

JOBS ACTIVITY GUIDELINES

TANF – JOB OPPORTUNITY AND BASIC SKILLS (JOBS) PROGRAM

State of Oregon
Department of Human Services – Office of Self Sufficiency Programs

Version: January 2024

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AB – Adult Basic Education – Non-Core Countable

Activity that addresses basic literacy or math skills for adults 20 years of age and older without a high school diploma or GED. Activity needs to be related to an employment opportunity requiring a specific literacy or numeracy grade level.
Activity not related to pursuing a high school diploma or GED (equivalent).

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Class time • Homework time • Activities required to fulfill occupation requirements • Basic literacy classes including reading, writing, spelling, or speaking • Basic math classes including arithmetic functions, percentages, understanding tables and graphs, etc. <p>Example: Yvette’s employment goal is to join the HVAC Trade, to do this, she needs to apply for an apprenticeship program. Yvette has researched and found out that one of the minimum requirements is to have a 9th grade reading and math level. Yvette does not currently meet this minimum requirement, so she enrolled in a literacy class and basic math class at her local community college. Yvette will be attending class on Tuesdays and Thursdays for 2 hours each. Yvette will also be spending 4 hours a week studying and completing homework.</p> <p>TRACS PDP Example: Step: AB Description: Attend reading and math class on Tuesdays and Thursdays and complete homework. Submit attendance every 2nd and 4th Friday of the month. Hours: 8</p>	<p>Supervision: Daily by responsible party</p> <p>TRACS attendance auto populates: No Attendance documentation:</p> <ul style="list-style-type: none"> • The DHS 7861 JOBS education attendance • Attendance reported from school (including online attendance) • See the Attendance Form section regarding how to count homework attendance on the DHS 7862 • See attendance documentation for guidance for more information. <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant’s full name • Actual class time • Participant signature • School official signature • Submitted at least monthly • <p>FLSA hours apply: No</p> <p>* Can be a contracted activity.</p>	<p>Support services: Yes</p> <p>Other activities to consider: GED classes or activities for parents 20 years of age and older and parents under 20 years of age are recorded under the High School or GED activity (HS).</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Participants 20 years of age or older • Participants who have not completed their GED or high school diploma • Participants that need functional literacy or remedial education, which includes 8th grade or lower-level classes • Can be done prior to enrolling in a GED program <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • Participants enrolled in GED or high school diploma programs (use HS) regardless of age • Participants under 20 years of age <p>Length of TRACS step: Must be reviewed by quarter or semester based on academic calendar.</p>

CH – Child Activities – Non-Countable

Activity that enables participants to gain skills to successfully parent, balance work and family, and contribute to the wellbeing and health of the child.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Counseling for children • Ongoing doctor appointments for children • Parenting education classes • Parent-mentoring provided by a contractor • Support groups for children, parents, and families • Independent mentoring and support programs • Seeking and securing child care • Attend school conferences or meetings to enhance the well-being of the children • Dealing with SSI and/or other legal matters for minor children <p>Example: Rebecca grew up in and out of the foster care system and does not feel that she experienced healthy parenting skills growing up. She just had her first baby and would like some support and mentoring as she does not have any natural support. Rebecca is connected with a local public health service and signed up for a twelve-week long birth through age three parenting class as well as in home mentoring services. She will be attending class for 2 hours a week and in-home services for 3 hours a week.</p> <p>TRACS PDP Example: Step: CH Description: Attend birth to age 3 parenting classes and complete in-home visiting/mentoring services. Provide weekly attendance in writing, by phone or email. Hours: 5</p>	<p>Supervision: As appropriate</p> <p>TRACS attendance auto populates: No</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • Provider reporting • Participant self-reporting either in writing or received by phone or in person • TRACS narrative of discussion with participant • To be submitted at least monthly <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Actual hours of activity completed <p>FLSA hours apply: No</p>	<p>Support Services: Yes</p> <p>Other activities to consider: N/A</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Activities that focus on the well-being of children • 9th month of pregnancy • Parent 20 years and older caring for a child under six months and participating in an activity that promotes child/parent relationship • Parent 18 or 19 years old with a high diploma or GED caring for a child under six months <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • One-time doctor appointment for child such as well child checkup <p>Length of TRACS step: Review at least every 90 days and maintain at minimum monthly contact.</p>

