



STATE OF IOWA

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DEPARTMENT OF HUMAN SERVICES
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MEMO

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John Wilken and John Wiedemeier, Bureau of Refugee Services
Bill Brand, Lorie Easter, Tim Fitzpatrick, Department of Human Rights
DHS Service Area Managers, Income Maintenance Supervisors and Administrators

FROM: Ann Wiebers, Administrator, Division of Financial, Health and Work Supports

SUBJECT: **PROMISE JOBS MEMO #162**

DATE: October 18, 2007

Summary:

This PROMISE JOBS memo implements revised policies and procedures for:

- **Verifying and projecting employment hours:** PROMISE JOBS needs to ask participants to verify work hours at least once every six months. Verified actual work hours can be projected up to six months for federal reporting.
- **Job search:** PROMISE JOBS will count the actual time spent making a job contact and time spent directly related to finding a job as hours of participation in job search. The Job Search Record, form 470-3866, is revised to allow the participant to report actual time spent making a job contact.
- **Excused absences and holidays:** PROMISE JOBS will count a limited number of scheduled PROMISE JOBS activity hours when the participant was not able to attend due to an excused absence or holiday.
- **Case record maintenance:** Case record format is changed to include new sections for the filing of verification of work hours and FSSG documentation. Instructions are added or changed for the filing of documentation regarding workplace essentials, community service, FaDSS, and Vocational Rehabilitation participation.

The revised policies become effective immediately with the issuance of this memo. Use the instructions in this memo in lieu of any contrary instructions in the PROMISE JOBS Provider Manual. The PROMISE JOBS Provider Manual will be updated as soon as possible.

Please make this information available to PROMISE JOBS staff in each Service Delivery Region as quickly as possible. If you have questions, please contact Shari Seivert by e-mail at sseiver@dhs.state.ia.us or by calling (515) 281-0703 or Janet Shoeman by e-mail at jshoema@dhs.state.ia.us or by calling (515) 281-6082.

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I. Reminder - Current Policy on Post-Secondary Education:

PROMISE JOBS Memo #161 issued on October 6, 2006, implemented new procedures for entering hours of participation for post-secondary education that is not short-term training. Since then, **Iowa has made no further changes to rules, policies, or procedures** for post-secondary education. For participants who desire post-secondary education, demonstrate the capability, and for whom the activity is otherwise approvable under current rules and policy, PROMISE JOBS needs to continue to:

- Allow post-secondary education as an FIA activity, including new enrollments leading to a baccalaureate degree, **and**
- Provide assistance with child care and transportation expenses for up to 24 months, when needed, for participation in post-secondary educational activities.

In PROMISE JOBS Memo #161, DHS indicated plans to pursue rule changes to disallow post-secondary education leading to a baccalaureate degree as approvable training under the PROMISE JOBS program by October 1, 2007. Since that time, DHS has decided to **continue to consider post-secondary education leading to a baccalaureate degree as an acceptable FIA activity** when within current policy. At this time, DHS does not intend to revise rules to disallow post-secondary education leading to a baccalaureate degree as an FIA activity.

II. VERIFYING AND PROJECTING EMPLOYMENT HOURS

A. Current Policy

Verifying Employment Hours

When a client reports new employment to Income Maintenance (IM), IM verifies anticipated income and hours with the *Employer's Statement of Earnings* (ESE) or equivalent verification and sends a copy to PROMISE JOBS.

When the client reports new employment or a change in employment to PROMISE JOBS, PROMISE JOBS sends *Notice of Employment* (NOE) to the IM worker for verification of anticipated income and hours, unless PROMISE JOBS already has a completed ESE or equivalent verification from IM about the job, including anticipated wages and hours. The IM worker returns the NOE to PROMISE JOBS along with a copy of the ESE.

When employment verification is not available from any other source, PROMISE JOBS requires the participant to verify anticipated and actual hours of employment.

