

PARTICIPANT APPEAL

If you disagree with an action taken by the CITC Tribal TANF program that affects the benefits, you may file an appeal within 30 days of action. You may continue to receive Tribal TANF benefits until a CITC agency appeal decision is made if you request in writing continuing cash assistance. If the appeal decision is not in your favor, you will be responsible to pay back any extra benefits you received while awaiting the appeal decision.

CITC CLIENT GRIEVANCE

If you disagree with the services offered, or the way you are treated, you must follow the client grievance procedure outlined in CITC Policy #3.100.

The first step in either an appeal or grievance is to contact the staff with whom you have a complaint to attempt to resolve the disputed action.

If you are unable to resolve the disputed action with the staff, you then meet with the staff's supervisor who will work with you to resolve the complaint.

For a grievance, if your complaint remains unresolved, you then provide a written complaint to the CITC CRP Officer at 3600 San Jeronimo Drive, Anchorage, AK 99508. You will work with the CRP officer until a solution is reached.

CHANGES IN HOUSEHOLD CIRCUMSTANCES

You must report changes in your household within 10 days of when you learn of the change. You may do this by contacting the CITC Tribal TANF office by phone, in person or in writing. You are required to report the following changes:

1. Changes in employment-starting or stopping a job, change in wage rate, change from part-time to full-time or full-time to part-time.
2. Changes in the source of unearned income and changes in the amount of total unearned income greater than \$50.00 per month. (Examples: Social Security or Unemployment)
3. When someone moves into or out of your home (report within 5 days when a child is/or going to be absent)
4. If you change your residence or get a new mailing address; you need to verify your new shelter costs if you move or we cannot use them in calculating your benefits.
5. If your household gets a vehicle or sells any item to obtain cash.
6. If your household has more than \$2000 in cash and money in bank accounts.
7. Changes in your legal obligations to pay child support

WORK/SCHOOL REQUIREMENTS

Tribal Temporary Assistance is a Work First program. To receive Tribal Temporary Assistance you may have to participate in work activities. Tribal Temporary Assistance participants must meet with their case manager and develop a family self-sufficiency plan that lists steps you will take to become financially independent. You must participate in approved work activities unless you qualify for an exemption. If you are employed and voluntarily reduce your hours or income without good cause and do not have approval from the case manager, a job quit penalty may be applied to the case. If you are an unmarried minor parent, to receive Tribal Temporary Assistance you must live with a parent or in another approved living arrangement and attend school or training. If you have school age children they must be enrolled and attending school. Failure to provide school attendance and grade verification reports may result in a penalty may being applied to the case. If you do not fulfill these work and education requirements, or minor parent requirements your cash assistance benefits may be reduced or ended.

HOME VISITS

A CITC Tribal Temporary Assistance worker may visit your home and may contact other people to verify your eligibility for assistance for any or all of the following reasons: household composition, residence, and/or income and resources. If you do not cooperate with the home visit, your TANF case will be closed. A home visit may also be conducted if you are under a Tribal Temporary Assistance penalty. It is in your best interest to cooperate with a penalty home visit. If there is no cooperation, your assistance could be further reduced or ended. For these several types of home visits, no appointment will be set up with the participant ahead of time.

FRAUD PENALTY WARNINGS

You may be prosecuted if you knowingly give false, incorrect, or incomplete information to get or try to get Tribal Temporary Assistance benefits you are not eligible for, or to help someone else get benefits for which they are not eligible. You must repay any benefit you wrongly receive.

WARNING: Any information you provide to Cook Inlet Tribal TANF Program may be used against you in a Court of Law or for implementing an Administrative Disqualification Hearing which will result in an Intentional Program Violation disqualification from Tribal TANF.

If you misrepresent your residence or identity to receive multiple benefits, you can be barred from receiving Tribal Temporary Assistance for 10 years.

Other penalties may also apply.

POST TRIBAL TANF SERVICES

If your Tribal TANF case closes because of earnings, you may still be eligible for other services to help your family move from welfare to work. Tribal TANF recipients may get child care assistance and caseworker support when their case closes for earnings, please contact the CITC Tribal TANF office for more information.

You may also be eligible for additional services offered by the State of Alaska Division of Public Assistance such as Food Stamps and Medicaid, please contact your case manager or nearest Division of Public Assistance Office for more information.

CHILD SUPPORT INFORMATION AND COOPERATION

Alaska must collect child support and medical support from any parent who has the duty to pay support to a Tribal Temporary Assistance recipient. This includes any money owed to you at the time you apply, as well as current and future child support payments.

Any child support payments given or paid to you while receiving Tribal Temporary Assistance benefits must be reported and turned over to the CITC Tribal Temporary Assistance Program immediately. If you wish to change a child support order, you must obtain a new court order or get permission from the State of Alaska Child Support Services Division (CSSD).

Note: If you believe you have a good reason not to cooperate with CSSD for the Tribal Temporary Assistance program, you must tell your caseworker immediately. You may be asked to provide information to support your reason.

When you apply for Tribal Temporary Assistance you must:

- Sign over to the CITC Tribal Temporary Assistance Program your right to receive and keep child support payments due to you or to a child on Tribal Temporary Assistance.
- Cooperate with the Child Support Services Division (CSSD) by providing information to establish paternity, help locate an absent parent, and enforce a child support obligation.
- Non-cooperation with CSSD can result in a penalty applied to the case or case closure.

AMERICANS WITH DISABILITIES ACT OF 1990

Cook Inlet Tribal Council, Inc. complies with Title II of the Americans with Disabilities Act of 1990. If you have questions, contact the CITC Corporate Affairs Officer at (907) 793-3407.

SOCIAL SECURITY NUMBERS

You must provide or apply for a social security number for yourself and each household member for whom you are seeking benefits from the CITC Tribal Temporary Assistance program (42 CFR 435.910). Cook Inlet Tribal Council will use social security numbers to access information from the Social Security Administration data system.

SPENDING POLICIES FOR TANF ASSISTANCE PROGRAMS: Under Federal Law (section 4004(c) of P.L. 112-96) it is illegal to make purchases with or to access the cash benefits on EBT cards at any ATMs that are located in bars, liquor stores, gambling or adult entertainment establishments. If you fail to abide to this policy a payee may be required.

I certify that I have read and understand the entirety of this document.

Signature of Participant/ Date

Signature of Other Adult/ Date