

TANF Analyst Hour

01/17/23

Topic: Q&A about changes occurring January 1

Q: When did the TANF time clock switching over to state months go into effect?

A: The change took effect 01/04/2023.

Q: When someone comes up for a recertification and they're over Federal time, and they don't do the recertification on time the Federal clock is being used is that still true?

A: At intake and recert the state clock will be used to determine eligibility regardless of where TANF were last received. ONE will determine eligibility at intake, renewal and at report a change based off the state time clock. The reason is the out of state months are captured under both the state and federal time clocks in ONE. ONE will account for any state months under the state time clock when determining eligibility.

Q: Federal time clock is 60 months, that's the only timeclock we will be using going forward?

A: The state clock will be used as of 01/04/2023.

Q: Do we know if that's captured all cases that were beyond 60 on Federal but not state? Just wanting to make certain we've accounted for any families impacted by this.

A: Workers and FCs should review TANF eligibility when processing intakes and recerts to ensure the accurate months is being determined.

Q: Will this change have an unexpected negative impact on any current customers?

A: The change does not have an anticipated negative impact.

Q: Will you go over the process for requests for extension?

A: Page 457 of the OPEN provides information about the hardship extension. TLB is subjected to battery or extreme cruelty and TLX is deprived of needed medical care needs to be staffed with TANF Policy prior to approval. Please send an e-mail to the TANF Policy Box with the information explaining the hardship request. Other hardship request must be verified by a certified professional qualified to determine the condition or circumstance.

Q: We still put in the out-of-state months?

A: Yes, it is important to update the TANF Time clock for any months in which an individual received TANF out of state.

Form 4213

Q: Does this replace form 7785?

A: The 4213 does not replace the 7785. However, if the information on the 4213 can be used to evaluate if the individual is JOBS exempt due to caring for their child.

Q: We as eligibility workers do this form, right? (

A: The 4213 can be processed by an eligibility worker or a family coach.

Q: Is this available in the form server?

A: Yes, this is on the form server.

Q: Did the address section at the top get fixed so our address fits in it?

A: Yes, the return address can be entered.

Q: Can they make the return address area larger to fit?

A: The return address has wraparound text and should fit.

Q: Will this form be required every time they have reached their time limit, under the circumstances?

A: The 4213 can be used when an individual is requesting a hardship extension based on a disability. The extension needs to be verified at recertification. Or if the condition is expected to last less than the certification at the end if the expected time verification would be needed.

Q: Customer has reached over 60 months of TANF time limit and only has one child who receives SSI. During the recertification, customer reported they have hardship, but has not provided the proof. Do we pend the case? Or do we deny the case as hardship is not pended?

A: The case would be denied.

Q: ME exemption which form?

A: Medical is not exemption from the JOBS program.

Q: Can we use the form 4213 and form 7785 together?

A: Yes, the forms can be used together if needed.

Q: Once the 4213 is received we staff with manager/or ES for the Hardship limits - then we update ONE and case note in ONE and TRACS. How long is this Hardship time frame?

A: TLB is subjected to battery or extreme cruelty and TLX is deprived of needed medical care needs to be staffed with TANF Policy prior to approval. Please send an e-mail to the TANF Policy Box with the information explaining the hardship request. Other hardship request must be verified by a certified professional qualified to determine the condition or circumstance.

Q: Child in home with disability and parent needed which form?

A: The 7785 would be used for an exemption. The 4213 would be used for a hardship extension for Time limits.

Q: If the provider says 1yr we update it for that timeframe?

A: Yes, one would be updated with a year-end date.

Q: Let's say that we've been using the form 7785 for the TANF time limit hardship and now we are hearing this one need to be used, so do I go into ONE, take action, remove the hardship, and then pend for this form?

A: If all information was captured to determine the individual met the hardship extension criteria, then action would not be needed. If all information including unable to obtain or maintain employment over the ELL, then yes, the case would need to be pended.

Q: FC's give this form to the client or BEW's get the client to fill it out with them?

A: An FC or a BEW could provide the form to the individual.

Q: Is there a QRG / ETOP for the process to enter the hardship?

A: QRG TANF Hardship Task

Q: Does this replace the 729 series & or is one preferred over the other?

A: The form 4213 does not replace the 729 series. It is dependent on the information needed whether the 4213 or the 729 series would be used.

Q: If the provider puts the end date as indefinite, can we accept the form and have it only valid for 1 year (and get a new form at that time?)

A: If the provider states indefinite a year would be captured. Every 12 months new verification is required.

Q: With this form - would the eligibility workers now be answering the non-financial question (is there a TANF hardship?) as yes, or still leave that as, no?

A: An eligibility worker or a FC can update the non-financial question.

Resource limits were extended / Social security number requirements for children born in an Oregon hospital / Stabilized Living

Q: Wasn't reporting timely ALWAYS tied to eligibility for EP Pmts? Wasn't that already a criterion?

A: Yes, reporting timely has been a requirement to receive EP payments.

Q: The EP payment reporting requirement is per TANF certification, correct? - example: if a participant failed to report a change in the past (a year ago). there was a break in benefits and are back on TANF - then reported timely, will they get EP payments then?

