

# JOBS UPDATES

## Job Opportunities and Basic Skills Program

WORK VERIFICATION POINTS UPDATES

APRIL 2020

### JOBS Engagement and Support Services During Oregon's State of Emergency and Executive Order

A stay-at-home executive order was issued in Oregon on March 23, 2020. This has impacted Oregonians lives temporarily in a multitude of ways including but not limited to:

- Employers closing
- Service providers discontinuing services
- Schools closing
- Public transportation modifying or discontinuing service
- JOBS contractors modifying or discontinuing services

#### How does this impact JOBS engagement?

Family Coaches are encouraged to check in with families and offer to adjust plans to meet current goals and needs. If the participant was engaged in an activity, such as parenting groups, that are temporarily canceled, the plan can be adjusted. Close steps no longer relevant and open new steps reflective of the current situation. Family Coaches should also update JOBS Contractors when there are changes to contracted activities.

Family Coaches continue to maintain contact with families. Ongoing contact will look different during this time, rather than meeting in person you can schedule phone calls or check in via text and email. Ask what families need during this time and the best way to communicate.

#### What about attendance?

No changes have been made to the attendance documentation requirements outlined in the JOBS Activity Guidelines (JAG) [http://www.dhs.state.or.us/caf/ss/tanf/docs/jag\\_4.1.20.pdf](http://www.dhs.state.or.us/caf/ss/tanf/docs/jag_4.1.20.pdf). Attendance can be collected in various ways to limit or reduce foot traffic into the offices, such as:

- Participant can text a photo of the signed attendance form
- Scan and email
- Phone call or email with the contractor/service provider, be sure to narrates in TRACS the requirements outlined for the specific step

- Participant can mail in attendance forms; there will be a delay for entering attendance into TRACS and that is ok

At this time, if the step requires attendance documentation, attendance is not to be entered in TRACS without it. This may mean the hours are left blank or zeros are entered until the attendance can be verified.

If attendance documentation is typically collected by JOBS Contractors who have closed due to COVID-19, Family Coaches are to take over gathering attendance.

### **What steps are appropriate?**

During the state of emergency plans may look a little different and engagement may be reduced. We want to ensure we are supporting the family in adhering to the stay-at-home order and supporting what they determine is the safest and best option for their family.

Family Support and Connections programs are still providing services and supports to families. You may continue to make referrals and collaborate with the providers as they have been providing virtual sessions and classes, phone and electronic supports during this time.

Many JOBS contractors are still providing services as well. Services may look a little different in order to adhere to physical distancing. You may continue to make referrals to local contractors if they are still providing services.

Some steps to consider:

- CH – participants who are homeschooling their children while the schools are temporarily closed
  - Hours would be reflective of the time participant is spending homeschooling
- ME – participants who are quarantined due to health concerns for self for other household members
  - 1 hour a week
- CI – participants who are following the stay-at-home order and no other step is appropriate
  - 1 hour a week

Please review the JAG to determine which step best matches the family's situation, if you would like additional assistance please contact [TANF.Policy@dhsosha.state.or.us](mailto:TANF.Policy@dhsosha.state.or.us).

### **Are support services still allowed?**

Support services are still allowed and should be provided to support current activities. Support services are still limited to those considered JOBS eligible or a JOBS-volunteer and engaged in a plan. If the plan has been adjusted, determine with the participant what supports are currently needed. If the department was previously providing supports such as transportation and childcare and they are no longer needed, be sure to send a timely closure notice. Families may have other needs at this time such as help with rent, utilities, internet, etc.

**Please refer to the COVID-19 TANF Policy Q&A at the following link:**

[http://www.dhs.state.or.us/caf/ss/tanf/docs/COVID-19 TANF Policy FAQ 4.3.20.pdf](http://www.dhs.state.or.us/caf/ss/tanf/docs/COVID-19_TANF_Policy_FAQ_4.3.20.pdf)

**If you have any questions, please contact:** [TANF.Policy@dhsosha.state.or.us](mailto:TANF.Policy@dhsosha.state.or.us)