



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



**Department of
Workforce Services**

Updated
August 2016



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.

The screenshot shows a web browser window with the URL "Utah.gov/Services/Agencies". The page title is "TANF Eligibility Verification System - Welcome". Below the title is the heading "Please Enter Your Information". The form contains several input fields: "First Name *", "Last Name *", "Phone Number *", "Phone Extension", "Email *", and "Agency *" (a dropdown menu with "Select An Organization" as the current selection). There are two buttons at the bottom: "Enter Records" and "Clear". A note at the bottom left of the form area says "* = Required field". The footer of the page includes links for "Feedback", "Equal Opportunity", "Contact Us", "Utah.gov Home", "Terms of Use", "Privacy Policy", and "Accessibility Policy", along with the copyright notice "©2013 State of Utah".

New TEVS System

Requires secure Utah ID login to access TEVS.

The screenshot shows a web browser window with the URL "Utah.gov/Services/Agencies". The page title is "Sign in to jobs.utah.gov". Below the title is the heading "First-time customers get started by selecting a sign in method". There are four buttons for sign-in methods: "log in with" (Utah ID), "log in with" (Google), "log in with" (Facebook), and "log in with" (Yahoo!). Below these buttons is a "Find a DWS Location" section with a "ZIP" input field and a "Find" button. To the right is a "Translate this Page" section with a "Select Language" dropdown menu. Further right is a "Follow Us" section with icons for "Blog", "YouTube", "Twitter", and "Facebook". The footer of the page includes links for "Feedback", "Equal Opportunity", "Contact Us", "Utah.gov Home", "Terms of Use", "Privacy Policy", and "Accessibility Policy", along with the copyright notice "©2013 State of Utah".

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 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 collected 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.

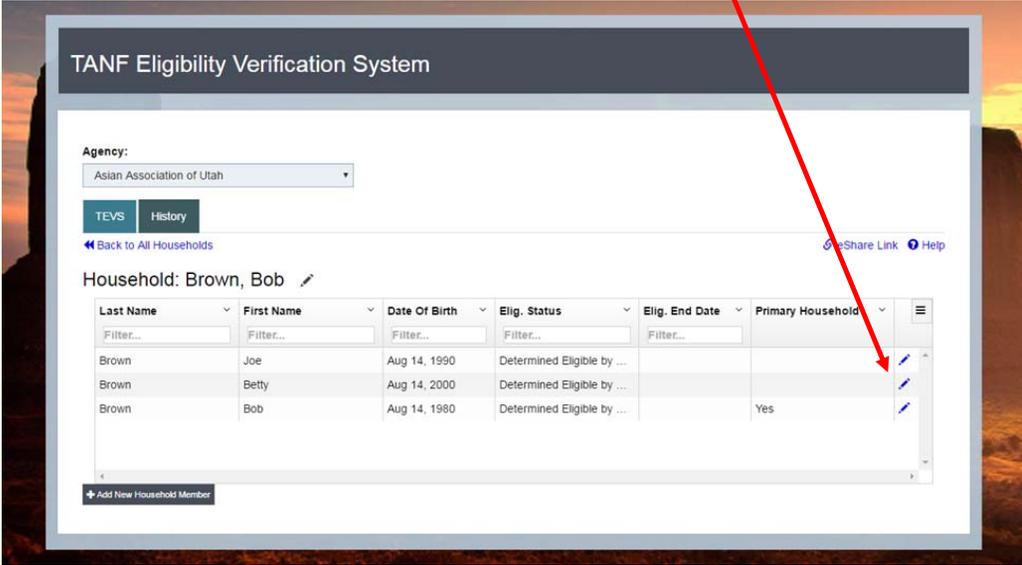


If there are **NO** other eligible household members, funding for services must end.

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



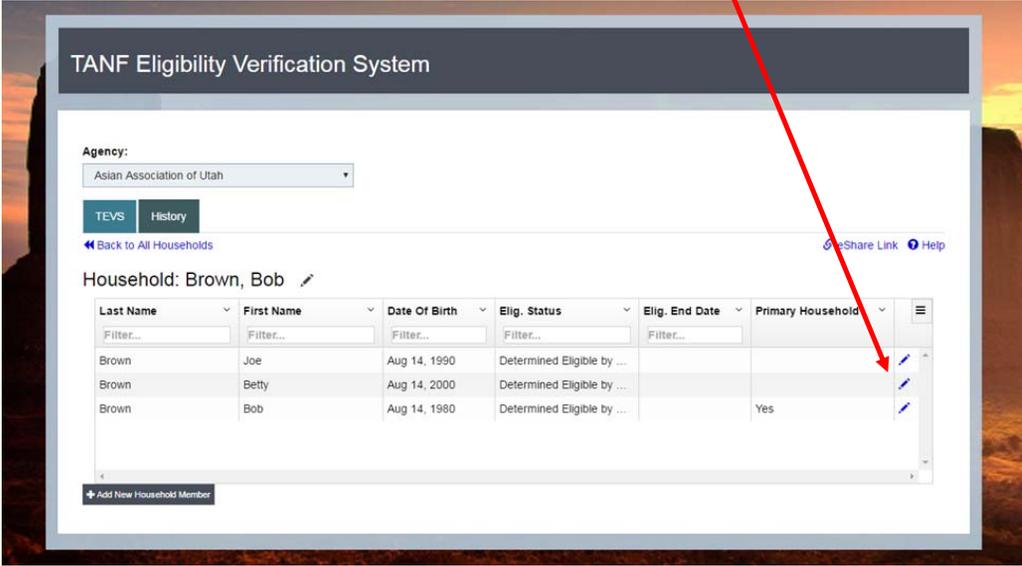
The screenshot displays the TANF Eligibility Verification System (TEVS) interface. At the top, the title "TANF Eligibility Verification System" is visible. Below the title, the "Agency" is set to "Asian Association of Utah". There are tabs for "TEVS" and "History". Navigation links include "Back to All Households", "Share Link", and "Help". The current household is identified as "Household: Brown, Bob". A table lists the household members with columns for Last Name, First Name, Date Of Birth, Elig. Status, Elig. End Date, and Primary Household. A red arrow points to the edit icon (pencil) next to the entry for Bob Brown.

