

# Adapt TANF Programs to Post-COVID Needs

America is re-opening to an uncertain world with unemployment at levels unseen since the Depression. Millions of people are interacting with government safety-net programs for the first time. For many, this introduction has been a cumbersome, inefficient, and frustratingly slow. Safety net programs are engaging with a new population of applicants and beneficiaries – a new type of client with unique needs and expectations.

As people exhaust their UI benefits, they may apply for Temporary Assistance for Needy Families (TANF) – a program that offers high-touch support and training to help hard-to-place individuals overcome barriers to employment. Much of the post-COVID wave of TANF applicants will be higher-skilled individuals who require less assistance in their job search and will find many aspects of traditional TANF programs burdensome and non-productive. States can exercise options other than TANF to address the unique support needs of these individuals.

It will be difficult to predict how ongoing pandemic challenges will evolve – or how government response efforts might need to change as a result. MAXIMUS can help states manage this uncertainty and offer solutions to close program gaps as they develop.

## Right-size program support for today's TANF recipients

---

The volume of TANF applicants will present a challenge for many agencies. MAXIMUS can manage surge application volumes, divert highly skilled individuals from joining the TANF caseload while offering alternative modes of support with *right-touch* assistance better suited to their needs and expectations.

### Optimize the Eligibility Process

- **Augment your workforce to create a force multiplier for processing applications** – Recent Office of Personnel Management (OPM) guidance allows states to use contractors to support all aspects of the eligibility process. ([Click to learn more.](#)) MAXIMUS can provide highly skilled staff (in your office or through a work-from-home model) to answer frequently asked questions, perform updates to applicant information, collect and process application verification documents, and ensure applications are complete before processing them for eligibility determination.
  - **Digitize the application process** – Use our mobile app to augment and simplify the process for individuals by collecting verification documents as they go through the application. The digital app uses a combination of optical character recognition and robotic process automation to populate the TANF application from scans of their documents to the greatest extent possible. We aim to decrease the time and effort required by a citizen to apply while increasing the accuracy of the information they provide.
  - **Ensure applications are complete before processing them** – Run the MAXIMUS Application Tracking System (ATS) in parallel to your native integrated eligibility system to ensure applications are perfect before processing them for eligibility determination. Used extensively on Medicaid and other eligibility programs MAXIMUS supports, ATS screens applications and notifies applicants to provide any missing information. ATS can be configured with triggers that allow for prioritization of due dates and tasks.
-

## Virtualize Program Services

- **Virtual program orientation, initial needs appraisal, and activity planning** – Use our suite of virtual tools to enable program participants to complete these initial activities at their convenience from their homes.
- **Virtual coaching for job readiness and job search** – Convert job readiness curriculums into a virtual set of modules, accessible on-demand, and completed at times that are convenient for the participant. Our digital tools track completion and provide two-way facing views for both participant and coach. Through our MPloy technology, we offer a virtual, supervised job search in a manner that counts for federal work participation requirements.

## Divert TANF Applicants who Exhaust UI Claims

- **Initiate applicant job search efforts in advance of TANF eligibility determination** – Those coming from the UI program are less likely to need ongoing work activity support, yet may need light-touch assistance to access jobs or to convert their experience into a new occupation. By proactively supporting their job search efforts in the weeks *before* they exhaust their UI benefits, we may divert applicants who require less intensive assistance from joining the TANF caseload.
- **Manage an effective diversion program** – Triage and create a pool of diversion participants who may need limited support in reconnecting to a job and can be managed in a specialized program focused on quick labor market attachment and support.

## Unmatched Capacity to Respond Quickly

- **Proven ability to help government quickly respond to COVID-19** – Ten states (and counting) trusted MAXIMUS to stand up program-related contact centers, including launching remote agents to support UI applicants in 8 states – each one launched in a week or less. In North Carolina, we're supporting UI with more than 1,000 staff, and in Rhode Island, we're processing more than 7,000 UI adjudications per week.
- **Quick access to qualified staff** – More than 20,000 MAXIMUS agents work in over 60 MAXIMUS locations across 30 states – with nearly 70% of our U.S. workforce working from home. More than 4,000 federally cleared staff are set up in work from home environments, operating on HIPAA compliant systems and procedures.
- **Experience supporting benefit inquiries and applications** for multiple federal programs, including TANF, SNAP, Medicaid, CHIP, and Unemployment Insurance.
- **Global experience and insight helping people find employment**, including supporting more than 40,000 people per year in the United States through TANF, SNAP, and WIOA government employment services
- **Providing technology, equipment, and cloud-based services** – Our telephony and call center technology is HIPAA-compliant and offers secure access to your systems and the communications channels citizens prefer – especially personal mobile devices.

## Trusted When it Matters Most

Helping government serve the people has been our sole mission for more than 40 years. MAXIMUS has guided and supported job seekers as they navigate challenging times for more than three decades. With over 4,000 specialized staff across the country, we bring the capacity, skillset, and strategy to help you meet today's dynamic and challenging return-to-work circumstances.