CI – Crisis Intervention – Non-Countable

Short term services to identify and address an immediate crisis needed to protect family stability and safety.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Identifying strengths and planning • Referrals to partner agencies • Identifying and assessing the status of emergency issues <p>Example: Martha calls her family coach to report that her wife, Samantha, was killed in a car accident, and their daughter Isabel was also injured. The family coach asks Martha if there is anything that she can do to support Martha’s family. Martha states that she has the support of her parents and siblings but is spending a lot of time caring for Isabel’s injuries, arranging Samantha’s funeral, contacting the children’s schools, and coordinating with family members, she says this currently takes about 12 hours per week. Martha mentions that she would like help finding family counseling to help her and the children in the healing process. This worker provides Martha with a list of OHP approved mental health providers.</p> <p>TRACS PDP Example: Step: CI Description: Make funeral arrangements, needed paperwork, etc. related to the accident. Hours: 12</p>	<p>Supervision: As appropriate</p> <p>TRACS attendance auto populates: No Attendance documentation:</p> <ul style="list-style-type: none"> • Partner reporting • Participant self-reporting either in writing or received by phone or in person • TRACS narrative of discussion with participant • To be submitted at least monthly <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Actual hours of activity completed <p>FLSA hours apply: No</p>	<p>Support Services: Yes</p> <p>Other activities to consider: CH, DV, ME, MH, or SL</p> <p>Use in conjunction with: Consider putting other activities on hold until family stabilizes.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Death in household • House fire • Parent incarceration • Household member deported • Cooperate with Child Welfare assessment <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • Long term homelessness and working with a housing agency • Open in-home case with Child Welfare <p>Length of TRACS step: Review at 30 days, can be extended for an additional 30 days as needed.</p>

CP – Community Service Program – Core Countable

Unpaid work must be performed for the direct benefit of the community; fields include health, social services, environmental protection, education, recreation, public facilities, safety, and childcare under a public or non-profit organization.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Volunteering for a public agency or nonprofit organization • Orientation and ongoing volunteer hours • Activities include volunteering at their child’s school, beach or highway cleanup, youth programs, senior or elderly programs, religious organizations, etc. <p>Example: Armina has been receiving TANF and has not worked for the last two years. She has overcome her barriers and is ready to pursue employment. She has expressed that she would like to give back to her community and obtain employment within the social services field. Armina would like to gain experience doing community service at a local non-profit, NW Human Services, which provides case management to the homeless. Armina has reached out to NW Human Services, and they do have a community service opportunity available for 60 days. Per FLSA Armina can work 26 hours a week, she and the site have both agreed upon 15 hours a week.</p> <p>TRACS PDP Example: Step: CP Description: Complete community service at NW Human Services and submit weekly attendance, such as time sheets. Hours: 15</p>	<p>Supervised: Daily by volunteer site</p> <p>TRACS attendance auto populates: No</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • Reported by contractor or worksite coordinator on worksite produced forms such as time sheet • Submitted at least monthly <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant’s full name • Actual hours volunteered for the week • Name of public agency or nonprofit organization volunteer site • Name and phone number of individual verifying hours <p>FLSA hours apply: Yes</p>	<p>Support Services: Yes</p> <p>Other activities to consider: WE or SW</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Needs to be a program out of a nonprofit or public agency • Participants who are completing court ordered community service • Participant found and self-managed <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • Contracted WE or SW site • Volunteering more than FLSA hours allow • One-time volunteer opportunity <p>Length of TRACS step: Determined by worksite coordinator and participant, review at 6 months to determine if appropriate to continue.</p>

