

## E. Determining Program Eligibility and Issuing Benefits

### INTENT

The intent of Department of Human Services (DHS) program eligibility and benefits is to provide temporary assistance to families and individuals while they move to greater self-sufficiency.

#### 1. Eligibility and benefit issuance expectations

Ensure that all DHS benefits are provided timely and accurately, including JOBS support services payment.



SEE BENEFIT ISSUANCE CHAPTER, SECTIONS [A.34](#), [A.37](#), [A.38](#), AND [A.39](#) FOR TIMELINES FOR PROGRAM BENEFITS.

#### 2. Integrating case management with eligibility determination and benefit issuance

Specific policy and procedures for benefit programs are located further on in chapters by program. Case management opportunities are noted next to related policy and procedures. Expectations for eligibility and issuance for all programs are:

- Explore the impact of eligibility factors on self-sufficiency as we gather this information from clients; an example of this is asking how a household composition change affects the family, such as a partner moving in or out;
- As eligibility information is gathered, also gather screening information. This should be a seamless process, with a self-sufficiency plan being the goal of this integrated interview; an example of this is to discuss domestic violence safety issues with TA-DVS applicants;
- A client who contacts our offices for benefits should come away with an understanding that the intent of our benefit services is to help them increase their self-sufficiency, and that we will provide benefits accurately and efficiently to support them in that intent.

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