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PROMISE JOBS POLICY MEMO

TO: Lori Adams, DeAnn Barnhill, Jane Schockemoehl, Heidi Wicks, Iowa Workforce Development
John Wilken and John Wiedemeier, Bureau of Refugee Services
Bill Brand, Lorie Easter, Tim Fitzpatrick, Department of Human Rights
DHS Income Maintenance Supervisors and Administrators

FROM: Wendy Rickman, Administrator, Division of Adult, Children and Family Services

SUBJECT: PROMISE JOBS MEMO #167

DATE: August 11, 2010

Summary:

This PROMISE JOBS memo gives current procedures for the handling of Child Care Assistance (CCA) on FIP cases and an overview of existing CCA policies for PROMISE JOBS staff. This memo also informs PROMISE JOBS of revised policies and procedures due to recent FIP and Child Care policy changes and PJCase system changes. Specifically:

Table with 2 columns: Topic and Page. Topics include Responsibility for CCA on FIP cases (Page 2), Processing CCA Applications on FIP Cases (Page 7), Determining Need for CCA on FIP cases (Page 10), Effective Date of CCA assistance (Page 22), Establishing the CCA Certification Period (Page 23), Reviewing CCA Eligibility (Page 24), Grace Period Following Denial of a FIP Application (Page 27), Reinstatement After Effective Date of FIP Cancellation (Grace Period) (Page 33), Grace Period Following Denial of a CCA Application (Page 37), Reinstatement After Effective Date of CCA Cancellation (Grace Period) (Page 39), and PJCase System Changes (Page 42).

Use the instructions in this memo in conjunction with PROMISE JOBS Memos 165, 167 and the PROMISE JOBS Provider Manual and in lieu of any contrary policy or procedure.

The PROMISE JOBS Provider Manual, EM 13-G, and EM 14-0, the PJCase System Manuals 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. PROMISE JOBS staff, please direct any questions through your PROMISE JOBS Coordinators at Iowa Workforce Development. IM staff, please direct any questions through the DHS IM SPIRS Help Desk.

### Specific Changes:

#### **Responsibility for CCA on FIP Cases:**

##### ***Policy:***

Either DHS or PROMISE JOBS staff is responsible for determining eligibility for the child care assistance (CCA) program for families who receive Family Investment Program (FIP) assistance.

##### ***Procedure:***

PROMISE JOBS will determine eligibility for and manage CCA on a FIP case when the parent or relative is referred to PROMISE JOBS and the FIA includes an activity in addition to employment or a protective need.

DHS will handle the child care on a FIP case when the parent or relative is not referred to PROMISE JOBS **and** when the parent is referred to PROMISE JOBS but:

- Employment is the only FIA activity, or
- Protective is the only child care need.

##### ***Comment:***

Use the following table to determine who manages the child care for a FIP case:

Situation	Agency
Parent not referred to PROMISE JOBS (e.g. FIP Non-Needy Caretaker, Ineligible Alien or SSI Parent cases).	DHS
Employed, parent referred to PROMISE JOBS but in no other FIA activity.	DHS
Protective need, referred to PROMISE JOBS but in no other FIA activity.	DHS
Employed or protective need, parent referred to PROMISE JOBS and PROMISE JOBS adds another FIA activity.  If other activity ends and PJ does not expect to schedule another FIA activity in the next 3 months: <ul style="list-style-type: none"><li>• Protective</li><li>• Employment</li></ul>	Transfer to PROMISE JOBS  <ul style="list-style-type: none"><li>• Transfer to DHS</li><li>• PROMISE JOBS keeps</li></ul>

FIP eligibility ends	Transfer to DHS (as of effective date) if need continues
Joint FIP and CCA application	<p>DHS or PROMISE JOBS</p> <p><b>Meets CCA Need:</b></p> <ul style="list-style-type: none"> <li>• DHS will approve CCA.</li> <li>• If FIP is approved: <ul style="list-style-type: none"> <li>○ DHS transfers to PROMISE JOBS if FIA activities in addition to employment or protective.</li> <li>○ DHS keeps if employment or protective is only CCA need.</li> </ul> </li> </ul> <p><b>Does Not Meet CCA Need:</b></p> <ul style="list-style-type: none"> <li>• DHS holds CCA app until FIP decision. <ul style="list-style-type: none"> <li>○ Transfers to PROMISE JOBS if FIP is approved.</li> <li>○ Denies CCA if FIP is denied.</li> </ul> </li> </ul>

The following tables give the actions that need to be taken before transferring a KinderTrack (KT) child care case to DHS or PROMISE JOBS:

<b>DHS Transfers Case to PROMISE JOBS - Steps DHS must take:</b>	
<b>1. Contact New Worker:</b>	Send e-mail to the new worker or IWD's designated contact person (if worker name is unknown) and copy the DHS and IWD/PROMISE JOBS supervisor.
<b>2. Provider Rate:</b>	Check if the correct provider rate is entered in KT. If the rate needs to be changed or entered, DHS must make the entry because IWD/PROMISE JOBS cannot.
<b>3. Provider Profile:</b>	Check program codes for the Provider in Profile. If the Provider is not coded to take CCA through PROMISE JOBS, DHS must add PROMISE JOBS to the Provider's profile.
<b>4. Family income in KT:</b>	Zero out any income in KT before transferring to PROMISE JOBS.
<b>5. Provider Not Approved:</b>	Pend the Provider in KT when the Provider's application to be a CCA Provider is pending. Do not enter the \$1 rate for a pending Provider in POSS or KT once KT is implemented in your Service Area.
<b>6. Pending Payments:</b>	Make entries to process any pending payment records.
<b>7. Reported Change:</b>	Tell the PROMISE JOBS worker about the reported change. Do not cancel the CCA case just because of

	the transfer.
<b>8. Pending CCA Application:</b>	Process a pending application when you have sufficient information to determine eligibility and processing is appropriate as described at <i>Client Applies for FIP/CCA at the Same Time</i> section on page 3.
<b>9. Transfer:</b>	<ul style="list-style-type: none"> <li>• Change the worker name in KT to the PROMISE JOBS worker or IWD designee.</li> <li>• Send the PROMISE JOBS worker any needed documentation, i.e., the client’s work or training schedule, provider information, protective child care need checklist, and application if applicable.</li> <li>• Do not send the paper case file.</li> <li>• Act on a transfer request within 2-3 days.</li> </ul>

Once the case is transferred to PROMISE JOBS, PROMISE JOBS will need to review the KT case and make any needed updates to approve child care for FIA activities.

Specific updates that may be needed:

- Update parent and child screens to activate new family members or deactivate now absent family members.
- Update the review date on the family screen.
- Update the Need screen, i.e. add Need for new FIA activities.
- Update child Schedules. Child schedules need to be coded as “PROMISE JOBS” rather than “CCA”. You cannot change the program code on an existing schedule that needs to continue. Shorten the existing schedule coded under “CCA” with the last day of the current billing period. Create a new schedule under “PROMISE JOBS” beginning with the first day of the next billing period.
- Issue an NOD to cancel the shortened CCA schedule and to approve the PROMISE JOBS schedule.
  - Allow 10-day notice if reducing the schedule or the maximum number of approved units.
  - You can cancel the CCA schedule and approve the PROMISE JOBS schedule on the same NOD.
  - **Important!!** If you do not issue an NOD to cancel the shortened CCA schedule, KinderTrack (KT) will not recognize the change. As a result, KT will issue duplicate attendance sheets for the CCA schedule and the PROMISE JOBS schedule, which may result in duplicate payments.

<b>PROMISE JOBS Transfers Case to DHS – Steps PROMISE JOBS Must Take:</b>	
<b>1. Contact New Worker:</b>	Send e-mail to the new worker or DHS’s designated contact person (if worker name is unknown) and copy the DHS and IWD/PROMISE JOBS supervisor.
<b>2. Pending Payments:</b>	Make entries to process any pending payment records.
<b>3. Reported</b>	<ul style="list-style-type: none"> <li>• <b>No CCA Need:</b> Cancel CCA (issue an NOD to</li> </ul>

<b>Change:</b>	cancel the schedule and send the provider a cancellation letter) when FIP cancels <u>and</u> it is apparent that there is no continued child care need. Give 10-day notice. Do not transfer the CCA case. <ul style="list-style-type: none"><li>• <b>CCA Need May Exist:</b> Tell the DHS worker about the reported change. Continue the CCA. Transfer the case (next item). DHS will complete a redetermination of eligibility and take the actions needed to change the schedule(s) from PROMISE JOBS to DHS.</li></ul>
<b>4. Transfer:</b>	<ul style="list-style-type: none"><li>• Change the worker name in KT to the DHS worker or DHS designee.</li><li>• Send the DHS worker any needed documentation, i.e., the client's work or training schedule or provider information.</li><li>• DHS will end the PROMISE JOBS schedule with the last day of the current billing period and create a CCA schedule with the first day of the next billing period.</li><li>• When transferring to DHS as FIP has canceled, do not transfer any sooner than the effective date of FIP cancellation. Exception: If FIP is canceled due to an LBP and the client files a CCA application, you may transfer the case prior to the effective date of cancellation.</li><li>• Do not send the paper case file.</li><li>• Act on a transfer request within 2-3 days.</li></ul>

The current worker needs to process any payment records generated after a transfer. The payment record will be listed under the program code originally authorized for the period. Sort payment records by worker name rather than by program code.

Report all transfers and transfer issues to DeAnn Barnhill at IWD, and Mark Adams at DHS for tracking purposes during this pilot.

***Effective Date:***

These procedures were implemented for local DHS and PROMISE JOBS at the time the KinderTrack system was put into operation for the specific DHS service area.

## **Processing CCA Applications on FIP Cases:**

**Legal reference:** 441 IAC 170.3(6); EM 13-G, Determining Eligibility

### ***Policy:***

Families may apply for Child Care Assistance (CCA) at the local DHS office in the county where the family resides or by completing an electronic application.

There are three forms a person can use to apply for CCA:

- *Child Care Assistance Application*, 470-3624 or 470-3624(S), or
- *Health and Financial Support Application*, 470-0462 or 470-0466 (Spanish) or
- *Child Care Assistance Review*, 470-4377 or 470-4377(S) when returned after the end of the certification period.

Families receiving FIP, including PROMISE JOBS participants, do not need to complete an application form to request CCA. A request for CCA is considered an "application".

