



**POLICY  
NUMBER  
020**

## **Administrative Policy**

<b>Title:</b>	Transitional Benefits and Services		
<b>Program:</b>	Welfare Transition		
<b>Effective:</b>	June 21, 2004	<b>Revised:</b>	September 11, 2024

### **I. PURPOSE AND SCOPE**

The purpose of this policy is to provide Local Workforce Development Boards (LWDBs) requirements for providing transitional services to participants.

### **II. BACKGROUND**

During the 2000 legislative session, eligibility criteria and the length of time for providing transitional services and benefits were established and codified in Chapters 414 and 445, Florida Statutes (F.S.). Additionally, Rules 65A-4.212 and 65A-4.218, Florida Administrative Code (F.A.C.), and the Temporary Assistance for Needy Families (TANF) State Plan further clarify eligibility requirements and time limits. Provisions from the former Transitional Child Care Policy (AWI FG 04-020) are incorporated into this policy, which also provides guidance and provisions for transitional education and training, transitional transportation, and cash assistance severance benefit.

Transitional services are services provided to give support to individuals as they actively seek, accept and maintain employment. These services are not an entitlement but provide available support for up to two years to help individuals and families gain the skills and resources they need to make a successful transition from public assistance to self-sufficiency. Transitional services include education and training, transportation, and child care. The Welfare Transition (WT) transitional services covered in this policy are Transitional Education and Training, Transitional Transportation, and Transitional Child Care (TCC). Families and individuals who leave temporary cash assistance (TCA) due to an increase in income (including an increase in child support), recipients of up-front

diversion, relocation assistance, or a cash assistance severance benefit payment, and other individuals may be eligible for transitional services based upon their individual situation.

During the 2024 legislative session, House Bill 1267 (HB 1267) was passed and included additional requirements related to transitional services, including:

1. When contacting a recipient of cash assistance who is determined ineligible for a reason other than a work activity sanction, a workforce system case manager must administer the exit survey required under s. 445.035(2), F.S. which must be attempted before closure of the case management file.
2. Detailed transitional case management requirements in the new s. 445.0281, F.S., including, but not limited to, the use of a tool to demonstrate future financial impacts of the participant's change in income and benefits over time. The State of Florida will be using the [Career Ladder Identifier and Financial Forecaster \(CLIFF\) Dashboard tool](#) and the One-Stop Service Tracking (OSST) budget planner wizard.

### **III. AUTHORITY**

[Code of Federal Regulation: 45 C.F.R. 260.30;](#) [45 C.F.R. 260.31](#)

Florida Statutes, sections [445.002\(3\)\(5\)](#); [445.021](#); [445.025](#); [445.026](#); [445.028](#); [445.030](#); [445.031](#); [445.0281](#) and [445.032\(2\)](#)

Florida Administrative Code: Rules [65A-4.212](#) and [65A-4.218](#)

[Florida Temporary Assistance to Needy Families \(TANF\) State Plan](#)

### **IV. POLICIES AND PROCEDURES**

Each recipient of cash assistance who is determined ineligible for cash assistance for a reason other than a work activity sanction must be contacted by the workforce system case manager and provided information about the availability of transitional benefits and services. Such contact must include the administration of the exit survey required under s. 445.035(2) and be attempted before closure of the case management file. LWDBs must screen each family, recipient or other individual on a case-by-case basis to identify and eliminate barriers to obtaining or retaining employment and remedy the need to receive on-going TCA. The transitional services discussed in this policy are limited to up to two years from the last month of receipt of TCA.

For example, a single parent who is employed part-time during school hours may not need transitional child care if the child(ren) are school age; however, the family may need transitional transportation.

The LWDBs must enter data and case notes into the OSST timely and accurately.

Each recipient of temporary cash assistance who is determined ineligible for cash assistance due to noncompliance with the work activity requirements must be contacted and provided information in accordance with s. 414.065(1). Such contact must include administration of the exit survey required under s. 445.035(2).

