. that the caretaker must contact the local department within five working days of the notice to cooperate in developing a plan to achieve compliance with compulsory school attendance laws; and
3. that failure to contact the local department may result in the truant recipient's ineligibility for TANF due to noncooperation.

Note: The "Advance Notice of Proposed Action" form must not be used to meet this notification requirement.

- D. Development of and Cooperation with the Plan - If the caretaker contacts the agency, the agency is to work with him to establish a plan to resolve the child's truancy and to bring him into compliance with school attendance laws.

Each local agency and local school division shall mutually develop a model plan which the agency must follow in developing individual case plans. The model plan shall allow the school and local agency flexibility in fitting the plan to the truant child's situation. The model plan must include the following:

1. a determination of the reason for non-attendance;
2. a time frame for achieving compliance; **including a 30-day progress review and a 60-day compliance review;**

3. a schedule of actions which the caretaker agrees to complete; and
4. a description of the performance that will constitute compliance.

The worker and caretaker, in consultation with the school, shall mutually develop the individual case plan in accordance with the agency model. At the time the plan is developed, the worker must explain to the caretaker that failure to follow the plan will result in removal of the truant child due to noncooperation. The plan must be in writing, with a copy given to the caretaker and a copy filed in the case record. Once implemented, the agency must verify that the caretaker is cooperating with the plan. The truant individual meets the school attendance requirement during this time provided the caretaker continues to cooperate in meeting plan requirements.

The worker or designated agency staff must conduct a 30-day progress review and a 60-day compliance review. The purpose of the 30-day progress review is to determine the family's progress toward achieving compliance with school attendance requirements and to assist the family in achieving compliance. If during the 30-day progress review, it is determined that the plan needs to be modified, then an addendum to the plan should be made. A copy of the modified plan must be provided to the parent/caretaker relative and school. The truant child meets the school attendance requirement during this time provided the parent/caretaker relative continues to cooperate in meeting plan requirements. A 60-day compliance review must be completed to determine what action, if any, needs to be taken regarding the child's continued eligibility. Note: If an addendum to a plan is implemented during the 30-day progress review, then the 60-day compliance review may be extended.

The local agency must determine what agency staff will be responsible for establishing individual case plans and for verifying cooperation with the plans. The local agency must monitor individual case plans to assure consistent application of the above guidelines.

E. Failure to Establish or Cooperate with the Plan -

1. If no response is received to the written notice within five working days as specified in Section 201.3 C, the local department must do the following:
 - a. make reasonable efforts to personally contact the applicant/recipient. This may include a direct telephone contact or a face-to-face contact to explain the requirement to develop a plan to return the child to school and the result of not cooperating with the requirement. The case record must be documented as to the agency's attempts to contact the applicant/recipient; and
 - b. if, after reasonable efforts, the local department is unable to make personal contact, the local department must mail an "Advance Notice of Proposed Action" to the caretaker advising him that the truant child will be ineligible for TANF benefits if the caretaker fails to contact the agency to develop a plan to return the child to school.
2. If the caretaker responds to the written notice specified in Section 201.3 C or to the personal contact, but fails to cooperate in developing or complying with the plan, the agency must take action effective the next month, if administratively possible, to remove the truant recipient from the payment due to noncooperation.

The child's failure or refusal to cooperate with the plan is considered noncooperation by the caretaker, as the caretaker is responsible for the child's actions.

If the truant child is the only eligible child, the case is ineligible for assistance and must be closed. If the caretaker and child subsequently decide to cooperate with the plan, the caretaker must reapply for TANF.

- A. Reinstatements Following Noncooperation in Establishing or Following the Plan - The child's needs are to be reinstated once the agency has verified that the caretaker is again cooperating. If noncooperation occurred in relation to development of the plan, development of the plan must be completed for cooperation to exist. If noncooperation occurred in following the plan once developed, the caretaker must demonstrate her cooperation before the child's needs can be reinstated. The child's needs must be added to the payment effective the month following the month in which cooperation occurs. If the caretaker contacts the agency prior to the actual removal of the child and cooperates in developing the plan, the child's needs will not be removed from the payment.
- B. Truant Applicants - During the application process, if the assistance unit member is truant, the local department must do the following:
1. notify the applicant of the requirements listed in Section [201.3 C](#);
 2. allow the applicant an opportunity to comply with the school attendance requirement during the 30-day processing period by either enrolling the child or by cooperating with the agency in establishing a plan for compliance; and
 3. notify the applicant of the child's eligibility or ineligibility on the "Notice of Action" form when action is taken on the application.
- C. Notification of Court Conviction and Subsequent Reinstatement - If the agency receives notification that a court has found a member of the assistance unit guilty of a violation of compulsory school attendance laws, the eligibility worker must remove the truant recipient from the payment effective the following month, if administratively possible. The child will remain ineligible until the caretaker notifies the local agency, and the agency verifies through the school division, that the child is no longer truant. The child's needs must be added to the payment effective the month following the month in which compliance was achieved.
- D. Children in Job Corps - The Job Corps Program is an alternative education program which meets compulsory school attendance requirements. A child who is in the Job Corps is considered to be in compliance with school attendance requirements without regard to actual attendance records.
- E. Compulsory School Attendance Requirements Applicable to SSI Children - The school attendance requirement applies to an SSI child only when the SSI child is the only eligible child in the assistance unit. In such cases, the eligibility of the case is based upon the child's meeting TANF eligibility requirements, including school attendance. The requirement does not apply to other SSI children in the home. If the SSI child who is the only eligible child does not meet the school attendance requirement, the case is ineligible.