### ***Procedure:***

PROMISE JOBS needs to continue to process a PROMISE JOBS participant's request for CCA assistance as described in the PJPM, EXPENSE ALLOWANCES, Child Care.

PROMISE JOBS may need to process a CCA application form in the following situations:

- When a PROMISE JOBS participant files a CCA application form even though not required.
- When a client who is not a PROMISE JOBS participant files an application for FIP and CCA at the same time.

### ***Participant Files Unnecessary Application:***

When a PROMISE JOBS participant files a CCA application form (even though not required), PROMISE JOBS needs to decide if the participant is reporting additional need on the application.

If the participant is not reporting an additional need, issue form 470-3915, *Notice of Decision: Child Care Assistance* to deny the application as unnecessary. Use the following text and references: Your application for Child Care Assistance is denied because you are already eligible. EM 13-G, Need for Service; 441 Iowa Admin. Code 170.2(2)"b".

If CCA eligibility exists for an additional need:

- Update KT information to address any changes reported on the application, i.e., need and schedules, and issue a *Notice of Decision* in KT to approve the changes.
- Renegotiate the FIA if the need is for an approvable FIA activity and the FIA does not include the activity.
- Issue form 470-3915, *Notice of Decision: Child Care Assistance* to deny the application as unnecessary. Use the text in the previous paragraph.

If the participant is reporting an additional need and CCA eligibility does not exist for the need, issue a *Notice of Decision* in KT to deny the application.

See the **Determining Need for CCA** section later in this memo for more information.

***When a client who is not a PROMISE JOBS participant applies for FIP and CCA at the same time:***

- DHS will process the CCA application when the family does not have an FIA-responsible parent or relative (non-needy caretaker relatives, ineligible alien parents and SSI parents).
- DHS and PROMISE JOBS need to proceed as follows with all other FIP/CCA applications:

<b>Client Meets CCA Need and Other Eligibility Criteria (income, etc.):</b>
DHS should approve the application as soon as possible but no later than 30 days from the application date. DHS will not hold a CCA application waiting for FIP to be approved if eligibility can be established before the FIP decision. If FIP is approved after the CCA is approved:
<ul style="list-style-type: none"><li>• DHS keeps the KT case when the need is employment or protective and the FIA includes no other activities.</li><li>• Otherwise, DHS will transfer the KT case to PROMISE JOBS.</li></ul>
If DHS is unable to approve CCA prior to FIP approval and the case will be handled by PROMISE JOBS (FIA includes activities other than work or protective needs), DHS will:
<ul style="list-style-type: none"><li>• DHS needs to call or e-mail the PROMISE JOBS worker to discuss the pending application and transfer.</li><li>• Transfer the KT case to the PROMISE JOBS worker.</li><li>• Send the PROMISE JOBS worker the application, the client's work or training or protective schedule, and the provider information, if available.</li><li>• PROMISE JOBS will approve the application for the CCA need as of the date of the CCA/FIP application or first day of need, whichever is later. PROMISE JOBS will not delay CCA approval while determining if the CCA need can also be an approvable FIA activity.</li></ul>

**Does not meet a CCA need for service prior to the FIP approval:**

DHS-CCA will hold the CCA application until the FIP determination is made.

- If FIP is denied, DHS will deny the CCA application for not meeting a need for service under CCA.
- **Work:** If FIP is approved and the CCA need is work, DHS will contact PROMISE JOBS to see if the client has other FIA activities.
  - If there are no other FIA activities, DHS will process the application and retain the CCA case.
  - If there are other FIA activities PROMISE JOBS will process the application. DHS-CCA will:
    - Call, e-mail or fax the PROMISE JOBS worker about the transfer.
    - Transfer the KT case to the PROMISE JOBS worker (see above).
    - Send the PROMISE JOBS worker the application, the client's work schedule, and the provider information, if available.
    - PROMISE JOBS will approve CCA as of the effective date of FIP eligibility or the first day of work, whichever date is later.
- **Job Search and School:** If FIP is approved and the CCA need is job search or training, DHS will:
  - Call, e-mail or fax the PROMISE JOBS worker about the transfer.
  - Transfer the KT case to the PROMISE JOBS worker.
  - Send the PROMISE JOBS worker the application, the client's training schedule, and the provider information, if available.
  - PROMISE JOBS will approve or deny the child care need requested in the application and determine if child care will be needed for the FIA activities. If approving:
    - PROMISE JOBS will approve CCA for FIA activities as of the effective date of FIP eligibility or the first day of participation in the activity, whichever is later. Unless the person is reconsidering a subsequent LBP, PROMISE JOBS cannot approve CCA until the person has signed an FIA and is approved for FIP.
    - For persons in a subsequent LBP, PROMISE JOBS will approve CCA effective the first day of the 20 hours of FIA activity once the person has signed an FIA.

## **Determining Need for CCA on FIP Cases:**

**Legal reference:** 441 IAC 170.2(2)“b”; EM 13-G, Determining Eligibility, Need for Service

### ***Policy:***

For CCA eligibility to exist, the child or parents of the child must have one of the following needs:

- Training
- Employment
- Child protection
- Medical absence or incapacity
- Seeking employment
- Participation in an approved PROMISE JOBS activity

### ***Procedure:***

PROMISE JOBS needs to determine if an activity is an approvable child care need according to CCA policy when the activity is not an approvable FIA activity and PROMISE JOBS is handling the child care for FIA activities other than employment or protective.

Specific requirements for CCA needs are discussed in the following sections. Refer to 13-G, Determining Eligibility, Need for Service for more information.

## **Training**

### ***Child Care Assistance (CCA) Policy:***

Families are eligible for CCA for a parent or relative to attend training when:

- The training will culminate in a specific goal, such as high school completion, improved English skills, or the development of specific academic or vocational skills.
- The training is on a full-time basis as defined by the training facility unless:
  - The number of credit hours to complete training is less than full-time status,
  - The required prerequisite credits or remedial course work is less than full-time status, or
  - Training is not offered on a full-time basis.
- The training is approvable under the PROMISE JOBS program.

Families are not eligible for CCA for a parent or relative to attend training when:

- Labor market statistics for a local area indicate low employment potential in the field the client is being trained in. Exceptions may be made when:
  - The client has a job offer before entering the training, or

- The client is willing to relocate after training to an area where there is employment potential.
- The training is in a field with jobs that pay less than minimum wage,
- A client has a baccalaureate degree and wants to take additional college coursework unless the coursework is to obtain a teaching certificate or complete continuing education units and will not lead to a masters or other advanced degree.
- The course or training is one that the client has previously completed.
- If the client was previously enrolled in the same training and unable to maintain the cumulative grade point average required by the training or academic facility.

Child care provided while the parent participates in postsecondary education or vocational training has a 24-month lifetime limit.

***PROMISE JOBS Policy:***

When a parent's training is approvable under PROMISE JOBS, PROMISE JOBS includes the training as an activity in the family's FIA and provides child care and transportation needed to participate in the training. PROMISE JOBS may also provide assistance with direct education costs for certain training.

Training is approvable under PROMISE JOBS when:

- The training enables a participant to complete high school, improves their ability to read and speak English, or prepares the participant for a specific professional or vocational area of employment.
- Postsecondary training must lead to a specific vocational goal.
- The results of the participant's educational evaluation and the participant's current educational level demonstrate the participant is likely to succeed at the training. This does not apply to high school completion.
- The training is in an occupational field that labor market statistics or emerging business trends indicate employment potential.
- The training provider is approvable according to the PJPM and the provider must be willing to verify the participant's time and attendance in the training.
- Approvable activities:
  - Adult basic education
  - Continuing education units when needed to be recertified or retrained to reenter a field in which the participant was previously trained or employed or to maintain certification needed to remain employed.
  - Correspondence courses when the courses are required but not offered by an educational facility attended by the participant.
  - English as a second language.
  - High school or GED completion.
  - On-line or distance learning. (See PJ Memo 165 for more information).
  - In-state training. Out of state is approvable only when:
    - Similar training is not available in Iowa.
    - Relocation required to attend an in-state facility would be unnecessary if attending an out-of-state facility, or

- The only in-state facilities within commuting distance are private schools where tuition costs are higher than at an out-of-state facility within commuting distance.
- Postsecondary education up to and including a baccalaureate degree program:
  - A participant with no postsecondary education may be approved for training resulting in a certificate of program completion or an academic degree, such as an associate or baccalaureate degree.
  - Participants who do have a high school diploma or GED may be required to do so before courses leading to an associate degree or higher are approved.
  - A participant who has successfully completed a postsecondary educational program that resulted in less than a baccalaureate degree may be approved for further training in certain circumstances. See PJ Memo 165 for more information.
- Prerequisite courses required by the selected training program.
- Remedial coursework for one term when needed as determined by testing conducted by the training facility.
- Summer school.

Training is not approvable under PROMISE JOBS and cannot be included in the FIA when:

- Training will lead to a degree in general studies or is a program that will not lead to a specific occupational outcome cannot be included in a participant's FIA.
- Training is in an occupational field that labor market statistics or emerging business trends do not indicate employment potential. Exceptions:
  - The participant has a documented job offer in the field before entering the training, or
  - The participant is willing to relocate after training to an area where there is employment potential.
- The participant has a baccalaureate degree unless the participant's physical or mental status has changed to such an extent that the past education is no longer appropriate. See PROMISE JOBS Memo 165 for more information.
- Training or a course that the participant has previously completed.
- Any course or training in a field in which the participant does not intend to seek employment after the training is completed except when the reason for not seeking employment is receive further education and the education is a planned progression in a specific career path. See PJ Memo 165 for more information.
- The training program does not relate to the participant's identified vocational goal.
- Training activities for which the participant has failed to earn the grades required for admission.
- Training is in a field in which the participant will not be able to be employed due to known criminal convictions or founded child or dependent adult abuse.
- Out-of-state training except as stated above and in the PJPM.
- Training for jobs paying less than state minimum wage.

- Training that exceed the known length of time during which the participant will remain eligible for FIP assistance and the participant does not have a reasonable plan for completing the training after eligibility for FIP and PROMISE JOBS ends. A reasonable plan may include, but is not limited to, school loans, grants, and scholarships.

Child care provided while the parent participates in postsecondary education or vocational training has a 24-month lifetime limit. Child care payments issued by DHS for child care provided for approvable postsecondary or vocational training and for care that occurred before March 1, 2009, do not count towards the PROMISE JOBS 24-month limit. See PROMISE JOBS Memo 165 for more information.

