Workforce Solutions

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Adult Education & Literacy (AEL)
Expires: Continuing

To: AEL Consortium
           Career Offices
           Tracking Units

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Subject: Adult Education and Literacy - Temporary Assistance for Needy Families
           Eligibility

Purpose

This issuance provides guidance regarding acceptable eligibility determination and documentation for Temporary Assistance for Needy Families (TANF)-funded adult education and literacy service.

Background

Customers who receive adult education and literacy service must be eligible under one or more of the available funds - Federal, State, EL/Civics and/or TANF.

Adult education and literacy providers, who tag customers as TANF-funded, must have documentation that verifies the customer's eligibility.

Procedures

Adult education and literacy staff

Adult education and literacy staff must be aware that families *who include a child (less than 19 years of age) living at home* are eligible for TANF-funded adult education and literacy service if a family member has received or is currently receiving any of the following forms of assistance:
* TANF benefits (to include Choices participants and exempt TANF recipients);
* SNAP benefits;
* Medicaid coverage;

- Children's Health Insurance Program (CHIP) coverage;
- Workforce Solutions child care financial aid;
- Free and reduced-price lunch program;
- Women, Infants, and Children (WIC) services; or
- Public housing assistance

Adult education and literacy staff must document proof of TANF-funded adult education and literacy service eligibility, based on an individualized family eligibility determination process, and maintain the documentation in the customer's file.

Adult education and literacy staff must ensure that individualized family eligibility for TANF-funded adult education and literacy service (1) has been determined within the last 12 months; (2) occurs prior to the receipt of TANF-funded adult education and literacy service; and (3) is confirmed by one of the following sources:

- Documentation from a Workforce Solutions Office stating that at least one family member has received or is currently receiving TANF, SNAP benefits, or child care financial aid;
  - Fax the *Adult Education and Literacy TANF Eligibility Documentation Form* identifying an individual or list of individuals to the Workforce Solutions tracking unit at 1-866-318-6577.
  - Tracking unit confirms receipt of assistance and most recent month and faxes the form back to the sender.
  - Turn around time for the tracking unit is a maximum of two business days.
- Documentation from the Texas Health and Human Services Commission (HHSC) stating that at least one family member has received or is currently receiving TANF, SNAP benefits, Medicaid, or CHIP coverage;
  - Adult education and literacy staff must contact HHSC to obtain appropriate eligibility documents.
- Documentation from the school district stating that at least one family member is participating in the free or reduced-priced meal service based on an individualized eligibility determination. The Community Eligibility Provision (CEP) cannot be used for eligibility;
  - Adult education and literacy staff must contact the appropriate school district to obtain individualized eligibility documents.
- Documentation from the local county office stating that at least one family member is receiving Women, Infants, and Children (WIC) services; or
  - Adult education and literacy staff must contact the appropriate local county office to obtain eligibility documents.
- Documentation from a public housing authority stating that the participant receives public housing assistance.
  - Adult education and literacy staff must contact the appropriate housing authority to obtain eligibility documents.

<u>Workforce Solutions staff</u>

1. Workforce Solutions staff should help customers request adult education and literacy service through the <u>adult education and literacy referral</u> tool.

   The *Contact Us* form contains the following question, "Have you or a member of your family previously received or currently receive TANF assistance, SNAP benefits or Workforce Solutions child care financial aid?"

   The response should be marked "yes" for those customers who have received or are currently receiving TANF, SNAP benefits, or child care financial aid. Staff may check the customer's TWIST or TIERS record to confirm the information.

2. Periodically, Workforce Solutions staff may be contacted to provide eligibility documentation confirming that a customer or a member of their family has received or is currently receiving TANF, SNAP or child care financial aid.
   - Contacted by adult education and literacy staff:
     - After verifying the customer's identity, adult education and literacy staff will fax the *<u>Adult Education and Literacy TANF Eligibility Documentation Form</u>* identifying an individual or list of individuals to the Workforce Solutions tracking unit at 713-218-6555.
     - Tracking unit will use TWIST or TIERS to confirm the most recent month of assistance and fax the form back to the sender.
     - Turn around time for the tracking unit is a maximum of two business days.
   - Contacted by customer:
     - Staff will verify the customer's identity through valid picture identification.
     - Staff will complete the *<u>Adult Education and Literacy TANF Eligibility Documentation Form for Individuals</u>* and provide to customer. Staff will use TWIST or TIERS to confirm the most recent month of assistance.

Action
- Make sure adult education and literacy and Workforce Solutions staff members understand TANF-funded adult education and literacy service eligibility.

- Make sure that adult education and literacy staff members are aware that an individual eligibility determination process is required for adult education and literacy service.

- Ensure that adult education and literacy and Workforce Solutions staff members are familiar with the appropriate entities from which to request documentation for TANF-funded adult education and literacy service.

- Ensure that Workforce Solutions staff members are responsive to documentation requests.

- As always, adult education and literacy and Workforce Solutions staff members should make every effort to safeguard personally identifiable information (PII). Guidance for safeguarding PII can be found on pages 8 through 10 of the <u>Information Security Standards and Guidelines</u>.

Questions

Staff should ask questions of their supervisors first. Direct questions for Board staff through the [Issuance Q&A](#).