DA – Drug/Alcohol Services – Core Countable

Activity to help participants identify and overcome addiction and substance use disorders that prevent or limit their employability and self-sufficiency. Considered a job readiness activity.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Substance use screening and/or evaluation • Outpatient addiction or substance treatment • Inpatient residential substance use disorder treatment facility • Attending support, treatment, or community groups • Medication management related to substance treatment services • Working with a contractor on navigation to local substance treatment services. <p>Example: Jackie comes into the office for his initial meeting and assessment with his family coach. The family coach discusses with the participant if he is attending services for and A&D or MH. Jackie states no. The family coach offers the GAIN-SS screening to Jackie, and he accepts. Jackie scores high on the GAIN-SS for substance use and tells his family coach that he recently entered outpatient treatment for alcohol use. Jackie is attending two groups a week (1.5 hours each), weekly one on one appointment with the treatment counselor (1 hour) and two AA meetings a week (1.5 hours each).</p> <p>TRACS PDP Example: Step: DA Description: Attend treatment groups, one on ones and AA meetings weekly and follow through with recovery treatment plan. Submit weekly attendance every Saturday via email. Hours: 7</p>	<p>Supervision: Daily by appropriate party</p> <p>TRACS attendance auto populates: No</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • Contractor/partner/treatment provider reporting • Support group reporting • Clinical or medical staff reporting • Treatment attendance form • To be submitted at least monthly <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant’s full name • Actual hours of participation in treatment or other addiction services • Name of service or treatment provider • Name and phone number of individual verifying hours • Daily itemization of service hours provided (example: Methadone treatment on 11/1 for 1 hour, NA meeting 11/1 for 1.5 hours need to be documented separately) <p>FLSA hours apply: No</p>	<p>Support Services: Yes</p> <p>Other activities to consider: N/A</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Participants residing in a residential treatment facility • Participants engaged in ongoing outpatient treatment <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • If addiction or substance treatment services are less than weekly, discuss if participant would like it included in their plan <p>Length of TRACS step: If the participant continues to attend addiction and recovery related treatment activities this step can be extended. Family coach will review at least every 90 days.</p> <p>For participants who anticipate their treatment to continue ongoing for many months, consider pairing this activity with others when appropriate.</p>

DV – Domestic Violence Services – Non-Countable

Activity to help the participants who are experiencing a domestic violence situation (This is not exclusively for TA-DVS recipients).

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Working with DV service providers, support groups, advocates, appointments related to DV, etc. • Court/legal appointments or activities <p>Example 1: Jennie has been approved for TA-DVS. She is working with a DV Advocate surrounding safety planning. She does not meet with the Advocate regularly but does on an as needed basis. Jennie has signed up for a bi-weekly support group for survivors of domestic violence (one hour every other week). Jennie has upcoming court hearings related to the abuse.</p> <p>TRACS PDP Example: Step: DV Description: Meet with DV Advocate as needed for safety planning and resources, attend support group meetings bi-weekly on Wednesdays, and attend court/legal appointments. Hours: 1 hour</p> <p>Example 2: Erika shares with her Family Coach that a few years ago she left an abusive partner. She and her children are now safe, but she continues to meet with a DV Advocate. Erika and her children all attend counseling to help them to heal from the past abuse they experienced. (Add a MH step for Erika’s counseling and CH step for her children’s counseling in addition to the DV step).</p> <p>TRACS PDP Example: Step: DV Description: Meet with DV Advocate as needed. Hours: 1 hour</p>	<p>Supervision: As appropriate</p> <p>TRACS attendance auto populates: Yes, after actual start date is entered, two weeks of attendance are entered, and thru the activity end date</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • Actual hours • Contractor/partner reporting • Participant self-reporting either in writing or received by phone or in person <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Self-reporting, in writing, by phone, or in person and narrated in TRACS <p>FLSA hours apply: No</p>	<p>Support Services: Yes, limited support services can be made to support the participant’s engagement in activities related to their DV step.</p> <p>Other activities to consider: MH, ME, SL or CH</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • For a participant with approved TA-DVS • For a participant who is now safe, but has a history of domestic violence and continues to seek services related to domestic violence • For participants wanting to address safety issues related to DV <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • Not necessarily appropriate for every participant with an approved TA-DVS grant <p>Length of TRACS step: Review at least every 30 days.</p>

