

Department of Public Health and Human Services	SECTION: PROGRAM DESCRIPTION
WoRC MANUAL	SUBJECT: Job Search /Job Readiness Assistance

Reference: 45 CFR 264.30-.36 & .70; ARM 37.78.103, .206, .216, .801, .806, and .807, TANF 701.3

CODING: JOB SEARCH/JOB READINESS (JBS)

Job search and job readiness assistance means the act of seeking or obtaining or preparing for employment, including life skills training, and substance abuse treatment, mental health treatment, or medical rehabilitation activities. Job search/Job readiness is a **time-limited primary activity**.

- **TIME LIMITS**
 - Participants are limited to: **240** hours for a single parent with a child under the age of six and **360** hours for a single parent with no child under six or two parent households of Job Search in any preceding 12-month period.
 - No more than four (4) consecutive weeks of JBS are allowed.
- **TEAMS ENTRY**
 - Job Search components may be negotiated for any number of days, as long as the days in one span do not overlap those in another span.
 - Any JBS hours allocated during a week will count towards the allotted hours (240/360).
 - Any JBS component code used will count toward the four consecutive week count, regardless of the hours associated with the component.

JOB SEARCH includes:

- Making contact with potential employers
- Learn of suitable openings,
- Applying for vacancies,
- Interviewing for jobs.
- Referral to Job Service
- Writing letters of application and thank you notes;
- Labor market information review/research

► **JOB READINESS ASSISTANCE** includes:

- Preparing a resume or master application
- Training in interviewing skills/mock interviews

Department of Public Health and Human Services	SECTION: PROGRAM DESCRIPTION
WoRC MANUAL	SUBJECT: Job Search /Job Readiness Assistance

- Instruction in work place expectations (i.e., dress code, behavior on the job, phone skills)
- Job shadowing
- Training on computer software and typing skills
- Literacy classes – ESL, basic reading classes, financial literacy
- Developing a calendar or task cards or organization
- Training in effective job seeking
- Life & soft skills training
- Attending Job Club meetings where job openings are discussed and applications completed
- Career exploration to determine true interest in a career
- Career counseling
- Business development activities for self-employment – First initial month of the new business venture
- Substance abuse treatment (including mandated AA meetings), mental health treatment, or medical rehabilitation activities as determined to be necessary and certified by a qualified medical or mental health professional. Medical rehabilitation if further defined as an activity for a short term illness such as broken bones as a result of an accident. (A physician may order rehabilitation with a professional therapist such as a physical therapist or occupational therapist to help them recover and get back to work or a WEX site.)
- **Non-routine** doctor appointments for participant as required for therapy or treatment as related to medical rehabilitation for the participant;
- Domestic Violence or Family Violence treatment/resolution.

NOTE: As part of residential treatment for drug/alcohol or mental health coded under JBS (when the maximum time limits are exhausted), if the participant fulfills assigned supervised, documented work responsibilities for the benefit of all the residents, such as preparing meals, housecleaning, or scheduling group activities this activity may be coded CSP.

Department of Public Health and Human Services	SECTION: PROGRAM DESCRIPTION
WoRC MANUAL	SUBJECT: Job Search /Job Readiness Assistance

NOTE: Job Search or Job Readiness ***DOES NOT*** include activities such as incarceration, medical appointments for self or children, school activities with children, personal care, recovery, bed rest, activities that promote a healthy lifestyle such as smoking cessation or hospitalization.

CASE MANAGEMENT:

WoRC counsels the participant in wisely using Job Search since the number of hours allocated towards Job Search in any week, counts towards the allotted hours and the four week consecutive limit. This may be the only component appropriate upon entry into the WoRC program and should be evaluated weekly. Hours reconciled in the job search/job readiness component will count against the annual 240/360 hours.

Each JBS code counts as one week when TEAMS evaluates for consecutive weeks, regardless of the hour associated with the JBS component code. Therefore you should combine activities listed under one JBS code. TEAMS will edit to ensure that there are no more than 4 consecutive weeks of JBS, even if the weeks cross months. This editing is completed by comparing the end-date of one JBS component to the start date of the next JBS component. If there is a span of 7 days or less, the components (weeks) are considered to be consecutive. If the span is 8 days or greater, the components are not considered consecutive. See below examples:

TEAMS EXAMPLE #1:

CODE - DESCRIPTION	START - END DT	STS	NEG HRS	REC HRS	CMPLY?
JBS JOB SEARCH SUBMIT APPLICATIONS, LIST ON TIME SHEET, CK JOB BOARD @ JOB SERVICE	070409 071009		33	Y	
JBS JOB SEARCH SUBMIT APPLICATIONS, LIST ON TIME SHEET, CK JOB BOARD @ JOB SERVICE	071109 071709		33	Y	
WEX WORK EXPERIENCE FOOD PANTRY ASST, MON-FRI 10-4 -REPORT 9:30AM @ 123 CENTER ST-SEE AMY	072009 073109		66	Y	

In this example, there are 2 JBS “weeks” counting toward the consecutive week edit. There are 66 hours counting toward the hour limitations for this activity.

