



Minnesota Department of **Human Services**

Minnesota Work Participation Rate Documentation Review Report

Temporary Assistance for Needy Families (TANF)

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Section I: Background

TANF Work Verification Requirements

The Temporary Assistance for Needy Families (TANF) Work Participation Rate (WPR) is the federally mandated work performance requirement for states that have a TANF program. Minnesota's TANF program is the Minnesota Family Investment Program (MFIP).

The WPR was established under the federal Personal Responsibility and Work Opportunity Act (PRWORA) of 1996, along with penalties and incentives for states. The Federal Deficit Reduction Act of 2005 (DRA), also known as TANF Reauthorization, included changes to TANF WPR rules. The final TANF rules (until the next reauthorization) went into effect on October 1, 2008.

The TANF regulations included in the 2005 DRA require states to develop a work verification plan and monitor participants' engagement in work activities in order to verify hours of participation.¹

Minnesota Verification Process

The Minnesota Department of Human Services (DHS) Transition Support Quality Services Division (TSQS, formerly known as PAID) is responsible for conducting this monitoring activity and reviews a statewide random sample of TANF cases each quarter.

Refer to [Bulletin #12-03-01](#) "DHS Changes Statewide Reviews of Temporary Assistance for Needy Families (TANF) Cases" dated April 27, 2012 for more information on the review process.

[The MFIP Employment Services Manual](#)² (MFIP ES Manual) includes the MFIP Activity Daily Supervision, Documentation and Verification Guide in Appendix E. The guide shows documentation requirements for both the MAXIS and ES activities. Reviewers use this primary resource as guidance in determining if the case file documentation and verification meet federal requirements. Reviewers examine financial and Employment Services (ES) files and any supporting documentation of hours for the case in the selected review month.

In combination with performance measures, such as the MFIP and Diversionary Work Program (DWP) Self-support Index and the TANF WPR, documentation reviews provide the state and counties with information needed to improve overall program performance. The reviews also create the capacity for more direct feedback to county financial and employment services workers.

¹ The specific regulation pertaining to the documentation auditing process is 45 CFR 261.62 (b)(5).

² Available at: http://www.dhs.state.mn.us/main/id_016957

Section II: Sample Selection and Review

Sample Selection

Beginning with the first quarter of Federal Fiscal Year 2012 (October 1, 2011 through September 30, 2012) DHS expanded the quarterly reviews to include a statewide random and stratified sample of 68 TANF and Work Benefit (WB) cases that are in the federal WPR denominator for a month in the review quarter. The sample is stratified to include 50 cases with at least one hour of core and/or non-core activity (8 of which are WB cases) and 18 cases with zero countable hours in one or more months in the review quarter. Each sample of 68 cases is selected from the preceding quarter after all data have been frozen for federal reporting purposes.

Some cases have non-countable WPR hours because they are in an activity that does not count towards the federal WPR, but the hours are indicative of engagement. Some cases will not have any hours coded and for this reason the case cannot be accounted for in the MAXIS or ES report data result sections in this report, but they are counted in the overall finding results.

For this reporting period, DHS selected a random statewide sample of 68 case/month combinations for the quarterly review period of April, May, and June 2012. Twenty-six (26) counties were represented in the sample and the number of cases sampled per county is shown in Table 1.

Table 1: Sample Cases by County

County	Cases Reviewed	County	Cases Reviewed
Anoka	1	Jackson	1
Becker	1	Koochiching	1
Beltrami	2	Mower	1
Benton	1	Nicollet	2
Brown	2	Nobles	1
Cass	1	Olmsted	2
Crow Wing	1	Otter Tail	1
Dakota	2	Polk	1
Dodge	1	Ramsey	11
Fillmore	1	Rice	2
Goodhue	1	St. Louis	4
Hennepin	21	Stearns	3
Itasca	1	Washington	2
Total Sampled Cases			68

Review Process

Reviewers copied file data on-site in Hennepin and Ramsey counties, while the other counties in the sample sent their TANF financial and ES case files to DHS.

To determine if a case was correct or incorrect, reviewers compared documentation in the case file for the participant's hours against what was submitted in federal TANF reports (based on data from MAXIS³

³ MAXIS is the computer system used by the State of Minnesota and county workers to determine eligibility for public assistance and health care.

and WF1⁴). A case is only correct if all countable activities for the review month are correct and properly documented. If a case has both MAXIS and ES countable activities for the review month, both MAXIS and ES must be found correct to receive a correct case finding.

