



## PROCEDURE TRANSMITTAL

<b>SUBJECT:</b>	<b>Career Advancement Program (CAP) Work Activity Requirements</b>	<b>Procedural/Guidance No.:</b> #1 PY08-PY09
<b>APPLIES TO:</b>	<b>Career Center Operators</b>	<b>Effective Date:</b> 8/1/2008
		<b>Revised Date:</b> 6/30/2008
		<b>Expiration Date:</b> Indefinite
<b>REFERENCE:</b>	Florida Statute 445.024, Deficit Reduction Act, 2005, Interim Final Rules, 2006	

### OBJECTIVE

South Florida Workforce (SFW) is mandated to fulfill the requirements of the Temporary Assistance to Needy Families (TANF) Program by requiring that non-exempt recipients of Temporary Cash Assistance (TCA) work or be engaged in work activities and participate for a minimum number of hours per month as a condition of receiving ongoing TCA.

### BACKGROUND

The October 1996 Federal Act: **The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA), Public Law 104-193**, eliminated the open-ended federal entitlement program, Aid to Families with Dependent Children (AFDC), and replaced it with the Temporary Assistance for Needy Families (TANF) welfare program. The TANF program changed the nation's welfare system from the receipt of cash assistance as an entitlement to one that requires work in exchange for time-limited assistance.

Federal law requires that the all regions within the State of Florida meet a specified participation rate each fiscal year in order to receive full federal TANF funding. In order to meet the work participation rate, each work eligible individual must be engaged in a countable work activity for at least the minimum number of hours required per week, averaged over the month.

**The Deficit Reduction Act (DRA), 2005, Public Law 109-171**, includes provisions to reauthorize TANF. It directs Secretary of Health and Human Services (HHS) to publish regulations to ensure consistent measurement of work participation rates, define work activities requirements, determine how to count and verify reportable hours and determines who is work eligible.

**The Interim Final Regulations, 2006** implements the statutory changes enacted in the reauthorization of the Temporary Assistance for Needy Families (TANF) program in the Deficit Reduction Act of 2005.

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## A. Work Eligible

Work-eligible individual means an adult (or minor child head-of-household) receiving assistance under TANF or separate State program or **a non-recipient parent** living with a child receiving such assistance (*usually a child-only case*) unless the parent is:

- A minor parent and not the head-of-household or spouse of the head-of-household;
- An alien who is ineligible to receive assistance due to his or her immigration status; or
- On a case-by-case basis, a recipient of Supplemental Security Income (SSI) benefits.

The term also excludes:

- A parent providing care for a disabled family member living in the home, who does not attend school on a full-time basis, provided that the need for such care is supported by medical documentation.

To ensure that participation rates are met, it is critical that work eligible individuals are assigned to an appropriate work activity and that they are engaged for the minimum hours; it is equally important that the actual hours are entered accurately and timely into the One Stop Service Tracking System (OSST). If a participant fails to complete activities for the scheduled hours, or fails to complete any of the agreed upon steps to self-sufficiency, they must be immediately be informed of the failure and a pre-penalty must be entered in OSST. The Career Advisor must initiate reengagement and counseling.

## B. OSST System

All actions taken must be documented in the OSST System. Some of the data for monthly performance reports, the balanced scorecard, legislative reports, and federal participation rate calculation, etc. are taken from the OSST System. Therefore, it is imperative that information is entered correctly and in a timely manner into the system. **It is equally important that valid supporting documentation is maintained in the participant's case file to support all entries.**

## C. OSST System Entries

All activities, training, and services, whether countable or not, should be entered in OSST on the Skill Development Screen. Actual begin dates should not be entered until it has been documented that the individual actually began participating in the assigned activity. **All documents that are received from the participant must be date stamped upon receipt and placed in the case file.** The JPR screen must be updated weekly and the documentation received to substantiate data entry must be placed into participant's case file, regardless of when the documents are obtained.

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## D. Work Registration

TANF applicants referred from DCF with the Communication and Work Activity referral form must complete CAP orientation, program related screenings and activities as part of the work registration process.

## E. Orientation

An Orientation of applicants for Temporary Cash Assistance (TCA) must be completed during the work registration process. A personal to-do (25 days) must be created to know when the applicant becomes a mandatory participant as a reminder to update the Orientation on the skill development screen in OSST. This also applies to all cases that re-open or were transferred that have been closed for a period of six (6) months or longer.

## F. Assessment

An initial assessment of all applicants for Temporary Cash Assistance (TCA) must be initiated during the work registration process. All assessments must be completed within 10 calendar days for each participant upon receipt of a new, re-open, or reassigned alert. The initial assessment must include participant's skills, prior work history and employability/capability of the participant to become employed. A budget planner in OSST and a resume in the Employ Florida Marketplace (EFM) must also be included as part of the required assessments. All supporting documentation must be signed and maintained in the participant's case file.

## G. Individual Responsibility Plan (IRP)

An Individual Responsibility Plan (IRP) must be initiated within 10 day of a new alert, and must be completely developed with the participant and the career advisor or designated staff within thirty (30) calendar days from receipt of the case. ***If the case is a re-open or transfer case, the IRP must be immediately initiated and completed within ten (10) calendar days from the date of the alert.***

***The initial assessment and all other assessments of the participant must be used when developing the IRP*** and shall, at a minimum, describe all employment goals, barriers and steps to self-sufficiency that should help the participant achieve goals, overcome barriers that were identified and indicate the supportive services to be provided. Steps to Self-Sufficiency must be identified for each participant and must clearly define the responsibility of both the participant and the career advisor.

As steps are achieved, discontinued or modified, the steps to self-sufficiency must be updated to reflect the changes. The new or revised action (steps) shall become a modification or addendum and must be printed, signed by both the participant and the career advisor or designated staff and placed in the case file.

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If the participant is sanctioned for non-compliance, all steps must be closed and a case note must be entered in OSST to indicate that the steps are closed due to non-compliance. When the participant complies a Notice of Counseling form must be completed, the steps must be re-evaluated to determine if the step will continue with new end dates, or the new steps must be initiated. The new or revised steps shall become a modification and must be printed, signed by both the participant and the career or designated staff and placed in the case file.

