



# F.Y.I.

from the Policy Unit

FYI-120

Date: May 8, 2017

## SUBJECT: **F.Y.I. Changes to the TANF Pre-Cooperation Process**

Please contact the Policy Unit if you have any questions regarding these or any other changes at [DCSS-POLICYQUESTIONS@azdes.gov](mailto:DCSS-POLICYQUESTIONS@azdes.gov) or call 602-771-8127

Policy and the Strategic Initiatives Administration are pleased to announce several changes and new tools to improve the TANF Pre-Cooperation process. DCSS colleagues are encouraged to begin using the documents right away. Older versions of these documents will be removed from the PORT. If you have older versions of the documents below, please dispose of them.

- 1) **TANF flyer:** The TANF flyer replaces the FAA-1221A (Verification of Cooperation) form. Clients will no longer be required to bring this form in to DCSS and we are no longer required to sign/stamp this form. Eliminating the FAA-1221A form achieves the following:
  - a. **Reduction in Paperwork** – In conjunction with the ‘forms reduction initiative.’
  - b. **Improved Customer Service** – The biggest benefit is that clients do not have to go back and forth between FAA and DCSS for compliance.
  - c. **Consistency in Documentation and Processes** – The TANF flyer replaces the ‘workshop flyers’ that were used when DCSS offices scheduled TANF workshops. Clients can now walk into any DCSS office during regular business hours to comply.
  
- 2) **TANF form:** The ‘TANF Pre-Cooperation Information Request’ form has been revised with the following goals:
  - a. **Increasing Clarity and Simplicity** – Questions are now numbered making it easier for clients and DCSS staff to follow through. Some questions have been re-organized/removed allowing for better document flow.
  - b. **Eliminate Witness Signature** – The form does not require a ‘Witness Signature’ which reduces the length of the form to 8-pages.
  
- 3) **CAST Ind-Alert Flow Chart** – This flow chart has been created so TANF case managers can record on ATLAS additional documents/information requested of clients. The ATLAS screens should be updated with pertinent information so appropriate actions can be taken once cases interface from FAA.
  
- 4) **TANF Desk Aid** – The TANF Desk Aid provides an overview for DCSS front desk staff (TANF Client Research Process) and TANF staff (TANF Interview Pre-Cooperation process).
  - a. The **front-desk** process has been put in place so staff in all DCSS offices follow standardized procedures.
  - b. The desk aid also lists step-by-step instructions for **TANF Interview** staff regarding ATLAS screens to be used, request information from existing clients, additional documents to be completed (CS454, LPF, SMJ), complying clients on AZCD, documenting the CADDO screen on AZTECS, and scanning/filing procedures.