Section III: Review Findings

A. Findings Summary

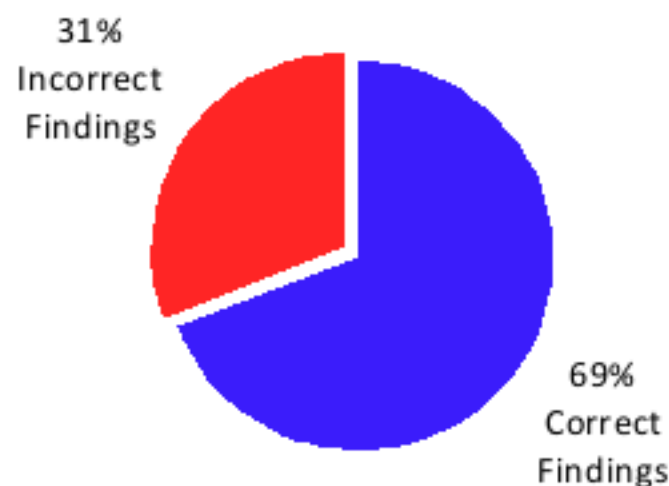
This part of the review findings section discusses the review findings by the types of cases sampled and the errors associated with incorrect cases. A case is only counted incorrect once, even if there are errors for both MAXIS and ES or if a case has multiple activities with errors.

Of the 68 cases in the sample, 47 or 69 percent had a correct finding and met the DRA documentation and verification requirements; 21 or 31 percent had at least one error finding. Among the cases in the stratified sample, 17 of the 18 zero hour cases were correct; three of the eight WB cases were correct and 27 of the other 42 cases were correct. The review results summary is shown in Table 2.

Table 2: Review Results of Sampled Cases

Types of Cases Sampled	Cases Sampled	Review Findings				
		Case Findings		Type & Number of Errors in Incorrect Cases		
		Correct Cases	Incorrect Cases	MAXIS	ES	
a. Zero Hour (non-MAXIS/non-ES)	18	17 (94%)	1 (6%)	-	1	
b. WB (MAXIS only)	8	3 (38%)	5 (63%)	5	-	
c. All other cases	ES only	12	5 (42%)	7 (58%)	1	10
	MAXIS only	28	22 (79%)	6 (21%)	7	-
	MAXIS/ES	2	0	2 (100%)	-	5
	68	47 (69%)	21 (31%)	13	16	

Sampled Cases with Correct and Incorrect Findings (n=68)



As noted above, an incorrect case can have more than one error. The 21 incorrect cases in this table had a total of 29 errors; 16 errors were ES and 13 were MAXIS. These errors are discussed later in this report.

⁴ Minnesota WorkforceOne (WF1) is a case management system used to track client activity in state-funded employment and training programs and many local funded programs. The system is administered by the Minnesota Department of Employment and Economic Development (DEED) and used by state, county and private non-profit service providers.

B. Case-Level Error Findings

This part of the review findings section discusses the review findings at the case level and identifies the types of errors within the cohort of sample cases.

(i) Zero Hour Cases (18)

As noted earlier, the sample included 18 non-countable (zero) WPR hour cases reported under TANF federal reporting and considered non-MAXIS/non-ES cases. The zero hour cases are in the denominator for the federal WPR even though they have no countable hours for the review month. Cases considered zero countable WPR hours are: cases where all job search hours are reported as “other” work activities, cases that only have assessment and other activities reported under the “other activity” category, or cases that had no hours coded at all (counted or non-counted).

Because the review focus is to verify documentation of federally reported WPR hours, most of these zero hour cases are considered correct for the purpose of this review. However, reviewers have found case management problems for some of these cases. These problems include no ES provider assigned for failure to do referrals, cases with many zero hour months because of lack of timely assessment for FSS and failure to sanction timely. While these are not addressed in this report, reviewers communicate these findings with individual counties.