If the caretaker is a relative of the father who is not married to the child's mother, the relationship between the relative and the father must be established once evidence of paternity has been provided.

In the case of newly arrived refugees, if the above documents to verify relationship are not available, the following verification is acceptable:

- 1. The biographical information sent to the Voluntary Resettlement Agency (VOLAG) by the U.S. Department of State (DOS) stating the relationship of family members is sufficient to prove relationship.**
- 2. In cases where the DOS biographical relationship section is left blank and does not specify relationship, a notarized statement from the resettlement provider to the local department of social services is sufficient to show relationship. The notarized statement shall contain the names of the children, the names of the adult(s), the relationship, the name of the VOLAG representative, and the name and address of the VOLAG.**

- B. Living in a Home* - A home is the family setting maintained, or in the process of being established, by the relative, as evidenced by the presence of the child. A home may exist in situations where the assistance unit lacks a fixed home address or is otherwise considered homeless.

A home exists even though the child or relative is temporarily absent from the customary family setting. A temporary absence based on admission or commitment to a psychiatric hospital or institution, including a psychiatric ward in a general hospital, or to a correctional facility, is limited to 30 consecutive days. Other temporary absences, including absences for other types of hospitalization, employment, education or training, vacations, or visits, are limited to 60 consecutive days. A parent or child who is absent from the home for longer periods cannot be considered to be living in the home.

Exception: A parent who is absent from the home due to active duty in the uniformed services is considered living in the home and is not subject to the 60 consecutive day time limit.

The following individuals do not meet the living in a home requirement and are ineligible for TANF:

1. A parent or other caretaker who has been absent from the home for a period of 60 consecutive days (30 days if the absence is due to admission or commitment to a mental hospital or correctional facility).
2. A child who has been, or is expected by the caretaker to be, absent from the home for a period of 60 consecutive days (30 days if the absence is due to admission or commitment to a mental hospital or correctional facility). The child may be eligible in another assistance unit.

Exception: A newborn may be added to the AU as of his date of birth even if he remains in the hospital. If the newborn is still in the hospital 60 days after his birth, he will be removed from the AU. The child may be added back to the AU when he enters the home.

The caretaker must report to the local agency after it becomes clear to the caretaker that the caretaker or minor child will be absent from the home for 60 consecutive days (30 consecutive days in the case of a mental institution or correctional facility). (Refer to Section [401.2.B.2.a.1](#))

If the caretaker fails to report the change within the required time frame as described above, the caretaker or the child who is absent from the home is ineligible. If the absent child is the only child in the home, the case will also be ineligible. (See [502.4](#) regarding establishment of an emergency payee when the caretaker is absent from the home.)

* Public Law 104-193

- 1) an alien who is a Cuban-Haitian entrant as defined in section 501(e) of the Refugee Education Assistance Act of 1980.*
- d. Exception for Veterans and Persons on Active Duty and Their Relatives – An alien lawfully residing in the state meets the alienage requirement regardless of the date of entry into the U.S., provided he is:
- 1) a qualified alien and is a veteran discharged honorably and not on account of alienage and who has served a minimum of 24 months or the period for which the person was called to active duty. "Veteran" also includes individuals who served in the Philippine Commonwealth Army during World War II or as Philippine Scouts following the war;**
 - 2) a qualified alien and is on active duty (other than active duty for training) in the Armed Forces of the U.S.; or
 - 3) the spouse or unmarried dependent child of an individual (not deceased) described in 1) or 2) above, or the surviving spouse of an individual (deceased) described in or 2) above, provided the surviving spouse has not remarried and was married to the deceased veteran:
 - (a) before the end of a 15-year period following the end of the period of military service in which the injury or disease causing the death of the veteran was incurred or aggravated; or
 - (b) for one year or more; or
 - (c) any period of time if a child was born of the marriage or was born to them before the marriage.**

The spouse or unmarried dependent child is not required to be a qualified alien.

