TANF Youth Screening Tool Training

Question & Answer Document

Contents

TOOL ROLL OUT

Q. 1. **Are providers required to use the tool starting September 1st or is it possible to do a full benefit review for everyone for this program year to allow some time to work through developing processes before making it fully operational within our network?**

A. 1. This tool will replace the spreadsheet process effective 9/1/22. All applicants that apply after this date must have their eligibility determination completed using the Preliminary Screening Tool. Therefore, programs will no longer be permitted to upload spreadsheets for DHS review and eligibility determination after this date, except their final August 2022 applicants.

Q. 2. **When is the last date that locals can upload a spreadsheet to DocuShare?**

A. 2. Final Spreadsheet submissions will be uploaded 9/2/2022 for applications received 8/29-8/31/2022 and will be uploaded in the August 2022 folder. Final spreadsheet results will be uploaded Friday, 9/9/2022.

Q. 3. **When should we expect to see an updated TANF YDP Manual released?**

A. 3. The manual was made available prior to September 1st.

Q. 4. **Can TANF YDP summer providers obtain access to CWDS and use the Tool?**

A. 4. Yes. Please ensure you make your point-of-contact aware of the day their CWDS should be revoked.

DOCUMENTATION/VERIFICATION

Q. 5. **Can we "print screen" the results page for the applicant file?**

A. 5. Yes, please add screenshots to the participant file for monitoring purposes.

Q. 6. **Is the actual screen dated?**

A. 6. The CWDS screen is not dated.

Q. 7. **You said no further documents would need to be required- does that mean we don't need to collect additional docs to verify citizenship or residency?**

A. 7. If an individual receives a "Yes-TANF Recipient", "Yes-Other Benefits", or "Yes-Pending Income Verification", then you do not need to verify citizenship or residency. All three of these results mean that they are known to CIS and have had their citizenship and residency verified by the County Assistance Office. Only "Yes-Pending Full Verification" results require citizenship and residency verification.

Q. 8. **Will we need to verify social security number if the tools confirm they're in the system receiving benefits?**

A. 8. We encourage programs to verify SSN before entering into the system to ensure that you receive accurate results.

Q. 9. So, to confirm, if eligibility comes with YES, there is no need for files to contain copies of b/c, ss card, etc? (Dependent on full status)?

A. 9. The results "Yes-Pending Full verification" requires full verification of all eligibility requirements and copies retained in the case record, including birth certificate and SS card.

Q. 10. Should the provider upload document to CWDS as well as include in hard files?

A. 10. At the current moment, you will not be able to upload documents as there is no memory at this time for that individual in CWDS.

Q. 11. How do we know that the parent-child relationship is legal and not assumed?

A. 11. Birth certificate, Acknowledgement of Paternity Form, Marriage License but we typically take the applicant's word unless it is questionable for the purposes of TANF YDP eligibility.

Q. 12. If we are using the high poverty tool to determine eligibility, do we have to use the preliminary screening tool/save a screen shot of using it?

A. 12. Since eligibility through the high poverty tool is the last resort eligibility, providers will be required to verify through a screen shot that the individual was entered into the Preliminary Screening tool and the result was either "Yes- Pending Income Verification" or "Yes- Pending Full Verification".

Q. 13. Would we be required to use the 235 FPIG Calculator?

A. 13. No. This is an optional tool you may use to identify income eligibility.

Q. 14. Will the new TANF YDP manual include file requirements in alignment with the TANF YDP Tool implementation?

A. 14. Yes. You will be able to find the new file documentation request processes within the new TANF YDP manual.

Q. 15. What verification sources can be used to verify participant identify?

A. 15. Please review updated verification source checklist for further information on allowable identity verification source.

SYSTEM QUESTIONS

Q. 16. Would TANF YDP participants be searchable in CWDS after this process? Can reports be pulled from CWDS for TANF participants?

A. 16. At this time, the system does not have a memory. A basic CWDS base record is created but is not able to create reports. That is in the works for the future.

Q. 17. We had a few NO's that were within the age range during the pilot, if that would happen, what steps would we take?

A. 17. That will not happen again. Those issues were identified and fixed through the pilot process and system updates. To ensure accurate eligibility responses, please be sure to confirm age prior to using tool.

Q. 18. What about if the participant has a different (perhaps similar) name, but the same DOB and SSN? Will this pop up?

A. 18. It should not. It should only be if the SSN is incorrect. If you find that the name is wrong, and you have verified the applicant's legal name. Please reach out to the L&I TANF YDP Resource Account.

Q. 19. How can we as monitors get a record of TANF eligibility? Can the providers run a report, or would they need to print out the results for each participant verified?

A. 19. Providers will have to take screen shots and save for the participant file. Currently, CWDS does not have a memory but the Preliminary Screening Tool and Creating a CWDS Base Record are our first steps toward that.

Q. 20. **If a young person already has a base record because they have a PA CareerLink Online account, then "create a base record" option would not show up, right?**

A. 20. Correct. Preliminary Screening will not prompt the creation of a CWDS Base Record if they are known to CWDS and, thus, already have a base record.

Q. 21. **What would the provider do as a next step if it is pending verification from CIS?**

A. 21. The results "Yes- Pending Income Verification" and "Yes- Pending Full Verification" are not pending information from CIS. These results indicate that the provider must obtain income verification or verify all eligibility requirements to determine if the individual is eligible for TANF YDF services. Please refer to the flow chart of what the next steps are according to each possible result.

Q. 22. **Would providers need to contact DHS or even the CAO because TANF providers don't have CIS access?**

A. 22. The Preliminary Screening tool talks to CIS for you. "Yes- Pending Full Verification" means they are not known to CIS so the CAO has not verified any of the eligibility requirements and the TANF YDP provider must verify. "Yes- Pending Income Verification" means they are known to CIS and have a SNAP(FS) and/or Medical Assistance benefit open, and they are of working age; however, the CAO does not verify income of individuals under 18 for these benefits and the TANF YDP provider must verify their income.

Q. 23. **Is there an age limit for the creation of a base record?**

A. 23. CWDS will allow a minimum age of 11 years old, matching the minimum age requirements for the TANF YDP.

Q. 24. **How should I proceed if system provides an error message stating date of birth must match minimum age requirements & cannot be in the future?**

A. 24. If this message is received, please alert our resources account, and proceed without the creation of a CWDS base record.

Q. 25. **How should we handle CWDS and TANF YDP Role requests?**

A. 25. Please contact your CWDS point-of-contact and proceed with the implemented process.