Of the 18 zero hour cases reviewed, one was found to be incorrect and there was one error associated with this incorrect case as noted previously in Table 2. The review found documentation in the case file indicating that the case should have been coded as a Family Stabilization Services (FSS)⁵ case on MAXIS but was not due to lack of communication between job counselor and financial worker. Had this case been correctly coded for FSS, it would not have been included in our TANF denominator. A summary is presented below:

Table 3: Zero Hour Case Findings and Error Details

<p><u>CASE FINDINGS</u></p> <p>17 (94 percent) cases had correct findings</p> <p>1 case (6 percent) had incorrect findings with 1 ES error</p> <p><u>ERROR DETAILS</u></p> <p>- ES failure to notify county agency of FSS eligibility</p>

(ii) Work Benefit Cases (8)

WB cases are all MAXIS cases. Of the eight WB cases in the sample, five were found to be incorrect and three were correct. The five incorrect cases had a total of five MAXIS errors. Three errors were the result of the financial workers incorrectly applying WB policy. A summary is presented below:

⁵ Family Stabilization Services (FSS) is a service track in the Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP). FSS serves families who are not making significant progress in the regular employment and training services track. FSS participants are not included in the TANF work participation rate calculation, giving counties more flexibility to develop appropriate plans.

Table 4: WB Case Findings and Error Details

<p><u>CASE FINDINGS</u></p> <p>3 case (38 percent) had correct findings 5 cases (63 percent) had incorrect findings with a total of 5 MAXIS errors</p> <p><u>ERROR DETAILS</u></p> <p><i>MAXIS Errors (5)</i></p> <ul style="list-style-type: none"> - WB policy incorrectly applied (3). In the first error, the FW correctly budgeted the wages from an anticipated 3rd paycheck but should not have included the hours. In the second error, the worker used the hours from five paychecks to project the participants' hours—the hours from the 5th check should have been dropped. In the third error, the FW used average income/hours for projections and not the actual income and hours on file. - Hours designated for different pay categories were computed (1) - Hours recorded were inconsistent with documentation in case file (1)
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(iii) All Other Cases (42)

The remaining 42 cases in the sample were MAXIS-only, ES-only or MAXIS/ES cases. These cases had at least one countable hour for WPR. Twenty-eight cases were MAXIS-Only, 12 cases were ES-Only cases and 2 were both MAXIS and ES. Of the 42 cases, 15 (36 percent) had incorrect findings with a total of 23 errors (15 errors were ES and 8 were MAXIS). A summary of errors by case type is presented below:

Table 5a: ES-Only Cases (12)—Findings and Error Details

<p><u>CASE FINDINGS</u></p> <p>5 cases (42 percent) had correct findings 7 cases (58 percent) had incorrect findings with a total of 11 errors; 10 ES and 1 MAXIS</p> <p><u>ERROR DETAILS</u></p> <p><i>MAXIS Errors (1)</i></p> <ul style="list-style-type: none"> - Failure to code MAXIS panels for FSS eligibility (1) <p><i>ES Errors (10)</i></p> <ul style="list-style-type: none"> - No time sheet (or activity log) or group attendance sheets found in case file (4) - Missing signature of job counselor or other individual who oversees job search/job readiness activity (2) - Missing ESP method of bi-weekly verification of at least one job contact (2) - No documentation that weekly check-in meetings occurred (1) - Missing client's signature on activity log/group attendance sheet stating log/hours are accurate (1)

Table 5b: MAXIS-Only Cases (28)—Findings and Error Details

<p><u>CASE FINDINGS</u></p> <p>22 cases (79 percent) had correct findings 6 cases (21 percent) had incorrect findings with a total of 7 MAXIS errors</p> <p><u>ERROR DETAILS</u></p> <p><i>MAXIS Errors</i></p> <ul style="list-style-type: none"> - Hours recorded are inconsistent with documentation in case file (4) - Earned Income documentation found in the case file but hours not recorded on MAXIS (1) - Other MAXIS policy incorrectly applied error (1) - No pay stubs or other employer produced document submitted with the HRF (1)

Table 5c: MAXIS/ES Cases (2)—Findings and Error Details

CASE FINDINGS
Both cases had incorrect findings with a total of 5 ES errors
ERROR DETAILS
<i>ES Errors (5)</i>
- Missing statement from school specifying recommended amount of study time (1)
- Hours recorded are inconsistent with documentation in case file (1)
- Missing client's signature on activity log/group attendance sheet stating log/hours are accurate (1)
- Missing signature of Job Counselor or other individual who oversees Job Search/Job Readiness (1)
- Other employment services activity documentation or verification error. Form used by ES worker does not comply with DRA requirements (1)

C. Activity-Level Error Findings

This part of the review findings section discusses the review findings at the MAXIS and ES activity level. A case may have several activities that have reported hours and each of these activities can have an activity error. A case can also have unreported WPR activity hours documented (found in the case) but not reported in the WPR due to the case situation, miscommunication, or lack of financial worker/job counselor action. Unreported hours are also considered a documentation error.

