

## TANF Policy 22 – Referral Policy for TWP Process

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### **Referral to EC**

Once TWP has made the determination that the client can participate with the Employment Connections Program (the client will no longer be medically exempt and will become mandatory)

1. TWP will work out issues related to child care, transportation, or other barriers to attending EC prior to referral
2. TWP will Call EC Vendor to arrange an orientation date and time for the client.
3. TWP will enter a case-note in DCIS confirming the conversation including:
  - a. Name of vendor
  - b. Name of person arrangements were made with at Vendor
  - c. Date of conversation
  - d. Orientation date and time scheduled
  - e. Date this information was shared with client
4. TWP will send an email to TWP mailbox (will also copy receiving EC Vendor) – noting the DCIS case note above and asking that the disability window be ended in DCIS.
5. The TWP Support unit will ensure that the disability window in DCIS is ended and a referral is generated to the EC Vendor.

Entering an end date in the disability window will result in:

  - a. A DCIS generated letter being sent to client telling them they must comply with E&T Vendor within ten days.
  - b. The client's E&T status will change from exempt to mandatory.
6. TWP will follow-up with the EC vendor the day of the orientation to determine if client attended orientation. Will enter case note in DCIS documenting their findings.
7. If client did not attend orientation TWP will continue to work with client to assist them in attending an initial orientation.
8. Within 2 weeks of referral\* EC vendor will enter case note in DCIS stating client is either meeting participation requirements or requesting a sanction for non-compliance.

### **Referral to KAJ**

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Once the client completes their retention phase at TWP (8 weeks of unsubsidized employment or vocational education)

1. TWP will call the KAJ vendor to arrange an orientation date and time for the client.
2. TWP will enter a case-note in DCIS confirming the conversation including:
  - a. Name of vendor
  - b. Name of person arrangements were made with at Vendor
  - c. Date of conversation
  - d. Orientation date and time scheduled
  - e. Date this information was shared with client
3. If TANF is open, TWP will send an email to TWP mailbox (will also copy receiving KAJ Vendor) – noting the DCIS case note above and asking that the disability window be ended in DCIS.
4. If TANF is open, TWP Support unit will ensure that the disability window in DCIS is ended and a referral is generated to the KAJ Vendor given that the employment information is entered in DCIS II. If client is participating in vocational education and a referral is generated to EC, then EC will transfer the case to KAJ.

Entering an end date in the disability window will result in:

  - a. A DCIS generated letter being sent to client telling them they must comply with E&T Vendor within ten days.
  - b. The client's E&T status will change from exempt to mandatory.
5. If TANF is closed, TWP will complete paper referral form will be completed and submitted to KAJ vendor.
6. TWP will follow-up with the KAJ vendor the day of the orientation to determine if client attended orientation. Will enter case note in DCIS documenting their findings.
7. If client did not attend orientation TWP will continue to work with client to assist them in attending an initial orientation.
8. Within 2 weeks of referral\* KAJ vendor will enter case note in DCIS stating client is either meeting participation requirements or requesting a sanction for non-compliance.

\*Required timeline for open TANF cases as outlined in DOL TANF policy 09