For employed participants, PROMISE JOBS establishes a procedure for regularly monitoring that the participant is demonstrating an effort to truly carry out the steps of the family investment agreement with regard to employment.

Projecting Employment Hours

Under current policy, verified actual or anticipated work hours are entered for federal reporting. Hours continue to be used for federal reporting until the PROMISE JOBS worker becomes aware of changes.

Reporting Employment Hours

Current policy instructs PROMISE JOBS to make entries on the reporting system screen when a participant starts work and when PROMISE JOBS receives a completed ESE or equivalent verification from IM of a change in employment.

B. New Policy

Federal regulations require states to verify actual hours of employment and allow the state to use these actual hours to project reported hours of employment for up to six months. Anticipated or scheduled hours cannot be used to project.

Verifying Employment Hours

1. When should verification be requested?

- For employed FIP applicants, ask for verification of employment hours during the FIA appointment
- For participants who become employed, ask for verification when you become aware of the new employment.

- For all employed participants, establish a schedule so that verification of employment hours is requested at least once every six months.
- When the participant reports or you otherwise become aware of a participant's change in employment, including ending employment, ask the participant to verify the changed hours unless you have adequate verification from another source.

2. *Including Verification Requests in the FIA*

For new participants or as FIAs are reviewed and renegotiated, include in the FIA

- a statement that they must provide verification of actual hours when requested or be subject to an LBP,
- a request for verification from the current employer with specific dates due may also be included. This could then replace the need for a separate written request. **Use only for the current employer.**

3. *How often should hours be verified?*

PROMISE JOBS must verify actual hours of employment at least once every six months. Ask the client to provide verification unless you have adequate verification from another source.

- Verify actual hours of employment once every six months when current actual hours are indicative of hours for the next six months.
- Verify work hours more frequently if verification of actual hours is not indicative of hours for the next six months
- The frequency of verification is based on the time period that the verified hours are determined to be indicative, up to a maximum of six months.

Example 1: Ms. A is employed and applying for FIP for herself and her children. Ms. A says that the last 30 days are a good indication of her hours for the next six months. PROMISE JOBS gives Ms. A a written request to provide pay stubs received in the last 30 days within 10 days from FIP approval and uses this to project the employment hours for the next 6-months. Providing there is no change, PROMISE JOBS will continue to verify actual hours every six months.

Example 2: On October 16, PROMISE JOBS and Mr. T meet to renegotiate his FIA that expires October 31. Mr. T has been meeting his FIA requirements by working at a convenience store. His hours vary significantly from week-to-week and from month-to-month. PROMISE JOBS gives Mr. T a written request to provide verification of actual hours worked in the last 30 days and uses that to project for only one month. PROMISE JOBS asks Mr. T to re-verify monthly.

Example 3: Ms. F is employed and applying for FIP for herself and her children. Ms. F is unsure if her hours from the past 30 days are indicative of hours she will work in the next six months, since her employer verbally told her that she may be working more in a few months. PROMISE JOBS gives Ms. F a written request to provide verification of actual hours worked in the last 30 days. PROMISE JOBS may ask Ms. F to re-verify in one or two months to assure accuracy.

4. *What period of time should be used to verify actual hours?*

- Verify hours worked within the past 30 days to project future hours.
- Ensure that the initial verification of hours covers at least one full week of work. For new employment, you may need to ask for verification following the second check to be more certain of verifying a full week.
- You must have at least one full week of actual hours in order to make a projection. (see Ms. D example on page 6).

5. *What is the format for a verification request?*

- Notify the client in writing of the need to verify actual hours each time that verification is needed.
- Allow the client at least **10 days** to provide the verification.
- Ask the participant to provide the verification by the due date specified in the written request or to contact PROMISE JOBS to ask for additional time if necessary.
- See **Written Request** for more information.

6. *What type of verification is acceptable?*

- Acceptable verification of actual hours of work includes but is not limited to:
 - pay-stubs,
 - a written statement from the employer,
 - information provided by the employer based on a *Consent to Obtain and Release Information*, form 470-0429, signed by the client, or
 - an *Employer's Statement of Earnings* signed by the client and completed by the employer.