Both mandatory and transitional participants must have current steps which identify who is responsible for completing the step, what the responsible person is required to complete, when the step must be completed, when the responsibility begins, and when the responsibility ends. (Who, what, when, begin, end). If an end date for a step is identified, the step must be re-evaluated and closed as appropriate. If it is identified that the step has been achieved or will not continue, the step must be closed. All open steps must be reviewed at least every three months from the begin date of the step. A personal case note must be entered in OSST to document the date the review was completed. If a case closure alert is received all steps must be closed before closing the case.

## H. Case Notes

The OSST System generates case notes whenever action is taken on a case; therefore, career advisors must ensure that there is sufficient information that is clear and concise that documents the progression of the participant via comments stated in the case notes.

The OSST Case Notes are accessible for review to anyone with the proper authorization to the system. Therefore, every effort must be made to protect the **participant's privacy**, while continuing to record the development of the participant. The OSST case notes should not make any reference to test results nor the medical condition of the participant. In instances where a participant may be the victim of domestic violence, a separate, hard copy case file must be maintained in a secure location and marked "confidential". TANF files, domestic violence victims' addresses, telephone numbers, and social security numbers are exempt from the open public records' requirement and should be kept confidential except as allowed by statute. Information that may jeopardize the safety of the domestic violence victim and the victim's children must be maintained in the separate file. OSST case notes should refer the reader to the confidential hard copy case file without making reference to the nature of the issue. **Note: Abbreviations should be used only if they are commonly used and are easily understood by all users of OSST.**

## I. Families

### 1. Single Parent (Public Assistance – PA)

Each participant shall be required to participate in a work activity for a minimum of 30 hours per week in which 20 hours must be in a Core Activity.

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2. **Two-Parent** (Unemployed Parent –UP)

Consist of two individuals that count as one family

**If the family is not receiving subsidized childcare, the family shall be** required to participate in a work activity for a minimum of 35 hours per week in which 30 of the required hours must be in a core activity. **If the family is receiving subsidized childcare and neither parent is disabled,** the family shall be required to participate in a work activity for a minimum of 55 hours per week in which 50 of the required hours must be in a core activity.

When assigning the hours for a two-parent family the career advisor must assign one parent to complete 35 hours regardless of childcare. If the family is not receiving childcare and one parent is unable to participate (s) he may be assigned to an activity benchmark. The parent who is scheduled to compete the 35 hours may not be substituted with the other parent until the month has ended.

An Alternative Responsibility Plan (ARP) must be developed for the parent in a two-parent family who has been assigned to an activity benchmark. The ARP must clearly outline the responsibilities and steps the parent is required to complete while assigned to a benchmark.

An activity benchmark must be used to assist a family with goals or barriers, which cannot be achieved by assigning them to a countable activity. When the goal is achieved or the barriers are removed the participant must be placed in a countable activity. The career advisor must ensure that childcare is not provided to a family where one parent is in a benchmark.

3. **Minor Head of Household** (Teen Parent -TP) Cases

A Two-Parent family head of household under the age of 20 must be engaged in a work activity for a minimum of 20 hours per week for the month. Both parents must participate in order for hours to count in the participation rate.

The minimum required hours are based on the family type, PA, UP or Minor Head of Household. The number of Mondays in the month determines the total hours that each participant shall be required to participate in a work activity for the month unless a deferral or benchmark is granted.

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Minimum Work Activity Hours				
Families	4 Mondays	5 Mondays	Minimum Weekly Required Hours	Minimum Weekly Core Hours
Single Parent	120	150	30	20
Single Custodial Parent with a Child Under the Age of 6	120	150	30	20
Two-Parent Family	140	175	35	30
Two-Parent Family Receiving Federally Funded Childcare	220	275	55	50
Two-Parent Minor Heads of Household	80	100	20	20

The minimum required weekly hours must be met by requiring each participant to participate in a work activity. Participants must be assigned the **required hours and the core hours must be met** in order for the required hours to count in the participation rate. The required hours may include more than one core activity or a core activity with a core plus activity. Participants who fail (without good cause) to meet the minimum weekly assigned hours shall be notified immediately of the failure and the failure must be documented in OSST under the Alternative Plan section. The Career advisor or designated staff must begin counseling and reengagement of the participant. Counseling must be documented using Notice of Failure Counseling Form and the reengagement must be documented in case notes.

**Note:** *For Minor Head of Household, all education activities are core activities*

## J. Calculating the Participation Rate

### 1. Who Calculates the Rate?

The Agency for Workforce Innovation (AWI) measures each region within the State of Florida on a monthly basis to determine if regions have met its objective for participation rate.

### 2. Data Entry Deadline

Career Advisors must enter accurate and verifiable (valid) data in the One Stop Service Tracking (OSST) by the 10th of the month to document the participant's completed work activity.

### 3. How is the Participation Rate Calculated?

The total number of participants who participated for the minimum required monthly hours divided by the total number of participants on the recurring payroll who received TCA minus participants subject to sanction.

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In order to receive participation credit for core plus activities, the participant must be assigned to a core activity for the total minimum hours. If the family receives federally funded childcare both parents must have core hours assigned in order to meet the 50 minimum core hours.

**Work activities require daily supervision** and cannot be assigned more than a maximum of **35** hours per week. *Exception: If the customer is assigned to unsubsidized employment and (s)he reports earnings that do not coincide with the hours on the employment verification form the career advisor or designated staff must adjust the assigned hours by determining the average hours of two (2) pay stubs. SFW Verification of Work Hours Receipt may only be used to document hours worked by a participant until the participant receives their first pays stub. The JPR screen must be updated to reflect actual hours completed. There are nine (9) core activities and three (3) core plus activities.*

Core Work Activities	Core Plus Work Activities
1. Unsubsidized Employment	1. Satisfactory Attendance at Secondary School
2. Subsidized Private Sector Employment	2. Education Directly Related to Employment
3. Subsidized Public Sector Employment	3. Job Skills Training
4. Job Search and Job Readiness	
5. Community Service Program	
6. Work Experience	
7. Providing Childcare	
8. Vocational Training	
9. On-the-Job Training (OJT)	

## 1. Unsubsidized Employment (Core)

### a. Definition

Unsubsidized employment is full or part-time employment that is not directly supplemented by federal or state funds. Full-time employment is defined as 32 or more hours per week and part-time employment is less than 32 hours per week.