ES – English as a Second Language (ESL) – Non-Core Countable		
Activity for participants with whom English is not their first language to improve English proficiency.		
PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Class time • Homework time <p>Example: Omar was offered a job at a roofing company with the stipulation that he takes ESL (English as a Second Language) classes to improve his English proficiency. He has registered for ESL classes at the local community college. His class meets Monday, Wednesday, and Friday for one hour per class period (3 hours). Omar also has a lab once per week (2 hours) and does homework unsupervised (3 hours).</p> <p>TRACS PDP Example: Step: ES Description: Attend ESL classes and lab, and complete assigned homework. Submit attendance for the month on the last Friday of the month. Hours: 8</p>	<p>Supervised: Daily by responsible party</p> <p>TRACS attendance auto populates: No</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • The DHS 7861 JOBS education attendance, to be submitted at least monthly • Attendance reported from school (including online attendance) • See the Attendance Form section regarding how to count homework attendance on the DHS 7862 • See attendance documentation for guidance for more information. <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant’s full name • Actual hours of class work • Weekly participation hours <p>FLSA hours apply: No</p> <p>* Can be a contracted activity.</p>	<p>Support Services: Yes</p> <p>Other activities to consider: AB or HS</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Participants currently enrolled in ESL classes and not attending High School or GED classes <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • Literacy classes (use AB) • ESL classes that receive credit toward a high school diploma (use HS) <p>Length of TRACS step: Must be reviewed by quarter or semester based on academic calendar.</p>

FA – Family Stabilization– Non-Countable

Activity to focus on family stability situations.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include working on stabilizing family to meet family’s immediate needs.</p> <p>Example: Troy and his three children Amy age 15, Cecilia age 14 and Sara age 3 are residing with Troy’s mother. Troy was incarcerated for 3 years and was released from the Department of Corrections 6 months ago. When Troy became incarcerated the three children were placed in Child Welfare (CW) care temporarily. Troy’s mother was able to complete all requirements through CW to be a guardian to the children. Troy shares with his family coach he is having a hard time adjusting to all the changes. He shares he does not know where to begin with developing a relationship with his family. He shares there is family strain, and he feels his kids resent him for not being there. He shares he is trying to spend as much time as possible with his mother and children to rebuild their relationship. He states him and the kids are working with their church to work on reintegrating Troy into the home.</p> <p>TRACS PDP Example:</p> <p>Step: FA</p> <p>Description: Continue to stabilize family by working with community to reintegrate Troy into the home.</p> <p>Hours: 5</p>	<p>Supervision: As appropriate</p> <p>TRACS attendance auto populates: Yes, after actual start date is entered, two weeks of attendance are entered, and thru the activity end date.</p> <ul style="list-style-type: none"> • Attendance documentation: • Provider reporting • Participant self-reporting either in writing or received by phone or in person • TRACS narrative of discussion with participant • To be submitted at least monthly <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Actual hours of activity completed <p>FLSA hours apply: No</p>	<p>Support Services: Yes</p> <p>Other activities to consider: SL, CI</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> ▪ Families working with non-contracted agencies for family stability <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> ▪ Solely working on housing stabilization ▪ Parenting classes <p>Length of TRACS step: Review at least every 30 days and maintain at minimum monthly contact dependent on what the family is doing. For example, if family is stabilizing through weekly services, check-in weekly.</p>