Projecting Hours of Employment

Once you have verification of actual hours of employment using information from the last 30 days, determine the projection period and a schedule for verifying actual hours in the future. You may use a minimum of one week of actual hours worked if it is indicative of future work and occurred within the last 30 days.

1. *Projecting for a period of six months:*

Use a weekly average of verified actual hours worked in the past 30 days to project hours for the next six months if the actual hours worked within the past 30 days are a good indicator of hours for the next six months. Consider the past 30 days to be a good indicator when neither the client nor verification indicates that a change in hours is likely to occur in the next six months.

To monitor and track the six-month verification schedule, code I-Works to alert you to request updated verification of actual work hours in the sixth month. The month for which the verification is first used for reporting purposes count as month 1.

Example: On March 23, Ms. B provided two pay stubs covering two weeks each, which she received in the last 30 days. Ms. A stated that the last 30 days are a good indication of her hours for the next 6 months.

March 9th pay stub = 42 hours

March 23 pay stub = 42 hours

Average weekly hours are 84 divides by 4 = 21 hours

PROMISE JOBS enters 21 hours for March and will use this same average to project through August.

PROMISE JOBS codes I-Works to send an alert in September to request updated verification of actual hours worked in the last 30 days.

If the updated verification of actual hours reflects hours for the next six months, PROMISE JOBS will use actual hours for September and project through February.

2. *Projecting for a period of less than six months:*

Use a weekly average of verified actual hours worked within the last 30 days to project for a period of less than six months when actual hours worked in the past 30 days are not a good indicator of future hours for the next six months.

Project for a period of less than six months when either the client or verification indicates that a change in hours may occur in the next six months. This may be appropriate for new employment when the client's hours may increase once the client is trained. This may also be appropriate for employment with seasonal increases or decreases in hours.

Consider all of the circumstances to determine an appropriate verification schedule. Also, consider that you need to issue a written request each time verification is needed.

To monitor and track the verification schedule, code I-Works to alert you to request updated verification of actual work hours late in the month prior to the month that the next verification is needed.

Example: Ms. D provides a copy of her 1st pay stub on October 5, which covers her first full week of work. Ms. D expects her weekly hours to increase after her probationary period of two months is up (October – November)

October 5th pay stub = 15 hours

Average weekly hours are 15 hours.

PROMISE JOBS enters 15 hours for October and will use this same average to project for November only.

PROMISE JOBS codes I-Works to send an alert in December to request updated verification of actual hours worked in the last 30 days.

If the updated verification of actual hours reflects hours for the next six months, PROMISE JOBS will use the actual hours for December and project through May.

Written Request

Use a letter to the client to request verification of actual hours. Include a return envelope with the letter. Allow at least **10 days** to provide the verification. Include Comm. 170, *Understanding the Limited Benefit Plan*. Allow additional time if the participant contacts you and needs more time.

- For participants, allow 10 days (from which ever is later)
 - the date the desired verification will be available, or
 - the date that the request is mailed or given to the participant, or
 - ask the participant to provide the verification by the 10th of the month following the month during which the hours were worked.
- For applicants, ask the applicant to provide verification within 10 days of the FIP approval notice.

Allow additional time if the client contacts you and needs more time. Sample text for the letter follows. Adjust the text to fit the specific situation:

Sample 1 for 1st paragraph for FIP applicant:

If you are approved for FIP, your job will count as your PROMISE JOBS activity in your FIA if you send proof of your work hours.

Sample 2 for 1st paragraph for new employment:

Congratulations on your new job! Since you are still on FIP, your job will count as your PROMISE JOBS activity in your FIA if you send proof of your work hours.

Sample 3 for 1st paragraph for ongoing employment:

My file shows that you are still working. I hope your job is going well! Since you are still on FIP, your job will continue to count as your PROMISE JOBS activity in your FIA if you send proof of your work hours.