### b. Time Limit

Unlimited

### c. Verification of Employment -

Employment verifications are used to enter a placement in OSST Skill Development under Job Tracking Section and must include contact information such as the employer's name; date contacted, phone number, employee work days/hours, wage rate, employment start date.

- The Work Number System – automated confirmation either–online or fax documentation. The career advisor or designated staff will verify employment using the Work Number (TALX) system and document the information on the SFW Employment Verification form.

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**Note:** The costs for accessing the Work Number System is not provided by SFW.

- SFW Employment Verification Form – Original or fax documentation. The career advisor or designated staff will verify employment using the SFW verification form to verify employment with those employers who are not a part of the Work Number System. The original verification form must be maintained in the case file. Verifications that are faxed must have the employer stamp and/or fax stamp information. The acceptance of fax documents must be on a case-by-case basis.
- Verbal - The career advisor or designated staff may verify employment and hours by contacting the employer directly by telephone. This is not the preferred method and must only be used when staff is unable to secure employment hours by using the Work Number System or the employer does not return the SFW Verification form within two weeks from the original request date. A case note must be entered to document the prior approval from a supervisor to use this method.

d. Verification of Employment Hours

- Projecting Hours – in order to project hours a case closure alert must be received from DCF. Original or fax employment verification must be obtained and the participant must provide a pay stub with one full pay cycle to the career advisor. One full pay cycle is weekly, bi-weekly or monthly depending on how often the participant is paid. A case note must be entered in OSST to indicate that the hours are projected. When the required documents are secured the career advisor can begin to update the participants JPR to reflect the number of hours the participant is working as identified on the pay stub. The hours may be projected for up to six (6) months. Note: Anytime the career advisor receives information that the individual's actual hours of work have changed, or no later than the end of any six (6) month period, the career advisor shall re-verify the individual's current actual average hours of work and report the projected hours of participation for another six (6) month period. Hours cannot be projected for self-employment.
- The Work Number System – automated confirmation either–online or fax documentation. The career advisor or designated staff may contact the Work Number System and retrieve the work hours for a participant. This information will be used to update JPR's in OSST.

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- Self-Employment – copies of checks, money orders and the SFW Receipt Verification of Earned Income may be used to document self-employment earnings for each job performed by a participant. Hours of participation for self-employed participants must be determined by dividing the gross income minus business expenses by the applicable minimum wage as verified by documentation.

The following are considered unsubsidized employment.

**a. Self-Employment**

May include, but is not limited to, domestic work and childcare, and it may also include individuals that receive benefits for services rendered (i.e. rent). In order to earn participation credit for hours of self-employment, a participant must provide documentation that includes, but is not limited to gross income obtained minus business expenditures as substantiated by copies of the following:

- Record of business expenses
- Invoices for services rendered
- Receipt for payment of services

Calculating Hours Worked (Self employed)

Fair Labor Standard Act (FLSA) applies the higher of the two minimum wages (State / Federal). The Career Advisor will calculate the number of hours worked per week based on the following: Gross income minus business expenses is divided by the applicable minimum wage. **Example:** *Gross income = \$300.00 – business expenses = \$75.00 / minimum wage = \$6.79 total = 33 hours.*

**b. Registered Apprenticeship**

Registered apprenticeship is an organized program of instruction registered and approved by the U.S. Department of Labor. It provides both related instruction and on-the-job training for the purpose of preparing workers for a skilled occupation or trade. Through formal agreements, apprentices become paid employees during their learning period that is usually four years in length. Apprentices are taught by and work under experienced craft workers until trained employee or journey worker status is reached. The participant has the opportunity to work while learning and earning.

**Note:** Training funds must not be used to pay for apprenticeship programs.

**c. Pre-apprenticeship**

Pre-apprenticeship is a training program for out-of-school youths and adults who do not meet the requirements for entry into registered apprenticeship programs. The pre-apprenticeship program is usually one year in length. While in paid jobs, pre-apprentices receive employability skills training, work toward high school completion, develop work habits and skills and receive technical instruction related to their career path.

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#### **d. Cooperative Education**

Cooperative education is a structured method of secondary or post secondary job preparatory instruction consisting of 40 or more hours on the work site whereby students alternate or coordinate their studies with a paid job that is related to those studies. Instruction is based on written training and evaluation plans agreed to by the school and employer, and the student receives credit for both classroom and work experience.

#### **e. Commission**

Participants who work on commission are not paid a set salary and normally do not work a consistent number of hours per week. Career Advisors therefore need to determine the number of hours worked per week and the hourly salary, in order to update the JPR. The number of hours worked per week will be calculated based on the minimum wage. If the calculation comes out to less than the required minimum hours, then the Career Advisor must assign the participant to do additional hours to bring the participant up to the required minimum hours.

#### Calculating Hours Worked (Commission)

1. Determine the monthly income.
2. Divide the monthly income by \$6.79 (minimum wage).
3. Divide the resulting figure by 4.3 weeks, which will equal the number of hours worked per week.

#### Calculating Salary Earned (Commission)

1. Weekly: daily salary X # of days worked.
2. Monthly: weekly salary X 4.3 (weeks).
3. Hourly: divide monthly salary by 4.3 weeks, divided by number of weekly hours worked.

#### Calculating Hours Worked (Tips)

1. Determine the weekly earnings paid by employer.
2. Determine the weekly average earnings in tips.
2. Divide the combined total weekly income by wage rate.
3. This will equal the number of hours worked per week.

## **2. Subsidized Private Sector Employment (Core)**

### **a. Definition**

Employment for which the employer receives a subsidy from TANF or other public funds to offset some or all of the wages and costs of employing a participant

### **b. Time Limit**

Must be assigned in six (6) month intervals  
Maximum of twelve (12) months in a lifetime

### **c. Required Documentation**

- Employment Verification
- Pay stub (must indicate hours and wages)
- Signed Time Sheets

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- Original timesheets must be collected weekly. Exception: A participant may fax timesheets to update the JPR but the original must be collected from the participant and placed in the file for each week that was faxed.

**d. Tracking Participation**

- Employment verification is used to enter placement in OSST Skill Development under Job Tracking Section. Daily supervision of hours must be submitted weekly and documented using timesheet or pay stubs. Valid supporting documentation must be maintained in the participant's case file. The participant must provide documentation on a weekly basis, and the actual hours of participation must be used to update JPR. If the participant is not meeting minimum required hours an additional activity must be assigned.