MAXIS Activity

The review found that there were 39 unique cases in the sample with one or more MAXIS activities. Of these 39 cases, 34 had one MAXIS activity and five had two MAXIS activities for a total of 44 MAXIS activities in the cases sampled. All of these were Paid Work activities except one. Of these 44 MAXIS activities, 31 (70 percent) were found to be correct and 13 (30 percent) were incorrect. The majority of the incorrect activities were caused by incorrectly applying policy and lack of documentation or verification in case file. Tables 6a and 6b provide a summary of MAXIS activity, and error category and causes.

Table 6a: MAXIS Activity

Activity Type	Count	Correct	Incorrect
Paid Work (JOBS)	43	31	12
Self-Employment (BUSI)	-	-	-
Room and Board Income (RBIC)	-	-	-
Other *	1	0	1
Total	44	31	13

* 'Other' is not an activity but used for purposes of the review to identify a MAXIS error. For this error, the financial worker failed to code the case for FSS. If this case was correctly codes as FSS, it would not have been included in federal WPR reporting.

Table 6b: MAXIS Activity Errors by Category and Cause

Category	Cause	Cause Description
Data Discrepancy (6)	5	Hours recorded are inconsistent with documentation in case file
	1	Earned Income documentation found in the case file but hours not recorded on MAXIS
Policy Incorrectly Applied (6)	4	Incorrectly averaged income and hours instead of using actual income and hours; correctly budgeted wages from an anticipated 3 rd paycheck but should not have included hours from the 3 rd paycheck; incorrectly included the hours from a 5 th paycheck month.
	1	Failure to code MAXIS panels for FSS eligibility.
	1	The FW incorrectly determined prospective income for the review month
Computation (1)	1	Hours designated for different pay categories computed incorrectly (i.e., overtime/sick/vacation)
Documentation/Verification (1)	1	No pay stubs or other employer produced document submitted with the HRF
Total	14	

* Activities can have more than one error. For the 13 MAXIS activities identified as incorrect in Table 6a, there were a total of 14 error causes.

ES Activity

The review found that there were 16 ES activities for the cases sampled. Of these activities, 9 (56 percent) were found to be incorrect and 7 (44 percent) were correct. The 9 incorrect ES activities had 18 error causes. Most of the 18 error causes were as a result of missing documentation or verification. Tables 7a and 7b provide a summary of ES activity and error category and causes.

Table 7a: Employment Services Activity

Activity Type	Count	Correct	Incorrect
Job Search	4	1	3
High School Completion (activity <20 years old)	3	3	
Post-Secondary Vocational/Education Training ≤ 12 Months	2	-	2
Post-Secondary Vocational/Education Training 13 - 24 Months	2	-	2
Job Skills Training Directly Related to Employment	1	-	1
High School Completion (activity ≥20 years old)	1	1	-
English as a Second Language	1	1	-
Adult Basic Education	1	1	-
Other *	1		1
GED (activity <20 years old)	-	-	-
Unpaid Work Experience	-	-	-
English as a Second Language	-	-	-
Community Service Program	-	-	-
Providing Child Care for Parent working in A CSP	-	-	-
GED ((activity ≥20 years old)	-	-	-
Functional Work Literacy	-	-	-
Total	16	7	9

*In the table above, 'other' is not defined as an ES activity; it is describing an ES error. For this error, the ES worker failed to notify financial worker of FSS eligibility.

Table 7b: Employment Services Activity Errors by Category and Cause

Category	Cause	Cause Description
Documentation/ Verification	4	No time sheet (or activity log) or group attendance sheets found in case file
	3	Missing signature of Job Counselor or other individual who oversees Job Search/Job Readiness activity
	2	Missing client's signature on activity log/group attendance sheet stating log/hours are accurate
	2	Missing ESP method of bi-weekly verification of at least one job contact
	1	No documentation that weekly check-in meetings occurred
	1	Missing statement from school specifying recommended amount of study time
	1	Other Employment Services activity documentation/verification error
Data Discrepancy	1	Hours recorded are inconsistent with documentation in case file
Policy applied incorrectly	1	ES failure to notify county agency of FSS eligibility
Total	16*	

* Activities can have more than one error. For the 9 ES activities identified as incorrect in Table 7a, there were a total of 16 error causes.

