

recertification requirement available through their website and TANF program materials.

There may be room to expand current communication efforts to reach more eligible households. In the first quarter of 2017, one in two (50 percent) of DC families on TANF successfully recertified their eligibility and maintained their benefits. The remaining families were removed from the TANF rolls and their participation terminated. The overwhelming majority of these families failed to comply with the recertification process: either they did not appear at a Service Center to recertify (44 percent) or they appeared but failed to bring all the necessary proofs (4 percent).

The recertification process is designed to ensure families who are eligible continue to receive benefits, while terminating participation for families who no longer qualify. Through the recertification process, a minority of households (less than 1 percent) have their cases closed because they no longer meet eligibility requirements — these few visit a Service Center and are affirmatively denied renewal. The vast majority of families who go through the recertification process successfully renew. It is possible that those who do not visit a Service Center self-select out of the process because they are no longer eligible. However, there is evidence that a significant number of otherwise eligible households have their benefits terminated simply for failing to recertify by the deadline. In the first quarter of 2017, 34 percent of families whose benefits were terminated reapplied, and were approved for, DC TANF benefits within 90 days of termination. In the absence of the recertification requirement, they would have remained eligible and continued their participation uninterrupted.

APPENDIX B: SUPPLEMENTARY FIGURES AND TABLES

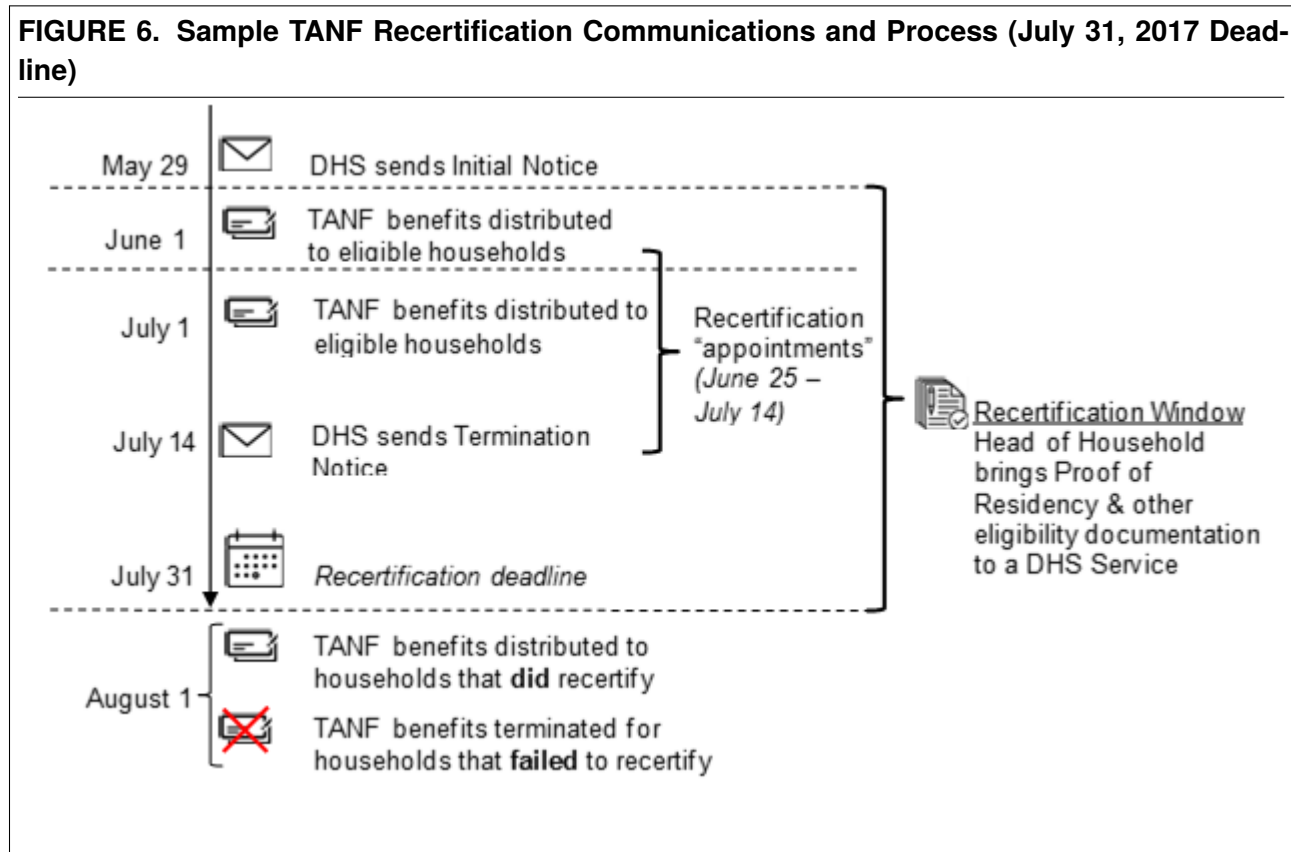


TABLE 1. Sample Composition and Timing

	July	August	September	October	November
Random Assignment Sample					
No Letter	242	257	242	177	259
Specific Date	243	258	242	178	260
Open Date	241	259	242	178	261
Total	726	774	726	533	780
Timelines					
Initial Notices mailed	5/31	7/1	7/30	8/30	9/30
Data pulled for sample	6/12	7/10	8/15	9/12	10/6
Reminder letters mailed (if applicable)	6/19	7/18	8/18	9/15	10/13
Suggested appointment dates	6/26-7/14 (not 7/4)	7/25-8/14	8/25-9/14 (not 9/4)	9/25-10/13 (not 10/9)	10/25-11/14 (not 11/10)
Deadline to Recertify	7/31	8/31	9/29	10/31	11/30

FIGURE 7. View of “Envelope” (Front and Back)