I need you to send proof of the actual number of hours you have worked in the last 30 days by -date- (see above for examples). This proof must include at least one full week of work.

Is the actual number of hours you worked a good indication of what you will be working for the next six months? If not, please let me know what changes you expect and when.

Examples of proof are your check stubs or a statement from your employer. Call me by the above date if you do not have proof or need help getting proof.

Call me right away if you are no longer working, or if you are having problems with your job. I will try to help you deal with your problems so that you can keep your job.

If you do not provide proof by the above date, your FIP benefits will end and you will enter a Limited Benefit Plan (LBP). See the enclosed paper for more information on the LBP.

If you enter a Limited Benefit Plan for not sending proof of your hours of work, and you later provide proof, PROMISE JOBS may be able to stop the LBP. The LBP may be stopped if you provide the proof by the 10th day after the date your LBP begins. For example, if your FIP ends and your LBP begins November 1, you must provide proof by November 10 to stop the LBP. If November 10 falls on a weekend or holiday, you must provide proof by the end of the next working day.

Failure to Provide Verification of Work Hours

If the participant fails to provide verification of work hours after being notified of the requirement in writing and you have not received adequate verification from another source, send a written reminder and a return envelope. Include a copy of Comm. 170, *Understanding the Limited Benefit Plan*.

Sample text for the written reminder follows. Adjust the text to fit the specific situation:

You did not send proof of your work hours as requested. By not providing proof of hours of employment as requested, it looks like you are choosing the Limited Benefit Plan (LBP). I need proof of your work hours to be able to count your work as your PROMISE JOBS activity.

I need you to send proof of the actual number of hours you have worked in the last 30 days by -date- (see above for examples). Call me by this date if you cannot send proof by then or need help getting proof. This proof must include at least one full week of work.

Is the actual number of hours you worked a good indication of what you will be working for the next six months? If not, please let me know what changes you expect and when.

If I do not hear from you or get proof of your work hours by this date your FIP benefits will end and you will enter an LBP

If you are no longer working or have problems that need to be included in your family investment agreement, please call me at xxx-xxx-xxxx for an appointment so I can help you.

If you want to talk with a PROMISE JOBS supervisor about any problems or questions you have, call xxx-xxx-xxxx for an appointment.

If you enter a Limited Benefit Plan for not sending proof of your hours of work, and you later provide proof, PROMISE JOBS may be able to stop the LBP. The LBP may be stopped if you provide the proof by the 10th day after the date your LBP begins. For example, if your FIP ends and your LBP begins November 1, you must provide proof by November 10 to stop the LBP. If November 10 falls on a weekend or holiday, you must provide proof by the end of the next working day.

“Stopping” the LBP

When all required verification is returned within 10 days after the beginning of the LBP, PROMISE JOBS will stop the LBP process and mark it an error. This will not count as an LBP for the participant.

All required information must be submitted within the 10-day time limit in order to stop the LBP.

C. Implementing the New Verification Policy

1. *Employed FIP Applicants*

For employed FIP applicants with an FIA appointment scheduled **on or after October 18, 2007**, give the applicant a written request to provide verification of actual work hours from the last 30 days, unless the applicant brings verification to the interview or you have verification from another source. Ask the applicant to provide verification of actual work hours no later than 10 days from the date of the FIP approval notice.

If FIP is approved and you do not receive verification of actual work hours by the 10th day following the date of FIP approval, send a written reminder as previously described and LBP if necessary.

2. *Participant Becomes Employed*

When the participant reports or you otherwise become aware of new employment **on or after October 18, 2007**, send the participant a written request to provide verification of actual work hours. Ask the participant to provide verification within 10 days of receiving their 2nd paycheck if the 1st check is not indicative of normal work hours or if it is not for at least one full week of work.

If you do not receive verification of actual work hours from the participant or another source within 10 days of your request, send a written reminder as previously described.

