

July 2020 Monthly TEP Meeting: Responses to Additional Questions

1. If a customer has an executed lease with a lease start date prior to 7/1/20, but customer only recently began paying their portion of the rent as defined in the program they are enrolled. Will that qualify?

DHS Response: Yes, as long as we get documentation that states that they started paying their portion of the rent in July or later, even if the lease is dated with a start date that is older.
2. If a customer began working to improve their credit prior to July 1, 2020, and can show proof of an increase after July 1, 2020, can the customer and provider be eligible for the appropriate incentive and bonus?

DHS Response: Cases like these should be submitted to OPM for review prior to the disbursement of an incentive to the customer. OPM's determination will include a review of the Customer's and Provider's activity that contributed to the score increase.
3. What types of activities are acceptable for the physical activity incentive?

DHS Response: Physical activity includes thirty (30) minutes of activity that involves bodily movements that require a person to use energy. Examples include swimming, walking, cardio etc.
4. What is the purpose of the pictures during a physical activity? Does the 5-days of physical activity have to be done Monday - Friday? Does the TANF parent have to be in the picture? Can the physical activity pictures only include the child or children?

DHS Response: ALL TEP activities must be supported through documentation and the picture serves as that documentation for this activity. Activities can extend through the weekend and the incentive and bonus will be honored upon proof of activity for five (5) consecutive days. All household members known to the TANF grant must be included in the picture; customers may blur their children's faces. The pictures will be stored in FileShare for audit purposes **only**.
5. Will DHS honor incentives and bonuses for structured academic activities for children that last three (3) days instead of five (5).

DHS Response: DHS will honor this payment point for structured academic programs lasting for three (3) to five (5) consecutive days for children known to the TANF grant.
6. What is an example of Social Capital Matrix? Are you looking for organization names, addresses, etc.

DHS Response: Please see template provided; a completed Matrix should include a Customer's priority areas along with the names and contact information for 2-3 resources per priority.



7. Can customers receive the structured homework incentive for engaging children in online, structured learning programs?
DHS Response: DHS will honor the structured homework incentive for engaging children in online, structured learning programs pending the submission of each of the following documents: (1) the program curriculum, (2) proof of Daily attendance, and (3) proof of full completion of activities.
8. Does in-person doctor's visit qualify for 2Gen payment?
DHS Response: Yes, the point of the activity is to encourage customers to continue to seek medical services and treatment when necessary as well as maintain their physical health and that of their children.
9. Does lease renewal in July count and does renewing a lease count as a legal agreement?
DHS Response: No. The goal is to help families increase their income and sustain the unit in the absence of the subsidy. Renewing lease does not change the fact that the families are still in the program and have not exited.
10. If a customer in a FSA housing program signed a lease and contributed 40% towards their rent, and since July 1, 2020 contributes a greater percentage of the rent amount, would they qualify for the incentive?
DHS Response: No.
11. If a customer is pursuing the 5-day physical activity incentive, yet one of those days falls on a holiday, will the customer still be eligible for the incentive?
DHS Response: No. The intent of the program is to incentive a 5-day weekly activity. If a customer engages in an activity that requires five consecutive days but one day is a holiday, then that one day should be coded as HEA.
12. Do customers pursuing mindfulness activities have to engage in the same mindfulness activity each day?
DHS Response: No. Activities may vary, however, customers must engage for at least thirty (30) minutes for five (5) consecutive days.
13. We have a customer who opened a bank account after July 1, 2020, before we had a chance to update the DIRP. Is the customer still eligible although the bank account pre-dates the DIRP?
DHS Response: No; the provider would not be able to retroactively create a DIRP and enter hours associated with the activity. The DIRP must be updated first.