2. Verification of immigration status is required at application, recertification, **and when adding a new household member. At application or when adding a new household member, the unexpired** U.S. Citizenship and Immigration Services (USCIS) documents provided by the alien or, if the individual is a victim of human trafficking, using documentation from the federal Office of Refugee Resettlement **are acceptable along with the SAVE verification validating the alien status. At recertification, the unexpired or expired document along with the SAVE verification validating the alien status is acceptable.** A copy of the document must be filed in the case record and the comment screen documented. If an applicant/recipient's alien status changes or an individual who was an alien becomes a U.S. citizen, his eligibility for assistance must be evaluated under the new status. Exception: When the status of alien changes to legal permanent resident, eligibility for assistance must be evaluated under the original status.

* Public Law 96-442

** Public Law 105-33

- A. Failure to Comply - In instances where the recipient refuses to furnish an SSN or application for an SSN for anyone for whom assistance is requested or received, assistance is terminated for that individual. To determine if the recipient is refusing to provide the needed information, the recipient must be given the opportunity to cooperate, and must clearly demonstrate that he/she will not obtain the necessary information.
- B. Determining Good Cause - In determining if good cause exists for failure to comply with the requirements to provide an SSN, the local agency must consider information from the assistance unit and SSA. The agency must verify and evaluate the recipient's circumstances to determine if there is good cause for the recipient not correcting either agency or SSA records by the next renewal of eligibility. Good cause for failing to apply for a number includes documentary evidence or collateral information that the assistance unit has made every effort to supply SSA with the necessary information to complete an application for an SSN. Good cause does not include delays due to illness, lack of transportation or temporary absences, because SSA makes provisions for mailing in applications for SSNs. If an assistance unit can show good cause why an application for an SSN has not been completed, the member in question shall be allowed to be included for one month in addition to the month of **application** for TANF. Good cause for failure to apply must be shown monthly thereafter in order for such an assistance unit member to continue to be eligible. **The agency must advise the household that proof of the application for a SSN from SSA will be required prior to renewal, and suggest that the household member ask the SSA for proof of the application for a SSN. Request this information on a verification checklist.**

If the assistance unit is unable to obtain the documents required by SSA in order to apply for an SSN, the eligibility worker shall assist the individual in obtaining these documents.

The case record must be thoroughly documented to indicate the agency's determination of good cause for the recipients not providing the requested information concerning an SSN. Assistance will not be terminated for any individual if good cause is determined to exist for that individual. If good cause is not established, only the assistance for the individual not providing needed information will be terminated.

3. Help with filing appeals or grievances if needed as the result of a disability;
- dd. The fact that the individuals with disabilities should request reasonable accommodations if they feel they need them.
- ee. Inform the client that he may receive the TANF benefits in the form of debit card, direct deposit, or check.
- ff. Explain to the client that changes and renewals may be made through CommonHelp.
- gg. The EW must explain that certain contacts, when appropriate, require written consent (i.e., doctors, banks, etc.).
- hh. Explain to the client that it is illegal to use the TANF debit card to buy alcohol, lottery tickets, tobacco products, or sexually explicit visual materials; or, to use the TANF debit card in a state Alcoholic Beverage Control (ABC) store, in an establishment in which para-mutual wagering or charitable gaming is conducted, or in an establishment in which tattooing or body piercing is performed for hire, or in any establishment that provides adult-oriented entertainment in which performers or other individuals connected with the business appear nude or partially nude.

401.2 IMPACT ON MEDICAL ASSISTANCE

See the Medical Assistance Eligibility Manual to determine Medical Assistance eligibility for TANF applicants/recipients.

401.3 TRANSITIONAL CHILD CARE BENEFITS

When a case is closed to TANF, the EW should refer to the Child Care Subsidy Program Guidance Manual, Section 2.3, to determine the assistance unit's eligibility for transitional child care.

401.4 REFERRAL FOR VICTIMS OF FAMILY ABUSE

When the EW learns about a situation where an applicant/recipient of TANF may be a victim of family abuse, the individual should be referred **to a local domestic violence agency for crisis and supportive services**. If local resources are not available, then the **Virginia Statewide Hotline number**, 1-800-838-8238, should be given. For more information, reference https://www.dss.virginia.gov/family/domestic_violence/index.cgi.

Family abuse is defined in the Code of Virginia, Section 16.1-228 as "any act involving violence, force, or threat that results in bodily injury or places one in reasonable apprehension of death, sexual assault, or bodily injury and that is committed by a person against such person's family or household member. Such act includes, but is not limited to, any forceful detention, stalking, criminal sexual assault in violation of Article 7 (§ [18.2-61](#) et seq.) of Chapter 4 of Title 18.2, or any criminal offense that results in bodily injury or places one in reasonable apprehension of death, sexual assault, or bodily injury."