3. *Participants with Existing Employment*

Begin applying this new policy to your ongoing cases on **October 18, 2007**, as part of your regular monitoring of cases with employment, when an FIA with employment expires, or you become aware of a change.

- If, at the time of review or when an FIA expires, the file contains verification of actual hours worked that was received within the last six months, you may
 - use this verification to make your six-month projection, or.
 - ask for verification and begin a new six-month period.

In either circumstance, the projection can only be made for a six-month period **from the time of the last verification**.

Example: Mr. C's FIA expires on October 30th. In his file is verification of actual hours worked in August. His hours are stable and show little variation. You may use this verification to project up through January (August through January equaling six months)

- If the file does not contain verification of actual hours worked or the verification was not received within the last six-months, request verification of actual hours worked as described at **Written Request**.

If you do not receive verification of actual work hours from the participant or another source, send a written reminder as previously described and LBP if necessary

D. Determining Average Hours Per Week

Use verified actual hours worked to project weekly hours of employment for entry in I-Works. Use as many full weeks of work that you have verification for that fall within the last 30 days. You must have at least one full week of actual hours to project.

Once you have reviewed the verification of actual hours, total the number of actual hours worked in the verified full weeks and divide by the number of weeks. Enter the average weekly hours in I-Works. If one of the weeks worked included a holiday, do not use the hours for that week to determine the average hours since the shortened week would not be indicative of future hours.

Example 1: Mr. M works 25 – 30 hours a week. He is paid bi-weekly on Friday for the pay period of 14 days ending on the prior Friday. Mr. T provides his pay stubs from the past 30 days on October 12, verifying his actual hours worked the past 4 weeks.

October 12: 55 hours

September 28: 53 hours

To determine Mr. M's average weekly hours worked in this period:

1. Add the number of hours verified: 108 hours
2. Divide by the number of full weeks of work: 108 divided by 4 = **27 average hours worked**

Enter **27** as average weekly hours in I-Works.

Example 2: Ms. A works 20 - 25 hours per week. Ms. A is paid weekly on Fridays for the pay period of 7 days ending on the prior Saturday. Ms. A provided 4 pay stubs verifying the following actual hours worked in the past 30 days:

- August 31 = 23 hrs
- September 7 = 20 hrs.
- September 14 = 24 hrs.
- September 21 = 25 hrs.

Labor Day was September 3rd, therefore the 2nd pay stub would not represent a full week of work. Use only the 1st, 3rd and 4th pay stubs.

To determine Ms. A's average weekly hours worked in this period:

3. Add the number of hours verified using full weeks worked only (leaving out 2nd week): 72 hours
4. Divide by the number of full weeks of work: 72 divided by 3 = **24 average hours worked**

Enter **24** as average weekly hours in I-Works.

When you become aware of a change in hours or when the projection period ends, ask the participant to provide updated verification of actual hours. Upon receipt of the verification, determine a weekly average based on actual hours worked and update I-Works with the new average. Code I-Works to alert you when to request updated verification.

III. JOB SEARCH

A. Interim Final Federal Regulations Regarding Job Search

- Define job search as the act of seeking or obtaining employment.
- Job search includes contacting potential employers by phone, in person, or via the Internet to find suitable job openings, applying for vacancies, and interviewing for jobs.
- Actual hours of participation in job search count as work participation. States cannot use a proxy to determine countable hours of participation in job search.
- States must supervise job search activities. To comply, Iowa will:
 - Help the participant plan the job search.
 - Require participants to document independent job search activities daily
 - Regularly review and verify the documentation.
 - Document monitoring activities.

B. Current Job Search Policy

- PROMISE JOBS currently considers each job contact as one hour of participation for reporting purposes.
- Child care assistance is limited to 20 hours per week.

C. New Job Search Policy

1. Hours of Participation

For the individual job search component and off-site job contacts made during the structured job search portion of Job Club, use the total hours of actual time spent making job contacts as reported by the participant as hours of participation when the reported time is consistent with the type of contact (interview, phone contact, completing an application, sending a resume, etc.) and the mileage from the participant's home to the job-site.