***Procedure:***

The policy that defines approvable training for CCA and PROMISE JOBS differs. As a result, it is possible that a parent or relative's training will be not be approvable as an FIA activity yet the training will meet the requirements of approvable training under CCA. When training is not approvable as an FIA activity, the parent or relative must participate in other FIA activities for which PROMISE JOBS may be providing CCA.

When PROMISE JOBS is responsible for CCA for a family and PROMISE JOBS denies a parent's or relative's request to include training in the FIA as the training does not meet PROMISE JOBS requirements, PROMISE JOBS needs to determine if the training is approvable under CCA.

If the training is not approvable as an FIA activity or under CCA, PROMISE JOBS:

- Issues form 470-0602, *Notice of Decision*, to deny the training plan as an FIA activity. Sample notice text follows: "Your request to include training in your family investment agreement and for transportation assistance to attend training is denied because..." and,
- Issues a *Notice of Decision* in KT to deny the application (or request) for child care.

If the training is not approvable as an FIA activity but approvable under CCA, PROMISE JOBS:

- Issues form 470-0602, *Notice of Decision*, to deny the training plan as an FIA activity. Sample notice text follows: "Your request to include training in your family investment agreement and for transportation assistance to attend training is denied because..." and,
- Issues a *Notice of Decision* in KT to approve the application (or request) for child care.

In addition, when the training is not approvable as an FIA activity but approvable under CCA:

- Do not include the training in the FIA. The participant will need to participate in FIA activities that are approvable under PROMISE JOBS on a full-time basis

unless barriers prohibit this level of involvement. "Full-time" is defined as an average of 30 hours per week. Work with the participant to select activities that can be scheduled outside of the training schedule.

- Do not require the participant to provide monthly time and attendance for training that is not approvable for PROMISE JOBS.
- Review CCA eligibility at least once every six months. See the Reviewing CCA Eligibility section in this memo for more information.

**Reminder!!** PROMISE JOBS may place a participant on academic probation at the time the participant requests training as an FIA activity when:

- The educational evaluation identifies factors with the participant's ability or past circumstances that could make successful completion of the training difficult.
- The participant was previously unable to maintain the cumulative grade point average required by a training facility in training that is comparable to the training being requested.
- ◆ The participant enrolled but did not complete a previous education activity and did not have mitigating circumstances.

See PROMISE JOBS Memo 165 for more information regarding academic probation.

When PROMISE JOBS is responsible for CCA for a family and FIP eligibility ends:

- If CCA need continues, PROMISE JOBS will transfer the KT case back to DHS.
- If CCA need does not continue, PROMISE JOBS will cancel CCA. Give timely notice when required.

See Responsibility for CCA on FIP Cases earlier in this chapter for more information on procedures for transferring cases.

Use the policies and procedures in this section in conjunction with policies regarding approvable training for PROMISE JOBS that are found in PROMISE JOBS Memos 164 and 165 and in the PROMISE JOBS Provider Manual, Postsecondary Training. Policies regarding approvable training for CCA are found in EM 13-G, Need for Service, Training.

***Comment:***

*Examples:*

1. Ms. A, a PROMISE JOBS participant, requests to include a specific training in her FIA and needs assistance with transportation and child care to attend the training. This is the first time Ms. A has enrolled in the specific training. PROMISE JOBS completes an educational evaluation. The results of the evaluation indicate that Ms. A is **not** likely to succeed at the training. PROMISE JOBS has two options:

- a. Place Ms. A on academic probation and include the training in the FIA. Issue a *Notice of Decision* in KT to approve the application (or request) for child care.
  - b. Deny the training plan. Issue a *Notice of Decision* that says "Your request to include training in your family investment agreement and for transportation assistance to attend training is denied because of the results of your educational evaluation." Do not include the activity in the FIA and do not require Ms. A to provide time and attendance for the training. Require the participant to participate in other FIA activities. Issue a *Notice of Decision* in KT to approve the application (or request) for child care.
2. Same as example 1 except that Ms. A is a FIP/CCA applicant and has been enrolled in the training. Documentation from the training facility shows that Ms. A has been unable to maintain the cumulative grade point average required by the training facility in the two prior semesters. PROMISE JOBS has two options:
- a. Place Ms. A on academic probation and include the training in the FIA. Issue a *Notice of Decision* in KT to approve the application for child care.
  - b. Deny the training plan. Issue a *Notice of Decision* that says "Your request to include training in your family investment agreement and for transportation assistance to attend training is denied because of the results of your educational evaluation." Do not include the activity in the FIA and do not require Ms. A to provide time and attendance for the training. Require the participant to participate in other FIA activities. Issue a *Notice of Decision* in KT to deny the application for child care. Use the notice that says CCA is denied because "...you are not enrolled in an approvable training program."

## **Employment**

**Legal reference:** 441 IAC 170.2(2)"b"

### ***Policy:***

Families are eligible for Child Care Assistance (CCA) when the parent or parents are employed 28 or more hours per week or an average of 28 or more hours per week during the month.

Participants in approved PROMISE JOBS activities and people who receive FIP or whose earned income was taken into account in determining the needs of FIP recipients are eligible for CCA regardless of hours of employment, as long as there is a need for child care services.

Assistance may be provided for:

- The hours of employment of a single parent.

- The hours when both parents in a two-parent home are working or meet another need for service. See 13-G, Multiple Needs for Service for more information.
- Sleep time during the daytime hours if the parent works at least six hours between 8:00 p.m. and 6:00 a.m. and:
  - There is not another parent in the home, or
  - The other parent in the home is unable to care for the child during the daytime hours because that parent meets a need for service during those hours.
- When a parent works from home and is scheduled for set work hours.

**NOTE:** Court-ordered community service is not considered employment unless the client is a PROMISE JOBS participant and the community service is included in the FIA. People who state they are working in exchange for rent or utilities are not considered employed.

See 13-G, Need for Service, Employment for more information.

***PROMISE JOBS Procedure:***

When PROMISE JOBS is responsible for CCA for a family that includes an employed parent or relative, determine if child care is needed for employment of a PROMISE JOBS participant without regard to hours of employment.

PROMISE JOBS will remain responsible for CCA as long as FIP eligibility exists even if the other activity ends. When FIP eligibility ends:

- If CCA need continues, PROMISE JOBS will transfer the KT case back to DHS. For example, if the person is employed 28 or more hours per week or an average of 28 or more hours per week during the month.
- If CCA need does not continue, PROMISE JOBS will cancel CCA. Allow timely notice when required. For example, the person is employed less than 28 hours per week or less than an average of 28 hours per week and there is no other child care need.

See Responsibility for CCA on FIP Cases earlier in this chapter for more information on procedures for transferring cases.

***Comment:***

Examples:

1. Mr. A is employed and works 11:00 p.m. to 7:00 a.m. Monday through Friday. Mrs. A is scheduled for Workplace Essentials and job Club throughout the month of August. They have one child age 2. There is no need for child care while Mr. A works because Mrs. A is home with the child.

PROMISE JOBS can approve child care for up to two half-day units Tuesday through Friday to allow Mr. A to sleep after he works a night shift and to allow Mrs. A to attend Workplace Essentials.

2. Mr. B applies for child care for his 2-year-old son. Mr. B works from home and works 30 hours a week as a computer technician. Mr. B has to be on line to provide support to customers from 8 AM to 2 PM Monday through Friday. Mr. B meets the need for service because he is unavailable to care for his child during his work hours.
3. Ms. D applies for child care for her two children. Ms. D works from home as a medical transcriptionist. Ms. D does not have a set work schedule. She is only required to complete her assigned work. Ms. D does not meet the need for service because she can work around the needs of her children.

### **Child Protection**

**Legal reference:** 441 IAC 170.2(2)

#### ***Policy:***

Families are eligible for CCA when child care is part of a protective service plan to prevent or alleviate child abuse or neglect. A child is eligible for protective child care when the child has a case plan that identifies protective child care as a required service and either:

- Is a member of a family with a confirmed case of child abuse; or
- Due to family circumstances, is considered to be at risk of abuse or neglect, and a service referral to family-centered services has been made.

The family must have been referred to a DHS service worker who has:

- Evaluated the family's need for family-centered services, and
- Made appropriate plans to offer or arrange services.

The DHS service worker determines if there is a protective need for child care.

See EM 13-G, Need for Service, Child Protection for more information.

#### ***PROMISE JOBS Procedure:***

When PROMISE JOBS is responsible for CCA for a family when the parent or relative has FIA activities other than employment and a DHS service worker has determined there is a protective need for child care, the service worker will transfer the KT case to PROMISE JOBS.

When transferring a KT case to PROMISE JOBS, the service worker will forward the following to PROMISE JOBS:

- Documentation of schedule (from application or as otherwise established) showing how the current number of units was determined.
- Protective child care need narrative or checklist if used. (A standard form is being created for Quality Control purposes, but is not yet released for use).

When reviewing eligibility on a case with a protective need, contact the designated service worker to confirm continued protective need. Client contact may not be needed to complete the review. Document the name of the service worker in the KT Narrative when a case with a protective need is transferred to you so you know who to contact at review time.

When PROMISE JOBS is responsible for CCA for a family and FIP eligibility ends:

- If CCA need continues, PROMISE JOBS will transfer the KT case back to DHS.
- If CCA need does not continue, PROMISE JOBS will cancel CCA. Give timely notice when required.

See Responsibility for CCA on FIP Cases earlier in this memo for KT case transfer procedures. See the Reviewing Eligibility section later in this Memo and EM 13-G, Reviewing Eligibility for more information regarding the review process.

### **Medical Absence or Incapacity**

**Legal reference:** 441 IAC 170.2(2)“b”

#### ***Child Care Assistance (CCA) Policy:***

Families are eligible for CCA for a limited period when a parent who is normally employed or pursuing education, or the parent who would normally care for the child while the other parent works or attends school is unable to do so because the parent is:

- Absent due to inpatient hospitalization,
- Absent due to outpatient treatment for a physical or mental illness, or
- Present in the home but unable to care for the child due to medical incapacity.

NOTE: Drug and alcohol treatment, either inpatient or outpatient, can be court ordered or voluntary. In most situations, the CCA worker will determine eligibility for child care.

If the Department is working with the family and the client has been court-ordered to attend drug or alcohol treatment, talk to the service worker to determine if protective CCA is part of the case plan for the family.

