

Welcome to the Department of Social Services' Family Support Division's Orientation for Temporary Assistance.

The Family Support Division, which will be referred to as FSD throughout the duration of this video, handles the Temporary Assistance for Needy Families program in Missouri,

and can also help you with Food Stamps, Child Care, and MO HealthNet medical coverage.

Missouri Work Assistance, is our partner, and provides employment and training services for Temporary Assistance recipients. Throughout the duration of the video, this Missouri Work Assistance program will be referred to as MWA.

MWA has locations all over the state. To get a list of MWA locations and hours go to mwalocations.mo.gov, or call [1-855-373-4636](tel:1-855-373-4636).

Temporary Assistance gives low-income families with children a monthly cash payment.

If you haven't already, please use the Pre-Eligibility Tool on the previous screen to see if your income meets the criteria.

Only parents, relatives or legal guardians taking care of children qualify for Temporary Assistance. This video will explain how the Temporary Assistance program works.

Eligibility requirements are subject to change and will be determined by FSD.

Temporary Assistance Lifetime Limits

- You can get Temporary Assistance benefits for 45 months in your lifetime. Below are situations where benefits are extended past 45 months:
 - Receiving treatment or services for domestic violence or substance abuse
 - Diagnosed and receiving treatment for mental health needs
 - Cooperating with the Children's Division open treatment plan and MWA program
 - A temporary family crisis, such as a home fire, crime victim, company layoff, or serious injury
- The following reasons will not extend benefits past 45 months:
 - You can't find a job or you don't want to work
 - Your unemployment benefits ran out
 - You don't have a car
- To help with these common employment situations is the Missouri Work Assistance Program.
- In order to receive Temporary Assistance, you must take part in work and training activities with the MWA.
- The MWA will help you transition from Temporary Assistance to a job by helping you set goals and get the skills you need to find a job and support your family.
- Your MWA case manager will explain the federal employment and training requirements and report the time spent in activities to FSD.
- You may be exempt from work or training activities if you are:

- A single parent of an infant
- Permanently disabled or you are taking care of a disabled person who lives in your home
- Age 60 and older
- In an emergency situation including domestic violence
- Even if you are exempt, you can still participate in work and training activities through MWA

Individual Employment Plan

- If you are approved for Temporary Assistance and not exempt, you will get a letter with a meeting date, time and place to meet with a MWA case manager to develop an Individual Employment Plan.
- The Individual Employment Plan helps you list things that keep you from working or going to school such as no access to childcare or transportation. Then, your case manager will help you work on a plan to solve these.
- This plan will also list the activities you will participate in, such as a job and training.
- When you sign this plan you agree to take part in the activities for the required hours.
- If you need to make changes to this agreement, you must contact your MWA case manager right away.

Support Services and Online Job Registration

- To help you take part in work and training activities, the MWA offers a variety of support services including:
 - o help with transportation to work or school, and
 - o help with some work related expenses, like uniforms or emergency car repairs
- If you need child care in order to go to work and training activities, you should complete a child care application now to get help with the cost.
- You can find this application after completing the Pre-Eligibility Tool on the previous screen.
- You must keep all appointments with your MWA case manager, or call before or within the same week of your appointment to reschedule.
- Those applying for TA benefits are also required to register a jobs account on jobs.mo.gov, unless exempt from work and training activities. If you complete a registration, you can search for job openings based upon your individual skills and download the mobile app at jobs.mo.gov.

Penalties for Non-Participation in Work Activities

- After you and your case manager have agreed on your Individual Employment Plan, you must start participating in work and training activities OR your benefits can be lowered by half and then your case can be closed.
- If you do not come to the meeting or subsequent meetings with your MWA case manager, your benefits will also be affected.
- Your MWA case manager will explain this process more in depth.

Drug Screening

- Those applying for Temporary Assistance will be screened for illegal drug use and may be required to take a drug test.
- If you are taking illegal drugs and you want help, FSD will find a substance abuse center for you to receive treatment.
- **If you choose not to answer the drug screening questions or go to substance abuse treatment,**

your Temporary Assistance will be taken away for three years.

During those three years, the children's money will be paid to someone else, called a Protective Payee, who must use the money for the children's needs.

- If at any time while receiving Temporary Assistance you are arrested, charged, or convicted for a drug related offense, you will automatically be required to take a drug test and your benefits may be taken away for three years.

Child Support

- If you are approved for Temporary Assistance and the children have a parent who lives outside your home, the FSD will automatically work to establish or collect child support for you.
- If you do not help FSD in either establishing or collecting child support, your Temporary Assistance will be cut by 25%.
- If you are afraid this action would result in emotional or physical harm to you or the children, please indicate this concern in your application and you may not have to give information for FSD to collect child support.

Temporary Assistance Payment Methods

- Temporary Assistance money is paid through an Electronic Benefits Transfer, or EBT card, or by direct deposit into your bank account.
- If you use your EBT card in any way that does not benefit the children, such as a liquor store, casino, or adult entertainment business, you must pay the money back to FSD.

Orientation Conclusion

- When you apply for or receive Temporary Assistance:
- You must tell the truth, provide proof and cooperate
- You have rights as outlined in the application
- This ends the orientation for the Temporary Assistance program.
- If you have questions:
- You can visit any FSD resource center at dss.mo.gov/dss_map/
- Call 855-FSD-INFO, or [855-373-4636](tel:855-373-4636)
- If you want to apply for Temporary Assistance, your next steps will be:
- Fill out the Temporary Assistance application which will automatically open at the end of this video.
- If at any time during the application you do not have the necessary information to complete the form, you can:
- Save it on your personal computer
- Save it to a flash drive if you are on a public computer
- Print the form and write in the remaining information
- If you do not save or print the application, you will need to view the orientation again to access the application.

- After you have completed the application, mail the form and requested information to FSD. If you do not have all of the information, you can mail the form followed by the information. FSD cannot process your application until all information is received.
- As a reminder, those applying for TA benefits are also required to register a jobs account on jobs.mo.gov, unless exempt from work and training activities. If you complete a registration now, you can search for job openings today based upon your individual skills and download the mobile app at jobs.mo.gov.

Thank you for viewing this orientation!