D. Review Findings of Sampled Cases in WPR Reporting

This part of the review findings section examined the sample cases that were correctly and incorrectly included in the numerator in the WPR federal reporting. It provides a final determination about the numerator status of the case based upon the review findings, and could differ from the information reported to the federal government depending upon what was discovered during the review. All 68

cases were included in the federal work participation rate denominator because each case contained a work eligible individual (WEI). Only cases with a WEI successfully participating are counted in the numerator.

Of the 68 denominator cases, 32 were counted in the federal WPR numerator. Of these 32 cases, 26 were correctly reported and 6 were incorrectly reported as numerator cases. Among the 36 non-numerator cases, one should have been reported as a numerator case. A summary of numerator and non-numerator cases is shown in Table 8:

Table 8: Review Determination of Sampled Cases in WPR Report (n=68)

	Cases
NUMERATOR CASES (32)	
Numerator Case is correct	18
Numerator case with errors (remains in numerator)	8
Numerator case with errors (should not be in numerator)	6
NON-NUMERATOR CASES (36)	
Non-numerator case is correct	29
Non-numerator case with errors (remains non-numerator)	6
Non-numerator case with errors (should be in numerator)	1
Total	68

Section IV: Conclusion

The TANF WPR Documentation Review process continues to help clarify policies and develop new policies and procedures for reporting and documenting work activities. This information, along with the statewide corrective action process, can further improve counties’ documentation review performance results.

In this quarter’s review, zero-hour cases had no documented hours to review. There was one error for the eighteen cases reviewed. This error was a result of ES failure to notify the county agency of FSS eligibility.

In the Work Benefit cohort, five of the eight cases were incorrect. The review of case file and systems data found that three errors were as a result of WB policies not correctly applied—the FW correctly budgeted the wages from an anticipated 3rd paycheck but should not have included the hours; the worker used the hours from five paychecks to project the participants’ hours—the hours from the 5th check should have been dropped, and the FW used average income/hours for projections and not the actual income and hours on file. In the remaining error cases, 2 cases, the hours designated for different pay categories were computed and hours recorded were inconsistent with documentation in case file.

And in the largest sample cohort, MAXIS only, ES only and the combination of MAXIS/ES cases, 15 of 42 cases reviewed were incorrect. Among the ES-only cases, the majority of errors were as a result of no time sheet (or activity log) or group attendance sheets found in case file. In the MAXIS-only cases, the common error was that recorded hours were inconsistent with documentation in case file.

The combination of errors led to the incorrect reporting of six cases in the federal WPR numerator and one case that should have been included in the numerator.

County financial and ES workers can reduce these errors by reviewing the error causes and implementing the recommendations in Attachments A-D.

Attachment A: Review Recommendations

Based on the MAXIS and ES errors found during the review, DHS has the following suggestions for county Financial and Employment Services Workers:

MAXIS:

- **Pay Stubs.** Pay close attention to information on pay stubs and only record income and hours supported with actual documentation (pay stubs, employer statement, etc.) in the month payment was received.
- **Document Work Benefit (WB) projected income determination.** Single parent WB cases are included in our TANF WPR and therefore TANF WPR Documentation Reviews. Use the most current income/hours on file at the time of WB approval and clearly document what was used for the calculation. If new information becomes available, reassess WB eligibility.

Use the Combined Manual and the 'Tips for Work Benefit Cases' document (Attachment D) developed from TANF WPR Documentation Review results available at:

http://www.dhs.state.mn.us/main/id_016956

http://www.dhs.state.mn.us/dhs16_166327.pdf

Employment Services:

- **Require participants to provide school statement about recommended amount of study time.** Job counselors must only record documented study time hours when the appropriate documentation is provided by the school.
- **Use the DHS school verification form.** DHS-2883 MDHS Request for Verification of School Attendance/Progress - English - 2-09
<https://edocs.dhs.state.mn.us/lfs/legacy/legacy/DHS-2883-ENG>
- **Do weekly check-in meetings and bi-weekly verification of one job contact.** Document in case notes that a weekly check-in meeting occurred. Do a bi-weekly verification of at least one job contact listed on the job search activity log and update the form accordingly.
- **Motivate participants to provide documentation as scheduled.** It is important that participants provide activity documentation and do so timely. Documenting activities and timely submission are transferrable skills an employer may ask an employment counselor when acting as a reference for the participant. Train participants and use the Notice of Intent to Sanction (NOITS) tool as needed.