If protective child care is not part of the case plan, the CCA worker determines eligibility. Supervisory approval is required when more than two units of care are

approved per 24-hour period, up to a maximum of four units per day. CCA cannot pay for 24-hour care.

Participation in support groups, such as Alcoholic Anonymous or Narcotics Anonymous, is not considered treatment and does not meet the need for service for medical absence or incapacity.

The intent of this policy is to provide payment for child care in order for a parent to maintain employment or pursue training, or to allow a parent to recover from a medical condition so that they may resume employment or training. Specifically,

- Allow one parent in a two-parent household to continue to work or pursue training while the other parent is temporarily unable to work, attend training, or provide care for the children.
- Provide child care for a single parent who is temporarily unable to work, attend training, or provide care for the children.

Note: In the two situations above, the incapacitated parent is expected to return to employment or training, or to resume caring for their child once the medical issue is resolved.

- Allow one parent in a two-parent household to continue to work or pursue training when the other parent has a long-term medical condition that prevents them from working, attend training, or providing care for the children.

Documentation from the parent's medical provider is required before CCA can be approved for medical absence or incapacity reasons.

Care should be limited to a maximum of one month (30 days), unless the physician indicates a specific period of time that child care will be needed. After the authorized period of care expires, additional child care may be approved if the family provides new documentation from their physician to verify continued need.

***PROMISE JOBS Policy:***

PROMISE JOBS participants are eligible for child care needed to attend mental health and substance abuse treatment when the treatment is part of the FIA.

See PROMISE JOBS Provider Manual, Treatment for Substance Abuse or Mental Health Issues as an FIA Option for more information on PROMISE JOBS policy.

**PROMISE JOBS Procedure:**

When PROMISE JOBS is responsible for CCA for a family and a parent requests child care asks for child care due to a medical absence or incapacity and the child care is not needed for an approvable FIA activity, determine if need exists under CCA policies. This situation may occur when a parent is not in the home and is receiving inpatient hospital care or in the home and unable to care for the child due to medical incapacity.

Obtain detailed documentation from the parent's medical provider and place it in the case file before approving child care for medical absence or incapacity reasons. You may request a *Report on Incapacity*, form 470-0447, a letter from the physician, or any other reasonable documentation that verifies the need for care.

Obtain supervisory approval before approving more than two units of care per 24-hour period, up to a maximum of four units per day. Do not approve 24-hour care.

If approvable under CCA and the care is not needed for an approvable FIA activity, limit care to a maximum of one month (30 days), unless the physician indicates a specific period of time that child care will be needed. After the authorized period of care expires, additional child care may be approved if the family provides new documentation from their physician to verify continued need.

If approvable under CCA and the care is not needed for an approvable FIA activity, PROMISE JOBS issues a *Notice of Decision* in KT to approve the application (or request) for child care.

If the child care need is not for an approvable FIA activity or under CCA, PROMISE JOBS issues a *Notice of Decision* in KT to deny the application (or request) for child care. KT includes a denial reason to use when there is no need due to medical absence or incapacity.

**Comments**

Examples:

1. Mr. F is receiving CCA through PROMISE JOBS for his child while he works part-time and participates in other PROMISE JOBS activities. Mr. F is injured in a car accident. His physician indicates that Mr. F will be unable to work or care for his children for the next six weeks. As long as Mr. F meets all of the other CCA eligibility requirements, PROMISE JOBS can approve CCA for the six-week recovery period.
2. Mr. and Mrs. C receive CCA through PROMISE JOBS for their 2 children for the time that Mr. C works and Mrs. C participates in other FIA activities at the same time. Mrs. C will be admitted to the hospital for outpatient surgery and her physician indicates that Mrs. C will be unable to care for the children for two weeks while Mr. C works. As long as the family meets all of the other CCA

eligibility requirements, PROMISE JOBS can approve child care for the time that Mr. C works.

Refer to 13-G, Medical Absence or Incapacity for more examples.

## **Seeking Employment**

**Legal reference:** 441 IAC 170.2(2)“b”

### ***Policy:***

Families are eligible for Child Care Assistance (CCA) when the parent or parents are looking for employment.

For families who do not have a parent referred to PROMISE JOBS, child care for job search is limited to only those hours the parent is actually looking for employment and travel time. CCA may be approved only for one 30-consecutive-day period in any 12-month period. Approve a job search plan after consultation with the parent. The plan shall last no longer than 30 consecutive days, or a calendar month, whichever is longer.

PROMISE JOBS participants may be approved for child care needed to participate in individual job search or structured job search. PROMISE JOBS bases the number of approvable units on the anticipated hours of participation according to the job search plan. PROMISE JOBS participants may also be approved for child care needed to make an unplanned job contact.

### ***PROMISE JOBS Procedure:***

For families with a parent or relative referred to PROMISE JOBS who request child care to look for employment, PROMISE JOBS will include individual or structured job search activities in the FIA and approve child care for the anticipated hours that will be needed to participate according to the job search plan. When the parent or relative contacts PROMISE JOBS to request child care to make an unplanned job contact and job search is not the current FIA activity, PROMISE JOBS can approve child care needed for the unplanned contact without renegotiating the FIA.

Since PROMISE JOBS policy regarding job search is more flexible regarding job search, PROMISE JOBS should not need to apply CCA policy to determine eligibility for child care for job search.

See EM 13-G, Seeking Employment for more information on CCA policy. See PROMISE JOBS Memos 162 and 165, and the PROMISE JOBS Provider Manual for more information regarding PROMISE JOBS job search policies.

***Effective Date:***

All of the prior procedures for handling child care on FIP cases were implemented for local DHS and PROMISE JOBS at the time the KinderTrack system was put into operation for the specific DHS service area.

**Effective Date of CCA Assistance**

**Legal reference:** 441 IAC 170.3(3)

***Policy:***

The effective date of assistance for a CCA application shall be the date of application or the date the need for service began, whichever is later.

***Procedure:***

Families receiving FIP, including PROMISE JOBS participants, do not need to complete an application form to request CCA. A request for CCA is considered an "application".

When determining CCA eligibility for a family that is receiving FIP and an application form is not required, PROMISE JOBS determines the CCA effective date as follows:

- When CCA is needed to participate in an FIA activity that is not otherwise approvable under CCA, the effective date of CCA is the date the person signs the FIA or the date there is a need for CCA to participate in an approved PROMISE JOBS activity, whichever is later.
- When CCA need exists prior to the date the FIA is signed, even if not for an FIA activity, the effective date of CCA is the latter of:
  - The effective date of FIP assistance,
  - 30 days prior to the date of application (request) for CCA, or
  - The date the need for service began.
- For families needing protective child care service, the effective date of assistance is the date the family signs form 470-0615, Application for All Social Services.
- When child care services are provided under a court order, the effective date of assistance shall be the date specified in the court order or the date of the court order if no date is specified.

When approving an application for a family whose eligibility has been denied for not returning requested information, but who subsequently provides the information as well as verification of all changes in circumstances within 14 days of the denial, the effective date of assistance is the date the **final** piece of information required to establish eligibility is provided. See the sections later in this memo called Grace Period Following Denial of FIP Application and Grace Period Following Denial of CCA Application for more information.

**Effective Date:**

Apply the change that allows CCA to be approved for up to 30 days prior to the date of application (request) retroactively for families on FIP who requested CCA on or after April 1, 2010.

All other policies discussed have been added to EM 13-G to clarify existing policy.

**Establishing the CCA Certification Period**

Legal reference: 441 IAC 170.3(1)"c"

***Policy:***

Certification periods cannot be longer than the end of the sixth month after the effective date of CCA approval.

***Procedure:***

Base the length of the certification on the household's circumstances. Use the following chart to assign the certification period:

<b>Need for service</b>	<b>Certification length</b>
Training	Match the certification to the school term – no longer than the end of the sixth month after the effective date.
Employment	No longer than the end of the sixth month after the effective date.
Assessment, individual job search, workplace essentials, job club, work experience, community service, substance abuse or mental health treatment, and other short-term activities	Match the certification to when you expect the activity to end - no longer than the end of the sixth month after the effective date. If activities are consecutive with consistent child care need, approve for all and match the certification to when you expect the last activity to end.
Child protection	No longer than the end of the sixth month after the effective date.
Medical absence or incapacity	Thirty days, the length of time the physician indicates or a maximum of six months.
Multiple needs	Base the certification on the need with the shortest certification period listed in this chart

PROMISE JOBS should align the end of the CCA certification period to the month that the next FIA review is due when possible and appropriate.

### **Reviewing CCA Eligibility**

**Legal reference:** 441 IAC 170.3(5), 170.3(1) "d," 170.4(2)

#### ***Policy:***

Review CCA eligibility and the number of units the family is eligible for prior to the end of the certification period and at least once every six months.

At review time, the client is required to submit form 470-4377, *Child Care Assistance Review* form. This form must be complete. A review form is considered complete if:

- ◆ All items are answered including the client's work schedule, and
- ◆ The form is signed and dated by the applicant, and
- ◆ The form is accompanied by all verification needed to determine continued eligibility, such as actual income, hours worked, student status and school schedule.

**Note:** Review requirements apply to all families receiving CCA.

Under former policy, families receiving FIP did not need to complete the review form 470-4377, *Child Care Assistance Review*.

#### ***Procedure:***

PROMISE JOBS needs to determine the CCA certification period and review date at the time CCA is approved. Select a date that is no longer than the end of the sixth month after the effective date of CCA approval.

Enter the CCA review date in the KT system when approving CCA for the family. Use the table in the preceding Establishing the Certification Period section to help you determine the end of the certification and review date. Do not enter a date that is longer than the end of the sixth month after the effective date of CCA approval.

When a CCA review will be due, the KT system or the PROMISE JOBS worker issues form 470-4377, *Child Care Assistance Review*, to the client at least 30 days, but not more than 45 days, before the end of the certification period.

#### ***When the KT system issues the review form:***

The KT system generates a Review Alert to the PROMISE JOBS worker and a *Child Care Assistance Review*, form 470-4377, to the client 45 days prior to the Review Date **when the Review Date is 45 days or more from the date the CCA**

**approval is entered.** PROMISE JOBS needs to review CCA eligibility prior to the KT Review Date.

KT also issues a Schedule Alert to the PROMISE JOBS worker 10 days before the end date of child's schedule.