**3. Subsidized Public Sector (Core)**

**a. Definition**

Employment for which the employer receives a subsidy from TANF or other public funds to offset some or all of the wages and costs of employing a participant.

**b. Time Limit**

Must be assigned in six (6) month intervals.  
Maximum of twelve (12) month lifetime limit.

**c. Required Documentation**

- Employment Verification
- Pay stub (must indicate hours and wages)
- Signed Time Sheets
- Original timesheets must be collected weekly. Exception: A participant may fax timesheets to update the JPR but the original must be collected from the participant and placed in the file for each week that was faxed.

**d. Tracking Participation**

- Employment verification is used to enter placement in OSST Skill Development under Job Tracking Section. Daily supervision of hours must be submitted weekly and documented using timesheet or pay stubs. Valid supporting documentation must be maintained in the participant's case file. The participant must provide documentation on a weekly basis, and the actual hours of participation must be used to update JPR. If the participant is not meeting minimum required hours an additional activity must be assigned.

**e. Employment Follow-ups**

The career advisor or designated staff must conduct an employment follow-up on all mandatory and transitional cases that are open in OSST for twelve (12) months, at 30, 60, 90, 180, and

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365 day intervals while the participant is employed. Documentation of the follow-up must be entered in the OSST System by updating the "Add/Edit Follow-Up Record" in the skill development section as follows:

- Date follow-up was conducted
- Name of Contact spoken to
- Wage per hour at follow-up
- Hours per week scheduled

The career advisor must discontinue follow-ups if the employment ends. If the customer obtains a new position while the case is open, the new follow up intervals must take place beginning at the 30-day interval, until employment is terminated. Note: Phone calls are the last option and must be documented in case notes.

#### 4. Job Search/Job Readiness (Core)

##### a. Definition

The participant is actively seeking or obtaining employment, preparation to seek or obtain employment, including life skills training and substance abuse treatment, mental health treatment or rehabilitation activities for those who are otherwise employable.

- **In House - Job Readiness (Employment Preparation)** is designed to improve an individual's job seeking and retention skills, and provides support for job-seeking activities. Participants will receive credit for hours spent (hour for hour) participating in the activity. The following activities are acceptable as in-house job readiness: workshops, resource room, in-house job fairs, class hours, or other career center activities.
- **Substance Abuse and Mental Health (SAMH)** Some individuals are not able to get and keep a job because of substance abuse/mental health treatment or rehabilitation services. Hours must be documented and supervised by treatment program daily and valued as "hour for hour". In order to credit the hours of participation, qualified medical or mental health professionals stating that the treatment is necessary must verify the need for such treatment. The Career Advisor shall only count a participant's actual hours of participation in treatment or rehabilitation activities. The portion of the treatment or rehabilitation activities that meet a common-sense definition of another work activity may be credited as actual hour for hour in the appropriate allowable work category. Example: A participant who is able to work but for the need to reinforce substance abuse treatment into a special program also fulfills assigned supervised, documented work responsibilities for the benefit of all the residents, such as preparing meals, housecleaning, or scheduling group activities.

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**b. Time Limit**

Participation in Job Search and Job Readiness is limited to four (4) consecutive weeks, and no more than six (6) weeks total in a federal fiscal year (October through September). Reporting any hours of participation in a week as job search and job readiness assistance triggers the start of one week against the time limit.

**c. Required Documentation**

- Initial Assessment Database Print-Out
- Attendance Time Sheets
- SFW SAMH Treatment Daily Verification Form.
- Certification from qualified medical or mental health professional licensed and/or board certified in Florida (as applicable).

**d. Tracking Participation**

Each participant who participates in job search activities in the resource room must register the service into the “Initial Assessment Application (IAA). In order for the hours to count for participation the participant must also log out of the service. The Career Center staff must enter the service as job search. The participant must be entered in IAA using the last four digits of the participant’s social security number or by using the Pseudo SSN Procedure when the participant does not have a social security number or opts not to provide the number. Follow the IAA Procedures for instruction on use or adding a service.

Job Readiness activities such as workshops, in-house job fairs, class hours, or other career center activities must be tracked using attendance timesheets that demonstrate daily supervision.

Substance Abuse and Mental Health (SAMH) is documented as in-house and hours of participation shall be tracked using the SFW SAMH Treatment Daily Verification Form.

**5. Community Service Program (must be for the benefit of the community) (Core)**

**a. Definition**

Structured program in which TANF recipients perform work for the direct benefit of the community under the auspices of public or nonprofit organizations. Community Service programs must be limited to projects that serve a useful community purpose in fields such as health, social service, environmental protection education, urban and rural redevelopment, recreation, public facilities, public safety, and childcare.

**b. Time Limit**

- Community Service agreements shall be limited to a minimum of three (3) months and a maximum of six (6) months per assigned slot.
- **Participants must be re-assessed every (3) months**

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- 12 months in a lifetime.

**c. Required Documentation**

- Work-Site Agreement must have the approved holiday schedule attached and must include the job title, clear job description, and the authorized representative or alternate representative who is responsible for signing the timesheets must be identified.
- Attendance time sheets must document daily supervision and must be signed by the participant, authorized employer representative/alternate, and the career advisor.
- Detailed case notes and the hard copies of all documents must be in the participant's case file.
- Original timesheets must be collected weekly. Exception: A participant may fax timesheets to update the JPR but the original must be collected from the participant and placed in the file for each week that was faxed.

**d. Tracking Participation**

Community Service should be entered in the OSST Skill Development Screen and the actual hours completed is entered in the Hours per Week field. A case note to identify the location of the work site, the number of hours at the work site, and the number of hours assigned must be entered in OSST.

The Career Center shall be responsible for establishing community service agreements and make referrals to worksites that are designed to improve the employability of the participant.

The career advisor must identify the participant's prior training, experience and skills of the participant using the Initial Assessment Application information and all other assessment related information. This information must be taken into account prior to making assignments.

Community Service may be selected as an activity if the participant does not have any previous work history and needs to develop employability, interpersonal, and job-retention skills. Performance benchmarks must be developed for each participant and the progress must be re-evaluated at the 30<sup>th</sup> and the 60<sup>th</sup> day. The expected outcomes and performance benchmarks must be clearly outlined and must concentrate on the participant's employment goals and must be monitored to track the participant's progress.

