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| SLIDE  NUMBER | TITLE | SCRIPT |
| 1 | Welcome to WorkFirst  *(Presenter Introduces Themselves and any Partners Present)*  *(Presenter shows clients the WF Folder, and takes out the WF brochure)* | Welcome to the WorkFirst Orientation.  During the next half hour or so, I’ll be sharing information with you about Temporary Assistance for Needy Families (TANF), and the WorkFirst program.  TANF is the cash grant program that you’re applying for. WorkFirst is Washington’s Welfare to Work program designed to provide you with choices of various activities that can help you find a job, or otherwise reach your family’s goals.  What are some things some of you are hoping to get out of this time?  Some of the information we’re going to talk about today might be familiar to some of you and new to the rest of you. We will be going over a lot of information today and we know it’s not always easy to remember all of it. You’ll notice that there are brochures and pamphlets with resources that may be available to you in this folder. You may take out the “Helping You Help Yourself and Your Family” brochure that looks like this to reference and **to write down notes or questions.**  Feel free to ask questions as I’m going through this information. If you have questions that are specific to your situation, you will be able to discuss those with your case manager after this orientation. |
| 2 | Reasons Why You May be Here  **Cont…** | Reasons WHY you might be here…   * You’re afraid that there’s no work out there that will pay you enough. * You feel alone because there’s no one really that can help you in your particular situation. * You’re feeling overwhelmed by some tough circumstances and not sure what to do.   AND…   * You want to provide a stable income for you and your kids * You want to feel a sense of pride and satisfaction every day that you’ve contributed to your family. * You really want the peace and calm that comes with knowing your needs are taken care of, and that you worked hard to make it happen.   You’ve already taken the first step to achieving these things and the WorkFirst program can provide opportunities toward reaching your goals. |
| 3 | Work Pays! | In addition to the personal benefits of working, Work also pays!  One of the principles of the WorkFirst program is that when you are working, you can provide for your family better than when you are on public assistance. Work provides the best chance for you to raise your income. WorkFirst is here to help you prepare for work so that you can reach the goals you have set for your family.  When you’re working—even part time—you’ll earn more money than your TANF grant. For example, the most a family of 3 can receive from a TANF grant is $569 a month. If you work just 25 hours a week at minimum wage, you’ll earn more than twice that amount. If you’re working 40 hours a week, even at a minimum wage job, you’ll earn more than 3 times the amount of a TANF grant. Also, you could still be eligible to get food and childcare assistance to help with your transition into the workforce.  Maybe you’ve thought that working at a part time minimum wage job isn’t worth the time. However, part time jobs can help build a work history and references that can lead to a better job. Employers prefer to hire people who have some work experience and have done well at other jobs in the past. |
| 4  5 | *Read this section if showing video*  **Read highlighted script if you’re NOT showing the video.**  **\*WorkFirst Partners**  **Cont…** | Now we’re going to look at a short video to highlight some of our WorkFirst partners and the variety of opportunities that they offer.  There are many options available to you while you are in the WorkFirst program. DSHS works with other partner agencies that specialize in specific services and programs. Some of our partners include:  **The Department of Children, Youth, and Families (DCYF)**  The Department of Children, Youth, and Families partners with us to help you pay for childcare so you can focus on your WorkFirst activities. We’ll talk more about this in another slide.  **Employment Security**  Employment Security can help you with job search—this includes helping you with your resume, filling out applications, getting ready for interviews, and matching you up with jobs that fit your skillset.  Employment Security offers resources for anyone looking for work—not just people on assistance.  **Question**: Does everyone know where your local Employment Security office is? It’s located at: **(Insert location of your local Employment Security Office)** If you’ve been there, you may know that WorkSource has lots of information that can help you prepare and look for work. This is also, where you would meet with your WorkFirst Career Coach as well as be introduced to WorkSource.WA.com, the on-line job matching system powered by Monster.com.  **The Department of Commerce**  The Department of Commerceprovides real-life work experience opportunities, skills enhancement, tailored job readiness and job hunting, obtain references, support services and help to resolve or self-manage issues that make it difficult to get or keep a job. DSHS partners with **(insert specific Commerce Contractor here).