

Taco Tuesday with TANF

05/2021

Topic: Support Services

Q: Caring for disabled family member, do they need to wait until after the documentation expires before they can volunteer? Do they need to provide a doctor's release to engage prior to exemption ending?

A: No, the participant can let us know they are no longer needed in the home to care for the disabled family member and choose to engage in the JOBS program. The exemption would end, and they would be considered JOBS eligible.

Q: I thought someone who is JOBS Exempt for caring for a disabled family member in the home also has the option to volunteer in the JOBS program at which point are eligible for support payments?

A: They have the option to end the exemption, at that point they would be JOBS eligible and eligible for support services.

Q: How are individuals who are caring for a disabled family member a volunteer if the exemption is removed?

A: They are not considered a volunteer; they are either exempt or eligible.

Q: When someone becomes exempt due to caring for a disabled family member in the home, and they have a current PDP, do we close the step and plan in TRACS?

A: Yes, the TRACS plan needs to be closed once the JOBS status changes to exempt.

Q: Are non-qualified non-citizens who are not part of the TANF benefit group eligible for support services?

A: No, if the Oregonian is not work authorized, they are not eligible for JOBS and therefore not eligible for support services.

Q: Are work eligible non-citizens eligible for support services? More specifically, can Micronesians or asylees receive support services?

A: Non-citizens authorized to work in the United States and determined JOBS eligible are eligible to receive support services. This includes people from Micronesia as they are work authorized. Asylees could also be determined JOBS eligible, as they are eligible for TANF due to their status.

Q: If an SSI parent has goals related to parenting, life skills, and could benefit from a contracted service, can we refer?

A: No, SSI recipients are considered JOBS exempt and therefore not eligible for JOBS services or referral to contracted provides. They cannot have a PDP in TRACS, you can create paper plans to work on goals.

Q: Will the ONE language "alien" be updated?

A: Not that we are aware of. Perhaps in future updates.

Q: If ONE says "volunteer" that doesn't mean the participant is volunteering, or does it mean we meet with them and they decide if they want to volunteer?

A: ONE determines the JOBS status, so this is just telling us that they are considered 'volunteer' ONE does not determine whether or not the participant is volunteering to engage in JOBS.

Q: Will ONE send an RFI for support services if more information is needed?

A: This can be completed via a manual correspondence. ONE will send out notices when a request is denied, approved, or modified.

Q: Will ONE deny support service payments for JOBS exempt individuals?

A: Yes. ONE will read the JOBS status, as well as communicate with TRACS to ensure the individual has an eligible activity on their PDP. If either of these are not present, ONE will deny the request.

Q: In TRACS, does it matter if the JOBS status says exempt but in ONE they say volunteer, is there a way to change so that they both match?

A: ONE determines JOBS status and communicates with TRACS; TRACS does not have a field that indicates JOBS status.

Q: If we originally set up a reoccurring payment for transportation for 3 months and then re-evaluate, can we just extend the date out another 3 months? And, would a modification notice be sent in this case?

A: A new request needs to be entered in this scenario. Anytime there is a reoccurring payment and the end date has approached, a conversation should occur between the FC and Oregonian. If it's mutually determined that the payment should continue, a new payment request must be entered into ONE.

Q: Those working in a dispensary are denied for support services but what is the reason?

A: This request would be denied per OAR 461-120-0215 as this is an illegal activity. In ONE, this would be denied based on 'no eligible activities.'

Q: Can we make a payment for back housing owed? Do we staff with manager when the amount is above \$3000.00?

A: Payments that exceed \$3000 in a three-month period do require manager approval per OAR 461-190-0211. With manager approval, payments can be made.

Q: Can we make payment for gas assistance to get to medical or mental health related appointments? What if medical transportation is available?

A: Lower cost alternatives need to be explored first; if medical transport is available and makes sense for the family, they need to access it. If medical transport is not available or does not make sense for the family then transportation assistance can be provided.

Q: What TRACS step should we use when making a payment for medical transportation?

A: All support service payments are made to support the participants plan, if the participant does not have a current plan that supports a need for transportation assistance, we would not create one just to make a payment.

They could have steps such as ME, RA, or MH and currently engaged in a treatment plan.

Q: Do all 'other' (75) payments need to be staffed with leadership regardless of the amount?

A: This is a local process, not policy. Please follow local leadership guidance and be sure to review the [Support Service Guide](#) and/or the [Program Payments and Supports QRG](#) to see if there is another payment type that this payment fits best in.

Q: Are support service payments for technology intended for the participant, or for their children to attend school also?

A: Support service payments must support a plan, so it depends on what the plan is as to what we can pay for.

Q: For internet, how many payments can we do?

A: Currently, we can pay for two months out of a three-month period for internet service payments.

Q: If we are paying for rent to free up funds so that someone can pay for something that we cannot pay for; do we document that in a narrative or case note?

A: Family Coaches may have a discussion with the participant and utilize the brokering process to determine where JOBS support services are most appropriate and where it may be important to look at other options or resources.

Q: In the past we could pay for housing for an exempt participant by putting them on a plan. Is this still allowed?

A: This was not allowed in the past, Legacy did not have system limitations to prevent these payments, and ONE does. Participants considered JOBS exempt are not eligible for support services.

Q: Can a JOBS participant be eligible for \$3000 for housing/utilities every 3 months, a total of 4 times a year?

A: Technically yes, but conversations need to take place around their plan to pay their ongoing rent. It's not intended to be a re-occurring payment. Please support the participant in exploring other programs locally to help with ongoing housing needs.

Q: When an individual requests a support service payment but does not have the exact amount, such as a hotel stay, do we just put a guestimate for the amount?

A: No, you will need to confirm the amount as the information entered in ONE will be the amount issued.

Q: Can we pay for a service animal?

A: No, support services cannot be used for medical expenses or pet-related costs.