Department of Public Health and Human Services	SECTION: PROGRAM DESCRIPTION
WoRC MANUAL	SUBJECT: Job Search /Job Readiness Assistance

TEAMS EXAMPLE #2:

CODE - DESCRIPTION	START - END DT	STS	NEG HRS	REC HRS	CMPLY?
JBS JOB SEARCH SUBMIT APPLICATIONS, LIST ON TIME SHEET, CK JOB BOARD @ JOB SERVICE	070409 070609		12	Y	
JBS JOB SEARCH COMPLETE INTERVIEW AT J AND D BRAKES	070709 070909		04	Y	
JBS JOB SEARCH COMPLETE INTERVIEW AT ALBERTSON'S	071109 071209		04	Y	
JBS JOB SEARCH SUBMIT APPLICATIONS, LIST ON TIME SHEET, CK JOB BOARD @ JOB SERVICE	071309 071709		33	Y	
JBS JOB SEARCH Not Allowed!!	071809 073109		33	Y	

Worker would not be allowed to negotiate this JBS component as they have used 4 consecutive "weeks" of JBS. Remember, any JBS component counts as a "week" regardless of the hours associated with the component. The next JBS component that could be negotiated must have a start date of 7/25/09 or later.

TEAMS EXAMPLE FOR PARTIAL JBS HOURS BLOCKED WEEKLY:

CODE - DESCRIPTION	START - END DT	STS	NEG HRS	REC HRS	CMPLY?
JBS JOB SEARCH SUBMIT APPLICATIONS, LIST ON TIME SHEET, CK JOB BOARD @ JOB SERVICE	070609 071009		8	Y	
JBS JOB SEARCH SUBMIT APPLICATIONS, LIST ON TIME SHEET, CK JOB BOARD @ JOB SERVICE	071109 071709		8	Y	
WEX WORK EXPERIENCE FOOD PANTRY ASST, MON-FRI 10-4 -REPORT 10:00 AM @ 123 CENTER ST-	072009 073109		66	Y	

Department of Public Health and Human Services	SECTION: PROGRAM DESCRIPTION
WoRC MANUAL	SUBJECT: Job Search /Job Readiness Assistance

WEX WORK EXPERIENCE 070609 071709 50 Y
FOOD PANTRY ASST, MON-FRI 10-3 -REPORT 9:30AM @ 123 CENTER ST-SEE AMY

TRACKING:

TEAMS will track total number of hours and this number will be displayed on the EMPS screen. TEAMS will also track number of weeks JBS is used in a row. The TEAMS system will display an error message when:

- A case manager tries to enter more than four consecutive weeks on TEAMS,
- A case manager tries to enter more than 240/360 hours in any proceeding 12 month period (beginning October 1, 2008),
- A JBS component has more than 40 hrs per week or more than four JBS codes are entered consecutively.

The closure TEAMS case note should indicate how many Job Search hours were used during the participant's enrollment at the time the TANF case transfers to another county so the receiving county has a clear record of the participant's current status and what eligibility, if any, remains on the limited Job Search activity.

It is important to again note the Job Search hourly limits are tracked under a preceding, rolling 12 month period which began October 1, 2008.

VERIFICATION:

As with all activities, participants should be supervised daily. Weekly verification of participation is mandatory. The other professional or adult whom the participant has encountered during their activity should either sign off on such activity or a document from their professional office should be obtained. The weekly verification of Job Search is particularly important due to the hourly limitation. Examples of acceptable documentation include job sheets of employer contacts, copies of submitted applications, follow up notes regarding call back to check on position openings, copy of completed resume or master application, weekly record of participant attendance at Job Club, collateral contact with employment counselor or job developer assisting participant's job search efforts, or other relevant logs documenting realistic time spent in job search activities.

