



COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

July 1, 2024

Temporary Assistance for Needy Families Manual

Transmittal # 78

The purpose of this transmittal is to provide new, clarified, and revised guidance for both the TANF and VIEW Programs.

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, 2024.

For a complete understanding, make sure to read the transmittal in its entirety.

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 100		
Section 101.1 (p. 1b)	This subsection was revised to provide updated information for filing complaints of alleged discrimination with the Office of Civil Rights (OCR) at the U.S. Department of Health and Human Services. At Item E, language was added regarding the completion and submission of a Civil Rights Discrimination Complaints form package as a method of filing a complaint. The email address for accessing the package was added to this item along with the email address for the OCR complaint portal website. The address for the OCR at the U.S. Department of Health and Human Services was updated. We replaced “Hotline” with the “Customer Response Center”, and we updated the Fax and TDD phone numbers.	This subsection was revised to provide updated information for filing complaints of alleged discrimination with the Office of Civil Rights (OCR) at the U.S. Department of Health and Human Services.
Section 101.1 (p. 1c)	Item F and the first paragraph of Item G were moved from 101.1-page 1b to 101.1-page 1c for formatting and spacing purposes. The page range was changed from “101.1 - 101.2” to “100.1” for formatting and spacing purposes.	These changes were made strictly for formatting purposes.
Section 101.2 (p.1d)	The first paragraph of subsection 101.2 along with Items A, B, and C of the subsection were moved from 101.1 – 101.2-page 1c to 101.2-page 1d for formatting and spacing purposes.	These changes were made strictly for formatting purposes.
Section 106.4 (p. 6)	This subsection was updated to reflect the new address to be used for the Commissioner of the Virginia Department of Social Services (VDSS) when a review of the hearing officers’ decision by the appeals review panel is being requested.	The address had to be updated as a result of VDSS moving to a new location.
Section 200		
Section 201.1 (p. 2)	Clarifications were added to this subsection regarding when verification of immunization is due after the client receives initial notification of the immunization requirement. An example was also added to provide additional clarity.	This change was prompted by questions received from local agencies regarding this section of guidance and by an ongoing TANF program simplification project. The simplification project was initiated to simplify program requirements to better serve vulnerable families with children in the state of Virginia and to streamline business processes for local agency case management purposes.

<p>Section 201.1 (p. 3)</p>	<p>A note was added to this subsection regarding when the penalty can be imposed for failure to comply with the immunization requirement.</p>	<p>This change was prompted by questions received from local agencies regarding this section of guidance and by an ongoing TANF program simplification project. The simplification project was initiated to simplify program requirements to better serve vulnerable families with children in the state of Virginia and to streamline business processes for local agency case management purposes.</p>
<p>Section 201.1 (p. 4d)</p>	<p>This subsection was revised to add clarity regarding the verification requirement for children that are home schooled. A note was added to inform the local departments that they must distinguish between virtual learning and home schooling. Additional guidance was added to this subsection to provide the requirements for virtual learners that are remotely attending a Virginia public school program as stipulated by the Code of Virginia. A footnote was added for reference.</p>	<p>The revisions to this subsection were prompted by questions received from local agencies regarding this section of guidance and by an ongoing TANF program simplification project. The simplification project was initiated to simplify program requirements to better serve vulnerable families with children in the state of Virginia and to streamline business processes for local agency case management purposes.</p>
<p>Section 201.10 (p.4b)</p>	<p>This subsection was revised at Item D to add a clarification that expired and outdated documents may be used as acceptable evidence of the circumstances for a good cause claim of emotional or physical harm. This evidence must be evaluated when the applicant or recipient claims they have good cause for not cooperating with the Division of Child Support Enforcement.</p>	<p>The revisions to this subsection were prompted by questions received from local agencies regarding this section of guidance. This item was also included as part of the simplification project to allow for the TANF program to respond to increased reported instances of domestic violence among applicants and recipients. The simplification project was initiated to simplify program requirements to better serve vulnerable families with children in the state of Virginia and to streamline business processes for local agency case management purposes.</p>

<p>Section 201.10 (p. 5)</p>	<p>This subsection was revised to add guidance regarding when circumstances of physical and emotional harm to include domestic violence are undocumented.</p> <p>In circumstances where the physical and emotional harm to include domestic violence is undocumented, the worker may accept the client’s statement as evidence for the good cause claim.</p>	<p>This revision was included as part of the simplification project to allow for the TANF program to respond to increased reported instances of domestic violence among applicants and recipients and to provide considerations for when the harm is undocumented. The simplification project was initiated to simplify program requirements to better serve vulnerable families with children in the state of Virginia and to streamline business processes for local agency case management purposes.</p>
<p>Section 203.1- 203.2 (p. 2)</p>	<p>We revised subsection 203.2, Item A to accept the Five- Day Notice to Pay Rent or Quit/Vacate Property when determining eligibility for TANF Emergency Assistance Eviction Prevention.</p> <p>An applicant who has received a Five-Day Notice to Pay Rent or Quit/Vacate Property and/or a Summons for Unlawful Detainer may apply for Emergency Assistance to prevent eviction.</p>	<p>The revision to this subsection were prompted by questions received from local agencies regarding this section of guidance. Additionally, this subsection of guidance was included in the simplification project to allow the TANF program to respond to the housing crisis. The simplification project was initiated to simplify program requirements to better serve vulnerable families with children in the state of Virginia and to streamline business processes for local agency case management purposes</p>
<p>Section 300</p>		
<p>Section 304.6 (p. 9)</p>	<p>This subsection was revised to change the description of the RISE program to a match savings program. Revisions were also made to provide additional clarity for the RISE program requirements along with clarifying the role of the intermediary.</p>	<p>These changes were necessary to provide clarity to existing guidance.</p>
<p>Section 305.4 (pp. 24a – 24b)</p>	<p>We removed number “36” from the list of other income disregards as the language, “Matching contributions deposited in the RISE (Reaching Independence through Savings and Education) account”, is no longer applicable.</p> <p>This change resulted in the renumbering of Items 37 – 44 to 36 – 43.</p>	<p>This change was necessary to remove outdated language.</p>
<p>Section 400</p>		

<p>Section 401.1 (p. 2)</p>	<p>This subsection was revised to add an exception regarding the required forms to be signed at application. At Item D, we added new guidance that applications must not be denied if an applicant fails to return the signed and dated, Do You Have a Disability? form (032-03-0670). If all other eligibility criteria are met, the application must otherwise be approved.</p>	<p>This revision was made to simplify the eligibility process as part of the TANF program’s simplification project. The simplification project was initiated to simplify program requirements to better serve vulnerable families with children in the state of Virginia and to streamline business processes for local agency case management purposes.</p>
<p>Section 401.1 (p. 5)</p>	<p>This subsection was revised to reflect the new MMIS/VaCMS Date of Death Reconciliation Batch. At Item J, a note was added. VDH verified deaths that are received via the MMIS/VaCMS Date of Death Reconciliation Batch, are considered verified upon receipt.</p>	<p>This change was prompted by the addition of an automated process for the Medical Assistance program to reconcile the date of death for members between MMIS and the VaCMS. The automated process is titled, “MMIS/VaCMS Date of Death Reconciliation Batch”. The TANF program aligned with the Medical Assistance program to simplify the eligibility change process when deaths are reported via the reconciliation batch.</p>
<p>Section 401.2 (p. 2b)</p>	<p>This subsection was revised to remove the language regarding the need for an application when the assistance unit reports new members to be added to the case/assistance unit.</p>	<p>This language was removed to simplify the eligibility process as part of the TANF program’s simplification project. The simplification project was initiated to simplify program requirements to better serve vulnerable families with children in the state of Virginia and to streamline business processes for local agency case management purposes.</p>
<p>Section 401.2 (p. 2c)</p>	<p>This subsection was revised to add language that allows new unit members to be added to a TANF case, without requiring an application.</p>	<p>This revision was made to simplify the eligibility process as part of the TANF program’s simplification project. The simplification project was initiated to simplify program requirements to better serve vulnerable families with children in the state of Virginia and to streamline business processes for local agency case management purposes.</p>