4. TANF Child Support Supplement Payment (304.4) – TANF Child Support Supplement payments are issued in the month following the month support is collected and are issued as a payment separate from the TANF payment and the disregard payment.
- B. Mailing of Checks – All checks, including the initial money payment, are mailed via the United States Postal Service unless the recipient has a justifiable reason for requesting to appear in person at the office to pick up the check. Such reasons should be stated by the recipient in writing and his signed and dated written request should be filed in the case record. A receipt should be secured for any checks delivered personally in the office. Proper identification should be requested if there is any doubt as to the identity of the recipient.
 - C. Direct Deposit – The process by which TANF payments are electronically posted to a client’s bank account. The client must be provided the Direct Deposit Enrollment Authorization form (032-03-672) if **the client** requests direct deposit. The form is available at https://fusion.dss.virginia.gov/Portals/%5Bbp%5D/Files/Direct%20Deposit%20Enrollment%20Auth_032-03-0672-03-eng.pdf. Direct deposit procedures are found See Section 500, [Appendix II](#), Direct Deposit Procedures.
 - D. Debit Card – The process by which TANF payments are electronically posted to a state-issued debit card. Debit card procedures are found, at Section 500, [Appendix III](#).
 - E. Emergency Payments – Emergency payments shall be issued by local boards in emergency situations or in the event of delay or error in a state issuance of checks for payments of assistance.* The Virginia Department of Social Services is to reimburse the local board for such payments. In emergency situations which result from lost or stolen checks, the Virginia Department of Social Services shall assume liability for losses incurred by local agencies due to fraudulent acts by recipients provided the local agency referred the case to the Commonwealth Attorney who has made the decision to prosecute the case or not.
 1. In the event of lost or stolen checks, a replacement check will not be issued when the payee fails to report the lost/stolen check within 45 days of issuance. A replacement check cannot be issued prior to the fourth mail delivery day and completion of the stop payment process. The Virginia Department of Social Services and the local agency must ensure that no undue delays occur in issuing replacement checks. A replacement check must be issued upon receipt of notification that the stop payment process has been completed. This includes receipt of the notarized affidavits by the Virginia Department of Social Services Fiscal Processing Unit (FPU). For a stolen check, the payee must file a police report and provide a copy of the police report or the police report number to the EW at the time of the completion of the three required affidavits. See Chapter 500, [Appendix I](#) for detailed check handling procedures. The Affidavit on Check Endorsement (032-06-118) is available at <http://localagency.dss.state.va.us/divisions/bp/tanf/forms.cgi>.

* Code of Virginia, Section 63.2-323

B. Transferring Agency Responsibility

The transferring agency must complete a desk review to assure the correctness of the next payment as the transferring locality is responsible for the accuracy of this payment. The desk review entails reflecting all changes known or reported prior to the recipient's move which affect eligibility or payment and any changes occurring as a result of the recipient's move. **As part of the review, the EW will verify the accuracy of the Federal 60-month clock and the ESW will verify the accuracy of the VIEW 24-month clock and correct the clocks if they are inaccurate.** The desk review also entails making sure that any other follow-up or special reviews have been completed. If the case is overdue for review, the transferring locality does not have to complete a renewal prior to transferring the case.

Local social services agencies may not transfer TANF cases in the following instances:

- The case has a suspension status due to temporary ineligibility for any reason (one month).
- The TANF application is pending. The original agency must process the application. The agency must secure sufficient information to process the application unless the applicant elects to withdraw the application.

Cases that have been sanctioned for non-compliance with a VIEW requirement must be transferred, including cases that have been reopened so that payments can be issued during an appeal of the sanction.

The transferring agency must send the recipient a Notice of Transfer (032-03-0658) providing notice that their case has been transferred and listing the name, address, and telephone number for the receiving agency. If any changes during the desk review result in ineligibility or a decrease in the payment, procedures with respect to the Advance Notice of Proposed Action (032-03-018) are applicable.

The transferring locality will specify on the Case Record Transfer Form that the month following the month in which they send the form and case record to the new locality is the last month for which they will make payment. If the TANF case was receiving SNAP benefits, the transferring locality must note the impact of the transfer on the SNAP case on the Case Record Transfer form. If the case is open to services, the transferring locality will immediately notify the service worker of the client's move and new address, and upon completion of the Case Record Transfer Form, will forward a copy to the service worker. Verification of changes which could not be made for the next payment, due to the advance notice requirements, will be included in the case record and will also be specifically noted on the Case Record Transfer Form under additional remarks. The receiving locality will take the necessary action to make the change(s) and send the Advance Notice of Proposed Action immediately.