Department of Public Health and Human Services	SECTION: PROGRAM DESCRIPTION
WoRC MANUAL	SUBJECT: Job Search /Job Readiness Assistance

Verification for drug/alcohol treatment, mental health or rehabilitation activities is required and must be certified by a qualified medical or mental health professional such as a licensed medical physician, a physician assistant, a psychologist or a psychiatrist.

The HCS 774 – Weekly Job Search Timesheet/Employer Contact Sheet, must be used for those individuals participating in job search activities.

NOTE: The HCS 774 form is not available for reorder through the OPA, it is only available electronically. Contact your monitor if a copy of the form is needed.

If the HCS 774 is not accompanied by one of the following types of acceptable verification, a random review must be completed:

- Copies of submitted employment applications;
 - Copies of submitted resumes;
 - Business card from the employer contacted;
 - Print out from an online application kiosk indicating the application was received.
- Attendance records from the service provider at job clubs or workshops, signed by the service provider. The attendance records must include the participant's name, the specific activity completed, the actual hours spent in the activity, and a name and contact number of the service provider.
 - Collateral contact with employment counselor or job developer. This may include a documented conversation with the counselor/job developer.
 - Treatment plan, progress reports, attendance records or other documentation of the actual number of hours the participant is involved in medical or mental health treatment. This documentation must be provided by the qualified medical or mental health professional involved in the medical or mental health treatment. This verification should be signed by the professional and must include the participant's name, the actual hours spent in the activity and a name and contact number of the qualified medical or mental health professional.

Department of Public Health and Human Services	SECTION: PROGRAM DESCRIPTION
WoRC MANUAL	SUBJECT: Job Search /Job Readiness Assistance

Hard copies of the verification must be maintained in the case file and a TEAMS case note must be entered indicating the type of verification that was received and when, as well as the allowable number of hours that were reconciled on TEAMS, based on this verification.

Review/Verification Process:

In order to meet the verification criteria outlined in the regulations, the following reviews (as specified in the Work Verification Plan) must take place:

WoRC Case Manager Review:

On a monthly basis, WoRC Case Managers must randomly select 10% of each participant's job search log that were involved in self-reported job search activities that are not accompanied by acceptable forms of verification. For example: If you have 10 cases that did not provide verification you must contact 10% of the indicated employment contacts for each participant in the case and reconcile as stated below.

Based on the disclaimer on the job search activity log, this review will be completed by contacting the employer to verify the employment contact (as reported by the participant) was actually completed.

Scenario 1:

Participant states they made 30 employment contacts for the month of June. The WoRC Case Manager must check 3 contacts for verification. If all 3 contacts indicate the participant did complete the employment contacts as indicated, the WoRC Case Manager is allowed to reconcile all contacts with actual hours spent job searching.

Scenario 2:

Participant states they made 30 employment contacts in the month of June. The WoRC Case Manager must check 3 contacts for verification. If all 3 contacts indicate the participant did not actually complete the employment contact as listed, the WoRC Case Manager will not allow the hours reported to be reconciled toward participation. The WoRC Case Manager should request additional verification from the participant. If additional verification is received, only those hours that are actually verified can be reconciled. If no verification is received, none of the self-reported hours can be reconciled.

Department of Public Health and Human Services	SECTION: PROGRAM DESCRIPTION
WoRC MANUAL	SUBJECT: Job Search /Job Readiness Assistance

If the participant has not met full participation, a sanction recommendation will be made. The WoRC Case Manager will also make an IPV referral to the OPA Case Manager for the participant reporting false information.

Scenario 3:

Participant states they made 30 employment contacts in the month of June. The WoRC Case Manger must check 3 contacts for verification. If 2 of the 3 contacts indicate the participant did complete the employment contacts as listed, but not all three are verified, only reconcile the actual amount of time it took to make 2 employment contacts. The WoRC Case Manager should request additional verification from the participant. If the participant can verify more than the 2 contacts then you may reconcile more hours.

If the participant has not met full participation, a sanction recommendation will be made. The WoRC Case Manager will also make an IPV referral to the OPA Case Manager for the participant reporting false information.

When the review and re-verification is completed, the WoRC Case Manager must enter a case note in TEAMS noting the random review. The title needs to include “random review” and within the case note, the name of the business, the person the case manager talked with, and phone number and the results of the contact need to be identified.

WoRC Monitor Review:

In addition to the random reviews by the WoRC Case Managers, WoRC monitors must review and question any suspect activity claims at the twice-yearly reviews.