#### **A. Transitional Services General Eligibility and Other Requirements**

LWDBs must determine the eligibility and the specific need of individuals applying to receive transitional services. LWDBs must ensure that each household applying for benefits has a minor child living in the home under the age of 18, or 19 and not married or divorced if the child is a full-time student in a secondary school or equivalent. This includes children who would not be included except that the child receives Supplemental Social Security Income (SSI).

Recipients and other individuals must be a former recipient of TCA, and must be employed, actively seeking employment, in need of assistance to retain employment, or in an education or training program. To be eligible for transitional services, the former TCA recipient's case must not have closed due to a sanction. The following individuals may be eligible to receive transitional services:

1. Former WT recipients who are ineligible to receive TCA due to increased income. The recipient must have secured employment prior to case closure by the Department of Children and Families (DCF) and the case closed with increased income due to one or more of the following reasons:
  - a. The earned income was budgeted by DCF and the amount of earned income terminated TCA.
  - b. The recipient requested and received a Cash Assistance Severance Benefit.
  - c. The recipient opted not to receive TCA.
  - d. The recipient's TCA time limit expired.
  - e. The recipient began to receive or there was an increase in child support.
2. Former TCA recipients and other individuals who receive relocation assistance including victims of domestic violence.
3. Former TCA recipients and other individuals who receive up-front diversion if their income does not exceed 200 percent of the Federal Poverty Level.
4. Former TCA recipients and other individuals who receive a Cash Assistance Severance Benefit.

#### **B. Transitional Case Management**

Each recipient of cash assistance who is determined ineligible for cash assistance for a reason other than noncompliance with work activity requirements is eligible for voluntary case management services administered by the LWDB. Case management services must be available to support families who transition to economic self-sufficiency and to mitigate dependency on cash assistance. Case management services must include, but are not limited to:

- a. Career planning
- b. Job search assistance
- c. Resume building
- d. Basic financial planning, which includes OSST budget planner wizard
- e. Benefits management using the CLIFF Dashboard Tool to demonstrate future financial impacts of the participant's change in income and benefits over time. Participant information must be retained in the case file.
- f. Connection to support services.

Case managers must connect recipients to other transitional benefits as needed.

Staff must also document the case management activities in OSST and detailed case notes outlining the services provided. When an exit survey JotForm is completed, staff must enter an activity code 29 in OSST skill development screen with a start date, complete date and an outcome of "Complete.". When completing a CLIFF dashboard session, staff must enter an activity code 30 in OSST skill development screen with a start date, complete date and an outcome of "Complete.". All other transitional services (transportation, child care, training) must also be entered and updated in OSST.

### **C. Types of Transitional Services**

Transitional services are based on need and include education and training, transportation and child care. Following is a description of each service.

#### **1. Cash Assistance Severance Benefit**

To preserve TCA eligibility months, participants who are working and earning income may choose to receive a one-time, lump-sum payment of \$1,000 in lieu of ongoing TCA in accordance with section 445.026, F.S. The participant must have received TCA for six consecutive months since October 1, 1996, to be eligible. Program staff informs participants about the benefit and determines if they meet eligibility requirements. Participants must sign an agreement that receipt of the payment precludes applying for assistance for six months unless they can demonstrate an emergency. Families that accept the benefit retain their eligibility for food assistance or Medicaid if the family continues to meet eligibility criteria for those programs. There is no penalty for families that opt not to receive the one-

time payment. Please refer to [Administrative Policy 024 – Cash Assistance Severance Benefit](#) for guidance on the cash assistance severance benefit.

## **2. Medical Benefits**

In accordance with section 445.029 F.S., families losing eligibility for TCA due to earned income have continued eligibility for Medicaid for the immediately succeeding 12-month period if private medical insurance is unavailable from the employer or is unaffordable. A family will be denied Medicaid during the 12-month period for any month in which the family does not include a dependent child, or, if during the second 6 months of the 12-month period, the family's average gross monthly income during the preceding month exceeds 185 percent of the federal poverty level. The family shall be informed of transitional Medicaid when the family is notified by the Department of Children and Families (DCF) of the termination of temporary cash assistance. The notice from DCF must include a description of the circumstances in which the transitional Medicaid may be terminated. Note: This benefit is handled solely by DCF.