MAXIS/Employment Services:

- **Review the manual for policy information.** Look at the appropriate manual for your work to clarify the correct policy and apply it to the case you are working on.

MAXIS Examples:

- WB – use recent income; do not average income and/or hours; WB requires participants paid hours are a minimum of 87 (youngest child less than 6 years) or 130 hours (youngest child age 6 or older) per month.

- Self-Employment – review the Self-Employment Handbook (link below) and the policy manuals.

http://www.dhs.state.mn.us/dhs16_144585.pdf

ES Examples:

- Record hours in WF1 and under the correct activity.
- **Update county/provider forms and get appropriate signatures.** County and provider forms should contain all the needed data fields to ensure compliance with DRA documentation requirements. The form may need the clients, responsible individuals, and/or job counselors' signature.

Other Recommendations

Corrective Action

DHS recommends that all counties and ES providers review the TANF Work Participation Rate Documentation Reviews – Statewide Correction Action Process available as Attachment B.

Training Opportunities

- Attend state presentations and training sessions on the WPR, documentation and verification requirements, and DRA updates.
- Counties and ES providers with incorrect review findings are encouraged to work with the DHS Transition to Economic Stability (TES) consultants to obtain supplemental instructions and technical assistance. Use the central e-mail address to send in non-policy inquiries about DWP, MFIP, and WB to TES: dhs.dwp-mfip@state.mn.us

Examples of inquiries that are appropriate to send to the new e-mail address include:

- questions about allocations and allowable expenditures;
- questions about training or requests to provide training;
- questions about performance measures or documentation/verification requirements;
- process questions (i.e. paperwork for an IPP claim); or
- if you are unsure whether a question needs to be submitted through Policy Quest.

Questions about contracts should continue to be directed to the appropriate contract manager. Client specific policy questions should continue to be submitted through Policy Quest. MAXIS and WF1 questions should be sent to the respective Help Desk. If you are unclear about where a question should be directed, you may also use this e-mail address, and we will redirect as appropriate.

Invitation to Comment on this Report

DHS invites counties and ES providers to comment on this report and provide ideas of what additional information they would like to see in future reports. Please send your comments and/or ideas by email to Anne.Lauer@state.mn.us.

Attachment B: Statewide Corrective Action Process

DHS recommends that all counties and ES providers take the following actions to improve documentation performance for TANF Work Participation Rate (WPR) Documentation Reviews.

Recommended actions:

- Use the MFIP Activity Guide in Appendix E of the MFIP ES Manual. This document is used for the TANF WPR Documentation Reviews and will help you understand the documentation requirements and determine if documentation is complete.
- Review individual case finding results with financial and ES staff who have the case and make sure that each individual result gets filed in the appropriate financial and ESP case file.
- Review this entire report, TANF WPR Documentation Review reports for each sample and the federal fiscal year report, with appropriate staff and management to gain a better understanding of the common causes that contributed to the errors. Available at:
http://www.dhs.state.mn.us/County_Reports
- Review time sheets, activity logs, and other documents used to document/verify hours of participation to ensure the forms meet all of the documentation requirements (refer to MFIP Activity Guide in Appendix E of the MFIP ES Manual or the ES MFIP Activity Guide Tip Sheet in Appendix B of this report). Revise forms as necessary or use the DHS recommended eDocs available:
 - DHS-2883 MDHS Request for Verification of School Attendance/Progress - English - 2-09
<https://edocs.dhs.state.mn.us/lfserver/Legacy/DHS-2883-ENG>
 - DHS-3336-ENG 8-08 Self Employment Report Form
<https://edocs.dhs.state.mn.us/lfserver/Legacy/DHS-3336-ENG>
 - DHS-5006E-ENG 1-12 Earned Income/Pay Period/Date Tracking Form – 2012
<https://edocs.dhs.state.mn.us/lfserver/Public/DHS-5006E-ENG>
 - DHS-5784-ENG 10-11 Employment Services Weekly Job Search Activity Documentation Log
<https://edocs.dhs.state.mn.us/lfserver/Public/DHS-5784-ENG>
- Conduct periodic management/supervisor reviews of participant case files, case notes, and the corresponding data entered in the MAXIS system and WF1 systems to ensure proper documentation and data entry.

Employment Services Provider – Use the Supervisory Case File Review – TANF Work Participation Verification Documentation Checklist for Unpaid Core and Non-Core Activities form developed for ESP as a tool to assist counties in reviewing Employment Services cases for documentation purposes. It is available on the CountyLink, DHS Program Resources, and Employment Services page under the Tip Sheets section at:

http://www.dhs.state.mn.us/dhs16_157830.pdf

Financial Supervisor/Worker – Use the Financial Case Review – TANF Work Participation Documentation, Verification, and Coding Checklist form. This is a tool to assist financial workers and supervisors to do TANF WPR documentation reviews on their cases. A Checklist Guide was also provided to help direct users to additional information on using the form. If you would like a copy of the form and guide use the link below to access the CountyLink, DHS Program Resources – DWP and MFIP page under DWP/MFIP Online Resources section:

http://www.dhs.state.mn.us/dhs16_146446.pdf

- Conduct county information sessions based on the MAXIS and Employment Services Activity Errors by Category and Cause information on pages 5 and 6.
- Encourage workers to share strategies for working with participants to improve compliance with documentation requirements.
- Continue to use the summary and detailed data reports provided by the Department of Employment and Economic Development (DEED) available on their website at:

[http://www.positivelyminnesota.com/All_Programs_Services/Work_Participation - MFIP_TANF/index.aspx](http://www.positivelyminnesota.com/All_Programs_Services/Work_Participation_-_MFIP_TANF/index.aspx)

<https://mfipapps.positivelyminnesota.com/Login.aspx>

Attachment C: MFIP Activity Guide Tip Sheet

This Tip Sheet can be found on the CountyLink, Program and Resources, Employment Services, Tip Sheets page at: http://www.dhs.state.mn.us/dhs16_156020.pdf*

Activity	Documentation Needed	Notes
(Unpaid) Work Experience	<ul style="list-style-type: none"> • Participant's name • Dates covered (no less frequently than monthly) • Number of hours worked <u>each</u> day • Work site supervisor's signature or other responsible individual, not Employment Services Provider (ESP) • Name and phone number for Work site supervisor (or other responsible individual's) must be on file or on activity log 	Monthly hours must comply with FLSA**
Community Service Programs (CSP)	<ul style="list-style-type: none"> • Participant's name • Dates covered (no less frequently than monthly) • Number of hours worked <u>each</u> day • Work site supervisor's signature or other responsible individual, not ESP • Name and phone number for Work site supervisor (or other responsible individual's) must be on file or on activity log • Statement of useful public purpose the placement provides • Statement of how job will enhance employability 	Monthly hours must comply with FLSA**
Job Search Form DHS-5784 is mandatory to document job search activity	<p><i>Part 1 (Front Side of form)</i></p> <ul style="list-style-type: none"> • Participant's name • Dates covered (weekly) • Job contact information (date of contact, time spent on job contact, the position of interest, employer contact info, purpose and result of job contact) - all columns must be completed <p><i>Part 2 (Back Side of form) - On-site Activity</i></p> <ul style="list-style-type: none"> • Date • Time spent • Type of On-site activity (such as job club, structured job search, etc) <p>For Agency use only Section</p> <ul style="list-style-type: none"> • Total Hours (regular hours, on-site hours, holiday hours, other excused absence hours, CD/MH and rehab services hours) • Weekly Check-in (date and method used) • Bi-weekly verification of Job Contact (note which job contact verified and method used to verify) <p>Signatures/Dates</p> <ul style="list-style-type: none"> • Both Participant and ESP 	

***Family Stabilization Services – See Appendix E of [Employment Services Manual](#) for the complete Supervision, Documentation, and Verification Requirements including Family Stabilization Services (FSS) provisions.**

**** Fair Labor Standards Act (FLSA) – All work experience participants are considered employees under the FLSA. Participant would not be required to participate in unpaid work experience more hours than the monthly MFIP cash assistance amount plus the monthly food support amount divided by the federal minimum wage.**

Activity	Documentation Needed	Notes
Providing Child Care to a CSP Participant's Child(ren)	<ul style="list-style-type: none"> • Participant's name • Dates covered • Number of hours <u>each</u> day • Signature of the participant who is engaged in the community service program • Name and phone number of the participant engaged in the CSP must also be on the activity log or on file 	Monthly hours must comply with FLSA**
Vocational Education	<ul style="list-style-type: none"> • Participant's name • Dates covered (no less frequently than monthly) • Number of hours attended <u>each</u> day • Responsible individual's signature (not ESP) • Name and phone number of responsible individual must be on file or on activity log <p>***See note below about study time allowed for all school related activities</p>	Responsible individual's signature is not needed if faxed or emailed by the school
Job Skills Training (includes ABE, GED, ESL, FWL)	<ul style="list-style-type: none"> • Participant's name • Dates covered (no less frequently than monthly) • Number of hours attended <u>each</u> day • Responsible individual's signature (not ESP) • Name and phone number of responsible individual must be on file or on activity log <p>***See note below about study time allowed for all school related activities</p>	Responsible individual's signature is not needed if faxed or emailed by the school
High School	<ul style="list-style-type: none"> • Participant's name • Dates covered (no less frequently than monthly) • Number of hours attended <u>each</u> day • Responsible individual's signature (not ESP) • Name and phone number of responsible individual must be on file or on activity log <p>***See note below about study time allowed for all school related activities</p>	Responsible individual's signature is not needed if faxed or emailed by the school
On-Line and Distance Learning Documentation	<ul style="list-style-type: none"> • The Course/Program Log-in/Log-Out electronic record; or • Conducted in a Supervised setting (Name, Phone Number and Signature of a Responsible Individual is Required) 	

*****Study Time Documentation** (Voc. Ed, HS, Job Skills, ABE, GED, ESL and FWL) - With a statement from the school about recommended study time, one hour of unsupervised study time per class hour can be allowed or More than 1 hour per class hour needs to be supervised and requires a signature from a responsible individual acknowledging study was supervised (cannot exceed the amount of study time advised by the school).

Attachment D: Tips for Work Benefit (WB) Cases

The TANF Work Participation Rate Documentation Review team developed the following tips to help assure that WB cases have the correct hours and income reported and documented.

Project Using Actual Income and Hours:

For calculating initial and ongoing WB eligibility, use the most current income/hours on file (Do Not Average).

- WB policy states that the most current actual income/hours should be used to calculate eligibility. The actual income and hours should be coded on the prospective side of JOBS panel.
- Do not average or use multipliers to calculate income or hours for WB.
- Only use paystubs from the most current month – do not combine paystubs from two months.
Example:
Participant only sent one paystub for the most current income to date, November 2011. Gross income was \$253.75 and total hours were 35. The participant is paid bi-weekly. Code the JOBS panel with \$253.75 for both checks to project income and code 70 hours as the prospective hours.
- Workers – Document clearly which income and hours were used to code the JOBS panel.

Updating JOBS Panel & Income Windows with New Income/Hours Information:

Food Support (FS) – Use the JOBS FS Prosp Inc field to access the Food Support Prospective Income Calculation pop-up window. This window is an online calculator used to correctly calculate average hours and income per pay date, as well as prospective monthly income. DO NOT copy this income/hours data to the JOBS panel.

HealthCare (HC) – Use the JOBS HC Inc Est field to access the HC Income Estimate window. Update this window with the average income per pay period anticipated from the income source listed on JOBS; the estimated monthly income is used in HC budgets for months. DO NOT update the “Hrs” field on the JOBS panel and DO NOT copy the window income data to the JOBS panel.

Work Benefit – Use the JOBS panel when new income/hours information is received for WB. MAKE SURE to update the prospective data on the JOBS panel to reflect the most current income and hours data (Do Not Average).

- Some cases receive new information for HC and/or FS after the WB approval is done. If new information becomes available, WB eligibility should be re-assessed, and the most current hours should be updated on the JOBS panel using the WB method of calculating income and hours (do not average). For HC/FS, each income window should be updated using their respective program policy calculation method for income and/or hours.
- Workers – Document clearly which income and hours were used to calculate ongoing WB eligibility.

Document, Document, Document!

- For many cases there is no information in case notes documenting how the WB income/hours were calculated.

Don't Code Hours To Meet Work Participation Rate:

- Some cases have 90 or 160 hours coded which does not reflect the documented hours found in the case file.