- E. Prompt Correction of Overpayments - An overpayment must be recouped or recovered as soon as administratively feasible. One of the following actions must have occurred by the end of the calendar quarter following the quarter in which the overpayment was first identified.
1. Repayment must have already been accomplished.
 2. Action to locate and/or recover from a former recipient must have been initiated.
 3. Repayment from current recipient occurring either through recoupment or voluntary repayment.

If instances occur where none of the three actions have been taken by the time stated above, the overpayment must still be recouped or recovered.

If prosecution for an IPV occurs, then the amount of court ordered restitution will be the amount of the overpayment to be recovered from that case.

If the court charges interest fees on court-ordered restitution and includes the interest in payments made to the local agency, the agency must retain the funds.

- F. Determining Intentional Program Violations (IPV) - A client error may or may not be an IPV, which exists when there is evidence clearly establishing that the recipient willfully withheld information or gave false information affecting his eligibility or the amount of assistance. (See Section 102 for further procedures.)
- G. Reporting Overpayments - In instances where the assistance payment is reduced or suspended to recoup an overpayment previously repaid to the Department of Social Services, or cash amounts are received as recovery of money previously repaid to the Department of Social Services from local funds, an adjustment must be reported on LASER in order that the locality can recover local funds paid to the State. The amount of the deduction made from the current payment, the amount of the suspended payment, or the cash amount received as recovery should be shown as an addition to expenditures in LASER.
- H. Retention of Overpayment Records - All overpayment records must be maintained for three years after the claim is paid, administratively closed, or written off. (See 100.4 for information about the Library of Virginia schedule for retention of specific types of information). All documentation pertinent to the overpayment should be attached to the screen print of the overpayment and maintained in the case file. The file should contain the following screen prints: the "Liable Person" screen, which will include the individuals liable for the claim and the "Benefits Adjustment" screen showing the calculation.

* 45 CFR 233.20(a)(13)(ii)

A. How to Process a Direct Deposit Request

<u>Responsible Party</u>	<u>Action</u>
Client	<ul style="list-style-type: none"> The client must provide a completed and signed Direct Deposit Enrollment Authorization Form (032-03-672) and a voided check. A bank’s letter of verification on its letterhead or a recent monthly statement, either documentation with the client’s name, account, and routing information, may be used in lieu of a voided check. The client is to complete Section 1 of the form. Section 2 must be completed by the bank if the client does not have a voided check, canceled check, a bank statement or if the client wants their benefits directly deposited into their savings account.
EW	<p>The case must be in ongoing mode. The case name must be on the bank account. The bank account can be a checking or savings account.</p> <ul style="list-style-type: none"> From Left Navigation in VaCMS, the Eligibility Worker selects: Data Collection → Eligibility → TANF Method of Issuance. Enter the case number → Click Search → Enter the appropriate dates. The account name is pre-filled with the name of the TANF Benefit Recipient selected on the SNAP/TANF Case Level - Details screen. The bank account must be in the TANF Benefit Recipient name. In the Issuance Method drop-down, select Direct Deposit. Under Direct Deposit Information, if using a voided check, enter the account’s “First” name → Enter the account’s “Last” name → Enter the bank name. For Account Type select checking or savings from the drop-down. Enter the account number which is the second set of numbers located at the bottom of the check. Enter the account number a second time. Enter the bank routing number, which is the first set of numbers at the bottom left of the check. The routing number and account number is separated by a colon. Click Submit. The message “Request has been Successfully Submitted” will display. If you are entering information from the Direct Deposit Enrollment form completed by the bank, enter the routing number and account number that is on the form. Click Submit. The message “Request has been Successfully Submitted” will display.

