

## **Taco Tuesday with TANF**

10/20/2020

### **Topic: How to Build a Plan**

<input checked="" type="checkbox"/> District 1	<input type="checkbox"/> District 7	<input checked="" type="checkbox"/> District 13
<input checked="" type="checkbox"/> District 2	<input checked="" type="checkbox"/> District 8	<input checked="" type="checkbox"/> District 14
<input checked="" type="checkbox"/> District 3	<input type="checkbox"/> District 9	<input checked="" type="checkbox"/> District 15
<input checked="" type="checkbox"/> District 4	<input checked="" type="checkbox"/> District 10	<input checked="" type="checkbox"/> District 16
<input checked="" type="checkbox"/> District 5	<input type="checkbox"/> District 11	<input type="checkbox"/> SSTU
<input type="checkbox"/> District 6	<input checked="" type="checkbox"/> District 12	<input type="checkbox"/> QA/QC

#### **Q: What is the difference between the Child Support Referral form and the Child Support Verification form?**

A: The Manual Referral form is a web-based form in ONE to refer a TANF applicant or participant in ONE to DCS, to provide information volunteered at intake and to provide updates on changes reported through the life of the TANF case. This form is to be used until notification that the interface between ONE and DCS' Origin system is fully functional. The Web-Based Child Support Referral Form may be found at <https://csreferralform.dhsoha.state.or.us/>.

The Verification (or Request for Child Support Case Information) form is the one that is completed and sent to DCS to request information on child support payments for TANF applicants and participants in either ONE or Legacy. This form will continue to be used even after the ONE/Origin interface is fully functional. This form is available in Staff Tools at: <http://www.dhs.state.or.us/caf/ss/tanf/child-support.html>.

#### **Q: If the case shows as a closure at conversion, is there anything I can do to clear this when we're not adding another plan?**

A: *If the PDP has closed at conversion and they're not currently eligible for TANF, you would just leave the plan as is, because the plan is exited at that point.*

#### **Q: Does a new FC need to take action to resolve a yellow check in a JOBS plan that was transferred from a different branch?**

A: *If you receive a transfer in case that was exited at conversion, then there is nothing you need to do with the yellow check mark.*

*If you receive a transfer in that is not exited or exited by the previous worker, then you need to look at the plan and narrations to attempt to resolve the attendance. Enter actual hours as zero and unexcused absences for hours you are unable to validate.*

**Q: How is the Case Management flag handled?**

*A: When you initially build the plan, it auto-fills to "yes."*

*This does need to be touched monthly; it was previously known as 'flipping the flag.'*

*When you are engaging with the family and providing family coaching services mark 'yes' on the case management flag.*

*See the following transmittal for additional instructions and what activities meet the criteria to update the case management flag.*

*<http://www.dhs.state.or.us/policy/selfsufficiency/publications/ss-im-18-013.pdf>*

**Q: For DV, the last training I had stated it was used if an eligibility requirement was waived due to DV, not just receiving services. Is that correct?**

*A: We have confirmed with TA-DVS analysts, this is correct, the DV field would indicate 'yes' if eligibility criteria has been waived due to DV.*

**Q: Is there a report run around why plans are ended? Is there a wrong way to fill in that reason complete tab?**

*A: \*\*need to look in TRACS for exited plans, I cannot recall\*\* The reason complete should align with the actual reason the step has been closed.*

**Q: Do we need verification to excuse attendance hours?**

*A: We do not require verification for excused hours; we do need to have a conversation with the participant and narrate the reason why excused hours were coded.*

**Q: Where is there an indication that we would need to provide accommodations or reminder calls for appointments?**

*A: Accommodations are listed on the accommodations tab in TRACS. Regarding reminder calls, you would want to set up some way to remind yourself such as an appointment on your calendar to call the participant with a reminder. Utilizing sticky notes can be helpful. It really depends on individual preference and style.*

**Q: If transitioning into the ONE system, do we need to be updating our case plans to keep that connection between TRACS and the ONE?**

*A: TRACS plans will be closed at conversion by the TRACS developer, a list of closed cases will then be sent to each branch. Plans will then need to be rebuilt with the ONE case number to re-establish that connection. See [\*\*SS-AR-20-014\*\*](#) for further instructions.*