## **3. Education and Training**

To assist former recipients of TCA who are working or actively seeking employment in continuing their training and upgrading their skills, education, or training, support services may be provided for up to two years after the family is no longer receiving TCA. Once the LWDB has determined a participant is eligible to receive transitional education and training, the LWDB must:

- a. Research, identify and use education or training resources available in the community at no additional cost, when possible.
- b. LWDBs may authorize child care or other support services in addition to services provided in conjunction with employment. For example, a participant who is employed full time may receive child care services related to that employment and may also receive additional child care services in conjunction with training to upgrade the participant's skills.
- b. Ensure transitional education or training is job-related, whether it improves job skills in a recipient's existing area of employment or whether it prepares the recipient for employment in another occupation.
- c. Determine whether to enter into an agreement with an employer to share the costs related to upgrading the skills of a recipient hired by the employer. This may include the LWDB agreeing to provide support services such as transportation or a wage subsidy in conjunction with training opportunities provided by the employer.

#### 4. Transportation

- a. Transitional transportation may be provided to assist former WT recipients with maintaining and sustaining employment or educational opportunities. To assist customers with transportation services, LWDBs may establish cooperative agreements with:
  - i. Public transit providers;
  - ii. Community transportation coordinators designated under chapter 427, F.S.;
  - iii. School districts;
  - iv. Churches and community centers;
  - v. Donated motor vehicle programs, van pools and ridesharing programs;
  - vi. Small enterprise development and entrepreneurial programs that encourage recipients to become transportation providers;
  - vii. Public and private transportation partnerships.
  - viii. Other innovative strategies to expand transportation options available to program recipients and individuals.
  
- b. Transitional transportation assistance provided by the LWDB may include: bus tokens or passes, transit vouchers, vehicle repairs, and gasoline. LWDBs may reimburse recipients based on receipts or invoices showing the recipient paid for transportation to approved activities related to the program. LWDBs may provide vehicle operation and repair expenses necessary to make a vehicle functional, registration fees, driver license fees, and liability insurance for up to six months. A request for vehicle repairs must be accompanied by an estimate of the cost prepared by a repair facility registered under s. 559.904.

The LWDB must:

- i. Ensure transitional transportation expenses are paid directly to the vendor or by voucher. Such expenses may be paid to purchase a vehicle valued at no more than \$8,500 if the vehicle is needed for training, employment, or educational purposes.
- ii. Ensure that the recipient presents receipts or invoices for reimbursement that reflect payment for transportation expenses when reimbursement is approved prior to the purchase.

- iii. Ensure that payment for vehicle operational and repair expenses are necessary to make the vehicle functional; for vehicle registration fees; driver license fees; or vehicle liability insurance for up to six months. The LWDB must ensure that requests for vehicle repairs are accompanied by an estimate of the cost prepared by a repair facility registered under s. 559.904, F.S.

## **5. Child Care**

Transitional child care (TCC) is available to former WT recipients who opted not to receive ongoing TCA, individuals redirected through up-front diversion, individuals receiving relocation services, and individuals receiving a cash assistance severance benefit. Prior to an applicant for up-front diversion receiving TCC, the LWDB must determine whether the recipient obtained employment within 90 days from the date the Up-Front Diversion process started. If employment is not obtained within the 90-day timeframe, the applicant is not eligible for TCC. Please refer to [Administrative Policy 013 – Up-Front Diversion](#) for additional guidance on the up-front diversion process.

The LWDB must give the eligible TCC applicant a 30-day referral for applicant child care. The child care referral expires at the close of the 30-day timeframe. If the applicant has not obtained employment within the 30 days of the child care referral, the applicant is responsible for his or her own child care needs for the remainder of the 90-day time-period. The LWDB must require any family receiving up-front diversion to sign an agreement restricting the family from applying for TCA for three months unless an emergency is demonstrated to the LWDB.

The LWDB must track the employment of the former WT recipient or individual to determine whether he or she remains employed or loses employment but becomes reemployed within a two-year time frame.

The LWDB must ensure that a child under the age of 19 lives in the home for each household applying for benefits. This includes a child who receives Supplemental Social Security Income (SSI) and would have been included in the TCA group if he or she did not receive SSI.