Report time spent directly related to finding a job, such as time spent with you developing a job search plan and travel time to a job site. The participant's actual time spent finding job openings and potential job contacts can be reported when it can be reasonably verified. For example:

- Documented time spent using job search resources at an IWD site,
- Using a personal computer and printing a history of the times and web-sites searched, or
- Using a computer in a public place if another individual, such as a librarian, can document the participant's time spent making job contacts.

Additional time for taking children to a child care provider **cannot** be allowed.

Continue to include the job search activity in the FIA and specify the requirement to participate in job search activities and the expectations for providing documentation. Continue to help the client design a written plan of the job search activities that includes:

- The designated period of time not to exceed 4 weeks or a calendar month.
- The specific locations for the job search.

- The areas of employment interest and the employers to be contacted or other specific information that can be an acceptable substitute for these two criteria.
- Information to allow accurate issuance of child care and transportation allowances or to determine that the participant does not need these allowances.
- The requirement to provide a completed Job Search Record and documentation of other time spent directly related to finding a job.

Consider each participant's individual situation and the amount of time that will be needed for each job contact while assisting the participant with development of a job search plan.

Require no more than 30 actual hours per week in individual job search. Participants with problems or barriers to participation shall be expected to participate fewer hours to reach a level that is within their limitations.

2. *Child Care for Job Search Activities*

Child care is no longer limited to 20 hours per week. When child care assistance will be needed for participation in job search activities, base the number of approvable units on the anticipated hours of participation according to the job search plan.

3. *Revised Job Search Record, form 470-3099*

Review Job Search Records and other documentation provided by a job search participant regularly and no less than monthly to determine if the time reported by the participant is consistent with the type of contact (interview, phone contact, completing an application, sending a resume, etc.) and the mileage from the participant's home to the job-site. Verify at least two reported job contacts per week. Weekly evaluation is recommended unless the participant's circumstances justify less than a weekly evaluation.

The *Job Search Record*, form 470-3099, has been revised to include a column for "Contact Time", with two columns for "Start Time" and "End Time" to allow the participant to report actual time spent making each job contact. Other changes:

- A new field for PROMISE JOBS or the participant to complete the time period for the job search.
- The SSN field is changed to the "State ID" field.
- Instructions for completion of the form are included on the back of the form.

A revised template of the form was provided to IWD on October 2, 2007.

Use the revised Job Search Record with job search plans developed on or after October 5, 2007.

4. *Reporting Hours of Participation in Job Search:*

With job search plans developed on or after October 18, 2007, report the actual amount of time spent making job contacts for each week ending in a Friday in the report month after reviewing the Job Search Record(s) for the report month. Include any additional documented time spent during the week that is directly related to finding a job.

IV. EXCUSED ABSENCES AND HOLIDAYS

A. Interim Final Federal Regulations

Allow states to report excused absences and holidays, as actual hours of participation when the participant was scheduled to participate in an activity when the absence occurred:

- **Excused Absences Other Than Holidays:** States can report no more than 10 instances of excused absences in a 12-month period, and no more than two instances of excused absences in a given month.
- **Holidays:** Further federal instruction limit the number of allowable holidays to 10, which must be specified by the state.

The 10 excused absences and the 10 holidays are distinct from each other and are counted separately.

B. Current Policy

When a participant experiences problems or barriers to participation as described in the PJPM, pages 259 – 263, PROMISE JOBS excuses the participant from PROMISE JOB activities.

PROMISE JOBS enters actual hours of participation in I-Works. Current policy does not allow PROMISE JOBS to include scheduled hours that were missed due to an excused absence or holiday.

C. New Policy

Beginning October 18, 2007, PROMISE JOBS can include scheduled hours of an unpaid PROMISE JOBS activity that the participant missed due to an excused absence or holiday as described below when entering actual hours of participation in I-Works.