The participant must be assigned to a community service activity prior to enrolling them into costly vocational education or training unless the training is self-initiated.

A participant cannot participate in the community service activity for more hours than is determined by the calculation [(Cash+Food Stamp amount)/minimum wage]/4.3. An example of the work hour calculation is \$100.00 plus \$225.00 = \$325.00, divided by \$6.79 = \$47.86, divided by 4.3 = 11 hours.

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- If community service is used as the primary activity the participant must be assigned to the exact hours as determined by using the Cash+Food Stamp calculation.
- If the hours are used as a secondary activity and in conjunction with another primary activity, the participant may be assigned up to the number of hours that are determined using the Cash+Food Stamp calculation.

The career advisor must ensure that the timesheet is complete and that the information and hours reported are accurate. The signatures of the authorized representative and the daily required signatures must be verified prior to recording hours of participation in OSST.

**e. “MONTHLY DEEMING”**

The All Family Rate requires 20 hours in a core activity; the Two-Parent Rate requires 30 or 50 hours in a core activity depending on the receipt of subsidized childcare. If the family’s calculation is less than the required core hours for Community Service, the individual is deemed to have met core hours if calculated hours are met.

**Monthly Deeming** – If the family’s monthly calculation is less than the required monthly core hours for Community Service, the individual must be deemed to have met core hours if calculated hours are met. A participant cannot participate in the community service activity for more hours than is determined by the calculation  $[(\text{Cash}+\text{Food Stamp amount})/\text{minimum wage}]/4.3$ .

The career advisor must determine the participant’s required monthly hours of participation and the participant must be assigned to complete hours every week. The participant may be allowed to make up hours during any week providing that the regular assigned hours and the make up hours do not exceed eight (8) hours per day. If the participant completes the weekly-required hours based on the calculation for the entire month, they must be deemed to meet the monthly core hours. The JPR must be updated at the end of the month to reflect that the participant completed the core hours.

**Example (4 week month)**

Sherry is a single parent.

Her cash is \$241 and her food stamp amount is \$241.

The calculation  $[(\$241+\$241)/\text{minimum wage}]/4.3=16.5$  hours

She must complete 64 hours for the month.

She is assigned to complete 16 hours per week at a worksite.

She turns in her timesheet every week indicating all 64 hours were complete.

She is “deemed” to have completed her core requirement of 80 hours for the month.

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**f. Recording “Deemed” Hours**

Sherry’s JPR for the month was “80” hours

Her timesheet was placed in the case file and included:

- The appropriate dates;
- The appropriate signatures;
- The required hours, and
- The actual hours completed.

A case note states “Sherry” was required to complete 16 hours for each week and a total of 64 hours per month. She completed her required 64 hours based on the calculation, and documentation is in the file. She was “deemed” to complete 80. 80 hours are recorded on the JPR screen.

**g. Participation in the AmeriCorp Program**

Participation in the AmeriCorp counts as participation in COMMUNITY SERVICE. The number of hours of participation shall be dictated by the AmeriCorp Program and not determined by the same calculation as with COMMUNITY SERVICE. The participant must continue to receive the authorized TCA and food stamps in lieu of a wage.

**6. Work Experience (Core)**

(Including work associated with the refurbishing of publicly assisted housing)

**a. Definition**

A work activity performed in return for welfare combined with food stamps. This activity provides an individual with an opportunity to acquire the general skills, training, knowledge, and work habits necessary to obtain employment. It should be used to improve employability of those who cannot find unsubsidized employment. This is an appropriate work activity for participants who lack preparation for, or experience in, the workforce. It must be tied into the participant’s employment goals and must be designed to move the participant from the work experience to paid employment.

**b. Time Limit**

- Work Experience agreements shall be limited to a minimum of three (3) months and a maximum of six (6) months per assigned slot.
- **Participants must be re-assessed every (3) months**
- 6 months in a lifetime

**c. Required Documentation**

- Work-Site Agreement must have the approved holiday schedule attached and must include the job title, clear job description, and the authorized representative or alternate representative who is responsible for signing the timesheets must be identified

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- Attendance time sheets must document daily supervision and must be signed the participant, authorized employer representative/alternate, and the career advisor
- Detailed case notes and the hard copies of all documents must be in the participant's case file
- Original timesheets must be collected weekly. Exception: A participant may fax timesheets to update the JPR but the original must be collected from the participant and placed in the file for each week that was faxed

**d. Tracking Participation**

Work Experience must be entered in the OSST Skill Development Screen and the actual hours completed be entered in the Hours per Week field. A case note to identify the location of the work site, the number of hours at the work site, and the number of hours assigned must be entered in OSST.

The Career Center shall be responsible for establishing work experience agreements and make referrals to worksites that are designed to improve the employability of the participant.

The career advisor must identify the participant's prior training, experience and skills of the participant using the Initial Assessment Application information and all other assessment related information. This information must be taken into account prior to making assignments.

Work experience may be selected as an activity if the participant has previous work history and needs to further develop their employability, interpersonal, and job-retention skills. Performance benchmarks must be developed for each participant and must be re-evaluated at the 30<sup>th</sup> and the 60<sup>th</sup> day. The expected outcomes and performance benchmarks must be clearly outlined and must concentrate on the participant's employment goals and must be monitored to track the participant's progress.

The participant must be assigned to a work experience activity prior to enrolling them into costly vocational education or training, unless the training is self-initiated.

A participant cannot participate in the work experience activity for more hours than is determined by the calculation  $[(\text{Cash} + \text{Food Stamp amount}) / \text{minimum wage}] / 4.3$ . An example of the work hour calculation is  $\$100.00 \text{ plus } \$225.00 = \$325.00$ , divided by  $\$6.79 = \$47.86$ , divided by  $4.3 = 11$  hours.

- If work experience is used as the primary activity the participant must be assigned to the exact hours as determined by using the Cash+Food Stamp calculation.

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- If the hours are used as a secondary activity and in conjunction with another primary activity, the participant may be assigned up to the number of hours that are determined using the Cash+Food Stamp calculation.

The career advisor must ensure that the timesheet is complete and that the information and hours reported are accurate. The signatures of the authorized representative must be verified prior to recording hours of participation in OSST.

