 <p>DHS MARYLAND DEPARTMENT OF HUMAN SERVICES Department of Human Services 311 West Saratoga Street Baltimore MD 21201</p>	FIA ACTION TRANSMITTAL
Control Number: #22-21	Effective Date: October 1, 2021 Issuance Date: May 10, 2022

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT,
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF**

FROM: LA SHERRA AYALA, EXECUTIVE DIRECTOR 

RE: JOB RETENTION BONUS (JRB)

PROGRAM IMPACTED: TEMPORARY CASH ASSISTANCE (TCA)

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY

On March 11, 2021, President Biden signed the American Rescue Plan Act of 2021 into law. Now, as Public Law 117-2, it establishes the Pandemic Emergency Assistance Fund (PEAF) in section 403(c) of the Social Security Act (the Act).

With the use of the PEAF, DHS has developed the Job Retention Bonus (JRB). The JRB pilot will support our TCA customers and assist with a smooth transition to post pandemic normalcy. The dates for the Job Retention Bonus (JRB) pilot are October 1, 2021, through September 30, 2022.

JOB RETENTION BONUS

TCA customers will be eligible to receive the Job Retention Bonus if their TCA case has closed due to employment, and their TCA case has transitioned into the Transitional Support Services (TSS) status and they received all three consecutive months of TSS payments.

The job retention bonus will be split into two payments;

- The first payment will be issued after the customer has received 3 months of the TSS payments. When the customer is still employed at month 4 the bonus will be issued in the amount of \$350.
- When the customer is still employed at month 6, the second payment will be issued in the amount of \$400.

Note: Customers who became employed effective October 1, 2021, and are still working, are eligible to receive the job retention bonus. **The JRB pilot will end September 30, 2022.**

Additional language has been added to TCA income overscale case closure notice to inform customers about the potential for receiving the JRB. The notice will state:

“You may be eligible to receive a job retention bonus when you keep your job for a total of 6 months. If you are determined eligible, the job retention bonus will be split into two payments. The first payment will be \$350 when you remain employed for four months. The second payment will be \$400 when you remain employed for six months. Contact your local department of social services for more information.”

The E&E system will automatically generate a notice to the customer when they reach month two of TSS. The notice will inform the customer of their potential eligibility to receive the JRB and it will state:

“You can receive a Job Retention Bonus when you continue to be employed. You may be asked to verify your employment for you to get the Job Retention Bonus. You could qualify for an additional \$350 payment in (appropriate month will be inserted), and an additional payment of \$400 in (appropriate month will be inserted) as long as you are still employed. If you begin to receive cash assistance again, you will not be eligible for this Job Retention Bonus. This Job Retention Bonus will not reduce your SNAP benefits.”

REQUIRED ACTIONS:

- TSS/Job Retention-Verify Employment work item will be created on the 1st business day of the 4th month and 1st business day of the 6th month.

The screenshot shows the 'Case Home' interface. On the left is a navigation menu with categories like 'Eligibility Determination', 'Additional Info', 'Eligibility Review', 'Works', and 'Client Correspondence'. The main content area is titled 'Case Home' and contains several sections:

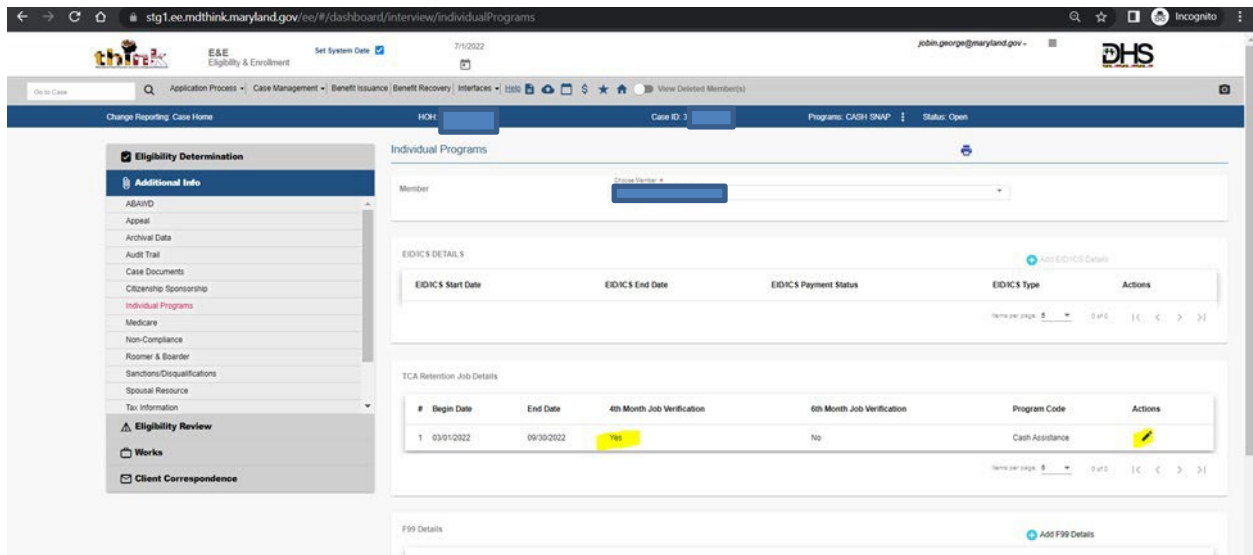
- Pending Work Items:** A table with columns 'Type', 'Subtype', 'Assigned To', and 'Action'. It lists one item: 'TSS/Job Retention-Verify Employment'.
- Additional Information:** A tab showing details such as IRIN, Facility, Interpreter, Penalty Period, HOH PIN No., and Redetermination Due Date (SNAP 07/31/2022, Cash Assistance 12/31/2022).
- Case Transfer:** A section for transferring the case, including a 'District Worker' dropdown and a 'Transfer' button.
- Head of Household Information:** A section for personal details like Name, Relationship (HOH), Preferred Language (English), Residential Address, Phone Number, and Email.
- Program Status:** A section for program details.