***When the worker needs to issue the review form:***

KT does not issue a Review Alert or a *Child Care Assistance Review*, form 470-4377, when the Review Date is less than 45 days from the date CCA is approved.

When a client's CCA certification period is less than 45 days as the client's FIA includes several short-term activities, PROMISE JOBS needs to issue *Child Care Assistance Review*, form 470-4377, unless the client has completed a review form within the last five months.

Issue the review form to the client at least 30 days, but not more than 45 days, before the end of the certification period. For clients with short CCA certification periods due to several short-term FIA activities, require the client to complete the *Child Care Assistance Review* form at the time you are completing the FIA review. Allow the client at least ten calendar days to submit a review form.

- Use KT to alert you to send the review form. Select **Family>RFI**. Click on **CCA Review Form** and **Edit**. Enter the date you want KT to send you an alert to send the review form in the **Date Requested** field and the **Date Due** field.
- Use KT to issue the review form:
  - Access **Family>Summary** and select the **Child Care Assistance Review Form** option.
  - Enter **Due Date**. Allow 10-days from the date you will mail the review form.
  - Enter the last day of the certification period as the **Close Date**.
  - Print the form and mail it to the client.
- Once you send the form, you can use the **KT Family>RFI** function to track the date it is due.

If the client fails to return the review form, it is **not** necessary to send a *Notice of Decision: Child Care Assistance* to cancel CCA **if** the original approval notice provided the beginning and ending dates of eligibility.

If the original approval notice did not include the ending date of eligibility due to incomplete KT data entry (i.e., failure to enter a Review date), you will need to send a *Notice of Decision: Child Care Assistance*, form 470-4558, to cancel CCA for failure to return the CCA review form. Allow ten days notice.

If the client returns a complete review form along with all required verification and:

- The family remains eligible for CCA, issue form 470-4558, *Notice of Decision: Child Care Assistance*, to inform the family and the child care provider of the new certification period and any changes in eligibility. The effective date of changes in eligibility is the first day of the new certification period.
- The family is no longer eligible for CCA, issue form 470-4558, *Notice of Decision: Child Care Assistance*, to cancel the CCA with timely notice or at the end of the certification period, whichever is sooner.

If the client returns an incomplete review form, send a request for the needed information. Allow the client ten days to return the information. If the information is returned, follow the procedures above for processing a complete review form.

If the family does not return the requested information by the due date, cancel the case. Issue a *Notice of Decision: Child Care Assistance* canceling the case with timely notice or at the end of the certification period, whichever is sooner.

If the family returns the requested information after a *Notice of Decision: Child Care Assistance* canceling the case is issued, follow the policies and procedures outlined under **EM 13-G, Reinstatement** to determine whether the case can be reinstated. If the case can be reinstated, follow the procedure above for processing a complete review form.

***Effective Date:***

The policies regarding establishing certification periods clarify existing policy.

The policy that requires PROMISE JOBS participants to provide a complete 470-4377, *Child Care Assistance Review* to continue receiving CCA is effective upon receipt of this memo:

- For clients with CCA certification periods of 45 days or longer, require the client to complete the *Child Care Assistance Review* form at the time you are completing the next FIA review.
- For clients with CCA certification periods of less than 45 days, require the client to complete the *Child Care Assistance Review* form at the time you are completing the next FIA review.

## **Grace Period Following the Denial of a FIP Application:**

**Legal reference:** 441 IAC 40.23(4)

### ***Policy:***

When a FIP application is denied for failure to provide requested information, eligibility for FIP can be reconsidered without a new application if all necessary information to establish eligibility, including verification of any changes, is provided within 14 days of the date on the Notice of Decision (NOD) denying the application. If eligibility is established, the effective date of FIP is the date all of the information is provided.

When a FIP application is denied for failure to attend the FIP application interview, eligibility for FIP can be reconsidered without a new application if the interview is completed and all necessary information to establish eligibility, including verification of any changes, is provided within 14 days of the date on the Notice of Decision denying the application. If eligibility is established, the effective date of FIP is the date the interview is completed or the date all of the information is provided, whichever is later.

If a Family Investment Agreement (FIA) was signed before the application was denied, that FIA will be reinstated if the application is reconsidered during the grace period and eligibility is established. If the required FIA has not yet been signed, the agreement must be signed within the 14-day period for eligibility to be redetermined. If a PROMISE JOBS appointment is not available to allow for the completion of the FIA before the end of the 14-day period, Income Maintenance (IM) will inform the family that they will need to file a new application.

The grace period does not apply to FIP applications that are denied for reasons other than failure to provide requested information or failure to attend the FIP application interview. This means that the grace period does **not** apply when a FIP application is denied for failure to attend an FIA interview or for failure to complete 20 hours of work activities when reconsidering the choice of a subsequent LBP.

### ***IM Procedure:***

When IM denies a FIP application for failure to provide requested information or for failure to attend the application interview, IM will allow a 14 calendar day "grace period" to correct the reason for denial. IM will count the day after the date printed on the NOD denying the application as the first day of the grace period. If the 14<sup>th</sup> day falls on a weekend or holiday, the 14th day is extended to the next working day that there is regular mail service.

When IM denies a FIP application for **failure to provide requested information**, IM will reconsider FIP eligibility without a new application if all necessary information to establish eligibility is provided within 14 days of the date on the Notice of Decision denying the application. If IM determines eligibility, IM will approve FIP as of the date that all of the information is provided.

When IM denies a FIP application for **failure to attend the FIP application interview**, IM will reconsider FIP eligibility without a new application if the interview is completed and all necessary information to establish eligibility, including verification of any changes, is provided within 14 days of the date on the Notice of Decision denying the application. If eligibility is established, the effective date of FIP is the date the interview is completed or the date all of the information is provided, whichever is later.

If the required FIA has not yet been signed and there is an FIA appointment available within the grace period, IM will schedule the FIA appointment and refer the person to PROMISE JOBS as follows:

- Use the PCase Calendar to schedule an FIA appointment for the person.
- Complete and provide the applicant with form 470-3897, *FIA Appointment* and send a copy to PROMISE JOBS via e-mail.
- Provide the applicant with a copy of form 470-0806 or 470-0806(S), *Self-Assessment*
- It is recommended that IM re-pend FIP in this situation. If IM re-pended FIP and the person is in PCase with an applicant JOBS code:
  - PROMISE JOBS will be able to enter that an FIA was signed or not signed in PCase.
  - PCase will send an e-mail to inform IM if the FIA-responsible person signed an FIA or did not sign an FIA.
  - PCase will deny the FIP application in ABC if an FIA is not signed.
- If IM does not re-pend FIP, ABC will not allow IM to enter an applicant JOBS code for the FIA-responsible person and ABC will not send a systematic referral to PCase. If IM does not re-pend FIP, IM will need to refer the person as follows:
  - Use the PCase Calendar to schedule an FIA appointment for the person.
  - Complete and provide the applicant with form 470-3897, *FIA Appointment* and send a copy to PROMISE JOBS via e-mail and explain that the case is not active or pending in ABC and a system referral will not be generated.
  - Provide the applicant with a copy of form 470-0806 or 470-0806(S), *Self-Assessment*.
  - **Note:** PROMISE JOBS will not be able to use PCase to inform IM if the FIA-responsible person signed an FIA or did not sign an FIA since the person is not referred in ABC or PCase with a "participant" or "applicant" JOBS code. IM will need to make entry to deny FIP as PCase will not.

If an FIA appointment is not available within the grace period, IM will inform the family that they need to file a new application.

IM will take no further action if the information is not provided or the FIP interview is not completed by the 14<sup>th</sup> day.

When IM has denied a FIP application for failure to provide requested information or for failure to attend the application interview and the applicant was in the process of reconsidering a subsequent LBP at the time of denial, the applicant must cure the reason for denial and complete the actions needed to end the LBP by the end of the

14-day grace period. This means the applicant must sign an FIA and complete up to 20 hours of PROMISE JOBS activity as stated in the FIA by the end of the 14-day grace period.

If it is reasonable for the applicant to cure the reason for denial and complete the actions needed to end the LBP within the grace period, IM will send PROMISE JOBS an email that explains that the application is being reconsidered and that gives PROMISE JOBS the last day of the grace period:

- PROMISE JOBS will make entry in PCase to stop the LBP if the applicant completes the action needed to end the LBP.
- If PROMISE JOBS determines the applicant has abandoned the reconsideration attempt, PROMISE JOBS will make entry in PCase to report the abandonment to IM.
  - If the applicant cured the reason for denial, IM will issue an NOD saying that the application remains denied due to the LBP.
  - If the applicant did not cure the reason for denial, IM will take no further action.

If it not reasonable for the applicant to cure the reason for denial and complete the actions needed to end the LBP within the grace period, IM will inform the family that they will need to file a new application.

***PROMISE JOBS Procedure:***

If a Family Investment Agreement (FIA) was signed before a FIP application was denied and IM approves FIP as the client corrects the denial within the grace period, consider the FIA as reinstated. When IM's approval entry is processed, the PCase system will:

- Send you an e-mail to inform you of the approval. The e-mail will include the FIP application date and the FIP effective date.
- Re-display the date of the previously signed FIA in the Active FIA Date field on the PCase Person screen.

Proceed with case management of the FIA steps as soon as you are notified that FIP is approved:

- Issue any written notices needed for FIA activities that are to begin upon FIP approval. Issue a notice even if the start date of the first FIA activity is adequately specified in the FIA when FIP is approved under the application grace period. Reschedule an activity for a later date when the start date is less than 5 working from the date the notice will be mailed unless the client is already participating in the activity (i.e. employment or training).
- Issue transportation and other supportive payments that are needed prior to participation in FIA activities that are to begin after FIP approval. The effective date for these PROMISE JOBS supportive payments is the FIP effective date or the first day of need, whichever is later.
- Child care:

- If no active CCA case, approve CCA needed to participate in FIA activities as of the FIP effective date or first day of need, whichever is later.
- If active CCA case is with DHS and the FIA includes activities other than employment or protective, contact DHS to ask that the KT case be transferred to you. Update KT as needed upon transfer (update need, end CCA schedule and create PROMISE JOBS schedule and issue an NOD to cancel the CCA schedule and approve the PROMISE JOBS schedule). Approve any additional CCA units needed for FIA activities that begin after FIP approval as of the FIP effective date.
- If active CCA case is with PROMISE JOBS (i.e. child care was approved for the applicant to complete 20 hours of PROMISE JOBS activity), approve any additional CCA units needed for FIA activities that begin after FIP approval as of the FIP effective date or first day of need, whichever is later.
- If active CCA case and the only FIA activity is employment or protective, DHS will continue to handle the CCA.
- The FIP effective date is displayed on the PJCase Person screen.