**e. “MONTHLY DEEMING”**

The All Family Rate requires 20 hours in a core activity; the Two-Parent Rate requires 30 or 50 hours in a core activity depending on the receipt of subsidized childcare. If the family’s calculation is less than the required core hours for Work Experience, the individual is deemed to have met core hours if calculated hours are met.

**Monthly Deeming** – If the family’s monthly calculation is less than the required monthly core hours for Work Experience, the individual is deemed to have met core hours if calculated hours are met. A participant cannot participate in the work experience activity for more hours than is determined by the calculation  $[(\text{Cash}+\text{Food Stamp amount})/\text{minimum wage}]/4.3$ .

The career advisor must determine the participant’s required monthly hours of participation and the participant must be assigned to complete hours every week. The participant may be allowed to make up hours during any week providing that the regular assigned hours and the make up hours do not exceed eight (8) hours per day. If the participant completes the monthly-required hours based on the calculation they may be deemed to have completed the monthly core hours. The JPR may be updated at the end of the month to reflect that the participant completed the core hours

**Example (4 week month)**

Sherry is a single parent.

Her cash is \$241 and her food stamp amount is \$241.

The calculation  $[(\$241+\$241)/\text{minimum wage}]/4.3=16.5$  hours.

She must complete 64 hours for the month.

She is assigned to complete 16 hours per week at a worksite.

She turns in her timesheet each week indicating all 16 hours were complete.

She is “deemed” to have completed her core requirement of 80 hours.

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**f. Recording “Deemed” Hours**

Sherry’s JPR for the month was “80” hours

Her timesheet was placed in the case file and included:

- The appropriate dates;
- The appropriate signatures;
- The required hours, and
- The actual hours completed.
- A case note states “Sherry” was required to complete 16 hours each week and a total of 64 hours per month. She completed her required 64 hours based on the calculation, and documentation is in the file. She was “deemed” to complete 80. 80 hours are recorded on the JPR screen.

**7. Providing Childcare (Core)**

**a. Definition**

Participants may provide childcare services to an individual who is participating in a Community Service Program.

**b. Time Limits**

Unlimited

**c. Required Documentation**

- The Community Service Worksite Agreement.
- Community Service weekly time sheets that are signed by the participant and the authorized representative or alternate that is authorized to verify that the hours completed by the participant.
- Weekly case notes indicating that the participant completed the community service hours
- Original timesheets must be collected weekly. Exception: A participant may fax timesheets to update the JPR but the original must be collected from the participant and placed in the file for each week that was faxed

**d. Tracking Participation**

- The number of hours that is credited to the participant providing the childcare services is based on the number of hours that the Community Service participant is scheduled for the Community Service activity.
- Must be supervised daily through documentation of hours
- Documentation must be submitted every week
- Must have detailed case notes
- The hardcopy file and the IRP must be updated as necessary

**Note:** Only actual hours where the participant engaged in community service actually attends those community service hours may yield countable hours for the participant caring for the children.

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## 8. Vocational Training (Core)

### a. Definition

Organized educational programs that are directly related to the preparation of individuals for employment in current or emerging occupations requiring other than a baccalaureate or advanced degree. Vocational training programs should be limited to activities that give individuals the knowledge and skills to perform a specific occupation.

Participants who are enrolled in an educational program that is directly related to the preparation of individuals for employment, in a current or emerging occupations, may be enrolled at vocational technical area centers, community colleges offering certificate and AA degree programs and proprietary school. This may include basic skills if embedded in vocational program and short term.

### Self-Initiated Education

Self-initiated education is where the participant enrolls in a training activity independent of SFW at the time of referral to the Career Center.

Exceptions are to be made to SFW policy requiring that participants enroll in an approved course of study at an approved training agent, when the participant enters the program already enrolled in a training program.

If the participant is attending and progressing satisfactorily the participant should be allowed to remain in the approved course of study and support services, excluding tuition should be provided, if necessary and if funds are available.

If the participant is enrolled in a non-approved course of study and is not progressing satisfactorily, the participant must be counseled and offered the opportunity to enroll in an approved course of study at an approved training agent. If the participant chooses to remain in the non-approved course of study, no support services will be paid until participant provides documentation of satisfactory progress.

### Distance Learning

Courses in which the student accesses classroom training via the Internet without having to physically report to classroom training is considered distance learning. Participation in distance learning courses must be documented in the form of an official computer generated attendance sheet or a signed document, which verifies daily attendance.

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**b. Time Limit / Limitation**

- Vocational Training as a core work activity is limited to a total of 12 months during the participant's lifetime on assistance. When the work activity is entered into OSST as Vocational Education (Primary) on the Skill Development Screen it counts toward the 12-month limit, regardless of the number of hours assigned to the activity.
- The 12-month restriction applies to instruction in a vocational program. It does not include remediation of basic skills through adult basic education. Any necessary remediation should be completed before a participant is referred to Vocational Education.
- **ESOL cannot be used as the course name when assigning this activity unless the participant is employed and core hours are met.**

**c. Required Documentation**

- A daily attendance time sheet shall be completed and signed by the instructor of the educational institution, and maintained in the participant's case file and shall be used to document the hours entered in the OSST JPR screen. The attendance timesheet must be signed daily to document daily supervision.
- Attendance timesheets must include participant's name, the course and instructor's name, name of person certifying attendance and dates.
- Original timesheets must be collected weekly. Exception: A participant may fax timesheets to update the JPR but the original must be collected from the participant and placed in the file for each week that was faxed.
- Timesheets that are generated through an official computer generated attendance sheet are acceptable to meet the required daily supervision.
- Training Package which includes: TABE scores, Assessment results, Copy of Financial Aid Application(s), Training Options Selection Guide, Financial Support Form, Training Plan, and Analysis of Student Progress Report, note: Training Option Selection Guide is not required when enrollment is self-initiated.
- Detailed case notes and the hard copy case file must include supporting documents.
- The IRP must be updated as necessary.

**d. Tracking Participation**

- A participant engaged in vocational education or training must maintain a "C" average in order for the hours of participation to count. A periodic reassessment is required at least every six (6) months to determine if satisfactory progress is made. The participant's progress must be documented using the SFW Training Plan. Written verification of progress must be received on a quarterly or semester basis or as established by the training institution.