Excused absences and holidays are not applicable to employment since employment hours are projected.

Specific policy and limitations regarding the entry and tracking of excused absences and holidays follow.

IMPORTANT!! The limits apply only to the entry and tracking of excused absences and holidays for reporting purposes. There is no policy limit to the number of times PROMISE JOBS can excuse a participant from PROMISE JOBS activities when the participant meets the circumstances described in the PJPM, pages 259 – 263. Continue to excuse participants from participation when appropriate, regardless if you can report the hours of absence as hours of participation.

1. *Excused Absences:*

For each participant, report hours of absence for no more than 10 instances of excused absences in a 12-month period, and no more than 2 instances of excused absences in a given month.

Consider an absence for any of the following reasons to be an excused absence:

- Illness.
- Court-appearance. (Mandatory for participant, participant spouse, or participant child)
- Attendance at school functions for children, i.e. parent/teacher conferences.
- Attendance at required meetings with DHS or IWD.
- Required in the home due to illness of another family member.
- Family emergency, using reasonable standards of an employer.
- Bad weather, using reasonable standards of an employer.
- Absent or late due to a participant's or spouse's job interview, when the hours cannot be counted as job search.
- Leave due to the birth of a child. When a child is born or joins a family through adoption or foster care after referral, necessary absence shall be determined in accordance with the Family Medical Leave Act of 1993.

When a participant misses hours of a scheduled PROMISE JOBS activity due to an excused absence and the participant is within the above limits for excused absences:

- Enter the number of hours missed due to the absence in the appropriate field in I-Works and,
- Record the instance on the I-Works Excused Absence and Holiday Tracking Form provided by IWD, and file the form in the participant's case file.

Each time a participant misses hours of a scheduled activity due to an excused absence, review the participant's I-Works Excused Absence and Holiday Tracking Form for past instances of excused absences to determine if you have previously reported the limited number of absences for the participant.

2. *Holidays:*

For each participant, report hours of absence from a scheduled unpaid PROMISE JOBS activity when the participant is absent due to one of the following 10 allowable holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- 4th of July
- Labor Day
- Veterans Day
- Thanksgiving
- Day after Thanksgiving
- Christmas

Do not report hours of absence due to holidays other than those specified above. Report the number of hours missed due to these holidays when the participant would otherwise be scheduled for a PROMISE JOBS activity as designated in their FIA, including when the worksite, training facility, or activity-site:

- Is closed due to a holiday, or
- Is open on a given holiday and allows the participant to take their normally scheduled hours off on a different day, in order for the work, training, or activity to continue despite the holiday.

When a participant misses hours of a scheduled PROMISE JOBS activity due to one of the above holidays:

- Enter the number of hours missed due to the absence in the appropriate field in I-Works and,
- Record the instance on the I-Works Excused Absence and Holiday Tracking Form provided by IWD, and file the form in the participant's case file.

3. *Case Record Maintenance*

The case record format outlined for PROMISE JOBS case records is revised as follows:

- Add a section tab to the left side of the file folder titled “FSSG”. File after “*Hardship Exemption*”.
- File I-Works Excused Absence and Holiday Tracking Form on the top of the right side of the folder.
- Add a section to the right side of the file folder titled “*Employment*”. File between “*III. Assessments and Evaluations*” and “*IV. Job Search Options*”.
- Change section tabs:
 - “*Job Search Options*” to “*Job Readiness*”
 - “*PROMISE JOBS On-the-Job Training*” to “*On-the-Job Training*”
 - “*JTPA-Funded/Joint Plans*” to “*Joint Plans*”
- Include:
 - Workplace Essentials information and all other job readiness components/activities under “*Job Readiness*”
 - Unpaid Community Service activities under “*Work Experience*”
 - FaDSS and Vocational Rehabilitation information under “*Joint Plans*”

Note: There is no reason to change the names on the current tabs that are being used. New tabs shall be labeled as described above.