## **6. Other Support Services**

The LWDB may provide other support or ancillary services to assist with expenses such as books, tools, clothing, fees and costs necessary to obtain and/or retain employment as funding and local operating policies allow.

## **7. Retention Incentive Training Accounts (RITA)**

LWDBs may establish these accounts and use them to promote job retention and to enable upward mobility to higher skilled, higher paying jobs for participants who have gained employment, in accordance with section 445.022, F.S. RITAs must complement the Individual Training Accounts required by the federal Workforce Innovation and Opportunity Act (WIOA). Participants may use RITAs to pay for tuition, fees, educational materials, coaching and mentoring, performance incentives, transportation to and from class, child care costs during education courses, and other such costs as the LWDBs determine are necessary to effect successful job retention and advancement.

### **D. Limitation of Job Search Transitional Child Care**

A recipient may lose a job for a reason that is considered a good cause. When this occurs, he or she may receive transitional services for 30 calendar days to complete job search activities. The 30-calendar day period begins on the date of the referral. If the recipient does not secure employment prior to the 30-day period, he or she can continue to job search; however, transitional services will not be available. If the recipient secures employment prior to the end of the two-year transitional services period, transitional services may be provided for the time remaining.

The LWDB must ensure that transitional job search child care is limited to 30 calendar days and to individuals who lose employment due to good cause. The LWDB must establish good cause criteria which include, but are not limited to the following:

- a. The job is no longer available due to job layoffs, business closure, etc.
- b. Job requirements are illegal or against the moral or religious beliefs of the individual.
- c. Working conditions or job duties could be harmful to the physical or mental health of the individual.
- d. Sexual or racial discrimination or harassment on the job.
- e. Change in the job requirements for which the individual is not qualified.
- f. Change in the hours or location of employment that is not feasible due to child care or transportation arrangements, or
- g. Family or health problems of the individual or children requiring extensive period off which the parent is unable to arrange with the employer.

### **E. Additional Avenues to Receiving Transitional Services**

Families and individuals may receive transitional services, which must include an exit survey using Jotform, the OSST budget planner wizard and the CLIFF Dashboard tool, while participating in the following services:

## 1. Up-front Diversion Service

Up-front Diversion is a one-time, short-term assistance for TCA applicants who do not need ongoing assistance but have an unexpected circumstance or emergency that requires immediate assistance to secure or retain employment or child support (i.e. domestic violence). Applicants for diversion assistance must meet eligibility requirements, but a modified eligibility process reduces wait time to receive assistance. The LWDB must screen each family on a case-by-case basis to identify any barriers to obtaining or retaining employment. Appropriate diversion services, payment and/or referral(s) must be identified to alleviate the barriers, so the family does not require ongoing TCA. Up-Front Diversion is a four-step process:

- a. Linking the applicant to a job opportunity as the first option;
- b. Offering services such as child care and transportation;
- c. Screening applicants to respond to emergency needs;
- d. Offering a one-time payment of up to \$1,000 per family.

A family or recipient engaged in up-front diversion must demonstrate a need and secure a means to meet on-going expenses when it receives the diversion payment. Transitional services may be provided in the form of cash, vouchers and other in-kind benefits and must be given for what is needed.

Please refer to [Administrative Policy 013 - Up-Front Diversion](#) for guidance on up-front diversion.

## 2. Relocation Assistance Program

The Relocation Assistance Program provides relocation funds and services to families receiving TCA or who meet eligibility requirements for the diversion program and who have significant barriers to finding and retaining employment. A family may use the funds to relocate to communities where there is greater opportunity for attaining self-sufficiency. LWDB or service provider staff determine eligibility, establish a written relocation plan, verify the community receiving the family has the capacity to provide needed services and employment opportunities, and monitor the family's relocation.

Please refer to [Administrative Policy 023 - Relocation Assistance](#) for guidance on relocation assistance.

## 3. Cash Assistance Severance Benefit

The cash assistance severance benefit is a one-time lump-sum payment of \$1,000 available to eligible, on-going TCA recipients who are working and receiving a salary, but where the salary is not enough for them to completely leave TCA. Any

month in which TCA recipients receive any amount of TCA is a month that is counted toward their lifetime eligibility limit. The benefit of receiving cash assistance severance benefit is that it allows recipients to take a break from cash assistance and conserve months of eligibility, which is 48 months in a lifetime. LWDBs must inform working recipients about the cash assistance severance benefit and determine if they meet eligibility requirements.