G. How to Change the Payment Issuance Method from Debit Card to Direct Deposit

<u>Responsible Party</u>	<u>Action</u>
EW	<p>Client Request</p> <ul style="list-style-type: none">• Upon receiving a request in writing or a completed Request for Change of Issuance Method form (032-03-0996) available at https://fusion.dss.virginia.gov/Portals/%5Bbp%5D/Files/Request%20for%20Change%20of%20Issuance%20Method.pdf—the EW will select from the Left Navigation, Eligibility → TANF Method of Issuance → Enter the case number → Search.• The TANF Method of Issuance screen displays, the “Pay To” field will be prefilled with the name of the TANF Benefit Recipient selected on the SNAP/TANF Case Level - Details screen. At the Method of Issuance field click on the drop-down and select “Direct Deposit”. Click Submit.• The bank account must be in the case name. Beside Issuance Method in the drop-down select the Direct Deposit.• Under Direct Deposit Information, if using a voided check, a bank’s letter of verification on its letterhead or a recent monthly statement (either documentation with the client’s name, account number and routing number), then enter the account “First” name. Enter the account “Last” name. Enter the “Bank” name.• For Account Type select Checking or Savings from the drop down. Enter the account number which is the second set of numbers located at the bottom of the check. Enter the account number a second time.• Enter the routing number, which is the first set of numbers at the bottom of the check on the left hand side. The routing number and account number are separated by a colon. Click Submit. On the upper left corner of the message “Request has been Successfully Submitted” will display.• If you are entering information from the Direct Deposit Enrollment form completed by the bank, enter the routing number and account number that is on the form from Section 2 of the form (032-03-0672). Click on Submit.• On the upper left corner of the message “Request has been Successfully Submitted” will display.

2. explaining the benefits of providing information to DCSE such as possible entitlement to receive up to a \$100 disregard per month when support has been collected, monetary support for the child if the applicant/recipient loses TANF benefits, and future benefits or pensions for the children;
3. securing information regarding absent parent(s), and the amount of support, if any, which is received by or on behalf of the applicant/recipient from such persons;
4. reporting information about absent parent(s) to DCSE;
5. explaining the applicant/recipient's rights and responsibilities regarding the automatic assignment of rights to support (201.9), the requirement regarding cooperation in obtaining support, and good cause for refusing to cooperate(201.10);
6. in pending applications where it appears from the applicant's statement that a putative father is living in the home, the local agency may pursue the establishment of paternity. An Acknowledgement of Paternity (AOP), [form VS22](#), obtained from the local health department, should be used for this purpose. The form must be completed, signed by the putative father and the mother, and notarized. A copy of the notarized Acknowledgement of Paternity should be filed in the case record, **an original copy given to the parents**, and the original sent to the **local agency's Regional District DCSE Office**. **A list of Regional District DCSE Offices may be accessed at dss.virginia.gov/family/dcseoffices.cgi.**

When an AOP is completed for a child born outside of the state of Virginia, the local agency is to send the original notarized AOP to the child support agency in the state in which the child was born. To confirm the mailing address for the out-of-state child support agency, the local department of social services should access the Intergovernmental Reference Guide (<https://ocsp.acf.hhs.gov/irg/welcome.html>) and select the State→ Contact→, and select an agency contact from the States Central Registry or Customer Service list.

Once a child becomes a recipient, the agency is not to pursue the putative father for the purpose of establishing paternity. However, the agency will accept an acknowledgment of paternity which is initiated by the putative father at any time. Paternity will be established by a notarized Acknowledgement of Paternity form that has been signed by both parents. There will be no instance in which the local agency initiates court action for the purpose of establishing paternity when the putative father is not in the home. Additionally, the local agency will not accept a notarized statement denying paternity under any circumstances.

7. determining good cause for not cooperating with DCSE;
8. determining noncooperation with the local department of social services;
9. determining exceptions to providing identifying information on the noncustodial parent in Section [201.10 A.1.c.](#)).

1000.2 PARTICIPATION REQUIREMENTS

A. VIEW Program Requirements

The participation requirements that govern the VIEW program are:

- 35 hours per week per VIEW participant, or 30 hours if the participant is employed full time, including employment in an On the Job Training (OJT) position.

Note: 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.)

The participation requirements are designed to meet the needs of participants, assist participants in achieving self-sufficiency and to meet the federal work participation rate. In some respects, the VIEW requirements are different from the federal requirements regarding work participation rate calculations.

1. **VIEW participation is optional for postsecondary students**

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 who 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 may have the option to be exempted from mandatory participation in VIEW. The choice to not participate in VIEW will make the recipient ineligible to receive supportive services.

B. Federal Work Participation Rate Requirements

A participation rate is a ratio. The federal work participation rate represents who is participating in work activities out of all those expected to participate. To count toward the numerator of the monthly participation rate, a TANF recipient must be in an allowable activity for at least a minimum average number of hours per week:

- 20 hours per week for single parents with children under 6,
- 35 hours per week for two-parent families (55 hours if child care is provided),
- 30 hours per week for all other families.

Each State must meet two separate work participation rates:

- the two-parent rate--based on how well it succeeds in helping adults in TANF-UP families participate in work activities, and
- the overall rate--based on how well it succeeds in placing adults in both TANF and TANF-UP families in work activities. Each State must achieve an overall participation rate of 50% and a two-parent rate of 90%.