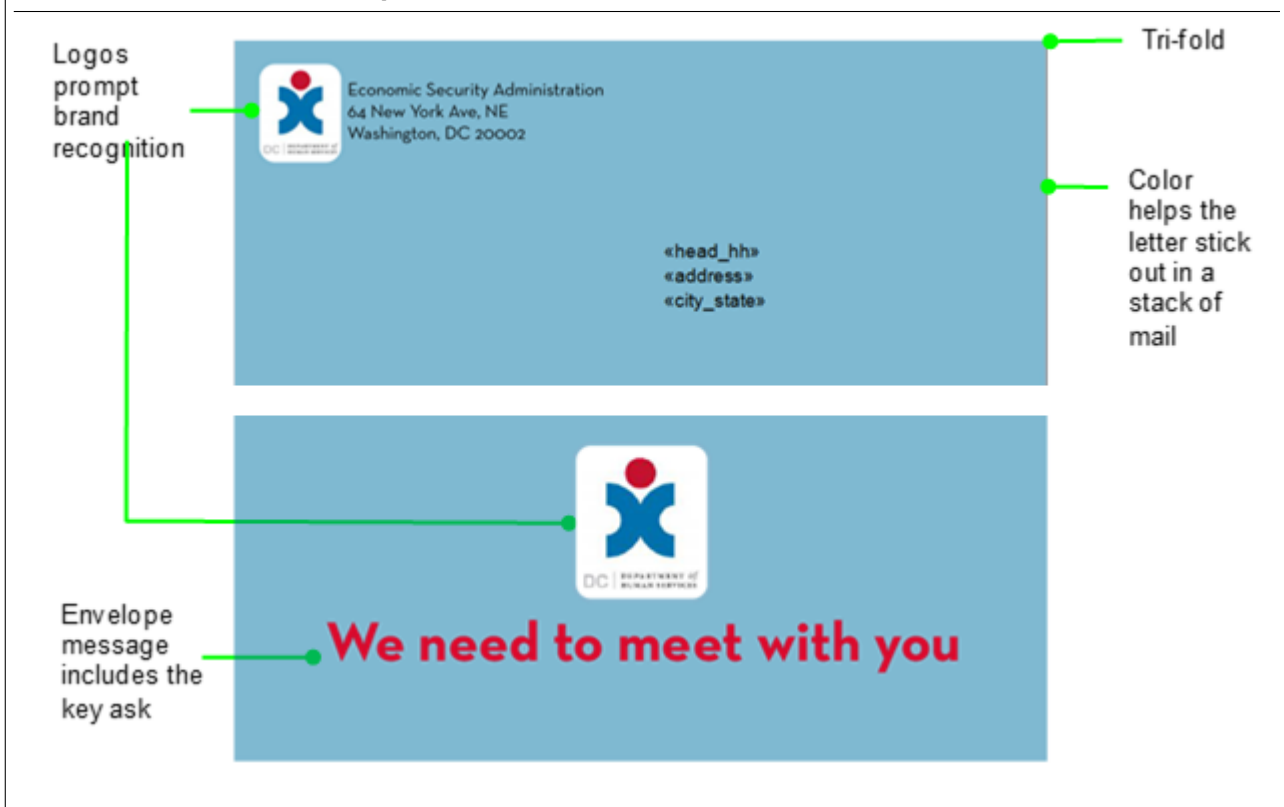


FIGURE 8. Participant Flow

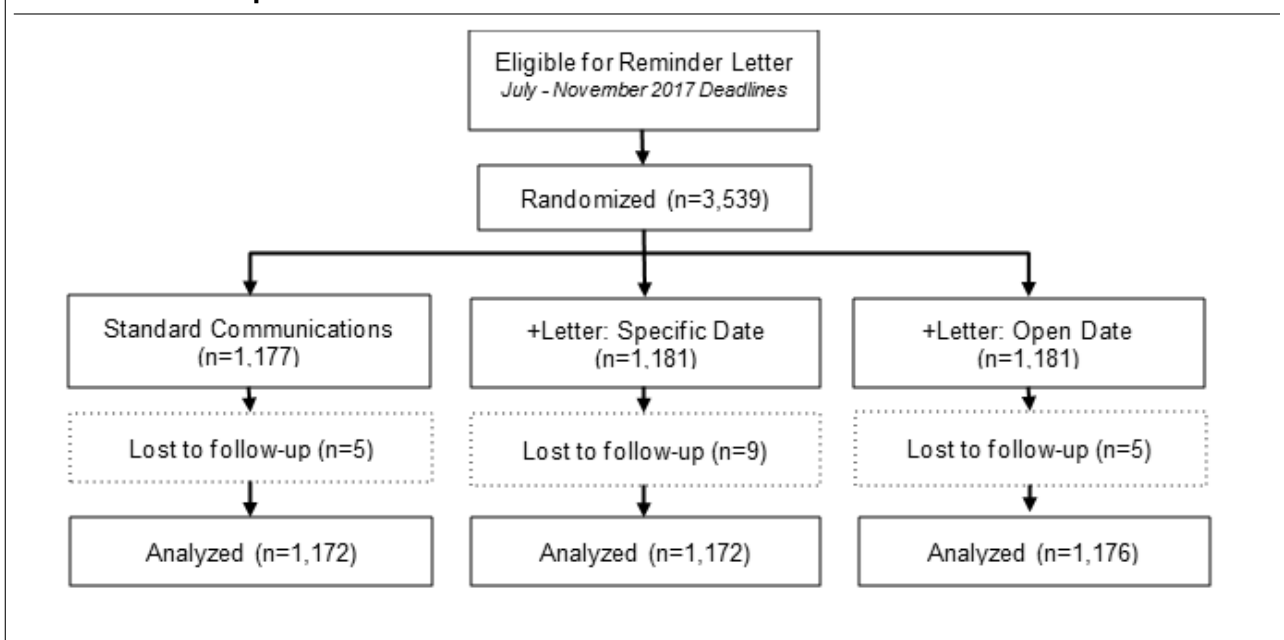


TABLE 2. Percentage Achieving Each Outcome, by Experimental Condition (no letter vs. any letter)

	No Letter <i>n</i> = 1172	Any Letter <i>n</i> = 2348	Difference (95% CI)
Started Recertification	41.8%	47.4%	5.6pp* (2.1, 9.0pp)
Complied with Requirements	40.7	45.9	5.2pp* (1.7, 8.7pp)
Successful Recertification	40.1	45.6	5.5pp* (2.1, 9.0pp)

Note: * Statistically significant at the $\alpha = 0.05$ level.
All percentages listed are from the total number assigned to that condition.

TABLE 3. Percentage Achieving Each Outcome, by Experimental Condition (specific date vs. open date)

	Letter: Specific Date <i>n</i> = 1172	Letter: Open Date <i>n</i> = 1176	Difference (95% CI)
Started Recertification	46.8%	48.0%	1.2pp (-2.8, 5.2pp)
Complied with Requirements	45.1	46.7	1.5pp (-2.5, 5.6pp)
Successful Recertification	44.8	46.4	1.6pp (-2.4, 5.7pp)

Note: All percentages listed are from the total number assigned to that condition.

