

ARKANSAS REGISTER

Transmittal Sheet



Sharon Priest
Secretary of State
State Capitol Rm. 026
Little Rock, Arkansas 72201-1094

For Office Use Only: Effective Date 11/21/99 Code Number 016.20.99--001

Name of Agency Division of County Operations

Department of Human Services

Contact Person Roy D. Kindle, Jr. Assistant Director, DCO

Statutory Authority for Promulgating Rules Arkansas Code 20-76-401 et Seq.

	Date
Intended Effective Date	
<input type="checkbox"/> Emergency	Legal Notice Published 12-10-98
<input checked="" type="checkbox"/> 10 Days After Filing	Final Date for Public Comment 01-08-99
<input type="checkbox"/> Other	Reviewed by Legislative Council
	Adopted by State Agency 01-18-99

CERTIFICATION OF AUTHORIZED OFFICER

I Hereby Certify That The Attached Rules Were Adopted
In Compliance with Act 434 of 1967 As Amended

Ruth Whitney II
Signature
682-8375
Phone Number
Director
Title
11/23/98
Date

FILED
ARK. REGISTER DIV.
99 JAN 11 AM 9:39
SECRETARY OF STATE
STATE OF ARKANSAS

**Work Activity Supportive Services
Educational Expenses**

**TEA 3422-3430
Case Management Services**

Education Training is the most appropriate activity and that no other funding is available to pay for the needed activity.

The request to use TEA funds to pay for tuition, fees, books, etc. for Vocational Education must be approved by the ES County Administrator/Designee.

Jobs Skills Training - The cost associated with this activity may be paid by TEA funds.

Educational expenses under TEA 3422 are separate from the activity related expenses in TEA 3420

Example - Mr. Smith would like to become a plumber and has found out that a course in plumbing is currently being taught at the local community college but the school has no more financial aid available. If the Case Manager agrees that the proposed course of study is appropriate and has validated that no other funding is available, then the Case Manager may submit a request to the County Administrator/Designee for approval to use TEA funds to pay for needed training expenses.

3430 Case Management Services

* Case management is the process of coordinating and brokering the multiple services needed to achieve progress toward self-sufficiency. Case Managers serve as a point of contact for clients and a point of accountability for the agency. The TEA Case Manager has overall responsibility for working with clients from initial assessment until case closure.

* Case management services will be provided to those individuals who need assistance before and after accepting employment. This service will be provided as long as the customer is eligible, and up to 12 months after cash assistance has been terminated due to employment. (Refer to TEA policy 5160)

* **5160** ***Extended Case Management Services***

Case Management is the process of coordinating and brokering the multiple services needed to achieve progress toward self-sufficiency. Case Managers serve as a point of contact for recipients and a point of accountability for management. The TEA Case Manager has overall responsibility for recipients from initial assessment until case closure.

One aspect of case management is to provide the recipient with sufficient information on what to expect regarding changes and challenges in the world of work.

Extended Case Management services will be provided to individuals whose cases are closed due to employment. Services may be provided for up to a maximum of 12 calendar months after an individual's cash assistance case has closed.

* **5161** ***Employment Follow-ups***

One of the most important aspects of case management is the follow-up after a recipient has entered employment. The follow-up with the recipient or employer should occur soon after employment begins and then continue periodically throughout the Extended Case Management period.

At a minimum, the Employment Follow-up contacts will occur according to the following schedule.

Initial Follow-up: Within 5 days of recipient entering employment or agency learns of employment.

30-Day Follow-up: Thirty (30) calendar days following the initial follow-up.

On-Going Follow-ups: Every 90 days during the remaining Extended Case Management period.

* The following information will be discussed during the follow-up's as appropriate;

- ♦ **Employment Information:** **Recipient** -Verify employment information (e.g. name of employer, employer address, job title, start date, hourly wage, hours worked per week, length of employment, etc.).

Employer – Advise employer of eligibility for tax credit if appropriate. If the employment was developed by TEA, then during the placement remind the employer to contact the worker if problems began to surface.
- ♦ **Supportive Services:** Ensure recipient has information on available services (e.g. childcare, transportation, employment bonus and etc.,). Follow-up with service providers to determine if any problems have arisen.
- ♦ **Counseling/Coaching:** Provide encouragement to the client, discuss any problems he or she may be having on the job, remind him or her not to quit their job without contacting TEA program staff first, etc.
- ♦ **Other:** Follow up with the employer or providers to determine if any problems have arisen.

* **5162 Counseling/Coaching Services**

General Counseling – The TEA case worker may arrange or provide, general counseling related to attitudes, motivation, and barriers to employment and personal situations related to work. Former TEA recipients may need supportive counseling to build their self-confidence. Counseling is guided conversation between the recipient and the TEA caseworker designed to solve personal problems relating to work. The objectives of counseling are to improve the client's problem solving abilities, and to help the client take responsibility for his or her own employment decisions.