FC – Family Support and Connections (FS&C) – Non-Countable

Contracted services through FS&C to help families maintain the safety and well-being of their children, thus preventing Child Welfare involvement. See the [Family Support and Connections staff tools](#) page for more information.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Appointments and working with FS&C service providers on topics such as: nurturing and attachment, parenting skills, child development, parental resilience, connecting to community resources, etc. <p>Example: Katelyn, a mother of two children under 6 years old, has a history of substance use and a history of CW assessments that did not lead to an open case. She completed a self-referral form to work with FS&C and signed a 3010 with her family coach. She explained to her family coach that she would like help getting connected with community resources for single parents or parents of young children, enrolling her children in pre-school, and finding stable low-income housing. The family coach submitted the referral form and when approved for the FS&C Program Katelyn agrees to meet her advocate for 2 hours per week.</p> <p>TRACS PDP Example: Step: FC Description: Work with FS&C and attend weekly meetings. Hours: 2</p>	<p>Supervision: Daily by FS&C Coordinator</p> <p>TRACS attendance auto populates: No</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • Partner reporting • TRACS narrative of discussion with participant • To be submitted at least monthly <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Enter actual hours per week while the participant is receiving services <p>FLSA hours apply: No</p> <p>* Is a contracted activity.</p>	<p>Support Services: Not allowable per OAR 461-190-0211.</p> <p>Other activities to consider: N/A</p> <p>Use in conjunction with: Any activity as appropriate.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Families who are impacted by domestic violence • Substance abuse issues • Prior CW assessments, no open case (in home or foster care) • With 4 or more children or children under 6 yrs. • Prior DQ or on DQ path • Homelessness or risk of becoming homeless • Parents presenting with a disability • Teen parents • No community resources to address a need • Family isolation, social as well as physical • Lacking a safe support system • Family management issues (getting kids up for school, doctor appointments, etc.) <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • Families who currently have or have a history of an open in home or foster care case with CW <p>Length of TRACS step: Review at 90 days, can be extended for an additional 30 days as needed if agreed upon by contractor, Family Coach, and participant.</p>

HS – High School Diploma or GED (equivalent) – Non-Core Countable		
Activity for any participant who is working toward a high school diploma or GED (equivalent).		
PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Class time • Homework time • Time spent taking GED pre-tests or tests <p>Example 1: Marissa (17 years old) is a teen parent. She is enrolled in an alternative high school program for teen parents offered through the school district that provides child care. She is currently attending classes 4 hours per day, 5 days per week (20 hours) plus homework/study time (20 hours).</p> <p>TRACS PDP Example: Step: HS Description: Attend classes and complete homework, work toward high school diploma. Hours: 40</p> <p>Example 2: Florence (40 years old) has been a stay-at-home mother for the past 20 years. She recently separated from her children’s father. She tells her family coach that she has never completed her high school diploma or GED and would like to. The family coach connects Florence to the local community college, and she enrolls in GED classes for 10 hours per week plus homework (10 hours)</p> <p>TRACS PDP Example: Step: HS Description: Attend GED classes and complete homework, work toward GED. Submit weekly attendance by 4pm every Friday. Hours: 20</p>	<p>Supervision: Daily by responsible party TRACS attendance auto populates: No</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • The DHS 7861 JOBS education attendance form • Attendance reported from school (including online attendance) • See the Attendance Form section regarding how to count homework attendance on the DHS 7862 • See attendance documentation for guidance for more information. <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant’s full name • Actual hours of class work • Name of school • Name and phone number of individuals verifying the hours. <p>FLSA hours apply: No</p> <p>* Can be a contracted activity.</p>	<p>Support Services: Yes</p> <p>Other activities to consider: AB</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate use of activity:</p> <ul style="list-style-type: none"> • Participants 20 years or older who are working toward their GED or high school diploma • All teen parents who are under 20 are preferred to complete their high school diploma or GED as part of their personal development plan <p>Not appropriate use of activity:</p> <ul style="list-style-type: none"> • Participants over 20 years of age taking classes for a specific literacy level requirement not resulting in a GED or high school diploma <p>Length of TRACS step: Must be reviewed by quarter or semester based on academic calendar.</p>

