

Time Limits
April 18, 2016

JOBS Plus Hardship – TLP	Family Crisis Hardship – TLP
<ul style="list-style-type: none"> • A JOBS Plus contract should begin prior to the 60th month • JOBS Plus extensions must be staffed with Central Office. Only a super user (central office) will be allowed to code the TLP coding on the system. • Hardship is allowed for JOBS Plus because a person can't be coded a NO on a case and be a JOBS Plus participant. We want to allow a participant to finish up the contract they have with the employer • This is the only activity in which an extension is allowed. • JOBS Plus will only be looked at in the 60th month. • Work Experience (WE) cannot be used for the TLP coding. Participants can actively engage in a WE while being coded a NO on the case. 	<ul style="list-style-type: none"> • Family crisis is a situation that is beyond a person's control. • Family Crisis must be staffed with Central Office and the super users are the only ones with the ability to code the case. • Family Crisis extensions will only be looked at in the 60th month. For example if a person has a death in the family at the 60th month, the case would be staffed with Central Office and an extension could be granted • If a crisis occurs for a family on TANF in which the adults have timed out at the 65th month, the hardship extension would be not allowed.

Indian County – At this time, no changes have been made on the processes we use for Indian County. As changes do occur, field staff will be given notice and guidance. Treat Indian County the same as you were prior to the April 1 changes.

What type of documentation is required if we are giving someone a hardship extension?	Some Hardship extension must be staffed with a TANF policy analyst (TLB, TLX, TLN, TLF, TLP); hardship extension criteria coded must be verified by a licensed or certified professional that is qualified to determine the condition or circumstances (TLA, TLC, TLL, TLM, TLS) A hardship extension cannot be coded until verification is received.
What happens if there is no end date to a hardship?	It has been factored in that there will be cases in which a person may remain on TANF until their youngest child ages off. Workers will review these cases regularly.
How will DV work?	If a person is in a DV situation, the process for working with them has not changed. If that person is experiencing DV at the 60 th month, they would be given a DV hardship code. If an adult, who has timed off TANF but is getting TANF for the family, reports they are in a DV situation, a hardship would be coded and the adult would be changed to an AD. Case would be monitored for 90 days.

When are grants opened back up if there is a new situation for someone who is past their 60 th month that allows for a hardship code? Do we use a filing date? Example would be DV.	The date the verification is received is when a case would reopen if the verification meets a hardship extension.
Can someone appeal if they believe they are still eligible for TANF but the department is saying they are at the 60 th month and there is no hardship?	Yes
Would we close a single adult who has a child that is getting SSI and the adult reaches the 60 th month?	If there is no hardship established at the 60 th month, the case would close. If a hardship is verified, that case would be coded with a hardship extension
<p>System Questions</p> <ol style="list-style-type: none"> 1. Will it be able to auto change the AD to a NO? 2. Will it prompt people if there are UCMS errors? 3. Will it automatically send closure notice? 4. Will it switch the case automatically at the 60th month? 5. What is happening with the TLY code? Do staff have to code every single case? 	<ol style="list-style-type: none"> 1. Not at this time 2. Yes. The system will give you an error if the required coding is not on the case 3. No, but if there is a reduction or closure, notice must be sent. Monthly lists will be sent for those cases 4. No 5. The system will auto update so staff do not have to. If a case is not coded, the system will give you an error to code the case with the TLY
If medical documentation is for a year and the end cert date is prior to that year, what do we do?	You will code the medical hardship to match the end cert date. They must still clear eligibility at the end of certification if TANF continues
How long do children get to be on TANF when the adult reaches 60 months?	As long as the family maintains TANF eligibility, the child can receive TANF until they age off.
Should the statement the participant provided note that the person is unable to work or participate in the JOBS program?	Yes. A new form is in the works and should be completed soon.
Will we be mandated to engage with someone when the 48 th month is reached?	Yes. Must offer services
If someone is past 60 months and they are coded an adult but at month 71, they come in with A&D issues. Can we open the TANF back up for that adult even if they reached/exceeded their TANF time limits?	Yes. They must provide verification for a hardship
Do timed out participants who have a hardship extension count towards the federal participation count?	Yes.
Time Limits cases and we've run across an issue where the doctor's note excuses the customer past the review date. System won't take it. Should we just align the TL coding end date to match the TLY review date?	Yes. The TL review date can only go out as far as the review date. So, if the documentation says 18 months, for example, you would line it up with the review date, and then ask for an update when that time comes.