If an FIA was not signed before a FIP application was denied, the applicant must sign an FIA within the 14-day grace period. If an FIA appointment **cannot be** scheduled before the end of the period, IM will inform the applicant that they must reapply.

If the applicant has not yet signed an FIA and an FIA appointment **can be** scheduled before the end of the grace period, IM will schedule the FIA appointment and refer the person to PROMISE JOBS (see IM Procedures in the prior section).

If IM re-pended FIP in ABC, enter that an FIA was signed or not signed in PJCase and IWorks. Your PJCase entry will cause PJCase to:

- Send an e-mail to inform IM if the FIA-responsible person signed an FIA or did not sign an FIA.
- PJCase will deny the FIP application in ABC if an FIA is not signed.

If IM does not re-pond FIP, you will not be able to enter that an FIA was signed or not signed in PJCase since the person will not be referred to PROMISE JOBS as an applicant. After the FIA appointment, PROMISE JOBS needs to:

- Send IM an e-mail to report that the FIA-responsible person signed an FIA and to provide the date the FIA was signed or to report that the person did not sign an FIA.
- If the person signed an FIA, PROMISE JOBS will be able to enter the FIA signed date after FIP is approved.

The PJCase system will continue to send IWD notification of FIP denials and approvals in the nightly referral file as well as an e-mail to the worker on record in PJCase for case approvals.

Examples:

1. Ms. A, a FIP applicant, signs an FIA on November 30. PROMISE JOBS enters that an FIA was signed in PJCase and enters an employment plan in IWorks. Ms. A fails to provide verification of income that was requested by IM. On December 1, the IM issues a notice denying the application and PJCase notifies IWD of the FIP denial. The date on the denial notice is December 2. The grace period ends December 16. PROMISE JOBS enters a task in IWorks to track the 14 calendar days and takes no further action on the signed FIA.

Ms. A provides the verification on December 10 and there have been no other changes in the family's circumstances. On December 11, the IM worker reprocesses the application and approves FIP effective December 10. PJCase sends an e-mail to the PROMISE JOBS worker as listed in PJCase to inform the worker of the FIP approval, displays 11-30 as the Active FIA Date in PJCase and sends approval notification to IWD in the nightly referral file.

On December 11, PROMISE JOBS reviews Ms. A's FIA to mail notice for the first FIA activity. The first activity is Workplace Essentials which is written in the FIA to begin on December 21, which is at least 5 working days from December 11, the date the notice will be mailed. PROMISE JOBS begins case management by mailing a *Notice of Appointment or Participation* to remind Ms. A of her of the scheduled Workplace Essentials, issues transportation and approves CCA effective December 21, the first day of need.

If PROMISE JOBS Ms. A's first activity is scheduled to begin December 17 or earlier, or if PROMISE JOBS will not be able to mail the notice by December 11, PROMISE JOBS would need to reschedule for a date that is more than 5 working days from the date the notice will be mailed.

2. Ms. B, a FIP applicant, fails to provide verification of income that was requested by IM. The IM worker issues a notice denying the application on December 1. The date on the denial notice is December 2. The grace period ends December 16. IM did not schedule an FIA appointment or refer Ms. B to PROMISE JOBS as Ms. B did not appear eligible for FIP. PJCase does not send notification to IWD as Ms. B is not referred to PROMISE JOBS.

Ms. B provides the missing verification on December 5 and appears eligible for FIP. The IM worker sends Ms. B a *Self-Assessment* form, schedules an FIA appointment for December 15, and sends PROMISE JOBS the *FIA Appointment* form via e-mail.

A. IM re-pends FIP in ABC:

- Ms. B appears for the FIA appointment and signs an FIA. PROMISE JOBS enters the FIA Signed date in PJCase and an employment plan in IWorks. PJCase sends an e-mail to notify IM. On December 7, IM approves FIP as of December 5, the date Ms. B provided the missing verification. The effective for supportive payments is December 5, the effective date of FIP eligibility, or the first day of need, whichever is later.

- Ms. B does not appear for the FIA appointment. PROMISE JOBS makes entry that an FIA was not signed in PCase and IWorks. PCase denies the FIP application and sends an e-mail to notify IM.
- B. IM does not re-pond FIP in ABC:
- Ms. B appears for the FIA appointment and signs an FIA. PROMISE JOBS sends IM an e-mail that an FIA was signed and enters an employment plan in IWorks. On December 7, IM approves FIP as of December 5, the date she provided the missing verification. PROMISE JOBS enters the FIA signed date in PCase. The effective for supportive payments is December 5, the effective date of FIP eligibility, or the first day of need, whichever is later.
  - Ms. B does not appear for the FIA appointment. PROMISE JOBS sends IM an email to report the failure. The IM worker makes entry to deny the application.
3. Ms. C chose a subsequent LBP with a six-month period of ineligibility that ended March 31. Ms. C reapplies for FIP on May 5. On May 7, IM refers Ms. C to PROMISE JOBS, schedules an FIA appointment and requests information that is due May 14.

Ms. C signs an FIA on May 9 agreeing to complete 20 hours of activity in 30 days. PROMISE JOBS begins case management by issuing any supportive payments needed for the 20 hours of activity. On May 15, IM denies the application for failure to provide information with an NOD dated May 16. PROMISE JOBS discontinues case management. The grace period ends May 30.

Ms. C provides the verification on May 24. IM informs Ms. C that she must complete the 20 hours of PROMISE JOBS activity and provide any needed verification to PROMISE JOBS by May 30 for IM to reconsider the application. IM also informs PROMISE JOBS via e-mail that the May 5 application is being reconsidered and that Ms. C needs to complete her 20 hours of PROMISE JOBS by May 30 or the application will be redened. PROMISE JOBS resumes case management.

- If Ms. C completes her 20 hours of activity, IM will approve FIP as of May 24, the date Ms. C provided the verification.
  - If Ms. C does not complete her 20 hours of activity, IM will issue an NOD saying that the application remains denied due to the LBP.
- Ms. D chose a subsequent LBP with a six-month period of ineligibility that ended May 31. Ms. C reapplies for FIP on June 7. On June 9, IM refers Ms. C to PROMISE JOBS and schedules an FIA appointment for June 14 and requests that Ms. C provide verification of resources by June 19.

Ms. D fails to appear for the FIA appointment on June 14. On June 14, PROMISE JOBS enters in PCase that Ms. D failed to sign an FIA. PCase denies the application for failure to sign an FIA with an NOD dated June 15. Ms. D provides the resource verification on June 19. The application grace period does not apply in this situation. Ms. D must file a new application to get FIP assistance.

***Effective Date:***

Apply this policy retroactively with FIP applications denied with a notice dated March 26, 2010, or later.

**Reinstatement After the Effective Date of FIP Cancellation (Grace Period)**

***Legal reference:*** 441 IAC 40.22(5)

***Policy:***

FIP will be reinstated without a new application if all information necessary to establish eligibility, including verification of any changes, is provided within 14 days of the effective date of cancellation when FIP was canceled for one of the following reasons:

- Failure to provide requested information,
- Failure to return a completed RRED (Review/Recertification Eligibility Document),
- Failure to complete a required FIP review interview.

When FIP is reinstated after the effective date of FIP cancellation, an FIA signed in the prior FIP eligibility period will also be reinstated. In this situation, the FIA is reinstated, even if the FIA has expired, but only when the person who signed the FIA did not become exempt from FIA responsibility for a reason other than school attendance after signing the FIA.

***IM Procedure:***

IM will reinstate FIP after the effective date of cancellation when:

- FIP is canceled for failure to provide requested information and the client provides all information necessary to establish eligibility, including verification of any changes, within 14 days of the effective date of cancellation. IM will reinstate FIP effective the date all of the information is provided, including verification of any changes that affect eligibility. If more than one item is required, IM will reinstate FIP effective the date the final item is provided.
- FIP is canceled for failure to return a complete RRED and the client provides the completed RRED within 14 days of the effective date of cancellation, and all information necessary to establish eligibility, including verification of any changes. IM will reinstate FIP effective the date the completed RRED is provided.

- FIP is cancelled for failure to attend a required review interview and the client completes the interview and provides all information needed to establish eligibility, including verification of any changes, within 14 days of the effective date of cancellation. IM will reinstate FIP effective the date the interview is held and all of the necessary information, including verification of any changes, is provided.

If all of the information necessary is not returned by the 14<sup>th</sup> day after the effective date of cancellation, IM will take no further action. The family will need to reapply to regain FIP eligibility.

### ***PROMISE JOBS Procedure***

When IM reinstates FIP after the effective date of cancellation, consider the FIA reinstated if the FIA was signed in the prior FIP eligibility period. Consider the FIA reinstated even if it is expired unless the person became exempt from FIA responsibility for a reason other than school attendance after signing the FIA.

When FIP is reinstated without an application:

- The FIP notice of decision includes the following statement: "If you have a signed Family Investment Agreement (FIA), it is again in effect. If you do not follow through with your FIA steps you will enter a limited benefit plan. If you have questions concerning your FIA, contact your PROMISE JOBS worker."
- The PJCase Person screen displays FIP Status as "Reinstated" or "Reopened" and the effective date of the reinstatement will be in the Effective Date field.

Resume case management of the existing FIA as soon as you are notified that FIP is reinstated:

- Issue any required written notice for the current or next FIA activity:
  - If the current FIA activity is employment or training and the FIA includes the activity and the specific verification requirements, the FIP reinstatement notice is sufficient notice that the FIA requirements are reinstated.
  - If the current FIA activity is job search, issue a *Notice of Appointment or Participation* stating that the participant must resume job search according to the *Job Search Plan Agreement* as of the first day of the week that begins at least 5 working days from the day the *Notice* is mailed.
  - For other FIA activities, mail a *Notice of Appointment or Participation* or other written notice to remind the participant to attend the activity or to provide verification as scheduled when the participation date or the due date is at least 5 working days from the date the notice is mailed. Reschedule an activity for a later date or extend a due date when the current date is less than 5 working days from the date a notice will be mailed.
- Issue transportation and other supportive payments that are needed prior to participation in activities for the current month. The effective date of eligibility is the FIP effective date or the first day of need, whichever is later.