JO – Job Search – Core Countable Activity to help participants prepare, locate, and retain future employment.		
PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Writing resumes • Interviewing skills • Informational interviewing • Contacting and interviewing with employers • Completing and submitting employment applications • Gathering information concerning the labor market • Attending Job fairs • Job search preparation classes • Time spent with placement agencies such as the Employment Department, staffing companies or employment specialists • Working with contractor on WE or PL placement • Completing the process to be certified as an APD home care worker or child care provider • Working with a contractor to prepare for enrolling in vocational training (VT), college or university (SI). <p>Example: Matilda is attending workshops provided by the JOBS contractor twice per week (6 hours) where she works on her resume, interview skills, and labor market research, she also does job search on her own, including attending local job fairs, and keeping track of job applications on her Job Search Verification form (14 hours).</p> <p>TRACS PDP Example: Step: JO Description: Attend job readiness workshops, job search and complete job applications. Hours: 20</p>	<p>Supervision: Daily by responsible party</p> <p>TRACS attendance auto populates: No</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • For actual work search using DHS form 475 Job Search Verification • Daily attendance submitted at least monthly <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant’s full name • Actual hours of job search and/or job readiness activities • If applicable, name of the employer contact • Name and phone number of individual verifying hours • Certification of daily supervision <p>FLSA hours apply: No</p> <p>* Can be a contracted activity.</p>	<p>Support Services: Yes</p> <p>Other activities to consider: N/A</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Participants who have identified their goal as achieving employment <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • Participants who have identified barriers that make it difficult for them to seek employment <p>Length of TRACS step: Review at least every 90 days.</p>

JS – Job Skills Training – Non-Core Countable

Unpaid training required by an employer to gain the skills necessary to be hired, retain, or advance in employment.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Class time • Homework time • Activities required to fulfill certification • Trainings offered by local employers • Technical trainings offered by local WIOA’s and community colleges in collaboration with employers • Pre-apprenticeship programs <p>Example: Lupe was offered a receptionist position contingent that she completes a class on Microsoft Excel and obtain a certificate of completion. The class will not be paid for by the employer and Lupe will not begin employment until the certificate of completion is provided to the employer. Lupe has signed up for Microsoft Excel classes at the local Work Source Center, classes are Monday – Thursday 9:00 am – 12:00 pm.</p> <p>TRACS PDP Example: Step: JS Description: Complete required Microsoft Excel class. Submit attendance every other Monday for the previous two weeks. Hours: 12</p>	<p>Supervision: Daily by responsible party</p> <p>TRACS attendance auto populates: No</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • The DHS 7861 JOBS education attendance form, to be submitted at least monthly • Attendance reported from school (including online attendance) • See the Attendance Form section regarding how to count homework attendance on the DHS 7862 <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant’s full name • Actual hours of class/training • Name of the school or training organization • Name and phone number of individual verifying hours • Certification of daily supervision <p>FLSA hours apply: No</p> <p>* Can be a contracted activity.</p>	<p>Support Services: Yes</p> <p>Other activities to consider: Do not use if the training meets criteria for AB or VT. JS will transition to a WO with a job offer or combined with a WO if currently employed.</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Participants with a job offer from an employer that needs training to acquire a specific skill • Participant who is currently employed and needs training to acquire a specific skill to retain or advance for an employer • Unpaid training specific to an employment opportunity • Trainings could include but not limited to word processing, electronics assembly, production, CNA, entry level office occupations and other workforce development classes <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • Activities that are not directly related to qualifications for employment. Such as marketable skills. <p>Length of TRACS step: Determined by training program.</p>