FIGURE 9. Relative to Calendar Day, Number of Recertifications Daily, by experimental condition

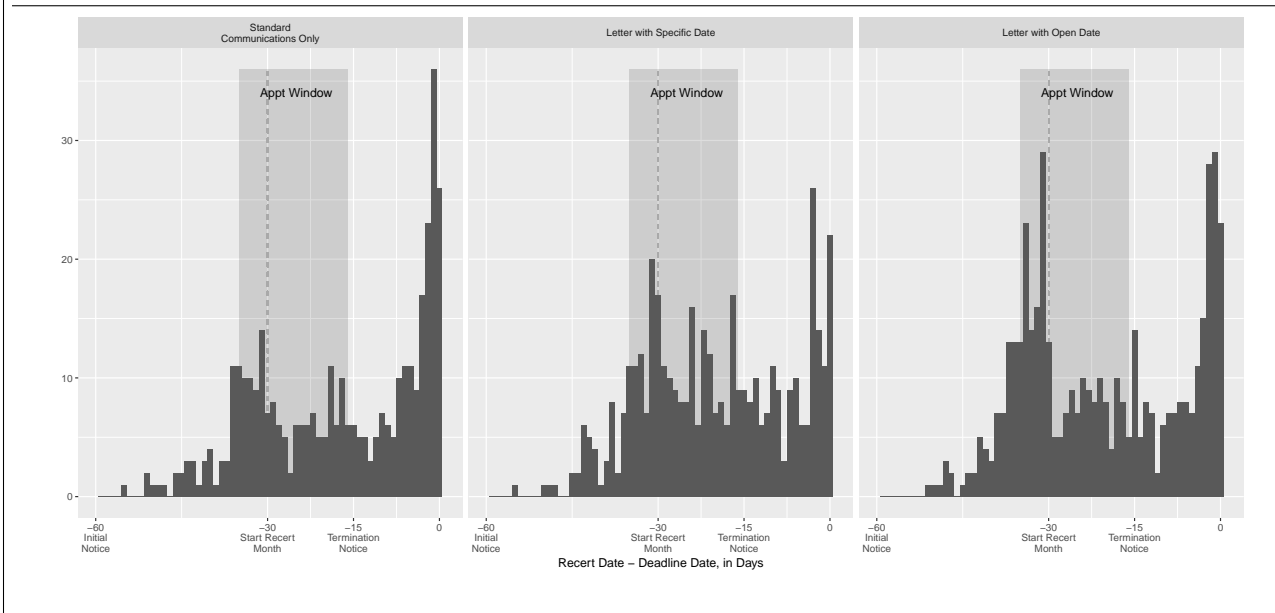
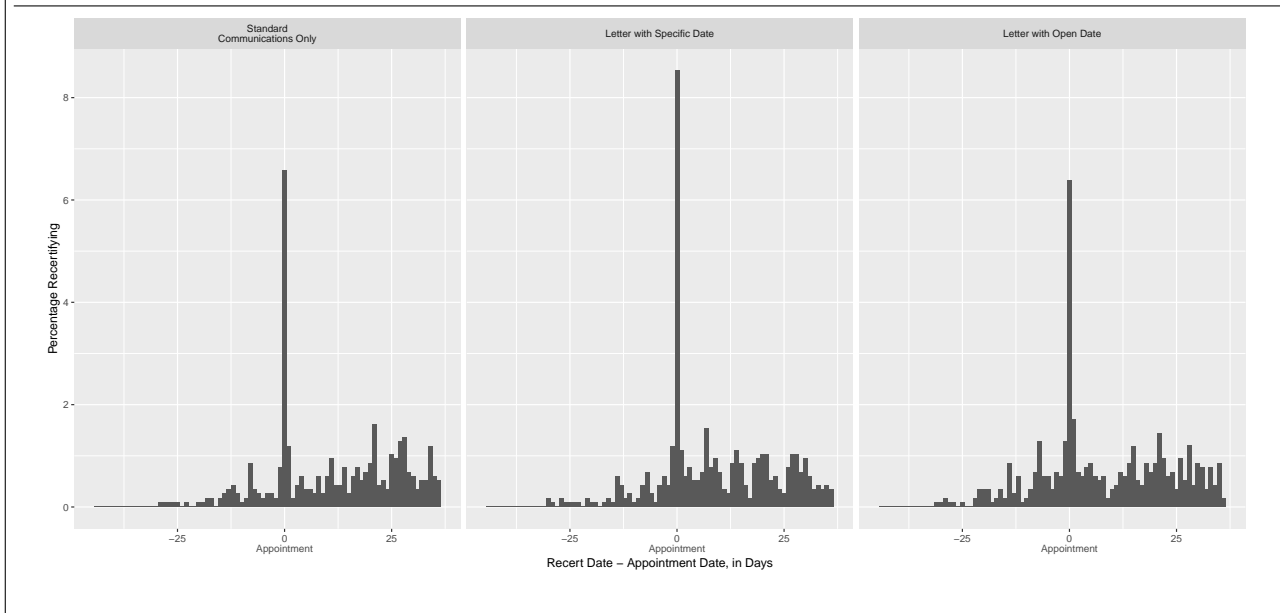


