



104-1 Failure/Refusal to Comply

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</p>
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	<p>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</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; 104-1; 306-2; 701-1; 1201-1, =====</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>TANF Mandatory Forms</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 104-1 (01/01/07)
References:	ARM 37.78.102, .201, .206, .216, and .227
Overview:	<p><u>GENERAL RULE</u>--The applicant, participant, or caretaker relative is required to provide information, verification, sign documents, participate in interviews, report changes, and cooperate with all program requirements before an eligibility determination can be made and benefits issued. The individual or his/her authorized representative is allowed a specified amount of time in which to fulfill the requirements. When the individual fails or refuses, without good cause, to provide information necessary to determine eligibility for the household, <u>that individual's action affects the entire assistance unit's eligibility.</u></p>
FAILS OR REFUSES TO COMPLY WITH A NON-FINANCIAL REQUIREMENT	<p>When the TANF cash assistance applicant/participant/caretaker relative <u>fails or refuses</u>, without good cause, to fulfill certain non-financial eligibility requirements (whether verbally, in writing, or through lack of action), the Eligibility Case Manager must deny or terminate benefits <u>for the entire assistance unit</u>. Timely notice is required, unless it meets one of the exceptions to timely notice as outlined in TANF 1503-1.</p>
GOOD CAUSE	<p>If the household has good cause for failing to comply with a non-financial eligibility requirement and <u>they are making a good faith effort to comply, until they are able to comply or the good faith effort stops</u>. An eligibility determination is made for the remaining household members if all necessary information is provided.</p> <p>NOTE: Extended benefits cannot be approved for any members of the household until eligibility is established for all required household members.</p> <p>If the individual is a work-eligible individual who is required to negotiate a Family Investment Agreement/Employability Plan (FIA/EP), benefits for the remaining household members cannot be issued until this eligibility requirement is met. Benefits in the initial month will be pro-rated based on the start date of benefits. (TANF 103-5)</p>
Date Revised	July 1, 2007