<p>Section 401.2 (p. 2d)</p>	<p>This subsection was revised to allow new unit members to be added to a TANF case, without requiring an application.</p>	<p>This revision was made to simplify the eligibility process as part of the TANF program’s simplification project. The simplification project was initiated to simplify program requirements to better serve vulnerable families with children in the state of Virginia and to streamline business processes for local agency case management purposes.</p>
<p>Section 401.2 (p. 2e)</p>	<p>This subsection was revised to remove the reference to the 30-day application processing timeframe when adding individuals not required to be in the assistance unit. At Item B, 30-day application processing timeframe was replaced with 30-day timeframe for adding persons.</p>	<p>This revision was made to simplify the eligibility process as part of the TANF program’s simplification project. The simplification project was initiated to simplify program requirements to better serve vulnerable families with children in the state of Virginia and to streamline business processes for local agency case management purposes.</p>
<p>Section 401.3 (p. 4a)</p>	<p>This subsection was revised to remove the requirement to have certain TANF forms signed during the renewal process.</p>	<p>This revision was made to simplify the redetermination of eligibility process as part of the TANF program’s simplification project. The simplification project was initiated to simplify program requirements to better serve vulnerable families with children in the state of Virginia and to streamline business processes for local agency case management purposes.</p>
<p>Section 401.4 (p. 7a)</p>	<p>This subsection was revised to reflect the new MMIS/VaCMS Date of Death Reconciliation Batch. VDH verified deaths that are received via the MMIS/VaCMS Date of Death Reconciliation Batch, are considered verified upon receipt.</p>	<p>This change was prompted by the addition of an automated process for the Medical Assistance program to reconcile the date of death for members between MMIS and the VaCMS. The automated process is titled, “MMIS/VaCMS Date of Death Reconciliation Batch”. The TANF program aligned with the Medical Assistance program to simplify the eligibility change process when deaths are reported via the reconciliation batch.</p>
<p>Chapter 500, Appendix</p>		

Chapter 500, Appendix III (p. 2)	The appendix was revised to include updated information for addressing how payments will be handled when the request to establish a debit card account is rejected.	This change was made to simplify the reporting process by the local agency as part of the TANF program’s simplification project. The simplification project was initiated to simplify program requirements to better serve vulnerable families with children in the state of Virginia and to streamline business processes for local agency case management purposes.
Chapter 500, Appendix III (p. 6)	The appendix was revised to include instructions for customers when reporting stolen benefits or suspected Fraudulent activity on their Debit Card.	This change was made for informational purposes.
Section 900		
901.14 (pp. 15 – 15a)	<p>We removed the text at Item D about the issuance of a supplemental payment to the recipient when participating in the Full Employment Program (FEP). We also revised the text at this item for clarity to include that “Both a TANF payment and monthly FEP stipend to the employer must be issued in the final month of the FEP period if an eligibility criterion exists”.</p> <p>As a result of the removal of text from Item D, Items E and F were moved to page 15 and page 15a was deleted.</p>	Revisions to this section were made to add clarity to the FEP and to remove obsolete guidance.
901.15 (p. 16)	<p>This subsection was revised to change the description of the RISE program to a match savings program. Revisions were also made to Item A to provide additional clarity for the RISE program requirements along with revisions to Item B that clarify the role of the LDSS staff and the intermediary in the RISE recruitment and application process.</p> <p>Additional revisions to the subsection include the replacement of “non-profit agency” with “community action agency” in the language at Item C. The section for page number was also corrected from 901.14 to 901.15.</p>	This subsection was revised to change the description of the RISE program to a match savings program. Revisions were also made to provide additional clarity for the RISE program requirements along with clarifying the role of the intermediary and the local agency staff in the RISE program recruitment and application process. Language was changed for clarity and the section for the page number was corrected due to previously being published with an incorrect section number listed.

<p>901.15 (p. 16a)</p>	<p>Revisions were made in this subsection at Item D. to the language regarding the notification to the participant about being accepted into the RISE program. Language was also added to this item the RISE participant must open a new saving account in their name. At Item E. we added language referencing RISE accounts as savings accounts and removed the language which referenced RISE accounts as being custodial accounts. A clarification was also added to this item regarding stipulations for the withdrawal of money from the savings account. Language was removed at Item F. regarding TANF RISE match funds being held in escrow by VDSS and Example I. was revised.</p>	<p>This section was revised due to changes in the RISE program requirements and modifications to the operation of the program.</p>
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<p>Section 901.15 (p. 16b)</p>	<p>Revisions to this subsection include the removal of the language at Item I. that “VDSS will maintain and monitor all RISE program accounts.” This language was replaced with “The intermediary will monitor all RISE program savers’ savings accounts.” At Item J we removed the language that “The RISE account is disregarded for the purpose of determining eligibility to receive, or the amount of, any assistance or benefit authorized under SNAP and Medical Assistance during which the person maintains or makes contributions into the account”. We replaced the language with “The RISE program participant must agree to only use the saving account for purposes of participating in the RISE program and provide monthly bank statements to the Community Action Agency serving as the Intermediary.” Additional text with requirements for the RISE program was added as a new item.</p>	<p>This section was revised due to changes and updates to requirements for the RISE program and modifications to the operation of the program.</p>
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<p>Section 1000</p>		
<p>Section 1000, VIEW Definitions (p. 5)</p>	<p>In this sub-section, the definition of RISE is revised.</p>	<p>This subsection was revised to change the definition of the RISE program to a match savings program. Revisions were also made to clarify the purpose of the RISE program.</p>

Section 1000.13 (p. 46)	The address for the Virginia Department of Social Services, Division of Financial Management was updated.	The change is necessary because VDSS has moved.
Section 1000.13 (p. 48)	The address for the Virginia Department of Social Services Economic Assistance and Employment Unit was updated.	The change is necessary because VDSS has moved.

1000.13 (p. 48)	This subsection was revised to clarify requirements for FEP and to remove obsolete language. We removed “VIEW/TWA/Transitional” from Activity and Service Plan at 9.a.	Revisions to this section were made to add clarity to the Full Employment Program (FEP) and to remove obsolete language.
1000.13 (p. 49)	This subsection was revised to remove Item 10.	This change was necessary to remove obsolete language regarding FEP
1000.13 (p. 54)	This subsection was revised to update the address for VDSS and the hyperlink to the Workers' Compensation Panel Physicians Form.	The changes to this subsection were made to provide updated information.

1000.30 (p. 99-101)	This subsection was revised to change the description of the RISE program to a match savings program. Revisions were also made to provide additional clarity for the RISE program requirements. Item A. was revised with additions to guidance which clarify the role of the LDSS staff and the intermediary in the RISE recruitment and application process.	This section was revised due to changes in the RISE program requirements and modifications to the operation of the program.
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Chapter 1000, Appendix

Chapter 1000, Appendix F. (p. 1)	This subsection was revised to update the address for mailing of the Temporary Assistance for Needy Families (TANF) Displacement Grievance Form. The name of the unit was also updated in the address field.	The changes were necessary as VDSS has moved.
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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.

James Williams, Acting Commissioner

- D. Definition of a Person with a Disability - The Americans with Disabilities Act of 1990 as amended protects individuals with a “disability” and defines that term to mean a person who has a physical or mental impairment that substantially limits one or more of the major life activities of that individual, a person who has a record of such an impairment, or a person who is being regarded as having such an impairment. “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.
- E. Complaint Procedures - Individuals who believe that they have been discriminated against on the basis of disability have the right to file a grievance under the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act with the state TANF Manager. The grievance must be resolved promptly.

Individuals who believe they have been discriminated against on the basis of disability (including failure to provide reasonable accommodations), race, national origin (including the failure to provide access to services to people with limited English proficiency) can also file a complaint with the Office of Civil Rights (**OCR**) at the U.S. Department of Health and Human Services. Complaints must be filed within 180 days of the date the alleged discrimination occurred. The complaint should include the information listed in Section 101.2.A. **A Civil Rights Discrimination Complaint Form Package may be completed and submitted or individuals may submit a written complaint in their own format.**

The Civil Rights Discrimination Complaint Form Package may be downloaded from the website <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>.

