

Operations Memorandum
Cash Assistance
SNAP
Medical Assistance
OPS130201

February 11, 2013

SUBJECT: Enhancements to eCIS Job Search and Sanction Process

TO: Executive Directors

FROM: Richard Wallace, Acting Director, Bureau of Operations

PURPOSE

To inform County Assistance Offices (CAOs) of the eCIS enhancements being added for the Applicant Job Search requirement and the TANF RESET sanction processes.

BACKGROUND

As detailed in [OPS Memo OPS120703](#), applicants for cash assistance are required, as a condition of eligibility, to apply for at least three jobs per week while the application is pending unless the applicant has verified that they are exempt from the job search requirements or established good cause. Further updates to COMPASS and eCIS regarding the applicant job search requirement process were also outlined in OPS Memo [OPS121106](#).

As detailed in OPS Memo [OPS120704](#), there are also revisions to the RESET sanction policy and process. The pre-24 and post-24 month designators were eliminated, sanction time periods were changed for the first two levels of sanctions, and a requirement that the sanction, after a specified time period, would graduate from an individual sanction to a full-family sanction.

Effective February 16, 2013, further enhancements will be added for both of these initiatives to promote compliance with TANF work requirements.

DISCUSSION

1. eCIS Enhancements for the Applicant Job Search Requirement process

Currently, cash assistance applicants can use JobGateway for their applicant job search. CAO workers are able to view the client's activity via the 'View Work Search History' button on the Eligibility Results Summary screen in order to help determine compliance with the individual's job search requirements. If information is pending, the worker has to manually enter text into the Pending Verification Notice (PA253) regarding the job search requirements.

There is also the new client notice rejection reason code (974) that workers use to reject an application as a result of the failure to meet Applicant Job Search requirements. Formerly this option was manually entered by the worker.

Effective February 16, 2013, the Job Search Requirement process in eCIS will be enhanced by:

- The Pending Verification Notice (PA253) now includes language explaining the TANF work search requirements and offers a selection for related pending verification ([See Attachment 1](#)).
- A new field labeled 'Applicant Compliant' is added to the ETP Project Enrollment screen where the worker will select the appropriate response to reflect the applicant's compliance with job search requirements after reviewing the individual's JobGateway history information and/or other provided paper verifications.
- Eligibility results will be based on worker entry in the Applicant Compliant field.
 - o P = the PA 253 pending verification notice will be populated with details of pending Work Search requirements.
 - o Y = pass eligibility for Work Search Compliance and evaluate for other criteria
 - o N = eligibility fails due to non-compliance with Job Search requirements. The system will now generate the 974 failure reason code and notice ([See Attachment 2](#)).

NOTE: If the pending Job Search verification is not received, workers should return to this field and update the response from "P" to "N" to trigger the correct 974 rejection code.

- On the ETP Project Enrollment screen, the 'Initial Job Search' field will be re-named "12 weeks of work search completed."
- The Work Search History screen has expanded integration with JobGateway and now includes activity type and description data elements. The worker will have the ability to filter this information, which will provide workers with more detailed information to assist them in making and recording a compliance determination.
- The Work Search History Screen will now be accessible through both the Eligibility Summary screen and the ETP Project Enrollment screen.

NOTE: In the event there is no work search history found for the specified criteria, a system message will be displayed to the user.

2. Enhancements to the cash assistance Sanction Escalation process

Currently, after the worker completes a compliance review and good cause has not been determined, they must manually send advance notice of the impending sanction, initiate the sanction in eCIS, track and issue further manual notices at specified time periods advising the client(s) of their sanction status and how they can become compliant. This process is again duplicated when a sanctioned individual remains non-compliant and escalates from an individual sanction to a full-family sanction.

Workers will still be responsible to initiate the individual sanctions (DS21, DS22) in eCIS according to current policies and procedures after issuing the proper manual advance notice.

Effective February 16, 2013, the sanction escalation process in eCIS will be enhanced by:

- Automating existing manual notices and attachments (PA162A, Attachment 4, and PA1712) to allow the system to send sanction related 632/1 and 632/2 CNR notices ([see Attachment 3](#)) while escalating from an individual level sanction to a full-family level sanction.
- System narratives will be posted stating the automated PA1712 and 632 notices were sent.
- Revised 158 alerts will be posted to the workers' dashboards to advise them when to manually update individual sanctions (DS 21 or DS 22) to full-family sanctions (DS 27 or DS 28) at the appropriate time frames ([See Attachment 4](#)).

Example: First Sanction scenario:

1. Worker initiates first level sanction DS21 following current policy and procedures.
2. eCIS automatically sends the “You Can Come Back On Assistance” (PA1712) 15 days after the sanction begin date and posts a case narrative stating the form was sent.
3. On day 75, if the individual’s status remains non-compliant, eCIS will automatically send advance notice 632 option 1, post a case narrative stating the notice was sent and issue alert 158 to the worker to serve as a reminder to update the sanction/disqualification screen from individual DS21 to full-family DS27 on or after day 91.

Example: Second Sanction scenario:

1. Worker initiates second level sanction DS22 following current policy and procedure.

2. On day 45, if the individuals status remains non-compliant, eCIS will automatically send advance notice 632 option 2, post a case narrative stating the notice was sent and issue alert 158 to the worker to serve as a reminder to update the sanction/disqualification screen from individual DS22 to full-family DS28 on or after day 61.

NEXT STEPS

1. Review this Operations Memorandum with all CAO staff.
2. Direct questions regarding this Operations Memorandum to your Area Manager.
3. This Operations Memorandum will become obsolete when all information is incorporated into eCISance and the Cash Assistance Handbook.