July 2016 FA, TANF Implementation Q&A

1. **Q. Regarding ID: -** Is an “ineligible student” required to provide ID? They are normally coded “OU” on FS. But they may qualify for FS at a later date due to meeting the 20 hrs/week working or participating in Work Study etc.
   A. No, only adult clients that are in the assistance planning HH. If an adult client is added to the HH, then the ID would need to be verified if not on file.

2. **Q**. Confusion about “collateral contact” to verify someone’s Identity, if no documentation is available. We’re not sure, how to go about this. Do we call someone and describe that person to the person answering the phone?
   A. It would be prudent to ask several questions that would help verify the individual. Examples could be about age, address, work address, description. The collateral contact should be the last option if no documents can be provided.

3. **Q.** Is ID required for all adults coded DI or DF included in the assistance plan?
   A. We do need ID verification for DI and DF adult clients that are on the assistance plan at application or review if not on file. Please review the verification matrix and know that any reasonable document should be accepted.

4. **Q.** Concerning work registration, do workers have any requirements at food assistance review other than telling customer that if mandatory for work programs they are required to register for work?
   A. No, just explain the requirement and give the client the E-26, and document that action on the interview script (scripts should be updated soon).

5. **Q.** The E-26 gives a link to the work registration. Do we have any way that customers can register to work via paper that staff later enter online? Or are computers going to be provided for customers to register to work in their local offices?
   A. Most offices do have work stations available for clients to use for this purpose, or direct the client to the nearest workforce center or library with public computers to register online. It is the non-exempt client’s responsibility to register at kansasworks.com.

6. **Q.** It doesn’t appear that we will be tracking whether mandatory Food Assistance applicants/recipients register on www.kansasworks.com for the Work Registration Requirements. How will we know if the client has met the obligation of registering and whether a non-compliance penalty would be applicable if they haven’t?
   A. At this time there will be no efforts from staff needed to verify the client followed through with registration, when the client signs the application, they have agreed to comply with work requirements and staff will explain those requirements during the interview.

7. **Q.** Seeking clarification on the Self-Assessment and Employment Services orientation tutorial – will this be mandatory for each adult in the household for each new TANF application? Example – TANF app rec'd and denied in 8/16 for failure to provide info, but the adults in the HH did complete the Self-Assessment and orientation tutorial. The HH reapplies in 10/16 (45+ days after 1st app) – are the adults required to complete both the Self-Assessment and the orientation tutorial again?

   A. Yes. If the client is required to complete a new application, they will be required to complete the self-assessment and the tutorial.

8. Q. A reference was made in the Implementation Memo of an informational sheet on how to complete the Employment Services orientation tutorial if an adult in the home is required to complete it but is not in the office. Is this a form being developed or is it something that the local offices will need to develop and make available by 7/01/16?

   A. It is being developed and will be sent out.

9. Q. If a 2 parent household comes into the lobby to apply for TANF and both watch the online tutorial at the same time/on the same computer, will there be a way for 2 certificates to be printed to show that both adults have completed it? Or will they have to complete it at different times/on different computers in order for 2 certificates to be printed?

   A. Since each person will need to agree before they can print a certificate, only 1 person can do it at a time. Each person will need to have their own certificate.

10. Q. There is a concern about adding TANF applicants to the lobby tracker, then instructing them to complete the Self-Assessment and online tutorial. If they also still need to actually complete the application, the combination of all these items may cause a significant increase in the amount of 'wait time' shown on the tracker. Would it be better to wait and add them to the tracker once they've actually completed at least the online tutorial?

    A. Since the on-line tutorial should only take about 5 minutes, the increase in wait time should be very much. BPM is aware that there will be an increase in the wait time but believes it will be balanced out by the increase in immediate approvals.