Last Name	First Name	Date Of Birth	Elig. Status	Elig. End Date	Primary Household	
Filter...	Filter...	Filter...	Filter...	Filter...		
Brown	Joe	Aug 14, 1990	Determined Eligible by ...			
Brown	Betty	Aug 14, 2000	Determined Eligible by ...			
Brown	Bob	Aug 14, 1980	Determined Eligible by ...		Yes	

[+ Add New Household Member](#)

To Remove or Edit Household Member in TEVS

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



The screenshot displays the TANF Eligibility Verification System (TEVS) interface. At the top, the title "TANF Eligibility Verification System" is visible. Below the title, there is a dropdown menu for "Agency" set to "Asian Association of Utah". There are two tabs: "TEVS" (active) and "History". Navigation links include "Back to All Households", "Share Link", and "Help". The main content area shows "Household: Brown, Bob" with an edit icon. Below this is a table with columns: Last Name, First Name, Date Of Birth, Elig. Status, Elig. End Date, and Primary Household. A red arrow points to the edit icon (pencil) in the rightmost column of the table row for Bob Brown.

Last Name	First Name	Date Of Birth	Elig. Status	Elig. End Date	Primary Household	
Brown	Joe	Aug 14, 1990	Determined Eligible by ...			[Edit]
Brown	Betty	Aug 14, 2000	Determined Eligible by ...			[Edit]
Brown	Bob	Aug 14, 1980	Determined Eligible by ...		Yes	[Edit]

[+ Add New Household Member](#)

Edit or Remove Household Information

Review household information for accuracy and edit any incorrect fields.

Member Form

First Name: Betty

Middle Initial:

Last Name: Brown

Date of Birth: 06/14/2000

SSN:

Alien Reg Number: 45645645465

Case Number: 548646

Agency Name: Asian Association of Utah

Eligibility Status: Determined Eligible by Contractor

End date Elig: MMDDYYYY

Eligibility End Date Notes: Whatever

Comments: Whatever

TANF Services

Names	Service End Date	Notes
Filter...	Filter...	Filter...
<input type="checkbox"/> Interagency		
<input type="checkbox"/> Other		
<input type="checkbox"/> Rapid Rehousing		
<input type="checkbox"/> Refugee		
<input type="checkbox"/> TANF grant - Addiction Intervention/Support		
<input type="checkbox"/> TANF grant- Adult mentoring		
<input checked="" type="checkbox"/> TANF grant- Basic technology skills		

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)
<p data-bbox="449 589 1010 667">Must follow standard TANF Eligibility process.</p> <ol data-bbox="449 716 1045 1170" style="list-style-type: none"><li data-bbox="449 716 800 748">1. Complete Form 115.<li data-bbox="449 756 1045 870">2. Complete Form 300 listing all TANF household member's Name, SSN, and DOB.<li data-bbox="449 878 953 911">3. Enter information into TEVS.<li data-bbox="449 919 1016 1081">4. Collect ALL documentation for each member: SSN cards, birth certificates or permanent resident cards, and paystubs, etc.<li data-bbox="449 1089 947 1170">5. Collect picture ID of primary household. <p data-bbox="449 1235 1052 1268">*Include all documentation in case file.*</p>	<p data-bbox="1106 589 1709 703">Customer must be current recipient of Categorical Eligibility programs listed in Section 2 of Form 300.</p> <ol data-bbox="1106 751 1730 1170" style="list-style-type: none"><li data-bbox="1106 751 1436 784">1. Complete Form 115<li data-bbox="1106 792 1730 906">2. Complete Form 300 listing all TANF household member's Name, SSN, and DOB.<li data-bbox="1106 914 1604 946">3. Enter information into TEVS.<li data-bbox="1106 954 1646 1084">4. Print off eShare benefit issuance screen or for WIC, a benefit approval letter.<li data-bbox="1106 1092 1598 1170">5. Collect picture ID of primary household. <p data-bbox="1106 1235 1709 1268">*Include all documentation in case file.*</p>

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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