Due date for the work item will be 10 days.

The screenshot shows the 'My Dashboard' interface. On the left is a 'WORK ITEM CATEGORIES' menu. The main content area is titled 'My Dashboard' and contains a table of 'Online Reported Changes'.

CASE ID	TYPE	SUBTYPE	HOH NAME	CREATE DATE	DESCRIPTION	DUE DATE	DISPOSE ALERT	ACTION
317184013	CA	WCA	[REDACTED]	03/01/2022	Test	03/31/2022	[Icon]	[Icon]
317184013	CA	WCA	[REDACTED]	03/01/2022	Test Test	03/31/2022	[Icon]	[Icon]
317184757	CA	JRB	[REDACTED]	06/01/2022	TSS/Job Retention-Verify Employment	06/11/2022	[Icon]	[Icon]
317184636	CA	JRB	[REDACTED]	06/01/2022	TSS/Job Retention-Verify Employment	06/11/2022	[Icon]	[Icon]
317184169	CA	JRB	[REDACTED]	06/01/2022	TSS/Job Retention-Verify Employment	07/09/2022	[Icon]	[Icon]

TCA Retention Job Details are displayed on the Individual program screen (It's displayed under Additional info Tab).



- Case managers must verify employment information that is currently in our system by using the Work Number (TWN), BEACON, or ECM for submission of pay stubs and/or employment documentation, and/or collateral contact with the employer directly.
 - Case manager will answer yes to “4th Month Job Verification”.
 - Case manager will run eligibility and confirm benefits.
 - Once eligibility is run, the alert will automatically be disposed of, and the system will issue the job retention bonus of \$350.
 - If the case manager answers no to “4th Month Job Verification,” the job retention bonus will not be issued, and the alert will be dispositioned.
 - Repeat the same steps above for the 6th month.
 - Narrate all actions taken in E&E.

- The E&E system has reinstated TSS cases that closed in January, February, and March of 2022. The TSS cases are being reinstated only if the household received all three consecutive monthly TSS payments. The reinstatement of the TSS cases is to ensure all customers who are potentially eligible for the JRB will receive it.
 - Case managers will receive the same TSS/Job Retention-Verify Employment work item for TSS cases that closed in January, February, and March 2022.
 - Employment must be verified and the JRB will be issued for months 5 and 7.

- If the employment is being verified before 6 full months of retained employment the case manager will answer only the “4th Month Job Verification” alert.
- If the employment is being verified after 6 full months of retained employment the case manager will answer both the “4th Month Job Verification” alert and the 6th Month Job Verification” alert.
- Case manager will run eligibility and confirm benefits.
- Narrate all actions taken in E&E.

NOTE: No changes have been made to the TSS program. TSS is still three consecutive months after the TCA case has closed with income overscale. In order to administer the JRB on closed cases the TSS was extended to accommodate issuing the bonus.

Example: TCA customer’s case closes in November 2021 for income overscale. TSS begins in the month of December 2021. Customer receives TSS for December 2021, January 2022, and February 2022. (This is considered a retroactive case and the E&E system reinstated this case to allow for the JRB to be issued if the customer is eligible).

Case manager will receive the TSS/Job Retention-Verify Employment alert in March 2022 for “4th Month Job Verification.”. Case manager will verify employment. If the customer is still employed the case manager will respond “yes” to the “4th Month Job Verification” alert. After the case manager runs eligibility and confirms benefits, the \$350 JRB will be issued to the customer in March 2022. The E&E system will identify the TSS 5th month, April 2022 as a \$0 benefit. The “6th Month Job Verification” will remain as “No.” In May 2022 the case manager will receive the TSS/Job Retention-Verify Employment alert for the “6th Month Job Verification”. If the customer is still employed the case manager will respond “yes” to the “6th Month Job Verification” alert. After the case manager runs eligibility and confirms benefits the \$400 JRB will be issued to the customer in May 2022. Behind the scenes the E&E system will identify the TSS 7th month, June 2022 as a \$0 benefit. Customer has received both the 4th and 6th month JRB, and the system will officially close the case in the 7th month.

INQUIRIES:

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#) found on Knowledge Base or via email at fia.policy@maryland.gov for Montgomery County only.

For systems questions, please email fia.bsdm@maryland.gov.

cc: DHS Executive Staff
FIA Management Staff
Constituent Services
DHS Help Desk
Office of Administrative Hearings