The OCR Complaint Portal website is <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

The complaint form package or a written complaint may be filed by mail, fax, email or via the OCR Complaint Portal to:

U.S. Department of Health & Human Services
Office for Civil Rights **Centralized**
Case Management Operations
200 Independence Avenue, S.W.
Room 515F, HHH Building.
Washington, D.C. 20201
Customer Response Center: 1-800-368-1019
Fax: 1-202-619-3818
TDD: 1-800-537-7697
Email: OCRComplaint@hhs.gov

- F. **Responsibility to Share Information Between Staff and Contractors** - If one section of DSS determines that a person has a disability, then the staff must share that information with the other staff, as appropriate.

The case record must include a copy of the form “Do You Have a Disability?” along with a description of any reasonable modifications that agency staff have determined are needed to address the person’s disability and services and supports the agency will provide to assist the individual and family.

- G. **Staff Authority to Make Reasonable Modifications** - It is the responsibility of the worker to consider whether a person may have a disability, and how a person’s disability may affect the person’s ability to comply with rules, fill out forms, attend appointments, etc. If it is determined that a person has a disability that affects her ability to comply with program rules or procedures, the worker has the authority to make reasonable modifications to program rules, requirements and procedures to ensure that the person with a disability receives full and meaningful access to TANF programs and services.

Evidence of disability of a recipient or a household member in need of the recipient’s care, including any indications that the person may have a disability, and all requests for reasonable accommodations shall be documented in the case file.

- H. **Examples of Accommodations**

Ms. A comes in to apply for TANF. She has a learning disability and is unable to complete the application. As a reasonable accommodation, staff assists her to complete the application.

Ms. B is not able to come to the office due to the nature of her disability. Staff arranges to obtain the information by phone.

Ms. C missed repeated appointments. It is determined that she has a mental illness preventing her from organizing information and keeping track of appointments. The staff phones her on the morning of an appointment to help her to remember to keep the appointment.

101.2 COMPLAINT PROCEDURES - Any person who believes that he has been subjected to discrimination on the basis of race, color, national origin, sex, age, religion, political affiliation, or disability has a right to file a complaint. Such a complaint may be filed also by a representative of the person allegedly discriminated against. Procedures below are to be followed:

- A. **When the alleged discriminatory practice is on the part of the local department or its staff, the complaint is to be made in writing to the local social services board not later than 180 days from the date of the alleged discrimination. A complaint may also be filed with the Commissioner of the Virginia Department of Social Services, or with the Region III Office of Civil Rights. The written complaint must include:**
1. **The name of the person or persons felt to have been treated unfairly.**
 2. **The date and nature of the treatment received.**
 3. **The names of other persons, if any, who were present when this action allegedly occurred.**
 4. **Any other pertinent facts related to the complaint.**
 5. **The date the complaint is made.**
 6. **The signature of the person making the complaint.**
- B. **Each complaint received is to be investigated and corrective action taken if appropriate.**
- C. **If the person making the complaint requests a hearing before the local board, the request is to be granted and reasonable notice of the hearing given by the agency to those persons whose participation is necessary in a review of the questions raised in the complaint.**
- D. Following the hearing, the local board will give the complainant a statement of the findings, and if the complaint is justified, a statement as to what corrective action will be taken.
- E. If the complainant is not satisfied with the findings of the local board, he may write within 30 days of the date of receipt of the board findings to the Virginia Department of Social Services.
- F. The Virginia Department of Social Services will make an investigation of the circumstances and advise the complainant in writing of its findings and of any action to be taken by the local department.

State staff in the regional offices have responsibility for reviewing and supervising local methods of handling complaints.

- E. Any applicant or recipient aggrieved by a final agency action shall have the right to judicial review of such action pursuant to the provisions of the Administrative Process Act (Section 2.2-4000 et seq.). The hearing decision will include information on filing for a judicial review.
- F. If the action of the local agency is overturned as a result of a judicial review, the local agency must take action immediately as specified in the court decision.

106.4 REVIEW OF HEARING OFFICER'S DECISION - APPEALS REVIEW PANEL

The Commissioner has established an Appeals Review Panel to review administrative hearing decisions upon request of either the claimant or the local agency. The purpose of the panel is to make recommendations to the Commissioner regarding whether changes are needed to guidance or in the conduct of future hearings.

The Appeals Review Panel cannot change the decision of the Hearing Officer. It may only make recommendations to the Commissioner about future changes in guidance or procedures.

A request for review by the Appeals Review Panel by either party must be submitted in writing and postmarked within 10 days following the date of the hearing officer's written decision. A request for review from a local agency must be submitted by the director or by his/her designee whose name is on file with the Hearings Manager.

Submit requests for review by the Appeals Review Panel to:

Commissioner
Virginia Department of Social Services
5600 Cox Road
Glen Allen, VA 23060

D. Immunizations - All applicants and recipients for TANF must supply verification that all otherwise eligible children have received the immunizations required by the Code of Virginia. * The agency must inform applicants of the immunization requirement at initial application. The immunization schedule is established by the State Board of Health.

1. Action at the First Redetermination Occurring At least Twelve Months after the Initial Notification - At the first redetermination **occurring at least twelve months**, after being informed of the immunization requirement, the recipient must provide the following or the worker must reduce the TANF payment:

- a. Verification that the child has received all immunizations appropriate to his age;
- b. Verification that the child has received at least one dose of each of the required immunizations as appropriate for the child's age and that the child's physician or the local health department has prepared a plan for completing the immunizations. The plan needs only to indicate when future immunizations are due; or
- c. Verification that the child is exempt.

Example: Ms. Mitchell, a SNAP recipient, applies for TANF on July 17, and requests assistance for herself and her newborn child, Dean. The worker advises Ms. Mitchell of the immunization requirement for Dean. Ms. Mitchell has a TANF redetermination interview on September 12 to align with the SNAP program's redetermination date. Immunization verification is not required for Dean as the redetermination did not occur at least twelve months after the initial notification. The redetermination is approved and assigned a twelve-month certification period. At the next redetermination, immunization verification is required for Dean as it is the first redetermination occurring at least twelve months after the initial notification.

2. Action at Subsequent Redeterminations After Initial Notification - At subsequent redeterminations after being informed of these requirements, the recipient must provide verification of compliance with the immunization schedule or the plan prepared by the physician or health department, until the child has received all required immunizations. Failure to provide the necessary verifications shall result in a payment reduction.

3. Adding a Child to the Assistance Unit and Transfers - When a child is added to the assistance unit, the eligibility worker must advise the parent/caretaker of the immunization requirement. The parent/caretaker shall be allowed at least twelve months to provide verification that the child has met the immunization requirement. As verification of immunizations is only required at redetermination, penalties shall not be imposed for such a child until the first redetermination occurring at least twelve months after the child is added.

Example: On February 1, Ms. I reports a new child, Tom, in the assistance unit. The worker advises Ms. I of the immunization requirement for Tom. On April 15, Ms. I has a redetermination interview. No immunization verification is required for Tom. At the next redetermination in March, Ms. I fails to provide verification of Tom's immunizations. The payment is reduced for April.

For cases that are transferred, the receiving agency must ensure that the recipient has been advised of the immunization requirement.

6. TANF Payment Reduction - The worker must reduce the TANF payment for failure to comply with the immunization requirement. However, the worker must first identify and remove any barriers to accessing immunizations over which the agency has control before imposing a penalty.

Note: A penalty for failure to comply with the immunization requirement can only be applied at redetermination. The payment must not be reduced at any other time during the certification period for failure to comply with this requirement.

Failure to comply with the immunization requirement shall result in a reduction of the monthly TANF amount by:

- a. Fifty dollars for one child who fails to meet the immunization requirement; and
- b. Twenty-five dollars for each additional child who fails to meet the immunization requirement.
- c. The worker must impose this reduction until the caretaker/- relative provides verification to the local department of social services that the child is in compliance with the immunization requirement. Upon receipt of verification that a child has received all required verifications, the worker must take action to end the payment reduction by the month following the month in which the verification was received, if administratively possible.