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- Each participant who wants to enroll in vocational education or training must receive Test for Adult Basic Education (TABE) prior to entry.
  - Attendance documentation must include the participant's name, course, instructors name, name of person certifying the hours/attendance and dates of attendance.
  - Unsupervised homework time cannot be counted however monitored study sessions hours are allowable if the hours of participation can be documented through supervision.
  - The career advisor must document each contact with a participant by entering a personal case note in OSST. A copy of hard copy documents must be maintained in the case file and the IRP must be updated as necessary.
- Note: SFW does not permit the use of funds to pay for AA degree programs.

**9. On-the Job Training (OJT) (Core)**

**a. Definition**

OJT is paid training in the public or private sector that is provided by an employer to an eligible participant while engaged in a job that allows the participant to acquire knowledge or skills essential to the full and adequate performance on the job.

All participants that are hired under an OJT agreement are not fully qualified for the job and require training above and beyond the type of training usually provided to new employees. OJT may be sequenced with, or accompanied by, other types of training such as remedial education, basic skills training or occupational training.

Infrequently, OJT may be combined with customized training. Normally a worker would not be simultaneously utilizing OJT and customized training services, however, it is possible that a worker might be a participant in OJT and simultaneously be a participant in off-the-job customized training such as classroom training. Combining these two services requires prior SFW approval.

**b. Required Documentation**

- Signed OJT Agreement form.
- OJT Package including a Financial Viability Checklist, Referral, Contract Body (A. Training Outline B. Competency Certification C. Payment Method D. Employer Handbook E. Assurances and Certifications, Monitoring Worksheet, OJT Invoice and Trainee Evaluation.
- OJT Contract -must include hourly wage, training hours, and total training days, start date—end date, signature of participant, authorized employer representative and the career advisor.
- Must be full-time 32-40 hours. The participant's pay stub must be in accordance with the pay schedule.

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- Timesheets signed by the participant, authorized employer representative or alternate and the career advisors must be received weekly.
- Original timesheets must be collected weekly. Exception: A participant may fax timesheets to update the JPR but the original must be collected from the participant and placed in the file for each week that was faxed.

**c. Tracking Participation**

- The Service Partner shall be responsible for establishing OJT Work-site agreements and must be full-time 32-40 hours.
- Daily supervision of the activity is required. Employment verifications must include the contact information such as the employer's name; date contacted, phone number, employee work days/hours, wage rate, employment start date, and the name of the staff person who verified the employment.

**10. Satisfactory Attendance at a Secondary School (Adult Basic Education) and General Education Diploma (GED) (Core Plus)**

**a. Definition**

Regular attendance, in accordance with the requirements of the secondary school or course of study, at a secondary school or in a course of study leading to a certificate of general equivalence, in the case of a recipient who has not completed secondary school or received such a certificate.

ABE, GED and high school credit programs provide opportunities for an individual to achieve a Diploma either through the GED testing program or the completion of high school credits required for graduation.

**b. Time Limit / Limitations**

Unlimited

**ESOL cannot be used as the course name when assigning this activity unless the participant is employed and core hours are met.**

**c. Required Documentation**

- Initial Assessment scores (TABE)
- School enrollment / Class schedule and class curriculum
- A daily attendance time sheet shall be completed and signed by the instructor of the educational institution, and maintained in the participant's case file.
- Attendance information must include participant's name, the course and instructor's name, name of person certifying attendance and dates.
- Attendance time sheet shall be used to document the hours entered in the OSST JPR screen and must be collected weekly.

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- Original timesheets must be collected weekly. Exception: A participant may fax timesheets to update the JPR but the original must be collected from the participant and placed in the file for each week that was faxed.
- Timesheets that are generated through an official computer generated attendance sheet are acceptable to meet the required daily supervision.
- Training Package which includes: TABE scores, and Analysis of Student Progress Report.
- Verification of progress – TABE Reassessment
- Detailed case notes and the hard copy case file must include supporting documents.
- The IRP must be updated as necessary.

**d. Tracking Participation**

- If adult head of household, must be in addition to the 20/30/50 core hours
- Must receive written verification of progress on a quarterly or semester basis or as established by the training institution. The participant must be making satisfactory progress in order for hours to count.
- Each participant who is engaged in a training program must receive Test for Adult Basic Education (TABE) prior to entry into a basic education or GED program. Satisfactory progress must be determined by grades from the training institution and a TABE reassessment is required for educational activities. Supervised homework and study sessions must be documented. Attendance must be collected weekly and maintained in the case file.
- Attendance documentation must include the participant's name, course, instructors name, name of person certifying the hours/attendance and dates of attendance.

**11. Education Directly Related to Employment (Core Plus)**

**a. Definition**

If a participant has not received a high school diploma or GED, (s) he may receive credit for hours by participating in education related to specific occupation, job or job offer. This includes courses designed to provide the knowledge and skills for specific occupations or work settings, but may also include adult basic education and ESOL. Where required as pre-requisite for employment by employers or occupation, this activity may also include education leading to a General Education Development (GED) or high school equivalency diploma.

**b. Time Limit / Limitations**

Unlimited

**ESOL cannot be used as the course name when assigning this activity unless the participant is employed and core hours are met.**

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**c. Required Documentation**

- Initial Assessment scores (TABE)
- School enrollment / Class schedule and class curriculum
- A daily attendance time sheet shall be completed and signed by the instructor of the educational institution, and maintained in the participant's case file.
- Attendance information must include participant's name, the course and instructor's name, name of person certifying attendance and dates.
- Attendance time sheet shall be used to document the hours entered in the OSST JPR screen and must be collected weekly.
- Original timesheets must be collected weekly. Exception: A participant may fax timesheets to update the JPR but the original must be collected from the participant and placed in the file for each week that was faxed.
- Timesheets that are generated through an official computer generated attendance sheet are acceptable to meet the required daily supervision.
- Training Package which includes: TABE scores, and Analysis of Student Progress Report.
- Verification of progress – TABE Reassessment
- Detailed case notes and the hard copy case file must include supporting documents.
- The IRP must be updated as necessary.

**d. Tracking Participation**

- Must receive written verification of progress on a quarterly or semester basis or as established by the training institution. The participant must be making satisfactory progress in order for hours to count.
- Each participant who is engaged in a training program must receive Test for Adult Basic Education (TABE) prior to entry into a basic education or GED program. Satisfactory progress must be determined by grades from the training institution and a TABE reassessment is required for educational activities. Supervised homework and study sessions must be documented. Attendance must be collected weekly and maintained in the case file.
- Attendance documentation must include the participant's name, course, instructors name, name of person certifying the hours/attendance and dates of attendance.

