TEMPORARY ASSISTANCE (TA) & RESOURCE ADVOCATE JOURNEY MAPPING

1

Parent/Guardian Applies for Temporary Assistance (Cash) benefits

- Completes Personal Responsibility Plan- must complete prior to approval of Temporary Assistance.
- Completes standardized orientation video- informs of work requirements
- Completes registration in jobs.mo.gov

2

Interview

- FSD has 30 days to process the application including the interview.
- If a long form is completed, an interview is not required. (but sometimes, an interview is still completed)
- If needed, a request for additional information is sent out (FA-325)
- Applicant will need to provide the additional information within 10 days.

3

If eligible for TA

- approval letter is mailed to participant. If found not eligible, a denial letter is mailed to the individual.

4

If TA is approved

- The OWCI Benefit Program Senior Specialist (BPSS), normally contacts the participant the day after approval. The BPSS explains work requirements, shares resource information. In LIFT MO pilot are only information will be shared regarding the program .
- LIFT MO referrals may be received by:
  - A warm handoff directly from BPSS when initial contact made with participant. The BPSS will contact the RA, while the participant is on the phone;
  - The participant contacts the RA directly;
  - The MWA contractor refers the participant;
  - A partner agency contacts the RA.
  - VCR or New Madrid contacts a participant (from the approval list shared by OWCI)

5

Case Manager Introductions

- MWA Case Manager and RA are introduced. The MOUs allow the MWA Case Manager and RA to discuss the participant and their family situations.
- Begin collaborating to assist the participant in achieving goals, overcoming barriers, ensuring support information is provided and there is an awareness of work activity requirements.

6

RA will use an assessment that compliments the MWA assessment.

- RA, MWA Case Manager and the BPSS continue to collaborate to ensure family has DSS services and resources/supports needed. (Note: RA may continue to work with the family after TA case closes.