Example: Ms. I is approved for TANF in January and is notified of the immunization requirement at that time. At the redetermination in December, Ms. I has not obtained any immunizations for her three children, John, Tom, and Mike. The payment is reduced for January by \$100 (\$50+\$25+\$25). In March she provides verification that John has received all immunizations. The payment reduction is changed to \$75 (\$50+\$25) for April. In May, Ms. I provides verification that Mike is immunized. The payment reduction is changed to \$50 for June. In July, Ms. I provides verification that Tom has received required immunizations. The payment reduction is removed for August.

- d. If this reduction results in a TANF amount of zero, the local agency must consider the assistance unit TANF recipients with no payment.
7. Agency Responsibilities - The local agency has the responsibility of:
- a. Providing assistance to the TANF recipient in obtaining verification from providers if necessary and administratively feasible. (Note: The Code of Virginia Section 32.1-46 states "A physician or local health department administering a vaccine required by this sections shall provide to the person who presents the child for immunizations a certificate which shall state the diseases for which the child has been immunized, the numbers of doses given, the dates when administered and any further immunizations indicated.")
 - b. Notifying applicants and recipients of the immunization requirements.

K. Children Excused by the Local School Board* - Children may be excused from school attendance by the local school board.

1. Children excused for the reasons below are not truant and no further action is required:
 - a. children who are home schooled or tutored by someone other than the parent, **as verified by the local school board/division;**
 - b. children whose parents are conscientiously opposed to attendance at school for religious reasons;
 - c. children whose parents are opposed to attendance at school for health or safety reasons; and
 - d. children age five who will not reach their sixth birthday until after September 30 of the school year, whose parent or guardian notifies the school board that he does not wish the child to attend school until the following year because the child is not mentally, physically, or emotionally prepared to attend school.

Note: The local agency must distinguish between virtual learning and homeschooling.

A child enrolled in a virtual Virginia public school program that provides Virginia licensed teachers and instructional material is not classified as a home school child. They are remotely attending a public-school program and must comply with the state required minimum number of 180 instructional days or 990 instructional hours. **

2. The agency must explore the availability of alternate programs for children excused for the following reasons:
 - a. children in violation of school board policies, including weapons, alcohol or drugs charges, or intentional injury to another person; and
 - b. children who cannot benefit from education at the school.

If a program is located in which the child can participate, a plan must be developed. If no program is available or appropriate, the child is not truant and must not have his needs removed from the payment.

* Code of Virginia, Section 22.1-257

** Code of Virginia, Section 63.2-602

A signed copy of the "Notice of Cooperation and Good Cause" shall be filed in the case record and a duplicate copy will be given to the applicant/recipient. If the applicant/recipient wishes to change the claim subsequent to signing one "Notice of Cooperation and Good Cause" then he must sign another form indicating the change of claim. Otherwise, only one "Notice of Cooperation and Good Cause" is necessary per case record unless the case is closed and another application is made subsequently. Because the notice outlines the rights and responsibilities of the applicant/recipient, the eligibility worker shall review each condition with the applicant/recipient to assure a complete understanding. The agency must also advise the applicant/recipient that if a finding is made that no good cause for not cooperating exists, cooperation will be required.

Note: When a minor parent is receiving assistance for her child in the unit with her parent, the good cause provision may also apply to the minor parent. The minor parent must sign a separate "Notice of Cooperation and Good Cause."

- D. Acceptable Evidence to Substantiate Good Cause Claim - Each applicant or recipient who claims to have a good cause for not cooperating must provide acceptable evidence, or provide sufficient information to permit an investigation to determine if good cause exists. The applicant/recipient must provide the evidence within twenty (20) days from the day he makes the good cause claim or the agency will determine that good cause does not exist. The agency must base the determination of good cause on evidence provided by the applicant or recipient and/or through an investigation by the agency.

The agency will determine that good cause exists when the information obtained provides evidence of good cause for not cooperating. The following specified evidence will be sufficient to determine the existence of the good cause claimed circumstance.

1. Incest or Rape - Birth certificates or court, medical, criminal, child protective services, social services, or law enforcement records which indicate that the child was conceived as the result of incest or rape;
2. Adoption - Court documents or other records which indicate that legal proceedings for adoption are pending before a court of competent jurisdiction or a public or licensed private adoption agency is currently assisting the applicant/recipient to place the child for adoption and such discussions have not gone on for more than three months. The agency must obtain a written statement from the adoption agency.
3. Physical or Emotional Harm - Court, medical, criminal, child protective services, social services, psychological, law enforcement records, sworn statements from individuals other than the applicant or recipient with knowledge of the circumstances which provide the basis for the good cause claim, or a written statement from a domestic violence services program or sexual assault crisis center professional indicating that the putative father or noncustodial parent might inflict physical or emotional harm on the child or caretaker-relative. **Expired or outdated court/legal documents and police reports are acceptable evidence to be used in the evaluation of the good cause claim.**

A determination that good cause exists due to the emotional harm factor may only be based upon a demonstration of an emotional state that would substantially affect the individual's functioning if the agency required cooperation with support enforcement. Medical records which indicate the emotional health history and present emotional status of the caretaker-relative or the child for whom support would be sought may also substantiate good cause. Additionally, written statements from a psychiatrist or psychologist which indicate the diagnosis or prognosis of the caretaker-relative or the child(ren) may be used for this purpose.

While the applicant or recipient has the responsibility to provide the agency with the required documented evidence, the agency will, upon request, assist the applicant or recipient in obtaining the required evidence.

In circumstances where the physical and emotional harm to include domestic violence is undocumented, the worker may accept the client's statement as evidence for the good cause claim.

- E. Determination of the Good Cause Claim - Based on the evidence gathered, the eligibility worker must evaluate whether the evidence substantiates the existence of the claimed circumstance. If so, to grant a good cause exemption, the worker must further determine that requiring cooperation would be detrimental to the child because that circumstance exists. The worker will make this evaluation by considering the possible impact of cooperating, in view of the existing circumstances. In short, existence of the circumstance does not automatically exempt the client from cooperating.

On every claim of good cause, the worker will make the final determination that:

1. good cause does not exist, or
2. good cause exists and the Division of Child Support Enforcement may not pursue support.

The agency must document the final determination regarding good cause in the case record, specifying the agency's findings and the basis for the decision.

- E. The emergency assistance is necessary (1) to avoid destitution of the child or (2) provide living arrangements for him in a home (203.2).
- F. Receipt of emergency assistance will not count toward either the 24 or 60-month limit on the receipt of TANF. However, an assistance unit that is in a POI for TANF due to either the 24 or 60-month limit on the receipt of TANF will also be ineligible for emergency assistance. In addition, an AU that is in a TANF POI for the receipt of diversionary assistance will also be ineligible for emergency assistance.
- G. For current TANF recipients, needs can be met through EA without consideration of the regular TANF payment.
- H. An EA payment may not be issued to replace money lost by the recipient or for the loss of earnings.
- I. At no time can an applicant be approved for Diversionary Assistance and Emergency Assistance at the same time.

203.1 EMERGENCY ASSISTANCE FOR DISASTER, FIRE, OR EVICTION PREVENTION

- A. Needs Covered - Emergency Assistance shall be used to cover an applicant's immediate needs resulting from a disaster or fire or to assist with eviction prevention. The case record must include documentation that the disaster or fire occurred and the date of the event. For disasters or fires, the immediate needs which can be covered include items such as food, shelter items, clothing, repair or replacement of household equipment which has been destroyed or rendered unusable and moving or storage of household equipment.