- Child care:
  - If the FIA includes activities other than employment or protective and a CCA need did not continue when FIP canceled, reinstate the closed KT case as of the FIP effective date or the first day of need, whichever is later.
  - If the FIA includes activities other than employment or protective and the KT case was transferred to DHS as CCA need continued after FIP canceled, contact DHS to ask that the KT case be transferred back to you. Update KT as needed upon transfer. Start child schedules as of the FIP effective date or the first day of need whichever is later for any FIA activity that would not meet CCA requirements if the family was not on FIP.
  - If the only FIA activity is employment or protective, DHS will continue to handle the CCA.
- The FIP effective date is displayed on the PJCase Person screen.
- If the FIA is expired or needs renegotiation for other reasons, schedule an appointment to discuss renegotiation of the FIA.

Do not consider any failure to participate that occurs on or after the effective date of FIP cancellation up until the client is adequately notified of the requirements of the reinstated FIA to count towards the choice of a limited benefit plan:

- If the current FIA activity is employment or postsecondary training and the FIP reinstatement notice is sufficient notice that the FIA requirements are reinstated, do not count any failure that occurs on or after the effective date and up until 2 working days after the reinstatement notice is mailed. A FIP reinstatement notice is mailed on the 1<sup>st</sup> working day after the FIP warrant issue date in DHS' ISSV system.
- If the current FIA activity is job search, do not count any failure that occurs before the date specified in the *Notice of Appointment or Participation* that was mailed after FIP was reinstated (see the preceding paragraph).
- For other FIA activities, do not count any failure that occurs on or after the effective date up until the participation date or the due date stated in the notice that was mailed after FIP was reinstated (see the preceding paragraph).

When IM reinstates FIP after the effective date of cancellation and the FIP family contains a person who recently became FIA-responsible who has not yet signed an FIA (i.e. a child who has dropped out of school), resume efforts to get the person to sign an FIA unless the person has become exempt. See the PROMISE JOBS Provider Manual, FIP Recipients Whose Referral Status Changes to Mandatory for more information.

The PJCase system will continue to send IWD notification of FIP reinstatements in the nightly referral file as it does today.

For cancellations for failure to return a complete RRED, PJCase will continue to delay sending notification to IWD until the day after the effective date of cancellation when FIP has not been reinstated by then.

Policy described in the PROMISE JOBS Provider Manual, Break in Assistance of One Month or Less remains in effect and not changed.

***PROMISE JOBS Comments:***

Examples:

1. Ms. D, a FIP participant, fails to provide a completed RRED. IM cancels FIP effective May 1. Ms. D provides the RRED on May 3. On May 4, the IM worker reinstates FIP effective May 3. ISSV displays May 4 as the FIP warrant issue date. On May 5, the reinstatement NOD is mailed and IWorks is updated with the active FIP status.

PJCase displays the date the most recent FIA was signed in the Active FIA Date in the PJCase Person screen, the effective date of reinstatement in the Effective Date field, and sends notification to IWD in the nightly referral file that FIP is reinstated.

Ms. D's FIA includes part-time employment and GED classes and says PROMISE JOBS will provide transportation and CCA for GED classes and CCA for employment. PROMISE JOBS:

- Issues transportation to cover May 3 through May 31.
- PROMISE JOBS transferred the CCA KT case to DHS on May 2 since FIP was canceled and a CCA need continued. On May 5, PROMISE JOBS contacts DHS to request that the KT case be transferred back to PROMISE JOBS. Upon transfer, PROMISE JOBS needs to update KT as needed.

PROMISE JOBS cannot consider any failure to participate that occurred on or after May 1 through two working days after May 5 towards the choice of an LBP.

2. Same as example 1 except that Ms. D provides the completed RRED on May 14. On May 14, the IM worker reinstates FIP effective May 14. ISSV displays May 14 as the FIP warrant issue date. On May 15, the reinstatement NOD is mailed and IWorks is updated with the active FIP status.

PJCase displays the date the most recent FIA was signed in the Active FIA Date in the PJCase Person screen, the effective date of reinstatement in the Effective Date field, and sends notification to IWD in the nightly referral file that FIP is reinstated.

PROMISE JOBS:

- Issues transportation to cover May 14 through May 31.
- PROMISE JOBS transferred the CCA KT case to DHS on May 2 since FIP was canceled and a CCA need continued. On May 15, PROMISE JOBS contacts DHS to request that the KT case be transferred back to PROMISE JOBS. Upon transfer, PROMISE JOBS needs to update KT as needed.

Time and attendance for GED was due May 10 for April and Ms. A did not provide it. On May 15, PROMISE JOBS sends a written reminder to provide the time and

attendance for April and allows 5 working days. If Ms. A fails to provide the time and attendance by the due date in the reminder, PROMISE JOBS will impose an LBP for failure to provide verification of hours of participation.

PROMISE JOBS cannot consider any failure to participate that occurred from May 1 through two mailing days after May 15 towards the choice of an LBP.

3. Ms. E, a FIP participant, fails to provide an employer's statement requested by IM. IM cancels FIP effective May 1. Ms. E also fails to provide verification of work hours requested in writing by PROMISE JOBS. PROMISE JOBS starts an LBP effective May 1 for failure to verify work hours and sends an NOD to cancel Ms. E's FIP.

Ms. E provides the employer's statement to IM and a copy to PROMISE JOBS on May 9. PROMISE JOBS makes entry to stop the LBP on May 9. On May 9, the IM worker reinstates FIP effective May 9. ISSV displays May 9 as the FIP warrant issue date. On May 10, the reinstatement NOD is mailed and IWorks is updated with the active FIP status.

PJCase displays the date the most recent FIA was signed in the Active FIA Date in the PJCase Person screen, the effective date of reinstatement in the Effective Date field, and sends notification to IWD in the nightly referral file that FIP is reinstated.

Ms. E's FIA includes individual job search and then full-time employment. Ms. E is employed full-time. PROMISE JOBS informs Ms. E that since she is employed, she no longer needs to participate in individual job search.

Ms. E is no longer entitled to transportation assistance since she is employed. PROMISE JOBS does not plan to schedule FIA activities other than Ms. E's employment in the next 3 months. PROMISE JOBS enter Ms. E's employment schedule, reinstates Ms. E's CCA, and transfers the KT case to DHS.

***Effective Date:***

Apply this policy retroactively with FIP cancellations that are effective 04-01-2010 or later.

**Grace Period Following the Denial of a CCA Application:**

**Legal reference:** 441 IAC 170.3(6); EM 13-G, Determining Eligibility

***Policy:***

Families receiving FIP and participants in PROMISE JOBS approved activities do not need to complete an application to request CCA.

The date of application for families receiving FIP, including families with PROMISE JOBS participants, is the date the family requests CCA.

When a CCA application is denied for failure to provide requested information, eligibility for CCA can be reconsidered without a new application, if all necessary information to establish eligibility, including verification of any changes, is provided within 14 days of the date on the Notice of Decision denying the application. If eligibility is established, the effective date of CCA is the date all of the information is provided.

***IM Procedure:***

When IM denies a CCA application for failure to provide requested information, IM will reconsider CCA eligibility without a new application if all necessary information to establish eligibility is provided within 14 days of the date on the Notice of Decision denying the application. If IM determines eligibility, IM will approve CCA as of the date that all of the information is provided.

***PROMISE JOBS Procedure:***

When PROMISE JOBS denies a CCA application for failure to provide requested information, PROMISE JOBS will need to reconsider CCA eligibility if all necessary information to establish eligibility is provided within 14 days of the date on the Notice of Decision denying the application. If PROMISE JOBS determines eligibility, PROMISE JOBS will approve CCA as of the date that all of the information is provided.

If the client provides all of the required information by the 14<sup>th</sup> day after the date of the denial notice and the client meets a CCA need, approve CCA as of the date the information is provided.

If all of the information is not returned by the 14<sup>th</sup> day after the date of the denial notice, no further action is required and another notice is not sent. If there were multiple pieces of information requested and some of the information is returned after the denial, the worker should attempt to contact the client to let them know that you do not have enough information to reconsider CCA eligibility.

If the client provides the previously requested information, but also reports another change for which verification is needed, the client must provide verification of the new change within the 14-day period. Make every effort to help the client verify the information. A written request for information for the subsequent change is not required, but you need to inform the client that the application cannot be reprocessed until the change is verified.

If the new information is not verified by the end of the 14<sup>th</sup> day after the date of the denial notice, use the KT system to issue a notice that says "Your application for child care assistance remains denied because you failed to provide requested information."

When an additional change is reported and it is unlikely you will be able to verify the information before the 14-day period expires, inform the client that it would be a good idea to file a new application to preserve the earliest possible effective date, in case

the new information cannot be verified within the grace period. Once the information is returned, the effective date will be the date the information is provided or the new application date, whichever is earlier.

***PROMISE JOBS Comments:***

Example:

- 03-03: Mr. C applies for FIP and CCA and is attending vocational training full-time.
- 03-04: DHS CCA worker requests verification of his student status due 03-14.
- 03-10: Mr. C and PROMISE JOBS write an FIA that says Mr. C will attend an educational evaluation appointment with PROMISE JOBS and provide his training schedule and grades for the last semester if FIP is approved.
- 03-14: DHS CCA worker denies CCA for failure to provide requested information.
- 03-15: DHS FIP worker approves FIP effective 03-10.
- 03-16: PROMISE JOBS contacts the DHS CCA worker to request that the KT case be transferred to PROMISE JOBS and schedules Mr. C to attend an evaluation appointment for 03-24.
- 03-17: DHS CCA receives Mr. C's training schedule that verifies he is enrolled and attending full-time and sends to PROMISE JOBS.
- 03-20: PROMISE JOBS approves CCA for Mr. C's training as the training meets CCA requirements as of 03-17, the date the training schedule was provided.
- 03-24: Mr. C attends the evaluation appointment. PROMISE JOBS determines that Mr. C is not likely to succeed at the training. PROMISE JOBS had placed Mr. C on academic probation for this same semester when Mr. C received FIP a few months ago. PROMISE JOBS issues notice to deny Mr. C's request to include training as an FIA activity and to deny transportation assistance for the training because of the results of his educational evaluation. Mr. C and PROMISE JOBS write an FIA that includes activities that Mr. C can do in addition to his training.

**Effective Date:**

Apply this policy retroactively with CCA applications denied with a notice dated March 26, 2010, or later.