** You may be interested in this option if you want to build upon your existing skills or gain recent work history. This is a great way to brush up on your skills to make you more competitive in the job market.  **The State Board of Community and Technical Colleges**  Community and Technical Colleges provide education and training.  There is a variety of choices to help you develop your skills or gain training at one of the local Community colleges. WorkFirst can help you focus on short-term education and training programs that may allow you to pursue a career in the field of your interest by getting a degree or certificate. Community colleges can also help you get your high school diploma or High School Equivalency if that is something you need.  Question: Can anyone tell me of a Community College in our area? (Right! They’re one of our partners).  DSHS also works with other agencies such as **Limited English Proficiency** (LEP) providers, and **Life Skills** contractors. If you are working with a housing agency, we may be able to partner with that agency to include them in reaching your family’s goal. |
| 6 | **Expectations & Requirements** | The WorkFirst program can help you get off assistance by creating an individual plan designed to meet you where you are. If you receive a cash grant, you will be expected to participate in work or work-related activities, such as retraining or looking for work. You’ll be expected to participate in WorkFirst activities as close to fulltime as possible, as determined by you and a case manager. We’ll keep track of the hours you participate. It is important for you to attend all WorkFirst appointments. Whenever you cannot do something that you’re scheduled to do, you must call in – just like you would do if you were working. For those people with obstacles or issues that prevent them from participating, we’ll talk about what your options are in upcoming slides.  If you are approved for TANF benefits, you will be required to complete the **Comprehensive Evaluation** with your worker. A Comprehensive Evaluation is a one-on-one assessment to evaluate your strengths, goals, education, employment, your family’s situation, and any obstacles that could get in the way of your ability to participate and find work.  After your Comprehensive Evaluation is completed, you’ll be able to develop an **Individual Responsibility Plan,** also known as your IRP, with your case manager. This individual plan is a document that outlines what WorkFirst activities you agree to participate in. This is a contract between you and us (DSHS). It’s very important that you go to all scheduled WorkFirst appointments and communicate with your case manager to work through any issues to ensure that your plan meets your goals and abilities. Once you’re assigned a case manager, your IRP will have contact information in it, or you can walk-in to your local office. |
| 7  8 | *Read this section if showing video*  **Read highlighted script if you’re NOT showing the video.**  **\*Child Support** | We want to share information about another one of our important partners that can benefit your family, which is The Division of Child Support. Here is a clip of our partnership and the supports they can provide.  We work closely with the Division of Child Support (DCS). The Division of Child Support helps collect child support for everyone who is eligible in Washington State, whether they receive a TANF grant or not. Having money from employment plus child support can help you become independent faster.  When you get a TANF grant through DSHS, you must help DCS collect any support due to you from a parent not in your home: this is called “cooperation”. Cooperation with DCS means giving information, attending interviews and hearings, or taking actions to help DCS establish and collect child support. Also, it means letting DCS know if you get any child support payments while you are receiving TANF- such payments are called “retained support”, and you have either to send the money to DCS or sign an agreement to repay that amount.  If you don’t cooperate with DCS while you are on TANF, your benefits may be reduced by 25%. However, if you believe that cooperating with DCS could put you or your child in danger, you can ask your case manager to assist you in applying for “Good Cause not to cooperate with DCS”. You can claim Good Cause now or at any time while you are on TANF.  While you receive TANF, any current support payments will be kept by the state. When you exit TANF, DCS sends current child support payments to you. |
| 9 | **Obstacles** | Some of you might be here because something is going on in your life that’s keeping you from working. You may be experiencing hardship due to physical or mental health obstacles, or other matters involving substance abuse, housing, legal, or Family Violence. We understand that there may be challenges that make it hard to work. We will work with you to ensure that you receive accommodations to participate in WorkFirst. This may include assistance working with Division of Vocational Rehabilitation (DVR) or even applying for Social Security benefits. During the Comprehensive Evaluation, you’ll talk with your case manager about any concerns you have and what you need to do to work through them. Sometimes you’ll work on issues in addition to other WorkFirst activities. We may give you a short amount of time to resolve matters before looking for work. Remember, in most cases, you can only get a cash grant for 5 years so the goal is to have you participating as close to fulltime as soon as possible.  When you meet with your case manager, be honest about what’s going on in your family life so you can develop the best plan to meet your family’s goals. |