An applicant who has received a **Five-Day Notice to Pay Rent or Quit/Vacate Property and/or a Summons for Unlawful Detainer** may apply for Emergency Assistance to prevent eviction. To be eligible for eviction prevention under TANF's Emergency Assistance program, the applicant must have the following:

- Valid lease agreement with the landlords/owner; **and**
- **Five-Day Notice to Pay Rent or Quit/Vacate Property; or**
- Summons for Unlawful Detainer, with a court date, to verify the imminent danger of losing housing

Eviction is the legal process of removing a tenant from a rental property. Steps to the eviction process are:

- Step (1) Give Notice - Five-Day Notice to Pay Rent or Quit/Vacate Property - This notice is used whenever the tenant fails to pay rent by its due date.

Thirty-Day Notice to Fix or Quit/Vacate Property - This notice is used whenever some minor terms of the lease are violated.

No Notice - If a tenant commits a crime or is putting the health and safety of anyone at risk by being at the property, they can be evicted without notice.

- Step (2) Summons for Unlawful Detainer

A Summons for Unlawful Detainer is a legal way for a landlord to evict a tenant if the tenant does not pay the overdue rent or correct the issue. It requires a special court process and can move quickly through the court system.

304.6 REACHING INDEPENDENCE THROUGH SAVINGS AND EDUCATION (RISE) - The 2021 General Assembly appropriated funds for the implementation of an individual development account (IDA)* program. RISE is a **match savings program** administered by the Virginia Department of Social Services (VDSS) **and is** designed to support TANF recipients' **purchase of a qualified asset** for the purposes of home ownership, transportation acquisition, pursue post-secondary education, small business ownership, or to achieve self-sufficiency **through matched savings and training. TANF will provide \$8 for every \$1 saved by the participant to purchase a qualified asset.**

To be eligible to participate in the RISE program, the TANF recipient must **be part of the TANF assistance unit**, employed, part-time, full-time or self-employed, and must complete financial and asset specific trainings. Additionally, the participant shall work with an **approved** intermediary who will review program requirements, work with the participant in establishing a savings goal, and assist in establishing and monitoring the **saver's bank** account. **Once the participant meets their savings goal and complete the RISE program requirements, the RISE match payment will be sent to the vendor associated with the RISE saver's asset goal.**

*Appropriations Act of 2021

27. Funds received pursuant to the Maine Indians Claims Settlement Act of 1980 (Public Law 96-420); and the Aroostook Band of Micmacs Settlement Act (Public Law 102-171).
28. Funds paid to an escrow account established under the Family Self- Sufficiency Program of the Department of Housing and Urban Development.
29. Student financial assistance received under Bureau of Indian Affairs student assistance programs.*
30. Interest earned or appreciation in value on a savings or investment account for the purpose of self-sufficiency.
31. Up to \$2,000 per year of income received by individual Indians, which are derived from leases or other uses of individually-owned trust or restricted lands.**
32. All bona fide loans, regardless of the intended use.* This includes loans obtained for any purpose, and may be from a private individual as well as from a commercial institution. A simple statement signed by both parties indicating that the payment is a loan and must be repaid is sufficient to verify that a loan is bona fide. If the customer indicates that money received was a loan but does not provide required verification, the money is to be treated as unearned income in the month received. Interest earned on the proceeds of a loan while held in a savings account, checking account, or other financial instrument will be counted as unearned income in the month received.
33. Income, including support, received by or on behalf of a child ineligible for TANF due to the family cap provision.***
34. Payments received by victims of Nazi persecution under Public Law 103-286.
35. Matching contributions deposited in an individual development account (IDA) or on the applicant/recipient's behalf in a parallel account maintained by the organization administering the IDA program.
36. **Income received by children who are in a VIEW period of ineligibility.**
37. **Interest income of less than an average of \$10 per month.**

* Public Law 102-325

** Public Law 93-134

*** Code of Virginia, Section 63.2-604

38. **Any veteran benefits received by children born with spinal bifida, who are natural children of individuals who served in Vietnam during the period beginning January 9, 1962, and ending on May 7, 1975.**
39. **Payments received from the Ricky Ray Hemophilia Relief Fund established under Public Law 105-369.**
40. **Any amount received by or made available to household members for deployment or service in a combat zone will not count as income for TANF purposes unless the payment was received before the deployment. This exclusion includes items such as, but not limited to, incentive pay for hazardous duty, pay for imminent duty, pay for hostile fire duty, reenlistment bonuses, or special pay for certain occupational or educational skills.**
41. **Support sent to clients from DCSE in a month the TANF case is reinstated, and a supplemental payment issued. The disregard applies only to the month the case was reinstated.**
42. **A one-time cash payment, identified as a Reception and Placement (R&P) Program payment, made to help a newly arrived refugee meet basic needs during the first thirty days in the country. (Note: An R&P payment is separate from any cash allowances which may be made to a refugee through the Matching Grant Program. Matching Grant allowances are counted as income for TANF).**
43. **TANF Child Support Supplement Payments issued to TANF recipients based on current support collected by the DCSE.**

D. Who Completes the Application - If an individual is able to complete the application him or herself, the individual should do so. However, the local agency must assist individuals who have disabilities or language barriers and need assistance filling out the application. This help may consist of reading the application to the individual, explaining the meaning of the questions on the application, writing in the answers, or providing other forms of help. The local agency must inform all applicants verbally that this help is available when the DSS office provides the individual with the application or when providing access to CommonHelp from an agency computer, and must offer this assistance during the interview if there is an indication that the individual has had difficulty completing the application. If the individual needs help completing the application, this help must be provided. If help is needed, the interactive interview must include time to read each section of the application to the applicant, with sufficient explanation and rephrasing to make the meaning clear. During the interview, the EW will enter the information provided into the VaCMS system. Additionally, the following forms must be reviewed and completed with the applicant, and signed by the applicant, prior to case approval:

- Do You Have a Disability? (032-03-0670) – (exception*)
- Notice of Personal Responsibility for the TANF Program (032-03-0750)
- Notice of Cooperation and Good Cause (032-03-0036)
- Notice of Intentional Program Violations and Penalties (032-03-0646)

***If the applicant fails to return the signed and dated, Do You Have a Disability? form (032-03-0670), the EW must not deny the application. The case record must contain the Do You Have a Disability? form (032-03-0670) and be documented to show that the applicant was provided with oral and written information and was provided with a copy of the written information. If all other eligibility criteria are met, the application must be approved.**

After the interview is completed, the information entered must be reviewed with the applicant. The EW must also read and explain to the applicant/spouse the statements pertaining to the applicant's responsibilities including the responsibility for providing accurate information and the penalties for withholding or providing false statements. The case record must contain the Rights and Responsibilities form (032-03-0440) or be otherwise documented to show that the applicant was provided with oral and written information about his rights and responsibilities and acknowledged receipt of the information.

If the application is made by an adult, including an authorized representative, or by a married minor parent living with a spouse, only the signature of the person making the application is required on the application and required forms. The signature of the spouse should be obtained if the spouse participates in the interview. However, the absence of the spouse's signature will not negate the validity of an application. For an application filed through CommonHelp, the application is considered signed when the applicant enters his name on the signature line.

If the application is made by a minor parent who is single, separated, or divorced and who is living with a parent or relative, or with an individual standing in *loco parentis*, the application must also be signed by the parent or relative or individual standing in *loco parentis*. If the minor parent does not live with a parent, relative or an individual standing in *loco parentis*, and the agency determines that the minor parent meets an exemption to the minor parent residency requirement at 201.5C, only the minor's signature is required.

- J. Disposition of Application Under Special Conditions* - An application may be disposed of for reasons other than approval or denial under the following special conditions. In such cases the "Notice of Action" must be sent.
1. Withdrawal - An applicant may voluntarily withdraw his application at any time during the initial determination of eligibility. This may be done by a signed statement indicating the wish to withdraw the application or may be done by verbal request. The "Notice of Action" must be sent to confirm the applicant's notification that he wishes to withdraw. It can be printed and given to the applicant during the interactive interview.
 2. Inability to Locate - If reasonable efforts to locate the applicant are unsuccessful, the agency must include on the notice to client of action the agency's attempts to locate him or request that he contact the agency. If the applicant does not contact the agency so that a decision can be made within the time standard, the application will be denied.
 3. Death - If the applicant dies before action can be taken on his case, his application is denied and a letter must be sent to the next of kin, if known, advising that an application for public assistance on behalf of the eligible children had been made and is being denied. The case record must contain verification of death, including the date of death. **Note: VDH verified deaths that are received via the MMIS/VaCMS Date of Death Reconciliation Batch, are considered verified upon receipt.**

When an application is disposed of under one of the conditions described above, board action on the case is not required, but the basis for termination must be recorded in the case record. Cases denied under these conditions are recorded statistically as applications withdrawn and should be reported to the local board at its next meeting.