A: Yes, EP payments are reviewed based on the current TANF certification.

Q: Question about the change reporting. Is the requirement that all information needed to update employment in the system be received or just that they report they are working. For example, they leave a voicemail that they are working but provide no additional information. Unable to reach them so manually pend for additional info. All info received 14 days after they started working. Since they reported that they were working within 10 days, did they report timely?

A: There are two reporting requirements that drive EPCA eligibility. If participants do not report either one of these elements timely, within 10 days of the occurrence, then there is no EPCA eligibility:

- The employment start date
- The date the participant's first paycheck is received (earned income from date). This can also be the first pay of a new detail/verification record for the same source, such as a raise in pay rate or an increase in hours

Q: I noticed the JAG isn't yet updated, will that be updated next quarter?

A: The JAG is updated as of 03/27/2023

Q: Is Timely Reporting within 10 days of starting the job or 10 days of receiving their first check?

A: There are two reporting requirements that drive EPCA eligibility. If participants do not report either one of these elements timely, within 10 days of the occurrence, then there is no EPCA eligibility:

- The employment start date
- The date the participant's first paycheck is received (earned income from date). This can also be the first pay of a new detail/verification record for the same source, such as a raise in pay rate or an increase in hours

Q: Would we just make a case note of the date that they called so that if an EW processes the pending information, they will know when it was reported and use that date?

A: ONE needs to be updated with as much information as possible. If not enough information is reported to trigger and RFI in ONE.

Tribal Income Change

Q: Do we still enter the income? Or not bother entering it?

A: Yes, information needs to update in ONE.

Q: Will ONE pend for proof or will client statement work?

A: Client statement will be accepted.

TANF REFC benefits are now able to be replaced due to scam/skimming

Q: Do we need to receive any form of verification of a scam, or do we just take the client statement? (As in...when an identity stolen, or something like that, there's an organization that sometimes will work with that individual to record and help them with that? Do we have to have any form of verification?)

A: Signed statement or affidavit attesting to the loss of benefits is required.

Q: For "scam" can that include a report that the EBT card was stolen and the client filed a police report?

A: No, this is specific to being the victim of a scam or skimming.

Q: So, no more hardship reasons for phone interview?

A: Yes, it is no longer a requirement to state a hardship for a TANF phone interview.

Q: Are we able to replace TANF benefits for Oregonians whose benefits were stolen on 11/01/2022?

A: The policy change is effective 01/01/2023 to replace benefits for individuals that are a victim of scam or skimming.

Q: For the phone interview request, will the system drop the need to narrate what we are doing a phone interview or what the hardship is?

A: Yes, the ONE system will be updated to no longer require hardship reason.

Q: Do we turn it over to fraud as well?

A: No, this is not necessary.

Q: Are these scams happening more often now? IF so, do we know why?

A: It is a nationwide trend.

Q: Once this gets out, we will have people requesting replacement and what if we don't see that it was used out of state? Is there a maximum number of times it will be replaced?

A: To be eligible for replacement of benefits the individual has to be a victim of scam or skimming and research would need to be completed to determine if EBT loss is scamming or skimming. It will be important to work with the individual to discuss preventive measures.

Q: Prior to the rule change, if someone had been a victim of a skimming incident, are they being compensated now?

A: No, the change is effective 01/01/2023.

Q: Verbal signature or wet signature?

A: A written statement with a wet signature is required.

Q: What about the Oregonians that lost benefits in November and December due to scams, do they get retro replacements?

A: No, the change is effective 01/01/2023.

Q: Will we continue to reimburse customers victimized by skimming or scams if they continue to fail to protect their benefits by taking the measures previously sent out?

A: To be eligible for replacement of benefits the individual has to be a victim of scam or skimming and research would need to be completed to determine if EBT loss is scamming or skimming. It will be important to work with the individual to discuss preventive measures.

Jobs re engagement and disqualification

Q: Keep in mind, there are those clients we have NO contact with. We have mailed JOBS appt letters, mailed scheduled home visit letters, and still no contact. If it's up to client how to conduct Community Visit, what if they do not contact us at all?

A: Notification of a community visit is needed offering the individual a choice of where they would like to meet, A community visit should not be unannounced, sending a communication stating you will be in the area between a certain time and offering an alternate location.

Q: Any more info for individuals engaging in JOBS and over 60 months would they be eligible for Sup Services?

A: Yes, individuals over 60 months participating in a case plan can receive support service payments.

Q: When will the notice go out to all JOBS eligible and volunteers about the blanket good cause going away?

A: Notice have been sent out as of January.

Q: Where is the "reengagement page"?

A: The Re-engagement page is located on TRACS in the scale's icon.

Q: Will FCs get errors if they do not refer families to DQs for having lack of plans?

A: No this not considered an error.

Q: In the past an attempt for Home Visit meant we sent the notices and if no response we would go to the home. Is that still the case, or is the no response the attempt and we wouldn't go to the home?

A: A: Notification of a community visit is needed offering the individual a choice of where they would like to meet, A community visit should not be unannounced, sending a communication stating you will be in the area between a certain time and offering an alternate location.