LWDBs must inform recipients that receipt of the cash assistance severance benefit prohibits them from applying for assistance for six months, unless the recipient can demonstrate an emergency to the LWDB. The LWDB must verify employment and salary and case note this information in the OSST.

Please refer to [Administrative Policy 024 - Cash Assistance Severance Benefit](#) for guidance on cash severance benefits.

#### **F. Tracking Transitional Services Eligibility and Receipt**

LWDBs must monitor individuals receiving transitional services for continued need. Individuals must be required to provide proof of continued eligibility, including continued employment, actively searching for employment and enrollment in education or training, with the ongoing need to receive services. The LWDB must track continued employment in OSST at job follow-up intervals of 30, 60, 90 and 180 days provided in OSST. If transitional services are declined, the LWDB is not required to track continued employment.

A determination of termination of a TCC referral must be completed in Section A of the Notice of Change in Child Care Status form (FloridaCommerce WTP 5235), for any individual who fails to provide documentation and verification of continued employment. The form must be provided by the LWDB to the local Early Learning Coalition and the participant.

#### **G. Sanctions for Noncompliance**

Sanctioned participants are not eligible for transitional services during the sanction period. If the participant complies for a sanction lift, does not return to cash assistance, and subsequently obtains or provides documentation of employment, the individual should be provided with referrals to agencies for community assistance.

A sanctioned participant who has secured a protective payee to receive cash assistance for the family's children and who subsequently obtains employment is not eligible for transitional services. The LWDB must ensure:

1. A sanctioned participant who reports he or she has secured employment is advised to comply with the sanction.
2. A sanctioned participant under a level two or three sanction is advised to serve the penalty period prior to complying to lift the sanction or receiving support services.

#### **H. Local Operating Procedures (LOPs)**

The LWDB must develop LOPs for providing transitional services. The LOPs must include:

1. The process the LWDB will use to prioritize transitional services, to include when funds are limited.
2. The type of transitional services that will be provided.
3. A statement of how the LWDB will provide reimbursements to a recipient who requests reimbursement for transportation services paid for with his or her own funds.
4. The type of documentation a recipient must provide the LWDB to demonstrate the need for transitional services.
5. The frequency at which recipients must provide documentation to prove on-going employment for individuals receiving support to maintain employment.
6. The type of documentation or verification that will be accepted to verify continued employment.
7. The process the LWDB will use to implement a time-limited child care referral and the periodic review of case status.
8. The process for securing good cause documentation or self-attestation. Good cause includes, but is not limited to the reasons outlined in **Section IV.D. Limitation of Job Search Transitional Child Care**.
9. The process for ensuring the exit survey is completed, and the activity code 29 is entered into OSST.
10. The process for ensuring the CLIFF dashboard tool and the OSST budget wizard are completed, and the activity code 30 is entered into OSST.

#### **I. State and Local Monitoring**

Services and activities provided under the WT program must be monitored annually for compliance with programmatic requirements by FloridaCommerce. FloridaCommerce will monitor the requirements outlined in this policy and local operating procedures.

Additionally, LWDBs must establish local monitoring policies and procedures related to the provision of transitional services to ensure that all parties are, and remain in, compliance with federal and state laws, as well as state and local policies and procedures.

LWDBs must ensure service providers agree to cooperate with monitoring requirements conducted by the state and/or LWDB and adhere to all other applicable local, state, and federal rules and regulations.

**V. REVISION HISTORY**

<b>Date</b>	<b>Description</b>
09/11/2024	Revised and renamed to Transitional Services and aligned to House Bill 1267. Approved by CareerSource Florida Board of Directors.
06/21/2004	AWI-FG-020, Welfare Transition Transitional Childcare, issued by the Agency for Workforce Innovation.

**VI. ATTACHMENTS**

[Notice of Change in Child Care Status](#), FloridaCommerce WTP 5235