If the state fails to meet either minimum work participation rate for a fiscal year, it is subject to a severe financial penalty. The state loses 5% of the TANF block grant (\$7.9 million) for failing to meet the rate. In addition, the state must increase state spending to make up the loss of federal funds and such spending does not count toward the state's spending requirement. Additionally, the state's spending requirement increases by \$8.5 million. Local funding for VIEW will be impacted if the state is penalized.

C. Computation of the Overall Federal Work Participation Rate

The overall participation rate for a fiscal year is the average of the state's overall participation rates for

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 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.

- I.** Unless the client is employed full time sixty days prior to the end of her two-year limit on assistance, the ESW will reassess the client and assign her to Individual Job Search, Group Job Search, or Job Club and to either FEP, CWEP, PSP, or OJT. If the participant is currently working at least 30 hours 60 days prior to the two-year time limit, she is not required to participate in additional component activities.

If a VIEW participant is employed full time 60 days prior to the end of her 24-month period then loses her job, her hours decrease to less than 30 hours per week, or her wages decrease to less than minimum wage, she will be assigned to Individual Job Search, Group Job Search, or Job Club, and also to either FEP, CWEP, PSP, or OJT for the remainder of her VIEW enrollment.

This assignment will be made even if the client has already participated in the maximum of 6 weeks of countable Job Search for the fiscal year.

- J.** 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.

1000.6 VIEW VOLUNTEERS

- A. Local agencies must serve TANF recipients who are exempt from VIEW and choose to volunteer. An individual who is exempt from participation can volunteer for VIEW only if she is able to participate for the required number of weekly hours after any needed accommodations are provided. (See 1000.7). An individual exempt from VIEW participation because of a temporary medical condition who wishes to participate 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. It should be made clear to the individual that by volunteering, she gives up her exempt status and becomes a mandatory participant subject to the same participation requirements and penalties for non-participation as other mandatory VIEW participants. Note: TANF recipients under the age of 18, SSI recipients, and ineligible aliens cannot volunteer to participate in VIEW.
- B. If the TANF case of an exempt client who volunteers for 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 she is no longer exempt. If the client's previous exemption was for a temporary medical condition or for caring for a disabled household 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 her exemption and participate, she may do so if funding is available.
- C. Applicants can volunteer for 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 except when it must be signed prior to TANF approval as a condition of eligibility. (See 1000.9)
- D. If a volunteer is assigned to an activity and does not participate as required, that individual will be referred for sanction. A sanction will be imposed unless the individual has good cause for not participating. Following the end of the fixed sanction period and compliance, the individual will continue as a mandatory participant. Exception: In the case of an individual exempt based on caring for a child under 12 months who fails to comply and is sanctioned, the individual can reclaim the exemption following the end of the fixed sanction period if she no longer wishes to participate in VIEW. The exemption will end once she has used the balance of the 12-month eligibility period and she will then be referred to VIEW as a mandatory participant.
- E. **Recipients enrolled in full-time postsecondary higher education may have the option to participate in VIEW. TANF recipients are exempt from mandatory participation in the VIEW program if they 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.**

Limitations on Post-Secondary Education Directly Related to Employment meeting the definition of Job Skills Training:

- (1) Post-secondary activities directly related to employment (certification, associate, or baccalaureate programs) will be limited to a period of twenty-four months. Participants will not be assigned to an educational activity which cannot be reasonably completed within a twenty-four month period of VIEW participation.

The assignment to post-secondary cannot exceed the number of months remaining in the 24-month period for a former VIEW participant returning to the program.

- (2) The post-secondary education must be related to the jobs which are available in the community or are projected to become available in the community.
- (3) Participants referred to post-secondary activities must have a high school diploma or GED prior to beginning the curriculum.
- (4) Participants with a Certificate or Associate degree will not be assigned to additional post-secondary education except in situations in which the Certificate or Associate degree is more than five years old and the agency determines that additional education or training is needed to enhance the client's employability.
- (5) Participants with a Baccalaureate degree will not be assigned to additional post-secondary education. These participants are considered to have the education and ability needed to obtain employment.
- (6) Reimbursement for tuition, books, and fees will be made for only the twenty-four month period unless the participant has been granted a hardship exception of up to one year to enable the participant to complete employment-related education. The participant must apply for all available sources of funding including Pell grants, scholarships, work-study, or other sources.

Exception:

VIEW participation is optional for postsecondary students. Any individual enrolled in full-time postsecondary higher education will have the option to participate in VIEW. The choice to not participate in VIEW will make the recipient ineligible for supportive services. (Refer to 1000.12 Supportive Services)

B. Education Below the Post-Secondary Level

Education below post-secondary is an allowable program activity for participants who have not received a high school diploma or GED certificate and whose employability would be enhanced by additional education. It includes ABE, GED, and ESL programs as well as secondary school and may be offered in non-traditional as well as traditional settings. Each assignment to this type of activity should be for a period of time that will coincide with the length of the program whenever possible but should not exceed six months.