| 10 | **Family Violence**  *Pull out Open The Door brochure* | One of our missions at DSHS is to help individuals live in a safe environment. Family violence can include emotional or physical abuse to you or your children. We know that dealing with family violence can make it harder to look for work or keep a job.  If your partner is hurting you or you fear what your partner will do when you make your own choices in life, like finding work or spending time with your friends and family, please let your case manager know about it during your interview. They can connect you with a local advocate and create an IRP that works for you. Also, there is a 1-800 number for the National Domestic Violence Hotline in the brochure you pulled out earlier, and a brochure in your folder called “Open the Door” that gives more information about family violence services.  Our goal is to empower families, reduce isolation and increase opportunities.  \*\* I realize we have given you a lot of information so far. I hope you’re not feeling overwhelmed. Remember; feel free to speak up if you have any questions. \*\*  Now, let’s talk about some of the things we can do to help you participate in WorkFirst. |
| 11  12 | *Read this section if showing video*  **Read highlighted script if you’re NOT showing the video.**  **\*Support Services** | *Here’s another video to give you a description of what Support Services are available to you, when you’re participating in WF activities.*  We may be able to help you pay for things that you need to participate in WorkFirst if you don’t have a way to pay for them yourself. This might be money for gas or public transportation to look for work, clothes to interview for or start a job, or tools or licenses required to work. A full listing of the available support services are in the WorkFirst brochure in your packet, please be sure to talk with your case manager about any support services you may need, remember to tell us when you do find a job so we can help you with support services before your TANF grant closes. |
| 13 | **Child Care** | Many of you may need childcare if you are going to participate in WorkFirst. It is important you have childcare you can depend on so you can concentrate on your WorkFirst activities. You will also need to have some kind of backup plan for those times when your childcare provider is out of town, not working on a holiday or won’t take your child because they’re sick.  You may be able to get help paying for child care through the Working Connections Child Care program for the time that you’re participating in WorkFirst. This includes the time you’re working or looking for work, going to training or work experience, and going to other appointments. Whom you choose to care for your child is up to you – you’ll decide if you want to use a licensed childcare center or home, family, friends, or neighbors to watch your child.  You can apply for WCCC online at [www.washingtonconnection.org](http://www.washingtonconnection.org) or apply by phone Monday-Friday, 8am-5pm at 1-844-626-8687. |
| 14  15 | *Read this section if video will be shown*  **Read highlighted script if you’re NOT showing the video.**  **\*WorkFirst Sanction**  **Cont…**  **Read this statement after video is shown** | Here’s a short clip explaining the Sanction process  WorkFirst Sanction is a penalty when you choose not to follow your WorkFirst plan or attend scheduled appointments. This penalty reduces your grant by 40 percent or terminates your TANF grant. A sanction may be avoided by communicating with us if you are unable to participate.  Let’s take a look at what a sanction may mean to your family. A household of three receives a TANF grant of $569 each month. A sanctioned grant would be reduced by $228 a month, making the grant $341 per month. A WorkFirst sanction may also reduce your basic food benefits.  If you don’t communicate with us during the sanction process, we may visit you at your home and your TANF grant may be closed.  If you left in WorkFirst sanction and need a TANF grant in the future, you may need to follow the requirements in your IRP for 28 consecutive days before receiving TANF again.  You have heard a little bit about child support sanction and it’s important for you to know that both WorkFirst and DCS sanctions can happen at the same time.  You can see that the sanction penalty is very severe. Our goal is to work with you and your family. To avoid sanction, the best thing to do is to communicate with us so we can work together.  We don’t want families to have reduced cash grants as that only makes it harder to reach your goals. We can work with you through obstacles and adjust your WorkFirst plan if needed. |