**12. Job Skills Training directly Related to Employment (Core Plus)**

**a. Definition**

Training or education for job skills required by an employer to provide an individual with the ability to obtain employment or to advance or adapt to the changing demands of the workplace. May include literacy training or language instruction when it is EXPLICITLY focused on skills needed for employment or combined in a unified whole with job training.

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**b. Time Limit / Limitations**

Unlimited

**ESOL cannot be used as the course name when assigning this activity unless the participant is employed and core hours are met.**

**c. Required Documentation**

- Initial Assessment scores (TABE)
- School Enrollment / Class Schedule and Class Curriculum
- A daily attendance time sheet shall be completed and signed by the instructor of the educational institution, and maintained in the participant's case file.
- Attendance information must include participant's name, the course and instructor's name, name of person certifying attendance and dates.
- Attendance time sheet shall be used to document the hours entered in the OSST JPR screen and must be collected weekly.
- Original timesheets must be collected weekly. Exception: A participant may fax timesheets to update the JPR but the original must be collected from the participant and placed in the file for each week that was faxed.
- Timesheets that are generated through an official computer generated attendance sheet are acceptable to meet the required daily supervision.
- Training Package which includes: TABE scores, and Analysis of Student Progress Report.
- Verification of progress (from training institution)
- Detailed case notes and the hard copy case file must include supporting documents.

**d. Tracking Participation**

- Must receive written verification of progress on a quarterly or semester basis or as established by the training institution. The participant must be making satisfactory progress in order for hours to count.
- Each participant who is engaged in a training program must receive Test for Adult Basic Education (TABE) prior to entry into a basic education or GED program. Satisfactory progress must be determined by grades from the training institution and a TABE reassessment is required for educational activities. Supervised homework and study sessions must be documented. Attendance must be collected weekly and maintained in the case file.
- Attendance documentation must include the participant's name, course, instructors name, name of person certifying the hours/attendance and dates of attendance.

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## K. Excused Absence Unpaid Activities

- a. **Definition**  
**Unpaid activities**-“actual hours completed” on the JPR screen for up to 10 absences (no more than 2 in any month) must be approved by SFW as “excused” during the federal fiscal year.
- b. **Required Documentation (as applicable)**
  - Self Attestation
  - Official notification(s) - letters - Dr’s appointment, conferences, re-certifications, court, etc.
- c. **Tracking Participation**
  - Excused hours will be credited as “actual hours” and are entered on the JPR screen if the participant was assigned to the activity before the date of the missed activity.
  - The participant can only receive credit for the hours that the participant was assigned to before the date of the missed activity.
  - Document excused hours on the Excused Absence/Holiday tracking form.
  - Detailed case notes
  - Update case file folder (hard copy)

## L. Excused Absence Paid Activities

- a. **Definition**  
**Paid activities**-“actual hours of participation” on the JPR screen for scheduled hours missed due to illness or other reasons where personal (including vacation) or sick leave is used.
- b. **Required Documentation (as applicable)**
  - Self Attestation
  - Official notification(s) - letters - Dr’s appointment, conferences, re-certifications, court, etc.
  - Approved leave request or other documentation verifying leave (notes, pay stubs, etc.).
- c. **Tracking Participation**
  - Excused hours will be credited as “actual hours” and are entered on the JPR screen if the participant was assigned to the activity before the date of the missed activity.
  - The participant can only receive credit for the hours that the participant was assigned to before the date of the missed activity.
  - Document excused hours on the Excused Absence/Holiday tracking form.
  - Detailed case notes
  - Update case file folder (hard copy)

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## M. Holiday Unpaid Work Activities

- a. **Definition**
  - **Unpaid work activities** – participation hours for hours scheduled on holidays as identified on SFW Approved Leave.
- b. **Required Documentation**
  - SFW Approved Holiday Schedule.
  - Documentation verifying holidays (notes, pay stubs, etc.)
  - Documentation to support the provision will be required for the hours attributed to “actual hours of participation” recorded on the JPR screen.
- c. **Tracking Participation**
  - Holiday hours will be credited as “actual hours” and are entered on the JPR screen if the participant was assigned to the activity before the date of the holiday.
  - The participant can only receive credit for the hours that the participant was assigned to before holiday. Documentation to verify that the participant was not paid for the holiday must be maintained in the case file. (Notes, pay stubs, etc.)
  - Document holiday hours on the Excused Absence/Holiday tracking form.
  - Detailed case notes
  - Update case file folder (hard copy)

## N. Holiday Paid Work Activities

- a. **Definition**

**Paid work activities** - “actual hours of participation” on the JPR screen for all hours missed due to a holiday listed as a SFW Approved Holiday.
- b. **Required Documentation**
  - SFW Approved Holiday Schedule.
  - Documentation verifying holidays (notes, pay stubs, etc.)
- c. **Tracking Participation**
  - Holiday hours will be credited as “actual hours” and are entered on the JPR screen if the participant was assigned to the activity before the date of the holiday.
  - The participant can only receive credit for the hours that the participant was assigned to before holiday. Documentation to verify that the participant did not work on the holiday must be maintained in the case file. (Notes, pay stubs, etc.)
  - Document holiday hours on the Excused Absence/Holiday tracking form.
  - Detailed case notes
  - Update case file folder (hard copy)

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**FORMS ATTACHED**

Analysis of Student Progress Report  
Attendance Time Sheet rev.062908  
Authorization to Obtain Confidential Employment Information  
Employment Verification  
[Initial Assessment Application Form](#)  
[Initial Assessment Job Search Procedures](#)  
Opportunities and Obligations  
Participant's Informed Choice on Individual Training account (ITA)  
Maintain Financial Support Form  
SFW Approved Holiday Schedule  
SFW SAMH Daily Treatment Verification  
SFW Verification of Earned Income  
SFW Verification of Work Hours Receipt  
Training Options Selection Guide  
Training Plan  
Welfare Transition Orientation Acknowledgement  
Work Activities Chart  
Training Outline Worksite Agreement rev 062908  
2008 HHS Poverty Guidelines rev 012408  
Excused Absence/Holiday Tracking Form  
Verification of Employment Procedures rev. 072308  
WHP 2008 Income Guidelines

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