



103-2 Interview

BULLETIN-80	<p>December 20, 2013</p> <p>To: All Temporary Assistance to Needy Family (TANF) Program Manual Holders</p> <p>From: Pam Barragato, TANF Policy Specialist Policy and Systems Bureau, Central Office</p> <p>Please place this bulletin at the beginning of sections: TANF 103-1; 103-2; 103-5 and 104-1</p> <p>=====</p> <p>SECTIONS: Application Processing</p> <p>SUBJECTS: Application Filing/Interview Process</p> <p>REFERENCES: ARM 37.78.101, .102, .206, .226 -.228 and .424</p> <p>EFFECTIVE DATE: New applications received on or after January 1, 2014.</p> <p>INTRODUCTION: As part of the HCSD Service First vision, the TANF and SNAP policy specialists have been working to align policies whenever possible.</p> <p>Current TANF policy states that a face-to-face interview is required as a condition of eligibility.</p> <p>POLICY CHANGE: The face-to-face interview is no longer required as a condition of eligibility for TANF applicants; a phone interview is acceptable. At application, individuals applying for TANF cash assistance can complete either a phone or face-to-face interview.</p> <p>BUSINESS PROCESS: Initial Application Interview</p> <p>If an initial application is walked in or dropped off, OPA must attempt to provide a same day interview to all TANF applicants. If the applicant cannot stay for the interview or it is not possible to interview the applicant, schedule a phone or face-to-face interview and send the "TANF interview Scheduled" notice to the applicant.</p> <p>If a phone interview has been scheduled, the Client Service Coordinator (CSC) will call the applicant at the scheduled date and time of the interview. If the CSC is unable to reach the applicant, the CSC makes at least one additional attempt to call the applicant within a reasonable time frame.</p> <p>If an initial application is received online, by mail or fax, schedule a phone or face-to-face interview. If there is not a phone number listed on the application, schedule an in-person interview.</p>
--------------------	--

	<p>REMINDER: Effective 10/15/2009 Face-to-face interviews are not required when determining eligibility for a child only TANF grant and at the time of redetermination. A phone interview can be held in these two specific situations.</p> <p>UPDATED MANUAL MATERIAL WILL BE DISTRIBUTED AS SOON AS POSSIBLE. UNTIL THAT TIME, USE THIS BULLETIN AS A GUIDE. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR REGIONAL POLICY SPECIALIST.</p>
BULLETIN-81	<p>December 20, 2013</p> <p>To: All Temporary Assistance to Needy Family (TANF) Program Manual Holders From: Pam Barragato, TANF Policy Specialist Policy and Systems Bureau, Central Office</p> <p>Please place this bulletin at the beginning of sections TANF 103-1; 103-2; 104-1; 306-2; 701-1; 1201-1,</p> <p>=====</p> <p>SECTIONS: Application Processing</p> <p>SUBJECTS: Application Filing/FIA, Payment Selection and Child Support Enforcement Division Good Cause Form</p> <p>REFERENCES: ARM 37.78.101, .102, .206, .226 -.228 and .424</p> <p>EFFECTIVE DATE: New applications received on or after January 1, 2014.</p> <p>INTRODUCTION: Current TANF policy requires the applicant’s original signature on the Family Investment Agreement, TANF Payment form and the Child Support Enforcement Division Good Cause form.</p> <p>POLICY CHANGE: The client’s signature on mandatory forms is no longer required as a condition of eligibility. Client attestation is acceptable.</p> <p><u>TANF Mandatory Forms</u></p> <p>Family Investment Agreement (FIA): The applicant(s) must be advised of their rights and responsibilities related to work participation and outlined on the FIA. The CSC will verbally review these with “each” participant.</p> <p>TANF Payment Selection form (HCS-180): The CSC will verbally review the TANF Payment Type form with participant.</p> <p>TANF Good Cause form (HCS-333): The CSC will verbally review the Child Support Good Cause form with the participant.</p> <p>NOTE: Child Support Enforcement Referral (HCS-332): These forms will still need to be completed by the client with an original signature and returned to the OPA as a condition of eligibility. Client attestation is not acceptable for these forms.</p>

	<p>Client attestation is not accepted on the HCS-250 Application for Assistance, TANF addendum HCS-249 or the HCS/CS-332 Child Support Enforcement Referral.</p> <p>UPDATED MANUAL MATERIAL WILL BE DISTRIBUTED AS SOON AS POSSIBLE. UNTIL THAT TIME, USE THIS BULLETIN AS A GUIDE. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR REGIONAL POLICY SPECIALIST OR WORC MONITOR.</p>
Supersedes:	TANF 103-2 (07/01/09)
References:	ARM 37.78.101, .102, .206, .226 - .228 and .424
Overview:	GENERAL RULE --Individuals who are applying for TANF cash assistance are required to complete an interview within 30 days from the date of the application.
INITIAL INTERVIEW	<p>At the initial interview, all applicant(s) who are required to complete an Employability Plan (EP) must be immediately referred to WoRC or Tribal NEW for case management services.</p> <p>If the individual is referred to WoRC, the individual must be informed that:</p> <ol style="list-style-type: none"> 1. TANF benefits cannot be authorized until they have negotiated an Employability Plan (EP) with WoRC; and 2. TANF benefits will be pro-rated in the initial month of application based on the date that all household members who are work eligible individuals have negotiated an Employability Plan with the WoRC Case Manager. (TANF 103-5) <p>WoRC Offices must schedule an appointment with the applicant within three (3) working days of the referral from the OPA or within three (3) working days of the applicant's WoRC start date.</p>
PARTICIPATION INFORMATION PAMPHLET AND NOTICE	<p>All applicants must be informed of the requirement to immediately participate in allowable work activities, even if they have not negotiated a FIA or EP and even if the financial eligibility determination is not yet completed pending other verifications, etc.</p> <p>TANF Information and Referral Services Brochure (TANF I & R): A copy of the TANF I & R brochure must be provided to all individuals who apply for any program at the Office of Public Assistance.</p> <p>This brochure was designed for use in the SNAP Expanded Categorical Eligibility (ECE) Program. Federal regulations allow expanding categorical eligibility for SNAP if all members participate in a program, receive a service or are authorized to receive a service that is funded by federal TANF or state Maintenance of Effort (MOE) dollars.</p>
Date Revised	January 1, 2010