* 45 CFR 206.10(a)(8)

See 302.7D and 302.7E for a comprehensive list of these individuals. The income of these related, but ineligible individuals would have been considered in determining the TANF payment amount for the AU);

- Changes in household composition resulting from one of the following individuals entering or leaving the home:
 - an eligible child, including a newborn,
 - the father or mother of an eligible child, including a newborn.
- Changes that affect participation in the VIEW Program. This would include changes in the need for transportation, child care, or any other supportive service.

AUs must report the changes listed above within 10 calendar days from the date the unit knows of the change, but the report is timely if reported by the tenth of the following month. The 10-day period begins the day the change becomes known to the AU. If the AU is uncertain of the exact date or the exact amount of income that has changed, the 10-day reporting period begins the day the change occurs. The change may be reported on the Change Report form, by telephone, face-to-face, by mail, or electronically.

In addition, the recipient should be asked to report changes to his telephone number.* Because telephone number changes do not affect eligibility or benefits, the agency will not take negative action if a telephone number change is not reported.

2) Local Agency Action on Changes

The agency must act promptly to terminate or to adjust benefits when changes in the AU's circumstances or income are reported by the recipient, including information about an impending change reported at application. The TANF case must reflect the following changes:

- changes reported by the AU;
- changes put into VaCMS to meet reporting requirements or guidance requirements of another program;
- changes to prevent duplicate receipt of benefits including information provided through a PARIS Match; and
- changes that are considered verified upon receipt, such as notification by the foster care worker that a child has been removed from the home and placed in foster care.

Information may become known to the agency through means other than listed above such as information provided for SNAP Interim Reporting, or information provided by the ESW regarding a VIEW participant. If the change is one that the AU was required to report, the agency must act on the information. If the change is a change that was not required to be reported, the agency must hold the information and evaluate it at the next renewal.

Action will be taken according to Section 305.1, page 11.

- b. Substantiation of Eligibility - The recipient must be advised of the need to substantiate eligibility factors whenever a change is reported. When changes that affect eligibility or payment amount occur after the case has been approved, the responsibility for the change lies both with the recipient and the local agency.

If required verification is not obtained or provided in time to prospectively determine eligibility for the next payment or to complete a redetermination by the due date, continuing eligibility cannot be determined and the case will be suspended for one month only. If verification is still not provided, the case will be closed for the month following the month of suspension. (See 401.3.G.4.)

If verification is provided after the action to suspend has been taken, the EW will reinstate assistance for the month of suspension, if appropriate. Or, if verification which establishes continued eligibility is provided after action to close has been taken but before the effective date of closure, the EW will reinstate assistance effective with the month closure was to occur.

- c. Adding Persons Required to be in the AU - The AU must report a new unit member when completing a renewal. If a new unit member enters the home between renewals, the report is considered timely provided the individual entered the home after the most recent renewal was completed. Note: When the new unit member is an eligible child or the parent of an eligible child and he/she enters the home between renewals, the report is considered timely only if the AU reports the change within 10 calendar days from the date of the change or by the tenth of the following month. **An application is not required when adding new unit members to an ongoing TANF case. Households may report persons required to be in the AU using the Change Report form, by telephone, by personal contact, by mail, or electronically. Verification of all eligibility requirements must be obtained on the new individual and an evaluation of the new assistance unit's need and eligibility must be made.**

The change to add a person required to be in the AU must be made by the agency within 30 days following the date the new member was reported to the agency.

- 1) Eligibility for Payments - Once the agency **receives a report that a person required to be in the AU has entered the household** and the agency has secured verification of categorical requirements and conditions of eligibility have been met, the individual's needs and income are to be included in determining eligibility and the amount of future payments.

If verifications and conditions of eligibility are substantiated within the 30-day time frame for adding persons or the 30-day period has passed and the agency can document that the delay in providing categorical verifications/meeting eligibility conditions was due to good cause (beyond the assistance unit's control), payments beginning with the date the change was reported must be recalculated considering the individual's needs and income. **Since the VaCMS will be running for a future month, a supplement must be issued for the previous month(s), including the needs and income of the new member, if all eligibility criteria were met.**

Regardless of whether the new individual's presence is reported timely, if the required categorical verifications are not provided or the conditions of eligibility are not met until after the 30-day time frame established for adding the individual, and the delay was not due to good cause (beyond the assistance unit's control), eligibility for retroactive payments is to be determined beginning with the date the last required verification was received by the agency or condition of eligibility was met. Any underpayments identified must be corrected.

The above procedures will require the proration of the first month's assistance in most instances. (Refer to Section 502.2.A.)

- 2) Repayment of Overpayments - If the new individual was not reported timely, overpayments may exist. Follow procedures in Section 503.7.G. to calculate the amount overpaid.

Example: A parent enters the home on October 15 but is not reported to the agency until January 8 of the following year. The last renewal was completed in November, one month after the parent entered the home. All months beginning with the month after the parent entered the home must be evaluated for possible overpayments.

- d. Adding Other Persons - A request to add an individual not required to be in the unit, such as a caretaker-relative other than a parent or EWB, will be processed within **30-day timeframe for adding persons**, with eligibility effective no later than the month following receipt of the request per Section 401.1.I.
3. Evaluation of Reported Information - To ensure the applicant/ recipient has provided all information necessary for the EW to make a proper determination regarding eligibility, every element on the application must be discussed with the client at each application or renewal.

Additionally, when a change is reported by the client, all elements related to the change must be reviewed to ensure continuing eligibility exists.

When statements, either written or verbal, made by the client are deemed questionable, further evaluation of the client's circumstances is required. Questionable information will include, but is not limited to, statements which are:

- a. incomplete or unclear;
 - b. inconsistent with statements previously made by the applicant/recipient;
 - c. inconsistent with information known by the local agency.
4. Income v. Expenses - In situations where it is obvious the client's monthly expenses exceed verified income, the EW shall discuss with the client how monthly expenses are being met. The EW may not require verification of the client's expenses as a condition of eligibility. Furthermore, assistance may not be denied or terminated based solely on statements made by the client. Rather, the EW shall take this opportunity to explore the client's situation to determine if unreported income is available which allows the assistance unit to meet monthly expenses. The case record must be clearly documented to accurately reflect the client's substantiation of his/her situation. If the EW and the client are unable to resolve the client's circumstances, attempts to do so must also be documented in the case record. It is important to remember, however, that assistance can only be denied/terminated when income is uncovered which, when verified, exceeds prescribed limits or when the client acknowledges he has unreported income but refuses to verify the source and/or amount.
 5. Follow-Up on Suspected Unreported Income - When the agency has reason to believe that a recipient is receiving income that has not been reported, the EW will follow-up on obtaining information to substantiate the recipient's circumstances. Community complaints, expenses exceeding income, a history of not reporting, and cases with individuals living with the assistance unit whose income would be deemed available.

