JOBS UPDATES

Job Opportunities and Basic Skills Program

JOBS Audits – Missing Verification Trend

Did you know….. Quality Control (QC) currently has one reviewer who conducts JOBS Audits monthly by reviewing JOBS eligible participants with attendance that is coded and reported as meeting federal hours. QC sends an email to the branch office requesting verification of attendance for the review month or documentation to support the D/N coding. Although error reports are no longer sent to the field, TANF policy is reviewing all errors cited and will be addressing trends and providing tips on how to easily resolve them.

One common error trend we see is 'Missing Documentation'. Some tips for avoiding this error:

- Respond to QC's request and provide verification timely.
    - If attendance/documentation is available in EDMS, please provide the path including scan date or just attach the document to the email. QC has one reviewer who has a short period of time to review all cases, if they are not able to easily locate the attendance/documentation in EDMS an error will be cited.
- If the attendance is held by a contractor, the branch is responsible to obtain the documentation and provide it to QC.
    - Having a process in place with the contractor to easily obtain documentation will help.
- The attendance tab in the TRACS step is not verification. What QC needs is documentation to support the attendance that has been entered in the attendance tap. Please do not respond by stating 'The attendance records can be located on the attendance tab'.

If you have any questions, please contact: TANF.Policy@dhsoha.state.or.us