FIGURE 10. Relative to “Appointment Day”, Percentage of Households that Recertify Daily, by experimental condition



APPENDIX C: INITIAL NOTICE

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES



Notice Date: 10/29/2016

Account ID: [REDACTED]
Person ID: [REDACTED]
[REDACTED]
WASHINGTON, DC [REDACTED]

FORT DAVIS SERVICE CENTER(671)
3851, Alabama Avenue, SE
Washington, DC 20020
Phone number: (202) 645-4500
Fax Number: (202) 645-6205

Subject: Cash Assistance Renewal

Dear [REDACTED],

Your eligibility for Temporary Assistance for Needy Families needs to be reviewed. Without this review your benefits will be terminated. We need the information listed below so that we can determine whether you are still eligible to get benefits:

- We need proof that you are still a District resident
- We need to verify school attendance for 18 and 19 year old household members.
- We need to verify if anyone moved-in to your household.

Please bring the information to FORT DAVIS SERVICE CENTER(671) on [REDACTED]/2016. If you cannot go to this Service Center you may go to any of the Service Centers on the attached Service Center Address sheet.

If You Cannot Keep the Appointment

If you cannot keep the appointment, please contact (202) 727-5355 or before 12/2016 or you may go to any of the Service Centers listed on the attached form. If you fail to keep your scheduled appointment, we cannot determine if you are eligible for benefits. Without this review your benefits may be terminated.

ESA Manual Citation: Part II, Chapter 2, Section 2.3

If You Think We Made a Mistake

If you do not agree with the decision we made, the household may request a fair hearing within 90 days of the date of this notice. Read the attached Hearing Rights to learn how to request a hearing and for a list of organizations that may provide free legal representation. You may request a hearing orally or in writing.

If you have questions, please call (202) 727-5355. If you are Hearing Impaired, you may call TTY/TDD 711 (855) 532-5465.

APPENDIX D: TERMINATION NOTICE

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES



Subject: **Cash Assistance Termination**

Dear [REDACTED]

Your Temporary Assistance for Needy Families (TANF) benefits will terminate [REDACTED] because <Insert reason>.

Condition:	Reason:
Disqualified Recipient for IPV	you were found to have committed public assistance fraud and this is your third offense, so your needs will be permanently removed from your household's TANF benefit. (D.C. Official Code § 4-218.01(c))
Institutionalized	your benefits have been terminated because you are in a hospital, group home, or nursing home and no longer meet the standard to be included in the TANF assistance unit because you are not living in the same household as the dependent child. (45 C.F.R. § 260.20(a); 42 U.S.C.S. § 608(a)(1); D.C. Official Code § 4-205.15)
No longer living in the same household as the dependent child	Your benefits have been terminated because you no longer meet the standard to be included in the TANF assistance unit because you are not living in the same household as the dependent child. (45 C.F.R. § 260.20(a); 42 U.S.C.S. § 608(a)(1); D.C. Official Code § 4-205.15)
[if gross income exceeds max allowable]	your gross income exceeds the maximum allowable limit. (D.C. Official Code § 4-205.10(a))
[if not a d.c. resident]	you are no longer a District resident. (D.C. Official Code §§ 4-205.03-.04, 4-205.53)
[if disqualified misrepresented residency]	you were found to have misrepresented your residency to get benefits from two or more States, so your needs are removed from your household's TANF benefit for ten (10) years. (D.C. Official Code § 4-205.69)
[if loss of contact / no response from client]	we could not establish contact with you. 7 CFR 273.13
Verifications not provided	part of the application process is providing requested information and we did not receive the information we requested from you (for example: living with statement(s), proof of citizenship status, income, etc.) ESA Policy Manual Part III, Chapter 1, Section 1.1 and Part III, Chapter 2, Section 2.1 and D.C. Official Code §§ 4-205.19(a), and .31(a).
[Failure to provide requested information]	you have not provided of all the information we requested from you. ESA Policy Manual Part III, Chapter 1, Section 1.1 and Part III, Chapter 2, Section 2.1 and D.C. Official Code §§ 4-205.05a, .19(a), and .31(a)

If You Think We Made a Mistake

If you do not agree with the decision we made, the household may request a fair hearing within 90 days of the date of this notice. Read the attached Hearing Rights to learn how to request a hearing and for a list of organizations that may provide free legal representation. You may request a hearing orally or in writing.

If you have any questions please call (202)724-5506. If you are Hearing Impaired, you may call TTY/TDD 711 (855) 532 5465

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