**DATE: October 28, 2021**

**OPERATIONS MEMORANDUM #21-10-01**

**SUBJECT:** Extended Temporary Assistance for Needy Families (ETANF) Review/Partial Redetermination Process Update

**TO:** Executive Directors

**FROM:** Robert Patrick

 Acting Director

 Bureau of Operations

**PURPOSE**

To inform County Assistance Offices (CAOs) of the updated ETANF Review and Partial Redetermination Process. This change is effective October 18, 2021.

**BACKGROUND**

Federal regulations provide states the option to use federally funded TANF dollars to extend TANF to a limited number of families who have received an accumulated five-years, 60 months, of TANF and are experiencing the effects of past or present domestic violence or other hardships defined by the state. Pennsylvania has defined the allowable hardships reflected in the ETANF tracks.

The eligibility review for ETANF currently begins after an Eligible Specified Relative (ES) has reached 1,830 TANF days which is equivalent to the five-year limit.

**DISCUSSION**

 Effective October 18, 2021, the eligibility review for ETANF will begin 30 days prior to an ES relative reaching the 1,830 TANF days to correctly determine if the individual meets the requirements to be granted ETANF and properly enrolled in an ETANF hardship track.

 Outreach to TANF recipients will occur at the 48th month and 54th month prior to an individual accumulating 60 full months. This outreach will provide proper notice of their TANF months remaining and information on opportunities to participate in training or employment programs provided by the Department of Human Services.

The system will automatically send a PA 1976 One Year Outreach Letter ([Attachment 1](https://pagov.sharepoint.com/sites/DHS-OIM/Attachments/Attachment%201%20-%20PA%201976%20One%20Year%20Outreach%20Letter.pdf)) when the TANF Day Count for an ES advances past 1,460 days, 48 months, informing them that the ES has 12 months of TANF Cash Assistance remaining unless they meet a specific hardship. The system will automatically send a PA 1975 Six Month Outreach letter ([Attachment 2](https://pagov.sharepoint.com/sites/DHS-OIM/Attachments/Attachment%202%20-%20PA%201975%20Six%20Month%20Outreach%20Letter.pdf)) when the TANF Day Count for an ES advances past 1,621 days, 54 months, informing them that the ES has 6 months remaining of TANF Cash Assistance unless they meet a specific hardship.

 Both letters contain information about Employment and Training opportunities and advise the individual that they should call the County Assistance Office (CAO) if they have an interest in a program or any questions.

 The ETANF Review/Partial Redetermination process will begin 30 days before an ES has exceeded their TANF time limit.

**PROCEDURES**

 When a TANF recipient phones the CAO regarding an outreach letter, the Income Maintenance Caseworker (IMCW) will:

* Review the individual’s situation with them
* Highlight the benefits of volunteering for E&T programs if the individual is exempt from work requirements or has good cause for not participating in work requirements.
* Answer any questions they may have about the ETANF Review/Partial Redetermination process.
* Refer the individual for services if appropriate

The CAO will take the following steps to determine eligibility for ETANF at the ETANF Review/Partial Redetermination:

* Follow the October 18 TEXT 193 Alert Review Process ([Attachment 3](https://pagov.sharepoint.com/sites/DHS-OIM/Attachments/Attachment%203-%20October%2018%20TEXT%20193%20Alert%20Review%20Process.docx)) for older alerts generated prior to and still displaying on the WLD on October 18, 2021.
* For new TEXT 193 alerts posted on or after October 18, 2021 schedule a telephone Partial Redetermination Interview prior to the individual reaching 1830 days using the newly modified PA 1754 ETANF Partial Redetermination Letter ([Attachment 4](https://pagov.sharepoint.com/sites/DHS-OIM/Attachments/Attachment%204-%20PA%201754%20ETANF%20Partial%20Redetermination%20Letter.pdf)) from Forms Generation.
* If the household contacts the CAO and wishes to schedule an in-person interview, the CAO will schedule an interview and send a PA 1834 found in DocuShare.
* If the ES meets one of the hardship tracks, update the existing Agreement of Mutual Responsibility (AMR) or complete a new AMR, obtain verbal agreement to sign and return the AMR when completing the Partial Interview by phone, and document the verbal agreement to sign and return the AMR in case comments. Set an alert to track the return of the AMR.

**NOTE:** Allow the household 30 calendar days to return the signed AMR. If the AMR is not returned within 30 days, the household is no longer eligible.

* Process the cash budget for ETANF in eCIS once an ES shows 1,830 days of TANF Cash benefits if all verifications are present and the household has established an ETANF hardship.
* Close the Cash budget with advance notice if:
	+ The household does not meet TANF requirements (i.e., income, resources)
	+ All verifications are not received by the due date without good cause,
	+ The household has not established a hardship track by the 1,830th day
	+ The ETANF Review/Partial Redetermination process has not been completed.
	+ The signed AMR is not returned within 30 days.

**ATTACHMENTS**

Attachment 1: [PA 1976 One Year Outreach Letter](https://pagov.sharepoint.com/sites/DHS-OIM/Attachments/Attachment%201%20-%20PA%201976%20One%20Year%20Outreach%20Letter.pdf)

Attachment 2: [PA 1975 Six Month Outreach letter](https://pagov.sharepoint.com/sites/DHS-OIM/Attachments/Attachment%202%20-%20PA%201975%20Six%20Month%20Outreach%20Letter.pdf)

Attachment 3: [October 18 TEXT 193 Alert Review Process](https://pagov.sharepoint.com/sites/DHS-OIM/Attachments/Attachment%203-%20October%2018%20TEXT%20193%20Alert%20Review%20Process.docx)

Attachment 4: [PA 1754 ETANF Partial Redetermination Letter](https://pagov.sharepoint.com/sites/DHS-OIM/Attachments/Attachment%204-%20PA%201754%20ETANF%20Partial%20Redetermination%20Letter.pdf)

**NEXT STEPS**

1. Review this Operations Memorandum with appropriate staff.
2. Direct questions regarding this Operations Memorandum to your Area Manager.