1. Educational Activities
 - a. Participants assigned to this component will be those identified as needing certain educational activities to become ready for further education, training or job entry. Participation in education programs below the Post-Secondary level will be limited to one year.

DIRECT DEPOSIT ENROLLMENT AUTHORIZATION

Direct Deposit, also known as electronic funds transfer, allows the Department of Social Services (DSS) to electronically deposit your TANF payments directly into your checking or savings account.

Why should I sign up for Direct Deposit?

- You will get your money faster because mailing is eliminated.
- You do not need to make extra trips to the bank or wait in long lines.
- Your check cannot be lost or stolen.

How does Direct Deposit work?

Each month when your TANF check is ready to be mailed to you, DSS will electronically deposit funds directly into your checking or savings account.

Who can sign up for Direct Deposit?

Each TANF case that has a checking or savings account may be signed up for Direct Deposit.

Bank Fees

While Direct Deposit is free, some banks charge fees for accounts. Make sure you understand the guidelines and fees that will apply to your account.

How do I sign up for Direct Deposit?

Fill out Section 1. Bring this completed form and a voided or cancelled check or a bank letter of verification on its letterhead or a recent bank statement, either documentation with your name, account number and bank routing information to your interview with your eligibility worker. Section 2 must be completed by the bank if you do not have the voided check, bank letter, recent bank statement or if you want your benefits direct deposited to your savings account.

When will my Direct Deposit start?

DSS will notify you when your request is set up. Your Direct Deposit will start within 30 days after the bank tells DSS that your account is valid.

How do I stop Direct Deposit?

You must notify your local DSS in writing or you may request the Direct Deposit Cancel Request form at your DSS agency. If you notify the agency in writing, include your name, address, date, and social security number. Allow 30 days from the day the agency receives the request for your Direct Deposit to stop.

How many Direct Deposit accounts can I open?

A TANF case can only have one Direct Deposit account at a time. All payments will go into the one account until Direct Deposit is stopped.

The case name on the TANF case has to be on the checking or savings account.

SECTION 1 (TO BE COMPLETED BY PAYEE/CASE NAME)

NAME OF PAYEE (last, first, middle initial)	TYPE OF ACCOUNT: <input type="checkbox"/> CHECKING <input type="checkbox"/> SAVINGS																								
ADDRESS (street, route, P.O. Box)	ACCOUNT NUMBER: <table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"><tr><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td></tr></table>																								
CITY STATE ZIP CODE	SOCIAL SECURITY NUMBER: --- ---																								
HOME PHONE #	WORK PHONE #																								
I hereby authorize the _____ Department of Social Services to make deposits to this bank account. DSS may make deposits to this account until I cancel this authorization.																									
Must attach one of the following: <input type="checkbox"/> I have attached a voided or cancelled check with my name and bank account number preprinted by the bank.																									
SIGNATURE	DATE																								

SECTION 2 (TO BE COMPLETED BY THE BANK IF A CANCELLED, VOIDED CHECK, BANK LETTER, OR RECENT BANK STATEMENT IS NOT ATTACHED OR IF ARRANGING DIRECT DEPOSIT TO A SAVINGS ACCOUNT)

NAME AND ADDRESS OF FINANCIAL INSTITUTION	ROUTING NUMBER <table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"><tr><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td><td style="width: 25px;"></td></tr></table>																							
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Name(s) on the Account _____																								
PRINT OR TYPE REPRESENTATIVE'S NAME	SIGNATURE OF REPRESENTATIVE	TELEPHONE NUMBER	DATE																					

ENROLLMENT AUTHORIZATION AGREEMENT INSTRUCTIONS

FORM NUMBER - 032-03-0672-04-eng

PURPOSE OF THE FORM - The form authorizes electronic deposit of funds into the client's bank account. The form explains TANF Direct Deposit. Section 1 of the form records the client's name, address, city, type of bank account, bank account number, bank routing number, social security number, home telephone number, work phone number and the client's signature.

Section 2 of the form records information for the name and address of the bank, routing number of the bank, names on the account, bank representative name and signature and the date. A bank representative must complete Section 2 of the form if the client does not have a voided check, bank letter of verification on its letterhead or a recent bank statement, either documentation with the client's name, account number and bank routing information, or wants benefits direct deposited in to a savings account.

USE OF FORM – The information is used to process a Direct Deposit request. The form must be signed by the client before Direct Deposit can be processed. A voided check or deposit slip must be attached to the completed form.

NUMBER OF COPIES – Original and 1 copy.

DISPOSITION OF COPIES - Original will be put into client's record and a copy is given to the client.