C. Renewal Application

A renewal application may be made either electronically at <https://commonhelp.virginia.gov> or in writing by completing either the VaCMS-generated SNAP/TANF Renewal Application or the Renewal Application for Auxiliary Grants (AG), SNAP, and TANF (032-03-729A). A renewal application made online is considered signed by the applicant when submitted. A written application (SNAP/TANF Renewal Application or Renewal Application for AG, SNAP, and TANF) must be signed by the applicant to be valid. Additionally, the following forms must be reviewed **with the TANF recipient and mailed**, prior to case approval:

- Do You Have a Disability? (032-03-0670)
- Notice of Cooperation and Good Cause (032-03-0036) – **(exception*)**
- Notice of Intentional Program Violations and Penalties (032-03-0646)

***If during the renewal process, the recipient wishes to change their cooperation or good cause claim for cooperating with the Division of Child Support Enforcement, the Notice of Cooperation and Good Cause (032-03-0036) form must be reviewed, completed, and signed by the recipient, prior to case approval.**

The Attesting to the Lack of Information (032-03-0423) form must be reviewed, completed, and signed by the TANF recipient, if applicable. (See 201.10.A.c., page2a)

A completed and signed renewal application submitted by the 15th day of the renewal month is a timely application for renewal. The recipient who does not timely file an application for renewal will lose the right to uninterrupted benefits. The EW must approve or deny the application by the 30th day after the renewal application date as long as the recipient has at least 10 days to provide all required verifications.

D. Renewal Interview

1. An interview must be completed with the recipient once every 12 months. An interview may be conducted in the office of the local department of social services, the home of the recipient, or a place agreeable to both parties which will insure privacy and confidentiality, or by telephone. Home visits may be made as deemed necessary by the EW based on the recipient's circumstances.
2. The recipient's rights and responsibilities must be reviewed and explained. (**Note:** Secure the client's acknowledgement that rights and responsibilities have been reviewed orally and in writing at renewal if this information was not documented in the record at the time of application.)

E. Joint Processing - The Food Stamp Act of 1977 requires that renewals for TANF and SNAP be handled in a single interview when the following conditions exist:

1. when all persons in the case receive TANF and SNAP benefits as the same household; and
2. when the application is completed prior to the month or in the same month in which the certification period ends. (Refer to the SNAP Manual, Volume V, Part 2, H.) The provisions in Section 401.1.A also apply to renewals.

F. Overdue Renewals

1. A renewal not completed by the last day of the renewal month is considered overdue. An assistance unit may not receive benefits beyond the renewal month. If all required elements of the renewal process (renewal application, interview and verification of required eligibility factors) have not been completed by the last day of the renewal month, the VaCMS will automatically stop issuance of benefits. For example, a renewal due by March 31 is not completed. The VaCMS will automatically stop issue of benefits. No payment will be issued April 1.

The Notice of Action (NOA) is used for this purpose. The notice shall state the amount of assistance; the reasons for the action or failure to act; and explain the applicant's/recipient's right to appeal if he disagrees with the action. The NOA provides all required information regarding appeals. A copy of the pamphlet, "Appeals and Fair Hearings", will be provided at the request of the applicant/recipient but is not required to be sent with the NOA.

- B. Other Action Requiring Adequate Notice - The form, Advance Notice of Proposed Action, will be used to provide adequate notice in certain situations, however, it is not necessary to send it 10 days prior to the effective date of the action. The notice must reach the client no later than the effective date of action. In any situation listed below, the assistance payment will not be issued in the original amount. The following situations would warrant an adequate notice.
1. The agency has factual information verifying the death of a recipient or of the payee when there is no relative available to serve as new payee and no person who can serve temporarily as emergency payee. **Note: VDH verified deaths that are received via the MMIS/VaCMS Date of Death Reconciliation Batch, are considered verified upon receipt.**
 2. The agency has verified that any member of the assistance unit has been admitted or committed to a mental institution or a correctional facility in which he does not qualify for public assistance. Note: See guidance in 201.5.B to evaluate continued eligibility.
 3. The recipient's whereabouts are unknown and agency mail directed to the payee has been returned by the post office indicating no known forwarding address. (The recipient's check must, however, be made available to him if his whereabouts become known during the payment period covered by a returned check.)
 4. A recipient has been accepted for assistance in a new jurisdiction within the state and the locality previously providing assistance has written evidence establishing that fact.
 5. The agency has written evidence that the TANF child(ren) has been removed from the home as a result of a judicial determination or has been placed in foster care.

C. How to Process a Debit Card Request

<u>Responsible Party</u>	<u>Action</u>
Client/EW	<ul style="list-style-type: none"> • As part of the interview with new applicants and re-applicants, the EW will advise the client of the issuance methods available for TANF payments. The EW will advise the client that only one debit card will be issued for each TANF case. (The card will be issued to the individual who is listed as the name of the TANF Benefit Recipient selected on the SNAP/TANF Case Level - Details screen. The EW should advise the client that a debit card will only be issued to individuals with a valid social security number. <p style="margin-left: 40px;"><u>Note:</u> If the client requests a debit card, she should be advised that Diversionary Assistance payments cannot be issued through a debit card. Additionally, Full Employment Program (FEP) payments cannot be issued through a debit card.</p>
EW	<ul style="list-style-type: none"> • Debit card (EPPIC Card) will be the default issuance method for VaCMS. If the client chooses debit card as the issuance method, the EW will complete the required fields and verify that the “Pay To” the prefilled case name is correct, then Click Save and Continue.

D. How TANF Payments Will Be Issued When the Request to Establish a Debit Card Account (Request a Debit Card) Is Rejected

<u>Responsible Party</u>	<u>Action</u>
VaCMS	<ul style="list-style-type: none"> • When a debit card request is rejected, VaCMS will update the Benefit Issuance History and Benefit Details screen with the word “Check” and VaCMS will issue the first payment by check.
EW	<ul style="list-style-type: none"> • The EW will inquire the Issuance Summary/Search screen to view the details of the issuance. Once the issuance method is confirmed, the EW will inform the client payments were issued by check and the EW will research why payments did not go out by debit card. <ul style="list-style-type: none"> • The EW is to contact the TANF Home Office staff at ask.tanfview@dss.virginia.gov when a debit card rejects and sends a payment by check.

J. Debit Card Reported Lost/Stolen by Cardholder or Stolen Benefits/Suspected Fraudulent Activity Reported by Cardholder

<u>Responsible Party</u>	<u>Action</u>
Client	<ul style="list-style-type: none">The cardholder will contact Way2Go customer Service at 1-800-961-8423 to report a lost/stolen card and obtain a replacement card or to report stolen benefits or suspected fraudulent activity.
EW	<ul style="list-style-type: none">No action is required. The EW should advise the cardholder to contact Way2Go customer service to report the lost/stolen card or stolen benefits/suspected fraudulent activity.

K. Debit Card/ Debit Card Funds Returned by Cardholder

<u>Responsible Party</u>	<u>Action</u>
EW	<ul style="list-style-type: none">When a cardholder attempts to return a debit card to the LDSS, staff should refuse to accept the card and provide the cardholder with a copy of the Returned TANF Debit Cards information sheet (032-03-0200). (See the exception for overpayments in the note below). <p><u>Note:</u> Funds received by debit card may be used to repay a previous overpayment. The cardholder will have to obtain the funds from the card and provide the funds to DSS as a cash payment.</p> <p>If the cardholder mails the debit card to the LDSS, the EW should mail the card back to the cardholder along with a copy of the Returned TANF Debit Cards information sheet (032-03-0200).</p>

Example: TANF household with one parent, Sallie Jones, is enrolled in FEP activity with Employer A for 3 consecutive months working at least 40 hours per week. In the 4th month, Sallie worked less than 40 but more than 30 hours per week for the month. ESW changes the FEP Tier in the Activity Details screen from Tier 3 to Tier 2 in the 5th month. The ESW will inform the EW to re-determine TANF benefits for the household. Upon running eligibility, the household will be evaluated for TANF benefits. Sallie will be remain a FEP individual and her earned income will be excluded. The FEP stipend will be issued to Employer A with a Tier 2 benefit amount for the following month.

Example: TANF household with one parent, Cliff Bean, is enrolled in FEP with Employer B for 4 consecutive months. EW performs a case change in the 5th month which leads to a TANF benefit closure effective the 6th month. Upon running eligibility, household will be evaluated for TANF benefits. TANF is closed based on the eligibility determination. FEP stipend will no longer be issued to Employer B.

Example: TANF-UP household, James and Marie, are both enrolled in FEP activities with Employer A and Employer B respectively. Upon running eligibility, the household will be evaluated for TANF benefits. The FEP stipend will be issued to Employer A for James and Employer B for Marie based on the FEP Tiers selected for each of them.