| 16 | **TANF Time Limit** | Federal law states that adults can only receive a total of 5 years of TANF in their lifetime. That includes cash assistance that you receive in any state. It’s important that we help you connect with WorkFirst services as soon as possible. The fewer months of assistance you use the more you’ll have available in case something happens and you need help in the future.  After 60 months on TANF, your entire family becomes ineligible for cash assistance. Sometimes you can be granted an extension, such as if you have a serious, long term disability or family violence, but for most families the total of 5 years on TANF is the maximum amount. |
| 17 | **Life After TANF**  **Cont…** | Not all assistance ends when you go off TANF. If you leave TANF and aren’t in sanction with DSHS or Division of Child Support, you’ll get 5 months of **Transitional Food Assistance**. You will continue to receive food benefits for the next 5 months, for a family of 3 you may receive up to $504 in food benefits, sometimes your food benefits may increase.  After 5 months, depending on how much income you have, you could still be eligible for **Basic Food**. For example, a family of 3 with one parent working full time at minimum wage ($1992) would receive a minimum of $85 in food benefits each month, and the amount could increase if you pay rent or utilities.  And once your TANF has ended you could now access education and employment services through Basic Food Employment & Training (BFET), you’ll learn more about this program in the next slide.  You could also still receive **childcare assistance** after you leave TANF if you are working and your income is less than $3300 a month for a family of 3. The amount you would pay as a copayment depends on your income. Using the example of a household with one parent working full time at minimum wage, your copay would be around $65 per month. Your copayment will not change during your 12-month certification period, even if your pay increases, as long as you remain eligible.  You also can still receive **medical coverage** when you get a job and go off TANF. Depending on how much you earn, you may eventually be required to pay an insurance premium.  Even after you stop getting TANF, the Division of Child Support will continue to collect and send you any **child support** you are eligible to receive.  Finally, if you’re working you could be eligible for an **Earned Income Tax Credit**. This is extra money from the federal government in addition to any tax refund you get when you file your taxes. |
| 18 | **Other Options & Resources**  **Cont…** | After hearing all this, you might decide that WorkFirst isn’t the program for you. If you decide not to apply for TANF, there are other programs that can help you.  **Diversion Cash Assistance**  Diversion Cash Assistance (DCA) is an emergency cash program, limited to one 30-day period every 12 months. Diversion can help you pay your bills until your income starts. For example, you may have a new job but need help paying your bills until you get your first paycheck. To be eligible for Diversion cash you must be able to support yourself and your family for the next 12 months. If you are eligible for Diversion, you could receive up to $1250 in a 12-month period, but you may not receive both cash assistance and Diversion cash at the same time. However, if you receive Diversion cash and then go back on TANF any time within the next 12 months, you’ll have to pay back part of the cash you received.  **Basic Food Employment and Training**  There’s a brochure about Basic Food Employment and Training (BFET) in your folder. If you’re not receiving TANF, but are receiving food assistance, BFET can assist you with job readiness through   * Job search * Job search training (mock interviews, strategies, etc.) * Basic education (computer training, LEP, etc.) * Vocational training, or * Assist with some school programs at any Washington Community or Technical College (tuition). * Support services (transportation help, childcare, housing, clothing, etc.)   Each BFET provider has their own unique program focusing on one or more of the above services. You can find out more about these programs by contacting a provider by phone (using the brochure) or by visiting [www.dshs.wa.gov/bfet](http://www.dshs.wa.gov/bfet).  How is BFET different from TANF?   * Voluntary * No minimum hourly requirement * Can do job search and/or training * No time limit * No monetary grant     **Health Care**  If you don’t have health care coverage, you will need to apply through the Health Plan Finder. We can help you apply, if you need assistance. You can apply online, over the phone or by filling out an application.  There is more information about applying for health care coverage in your brochure.  **Others**  You could also be eligible for other community resources.  You can find a list of local resources in your folder, as well as call 211 for resources available to you. |
| 19-20  21 | *Read this section if video will be shown*  **Questions?** | Lastly, here’s a short video of Success Stories from past TANF recipients*.*  Any Questions?  So, what’s next?  Have a seat in the lobby and a case manager will call you to complete your application. They may also complete your CE and IRP if needed.  Thank you all for coming to this orientation today. |