Employment Counseling - In employment counseling or coaching the TEA worker helps the client better understand how he or she fits into the working world and also

**Extended Support Services
Counseling/Coaching Services**

**TEA 5162 – 5163
Other Support Services**

- * assists clients in solving existing problems. The worker should determine whether the client and client's children are experiencing difficulty in adjusting to the client's dual role as employee and parent. Discuss potential financial management problems once Extended TEA services are terminated, e.g., health insurance, and day care (if needed) and other issues related to transition from welfare to employment. The following clients are likely to have a need for employment counseling:

- ♦ Clients entering employment for the first time.
- ♦ Clients reentering the labor market after a period of unemployment.
- ♦ Clients who had to be re-trained due to the current labor market requirements.
- ♦ Clients with unsatisfactory work experience/history.

- * **Group Counseling** – Group counseling may be needed to assist other counseling efforts. Group settings are beneficial because the client may relate his or her problems to peers better than he or she would to professional staff (TEA). **NOTE:** Clients who have been successfully employed could be used as role models for recipients who are having problems. Group sessions may be conducted by the TEA caseworker or may be provided by another agency or organization. Topics for discussion may include but are not limited to: low self-esteem, uncertain childcare, inadequate housing, etc.

* **5163 Other Services**

The need for other supportive services or assistance may become apparent during the Extended Case Management period. The TEA worker should be prepared to assist clients needing other services through referrals to appropriate service providers or agencies. Such services or assistance may include Homemaker Services, Housing Assistance, Transportation Assistance, etc.

FILED
AR. REGISTER DIV.
99 JAN 11 AM 9:39
OFFICE OF THE
SECRETARY OF STATE
STATE OF ARIZONA
BY _____

DEPARTMENT of Human Services

DIVISION of County Operations

PERSON COMPLETING THIS STATEMENT Roy Kindle, Assistant Director

Office of Program Planning & Development

TELEPHONE: 682-8251

FAX NO. 682-1597

FINANCIAL IMPACT STATEMENT

To comply with Act 884 of 1995, please complete the following Financial Impact Statement and file with the questionnaire and proposed rules.

SHORT TITLE OF THIS RULE – TEA Policy 3430 and 5160 Extended Case Management Services

1. Does this proposed, amended, or repealed rule or regulation have a financial impact? Yes X No

Cost projections are based on Extended Case Management services costing \$32.00 per client per month to implement and operate.

2. If you believe that the development of a financial impact statement is so speculative as to be cost prohibited, please explain.
3. If the purpose of this rule or regulation is to implement a federal rule or regulation, please give the incremental cost for implementing the regulation. Not a federal rule.

1997-1998 Fiscal Year

General Revenue
Federal Funds
Cash Funds
Special Revenue
Other
Total *

1998-1999 Fiscal Year

General Revenue
Federal Funds
Cash Funds
Special Revenue
Other
Total *

BY
STATE OF ARIZONA
OFFICE OF THE
CLERK OF THE
LEGISLATURE

99 JAN 11 AM 9:39

FILED
IN REGISTER DIV.

4. What is the total estimated cost by fiscal year to any party subject to the proposed, amended, or repealed rule or regulation?

1997-98 Fiscal Year
None

1998-99 Fiscal Year
None

5. What is the total estimated cost by fiscal year to the agency to implement this regulation?

We estimate the total costs for implementing this policy during the first fiscal year to be \$432,000.00 and the second year costs are estimated to be \$691,200.00.

NOTICE OF RULEMAKING

Pursuant to Arkansas Code 2076-401 et seq. the Director, Division of County Operations issues proposed changes to the Transitional Employment Assistance program (TEA) policy to allow Extended Case Management services to be provided to individuals whose cases are closed due to employment. Services may be provided for up to a maximum of 12 calendar months after an individual's cash assistance case has closed.

Copies of the proposed change may be obtained by writing the Division of County Operations, P.O. Box 1437, Slot 1220, Little Rock, AR 72203, Attention: Office of Program Planning & Development. All comments must be submitted in writing to the address indicated above no later than 30 days from the date of this notice.

If you need this material in a different format, such as large print, contact our Americans with Disabilities Act Coordinator at 682-8920 (voice) or 682-8933 (TDD).

The Arkansas Department of Human Services is in compliance with Titles VI and VII of the Civil Rights Act and operates, manages and delivers services without regard to age, religion, disability, political affiliation, veteran status, sex, race, color or national origin.

Ruth Whitney II
Director
9140048