Example: TANF-UP household, Jovi and Cindy enrolled in FEP activities - Employer C who employs Jovi has already received 6 consecutive months of TANF FEP stipends. Employer D who employs Cindy has received only 3 consecutive months of TANF FEP stipends. Upon running eligibility, the household will be evaluated for TANF benefits. Earned income will be excluded for Cindy and the FEP stipend will be issued to Employer D based on the FEP Tier selected for Cindy. If Jovi starts to earn income after the six months of FEP, then his income would be countable on the 7th month while Cindy's FEP income would be excluded until she exhausts her 6 months of FEP participation.

- D. Issuance of TANF Payments during the FEP Placement - Both a TANF payment and monthly FEP stipend **to the employer** must be issued in the final month of the FEP period **if an eligibility criterion exists**.
- E. **Treatment of Child Support Payments - FEP participants must continue to redirect all support to the Division of Child Support Enforcement (DCSE) while in a FEP placement. DCSE will issue to FEP participants all child support payments they would otherwise be entitled to receive. This includes \$100 disregard payments and other support payments they would receive if they were receiving a TANF payment.**
- F. **Replacement of Stipend - The FEP employer will contact the ESW if check replacement is necessary, and the ESW will notify the EW using the VIEW Full Employment Program Communication Form (032-03-0655). If a stipend is reported as lost, stolen, or mutilated, follow procedures in Section 502.5.D. and Appendix I to Chapter 500 to stop payment.**

The employer must complete the required three copies of the Affidavit on Check Endorsement. The employer will determine the appropriate person to complete and sign the affidavit. This is usually an employee in the accounting department with responsibility for endorsing checks received. If the employer endorses his checks with a stamp, the endorsement stamp should be stamped once on the signature section at the end of the affidavit.

FEP check replacements follow the same process as reissuing or replacing TANF or DA checks. Once the worker is notified of a lost/stolen/mutilated/cancelled/returned check, the worker must update the status and reissue the check through Maintain Checks. Under no circumstances should a local check be written to replace the original check as no process exists to reimburse the locality.

901.13 Reaching Independence through Savings and Education (RISE) – The 2021 General Assembly appropriated funds for the implementation of an individual development account (IDA)* program. RISE is a **match savings program** administered by the Virginia Department of Social Services (VDSS) **and is** designed to support TANF **recipients’ purchases of a qualified assets for the purposes** of homeownership, transportation acquisition, pursuing post-secondary education, small business ownership, or achieving self-sufficiency through matched savings and training.

TANF will provide \$8 for every \$1 saved by the participant to purchase an allowable asset (i.e., homeownership, transportation, education, small business ownership, or self-sufficiency). Under the RISE account, the matching funds together with the participant’s savings from their employment are available to purchase one or more of the five asset goals. Once the participant meets their savings goal, TANF match funds will be paid to a vendor to purchase the participant’s qualifying asset.

A. Participant eligibility requirement includes:

- Must be a current TANF recipient **who is part of the TANF assistance unit**;
- 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, part-time wages, or self-employment

B. Recruitment of participants into the RISE program will be the responsibility of the VDSS, the local departments of social services, **and the approved community action agencies serving as intermediaries for the RISE program.**

1. During reassessment, the ESW will explain the RISE eligibility requirements to all VIEW participants. 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. An Intermediary is a **community action agency**, 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. VDSS will provide a list of participating intermediaries per locality.

The Intermediary at a minimum will:

1. Conduct monthly appointments with the participant;
2. assist the participant in setting realistic monthly savings goals;
3. monitor monthly savings account balance;
4. identify financial resources;
5. counsel and assist the saver in finding a reputable vendor; and,

6. review and approve the participant's paperwork and assist in submitting the required documentation to VDSS to complete the asset purchase.
- D. **The RISE Program applicant will be notified by VDSS or the community action agency of their acceptance or denial in the RISE Program. If accepted**, the participant, hereby known as the Saver, will be required to work with a local Intermediary as identified by the local agency ESW. While working with the Intermediary, the Saver will be required to:
1. Meet monthly with the Intermediary;
 2. Open a **new** savings account (**in the RISE saver's name**) with an initial deposit of \$25 (money order);
 - a) Deposit a minimum of \$25 per month
 - b) Set up direct deposit with their employer
 3. Complete at least eight hours of Financial Management training;
 4. Complete at least six hours of training related to the asset goal; and,
 5. Participate in the RISE program at least six months before requesting withdrawal of match funds to make an asset-specific purchase.
- E. **Savings accounts opened for the purpose of saving to participate in the RISE program should only contain** the saver's deposit of earned income. With the exception of tax refunds, no other funds should be deposited in the account. **While participating in the RISE program, savers should not withdraw money from the savings account without an approval from the Intermediary.** Note: Savers who withdraw funds from their savings accounts outside of the prescribed asset withdrawal process will be terminated from the RISE program.
- Upon the Saver's request to make their asset purchase and receive the RISE match funds, the Intermediary will ensure the Saver has met all withdrawal criteria, notify VDSS of the Saver's intent and assist the saver in completing and submitting the required asset-specific backup documentation to the VDSS.
- F. The Saver never has direct access to the match funds. In a 24- month period, the maximum savings amount deposited by the Saver that will be matched is \$500 with a maximum TANF match vendor payment of \$4,000. The maximum TANF match payment paid to a qualified vendor will be eight times the amount the Saver has deposited into the RISE account, accordingly, reflecting the \$8 to \$1 match.

Example 1: Over 10 months, the Saver deposits a total of \$300 into a **new savings account to participate in the RISE program**. His match total is \$2,400 and all of the RISE program requirements are met, **the intermediary** will remit payment to the vendor in the amount of \$2,400.

- G. Both parents in a TANF-UP household can participate in the RISE program as long as both meet all RISE eligibility requirements.
- H. As long as all RISE eligibility requirements are met, regardless of the TANF case status (approved, closed, suspended), the Saver will have 24 months from the date of the account establishment to achieve the asset saving goal.
- I. **The intermediary will monitor all RISE program savers' savings accounts.**
- J. **The RISE program participant must agree to only use the saving account for purposes of participating in the RISE program and provide monthly bank statements to the Community Action Agency serving as the Intermediary.**
- K. **RISE program participants must agree to use the match for its intended purposes. If the match payment is directly received by the saver and not used for its intended purposed, the payment will be considered a lump sum payment for TANF. The saver will also be terminated from the RISE program and will be required to return the match payment to VDSS.**

Queue - the list of TANF recipients who are referred by the eligibility worker for mandatory 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 noncompliance.

Satisfactory Participation - participation in a program activity equal to the hours assigned to the activity for a stated time period. For job search assignments, satisfactory participation equals the completion of all required job search contacts, or employment.

Self-Initiated Participant - a participant who has enrolled in post-secondary education or in training activities prior to enrollment into the VIEW program.

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

Standard Operating Procedures (SOP) - a guide developed by the local agency that specifies the procedures to be followed in administering the VIEW program. The SOP is part of the local VIEW Annual Plan.

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 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-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

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, Transitional Employment and Training services (TET), 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.

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 follow-up 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 insure the likelihood of future FEP placements.

The 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 information is to be obtained in writing, the ESW may provide the employer with a six-month supply of the form at the time the FEP Agreement is signed. If the contact is verbal, the ESW should record the information obtained on the VIEW Attendance/Performance Rating Sheet.

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. 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 or at <http://www.dhrm.virginia.gov/docs/default-source/edrdocuments/form-a-2017.pdf?sfvrsn=4>. 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;
 5. Notice that the participant has the right to appeal the suspension of the participant's TANF payments; and
- 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.

E. 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.

- 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>.
 - 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 work place 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

1000.30 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:

- Must be a current TANF recipient **who is part of the TANF assistance unit**;
- 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, 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; and,
- h. work closely with the Intermediary on asset purchases.
- 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** will be matched by VDSS. 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**, 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.

**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)