**Reinstatement After the Effective Date of CCA Cancellation (Grace Period)**

***Legal reference:*** 441 IAC 170.3(6)

***CCA Policy:***

When a CCA case is cancelled for failure to provide requested information, CCA must be reinstated when all information needed to determine eligibility, including verification of all changes in the family's circumstances, is provided within fourteen days of the effective date of cancellation.

The effective date of child care eligibility shall be the date the **final** piece of information required to establish eligibility is provided or the first day of need, whichever is later.

***IM Procedure:***

When IM cancels a CCA case for failure to provide requested information, IM will reinstate CCA if the client provides all information needed to determine eligibility, including verification of all changes in the family's circumstances, within fourteen days of the effective date of cancellation.

***PROMISE JOBS Procedure:***

If PROMISE JOBS cancels a CCA case for failure to provide requested information, PROMISE JOBS will reinstate CCA if the client provides all information needed to determine eligibility, including verification of all changes in the family's circumstances, within fourteen days of the effective date of cancellation.

If the fourteenth day falls on a weekend or legal holiday extend the due date to the next working day for which there is regular mail service. The effective date of child care eligibility shall be the date the **final** piece of information required to establish eligibility is provided.

If all of the information is not returned by the 14<sup>th</sup> day after the effective date of cancellation, no further action is required and another notice is not sent. If there were multiple pieces of information requested and some of the information is returned, the worker should attempt to contact the client to let the client know that you do not have enough information to reconsider CCA eligibility.

If the previously requested information is provided, but the household reports another change for which verification is necessary, the worker is expected to make every effort to help the client to verify the information. PROMISE JOBS does not need to request information for the subsequent change in writing but should inform the household that benefits cannot be reinstated until the change is verified.

If the new information is not verified by the end of the 14<sup>th</sup> day after the effective date of cancellation, use KT to issue a notice that says "Your child care assistance remains canceled because you failed to provide requested information."

When an additional change is reported and it is unlikely you will be able to verify the information before the 14-day period expires, you should inform the client that it would be a good idea to submit a new application to preserve the earliest possible effective date, in case the information cannot be verified. Once the information is returned, the effective date will be the date the information is provided or the new application date, whichever is earlier.

***PROMISE JOBS Comment:***

Example:

Mr. G, a FIP/PROMISE JOBS participant, reports starting a full-time job on May 1. Mr. G is receiving transportation and CCA needed for participation in individual job search. On May 5, PROMISE JOBS sends Mr. G a written request to provide verification of his work hours and work schedule within 5 days or by May 10.

Mr. G fails to provide the verification by the due date. On May 11, PROMISE JOBS makes entry to start an LBP effective June 1 and issues a notice to cancel CCA effective May 21 for failure to provide verification of work hours and schedule. Mr. G must provide the verification by June 10 for the LBP to be stopped and he must provide the verification by June 4 for CCA to be reinstated.

- Mr. G provides all required verification on May 31. PROMISE JOBS makes entry to stop the LBP. PROMISE JOBS enters Mr. G's work schedule in KT and reinstates CCA effective May 31 or the first day of need, whichever is later. The IM worker will reinstate Mr. G's FIP if he meets other FIP eligibility criteria since he provided the information needed to stop the LBP prior to the effective date.
- Mr. G has not provided all required verification by June 1 and PROMISE JOBS transfers the case to DHS. Mr. G provides all required verification to PROMISE JOBS on June 4. PROMISE JOBS makes entry to stop the LBP, notifies the DHS worker that the verification was received, and forwards copies of the verification. DHS will reinstate CCA if other eligibility factors are met. Since it is after the effective date of the LBP, Mr. G will need to reapply for FIP:
  - If Mr. G reapplies for FIP and is approved and
    - CCA is active and the FIA includes activities other than employment, PROMISE JOBS will request that DHS transfer the KT case.
    - CCA is active and the FIA contains no activities other than employment, DHS keeps the KT case.
  - If Mr. G reapplies for FIP and is denied, no further action is needed.

***Effective Date:***

Apply this policy with CCA cancellations that are effective 04-01-2010 or later.

## **PJCase System Changes**

DHS made the following changes to the PJCase as a result of the FIP grace period policies.

***Effective Date:*** March 25, 2010

### ***FIP Approval Email:***

PJCase sends an e-mail to the PROMISE JOBS worker listed in PJCase when FIP is approved for the entire case when the case contains an FIA-responsible person and when FIP is approved to add a person to an active case. The text of the email is revised to include the FIP application date and the FIP effective date.

### ***PJCase Person Screen:***

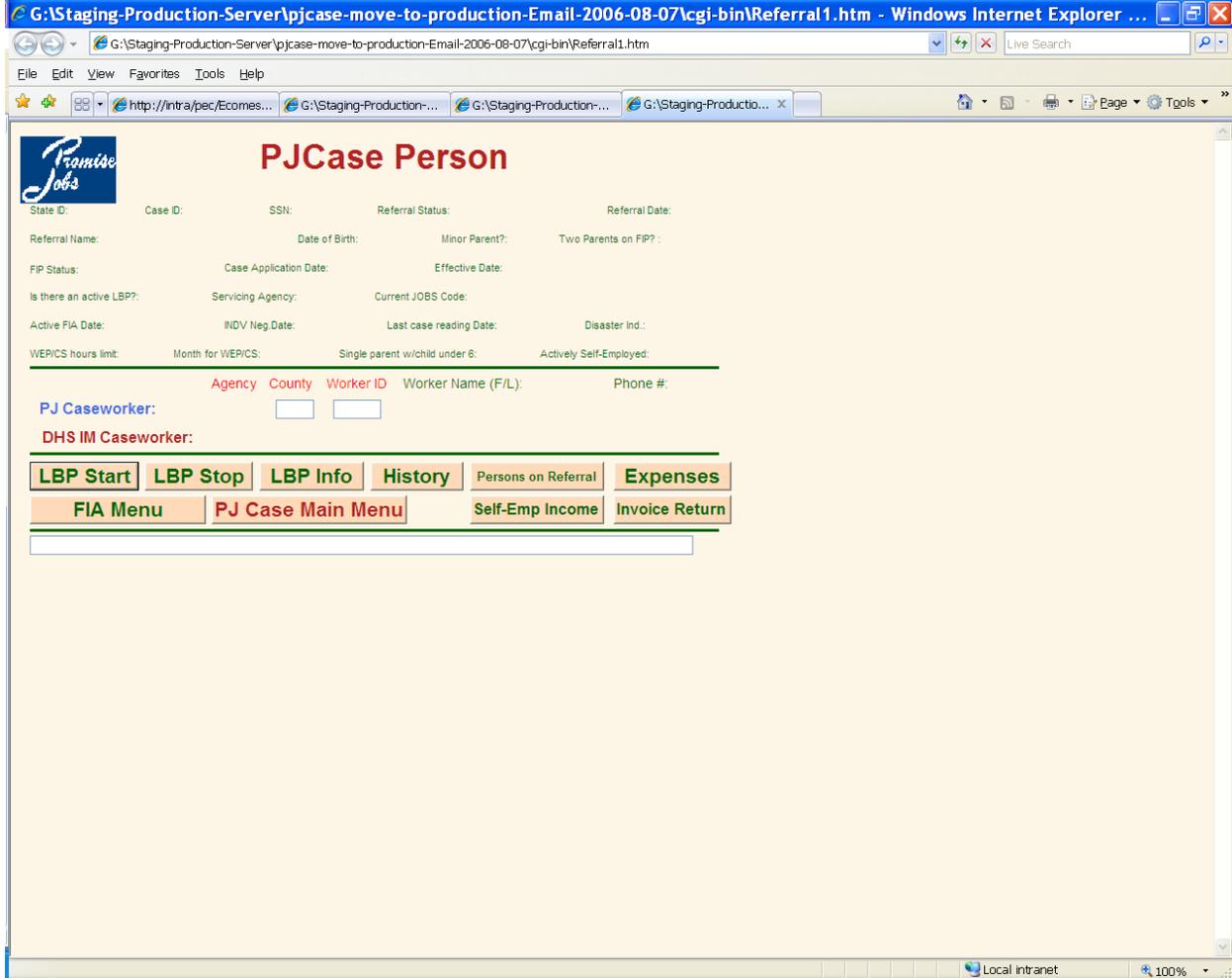
The screen is changed to include FIP **Case Application Date** field to display the date of the most recent FIP application and FIP **Effective Date** field to display the effective date of the current FIP status. Specifically, when FIP status is A, the field shows the effective date of FIP approval and when FIP status is B or C, the field shows the effective date of reinstatement.

PJCase populates these fields when FIP status is A, B, or C.

**Active FIA Date field:** When a FIP application is denied or canceled, PJCase removes the FIA date from this field. If FIP application is denied and later approved, PJCase will display the previous **Active FIA Date**. If FIP is canceled and later reinstated, PJCase will display the previous **Active FIA Date**.

The **Process Pre-FIP** button is changed to the **FIA Menu** button.

Revised screen:



**FIA Menu Screen:**

The screen is changed:

The **FIA Signed** and an **FIA Not Signed** buttons and the **FIA Sign Date** entry field are moved to a new section called the Pre-FIP section. PROMISE JOBS needs to use the fields in this new section to record a FIP applicant's completion or failure in signing an FIA when the applicant has not chosen active LBP.

Previously, PJCase only allowed PROMISE JOBS staff to record that an FIA was signed when the person's JOBS code was A, B, 3 or 4. The **FIA Signed Date** field in this new section will allow entry in this field with the additional person's JOBS Codes of 7, 8, K, or L.

There is a new section called the Active FIP section that includes a **Change Active FIA Date** button and an **Active FIA Date** entry field. PROMISE JOBS staff will use this field to update an existing FIA Date. Previously, PROMISE JOBS needed to contact IWD central office to do this.

When a user clicks on the **Change Active FIA Date** button, a confirmation screen is displayed.

The confirmation screen displays a red box with the following instructions: The system has edited the Active FIA Date that you entered and is ready to update the database. Select **Change Active FIA Date** below to process your entry. Or select **Cancel** to return to the FIA Menu Screen.

When a user clicks the **Change Active FIA Date** button on the confirmation screen, the message, "FIA Date change successful" is displayed.

When a user clicks the **Cancel** button on the confirmation screen, the message, "Change Active FIA Date transaction cancelled" is displayed.

Revised screen:

