TANF Needy Family Contractor Training for TANF Eligibility and TEVS (For Current TANF Staff)

Updated
August 2016

Department of
Workforce Services

Old TEVS System

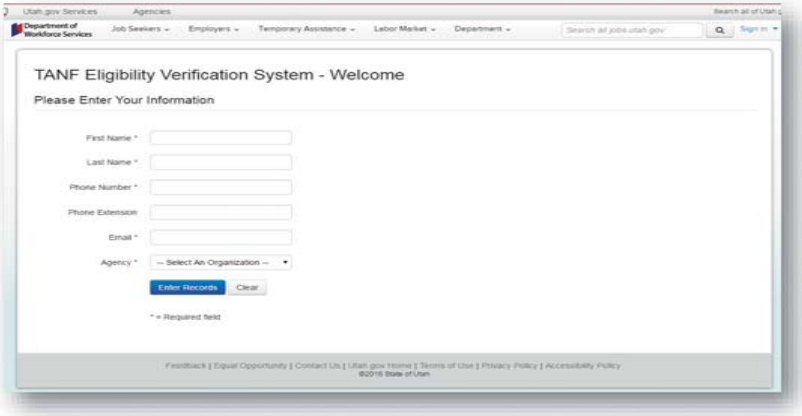
- Does not require secure login
- Data input system only
- Once data is submitted, unable to retrieve past records
- When notified by DWS that there is a discrepancy, unable to review what information was previously entered
- Must create a new entry for the same customer, possibly creating multiple records with the same incorrect information
- Unable to run reports to see which customer has been entered
- Must create a method for tracking who has been entered in TEVS and who remains TANF eligible

New TEVS System

- Requires secure Utah ID login account
- Can now retrieve past records
- Can edit information after it has been submitted
- Can run reports to track all customers entered in TEVS by organization
- When notified by DWS that there is a discrepancy, can retrieve past records and edit information quickly
- Can now verify eligibility in eShare without waiting on customer to provide myCase printout
- Eligibility process can be done quicker and allow more customers to be in a timely manner

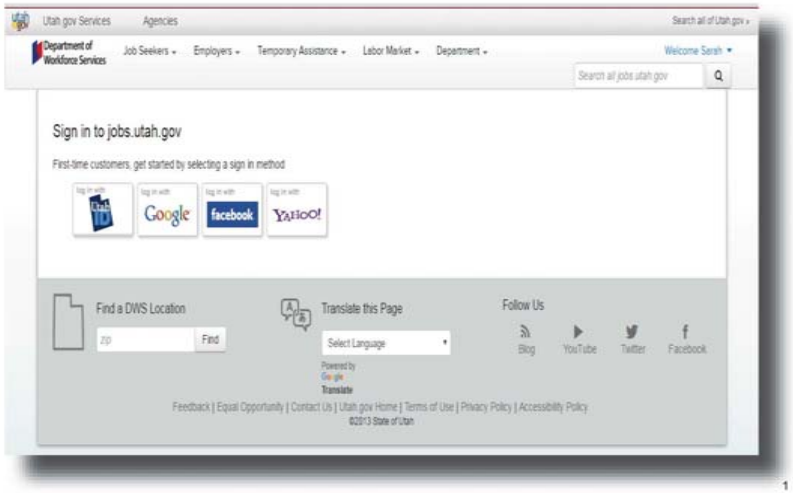
Old TEVS System

Does not require login and can only input data.



New TEVS System

Requires secure Utah ID login to access TEVS.



TANF Eligibility Verification System

Agency:

Asian Association of Utah

TEVS | History

+ Add New Household

eShare Link Help

Households

Last Name	First Name	Date Of Birth	Elig. Status	Elig. End Date	Agency
Filter...	Filter...	Filter...	Filter...	Filter...	Filter...
Simpson	Homer	Jul 01, 1980	Categorically Eligible		Asian Association of Utah

1 / 1 10 items per page 1 - 1 of 1 items

Old TEVS and Eligibility Process

- Contractor completes Form 300 and 115.
- Collect myCase printout from customer (if Categorically Eligible) or all required documentation and maintain in case file.
- Enter customer information into TEVS.
- Begin serving customer.
- DWS verifies information on ALL customers entered in TEVS for discrepancies. If necessary, notifies Contractor to correct information and resubmit in TEVS within 15 calendar days.

New TEVS and Eligibility Process

- Contractor completes Form 300 and 115.
- Contractor may now verify Categorically Eligible using eShare.
- If Categorically Eligible, print off eShare benefit screen, collect picture id and maintain documentation in case file.
- If NOT Categorically Eligible, Contractor must collect all documentation.
- Enter customer information into TEVS.
- Begin serving customer.
- DWS will ONLY verify information for customers that have been "Determined Eligible by Contractor"
- If necessary, DWS will notify Contractor of discrepancy and Contractor must correct information in TEVS within 15 calendar days.

TEVS and eShare Process

Eligibility must be determined prior to serving customer.

- **Step 1:**

Complete the following:

1. Form 300: TANF Needy Family Eligibility form
2. Form 115: Release/Disclosure of Information form

- **Step 2:**

1. Using eShare interface, verify if household is currently receiving DWS benefits. (You will need your security token)

2. Return to TEVS and enter information for all TANF eligible household members and select appropriate eligibility status for the household. A primary household member must be identified for each household. Must be an adult 18 and over.

   a. Begin by first adding a primary household member. (The primary household may be an undocumented parent. If both parents are undocumented, only enter one parent in TEVS.)

   b. If the primary household member is undocumented, check the "Member Excluded" box. The individual will not be counted in the TANF household.

   c. Enter all other TANF eligible household members in TEVS. (Do NOT enter any customer information who does not have a Social Security number.)

Categorically Eligible

(For customers currently receiving public assistance)

- **Step 3:**

a.) If the household is currently receiving benefits, select "Categorically Eligible" for Eligibility Status.

- Customer/household meets all TANF eligibility and may begin services.
- Maintain copies of documentation in case file: Signed and dated form 300 and form 115, print off of eShare benefit screen and picture ID for primary household member.

b.) If household is NOT receiving benefits, TANF eligibility will need to be determined by Contractor and all required documentation collect and maintained in case file. *See next slide "Determined Eligible by Contractor".*

Determined Eligible by Contractor

(Only for customers NOT receiving DWS benefits)

1) In TEVS, select "Determined Eligible by Contractor" under Eligibility Status.
2) In the Comments Box, narrate the gross monthly household income and what documentation used to determine income.
3) Collect all required documentation for eligibility and maintain in case file for program monitoring.

After eligibility has been determined by Contractor:

- Begin serving the household/customer.
- DWS will retrieve your TEVS entry and verify information in eShare.

*Form 300 and TEVS entry is only done ONCE for the customer to receive TANF funding over the course of the program/service, except when:

a.) notified by DWS that information cannot be verified, OR

b.) there is a gap in service of more than 30 days, OR

c.) there is a change in household size (re-look at Income Chart for new household size)

When notified by DWS that customer information cannot be verified, Contractor **must**:

- Update participant information in TEVS within **15 days.**
- Information is not corrected within **15 days**, a SECOND notice is sent to Contractor advising that individual is no longer eligible for TANF Needy Family services.

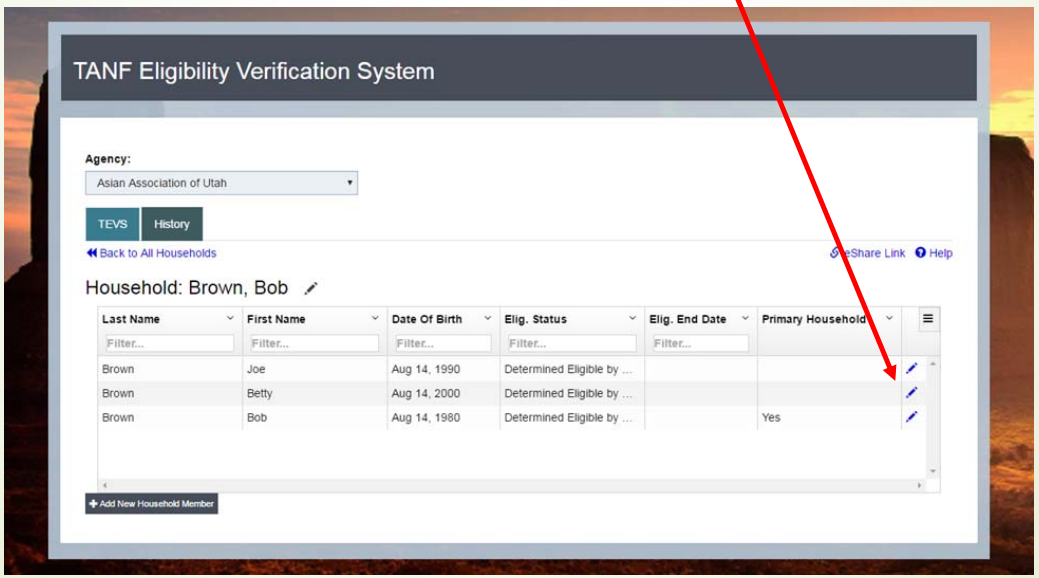
If there are other eligible household members, re-calculate eligibility based on the reduced household size.

If there are **NO** other eligible household members, funding for services must end.

For detailed procedure, refer to Policy Reference 727 eShare and TEVS Verification.

To Remove or Edit Household Member in TEVS

- Search for household member in TEVS
- Locate household member and click to edit information



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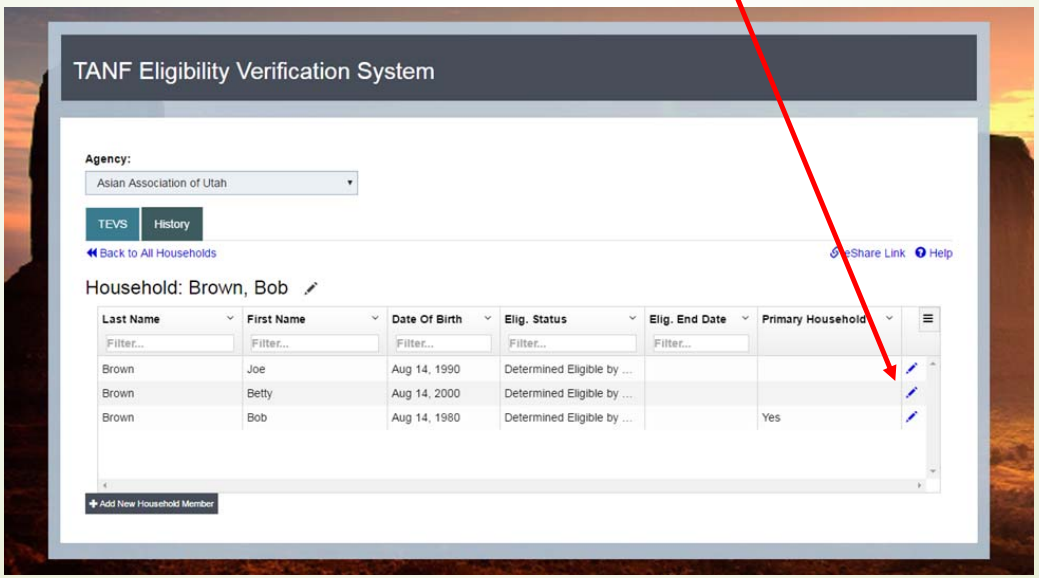
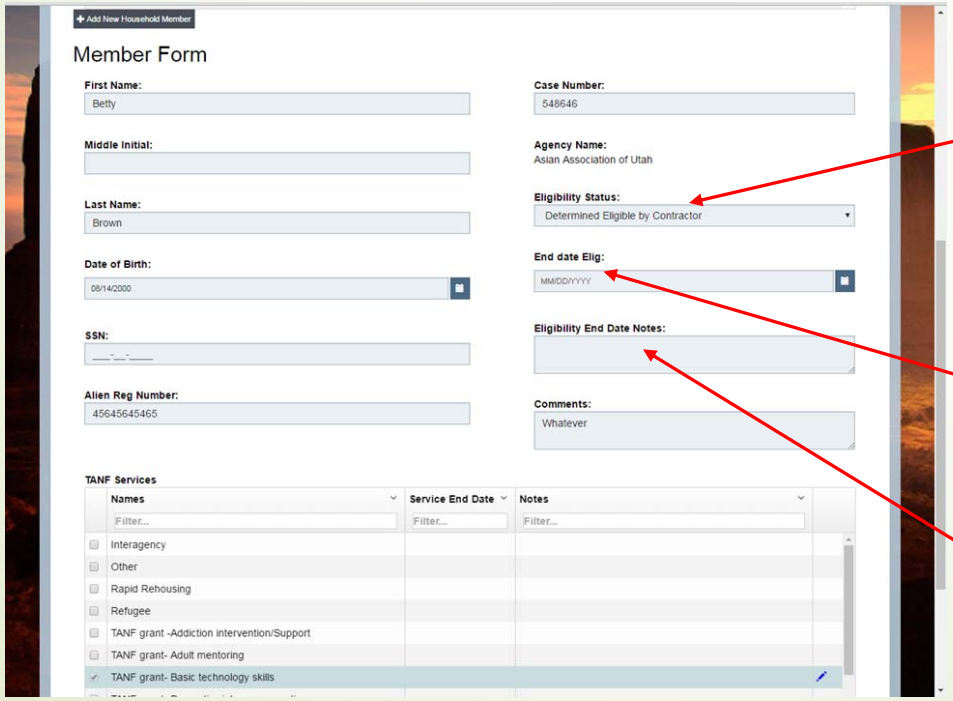


Edit or Remove Household Information

Review household information for accuracy and edit any incorrect fields.



To remove household member.

1. Change the Eligibility Status to "Not Eligible"
2. Enter End Date
3. In Eligibility End Date Notes field, state reason not eligible.

Required Documentation

- **Items needed in participant case file:**

1. **Completed Form 300 (Sign and Date)**
2. **Form 115 (Sign and Date)**
3. **Family Composition/Relationship**
   a. *Ex. eShare printout or marriage license, divorce decree, birth certificate, court orders, etc.*
4. **Citizenship**
   a. *Ex. eShare printout or birth certificate, permanent resident card, passport, etc.*
5. **Identity**
   a. *Photo ID of adult household member is required, even if undocumented.*
6. **Income or Categorical Income Eligibility**
   a. *Ex. eShare printout or check stubs, benefit approval letter, etc.*

*Case files can be stored via hard copy or electronically.

TANF Needy Family Guide

Determined Eligible by Contractor (Non-Public Assistance)	Categorically Eligible (Receiving Public Assistance)
Must follow standard TANF Eligibility process. 1. Complete Form 115. 2. Complete Form 300 listing all TANF household member's Name, SSN, and DOB. 3. Enter information into TEVS. 4. Collect **ALL** documentation for each member: SSN cards, birth certificates or permanent resident cards, and paystubs, etc. 5. Collect picture ID of primary household. *Include all documentation in case file.*	Customer must be current recipient of Categorical Eligibility programs listed in Section 2 of Form 300. 1. Complete Form 115 2. Complete Form 300 listing all TANF household member's Name, SSN, and DOB. 3. Enter information into TEVS. 4. Print off eShare benefit issuance screen or for WIC, a benefit approval letter. 5. Collect picture ID of primary household. *Include all documentation in case file.*

Resources

Contractor Site
http://jobs.utah.gov/services/tevs/tanfcontract.html

TEVS System
https://jobs.utah.gov/jsp/tevs2

Policy References

- 724 Categorical Income Eligibility
- 721 Citizenship and Utah Residency
- 727 eShare and TEVS Verification
- 723 Family Composition
- 722 Identity
- 725 Income
- 726 Income Guidelines

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