JT – On-the-Job Training – Core Countable

Activity for paid employees who are in non-JOBS Plus subsidized employment placement, for students who are in an unpaid internship, or federal/state funded work study position.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Step activities could include:</p> <ul style="list-style-type: none"> • Paid on-the-job training • Unpaid internship • Work study hours • Participant in the Youth Employment Program <p>Example: Maya connected with the WorkSource office: her career coach located an on-the-job training in her field of interest. Maya accepts the placement and signs a contract for 3 months at \$17.00 an hour. The placement is subsidized through Title 1 monies.</p> <p>TRACS PDP Example: Step: JT Description: Attend work site for on-the-job training. Hours: 15</p> <p>Example: Rashid is working on completing his master’s degree to become a teacher. This semester he is completing an unpaid internship as a teacher’s aide for 20 hours a week.</p> <p>TRACS PDP Example: Step: JT Description: Attend work site for internship. Hours: 20</p> <p>Example: Elsie is a student at the community college. She was awarded federal work study and hired to work at the library for 10 hours per week.</p> <p>TRACS PDP Example: Step: JT Description: Complete work study hours. Hours: 20</p>	<p>Supervision: Daily by employer</p> <p>TRACS attendance auto populates: Yes, when 2 weeks of verified attendance is entered</p> <p>Note: Only allow TRACS to auto populate if hours are stable. Additionally, if the attendance has auto populated, hours must be re-verified after six months.</p> <p>Attendance Documentation:</p> <ul style="list-style-type: none"> • Pay stubs • Timecards • Other employer produced documents with recorded hours of work • Employer verbal verification <ul style="list-style-type: none"> - Narrate name and phone number of individual verifying - Narrate work week dates and hours verified <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant’s full name • Name of worksite • Actual hours of work • Employer’s contact information <p>FLSA hours apply: No* Can be a contracted activity.</p>	<p>Support Services: Yes</p> <p>Other activities to consider: N/A</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate. Not to be combined with PL or WE.</p> <p>Appropriate for this step:</p> <ul style="list-style-type: none"> • Participant has limited to no work history • Participant is actively seeking and prepared to accept employment • Participants who are currently in a non-JOBS Plus subsidized placement with an employer • Students doing federal/state funded work study as awarded on their FAFSA and financial aid award letter from the college/university <p>Not appropriate for this step:</p> <ul style="list-style-type: none"> • JOBS Plus contract • Unpaid work such as WE or CP • Unsubsidized employment <p>Length of step: Determined by training program.</p>

LS – Life Skills – Core Countable

Activities and classes that offer development of skills that prepare participants to be successful in the workplace and daily living. Considered a job readiness activity.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Step activities could include:</p> <ul style="list-style-type: none"> • Development of workplace skills and habits • Employment retention skills • Daily living skills and decision making • Parenting/Relationship skills • Budgeting • Self-Esteem building • Peer-mentoring provided by a contractor <p>Example: David states to his family coach that he struggles maintaining employment because he tends to be late to work and does not fit in with his co-workers. He shares he would also like help with budgeting. The family coach explains life skills classes provided by the local contractor could be helpful in these areas. David agrees to attend LS classes twice a week.</p> <p>TRACS PDP Example: Step: LS Description: Attend at Klamath Works every Monday and Wednesday from 2:00-3:30. Hours: 3</p>	<p>Supervision: daily by responsible party</p> <p>TRACS attendance auto populates: No</p> <p>Attendance Documentation:</p> <ul style="list-style-type: none"> • Timecards, or • Sign-in/sign-out sheets, rosters with recorded hours of work, or • Partner reporting • Daily attendance submitted at least monthly <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant’s full name • Actual hours of job readiness activities completed • Name and phone number of individual verifying hours • Certification of daily supervision <p>FLSA hours apply: No</p> <p>* Can be a contracted activity.</p>	<p>Support Services: Yes</p> <p>Other activities to consider: N/A</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this step:</p> <ul style="list-style-type: none"> • Can be a standalone activity • Activities leading up to job search, work experience or sheltered work. <p>Not appropriate for this step:</p> <ul style="list-style-type: none"> • A log of everyday activities that would not be captured by an LS step (walking the dog, taking children to the park, making breakfast, etc.) • Including multiple activities that would fall under another step <p>Length of step: Progress must be reviewed at least every 30 days for readiness to engage in job search or other activities.</p>

ME – Medical-Related Services – Non-Countable

Activities to assess and address health concerns that prevent or limit employment and self-sufficiency.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Attend appointments to evaluate medical issues • Medical screenings • Assessments • Brokering for evaluations through Administrative Medical Services • Consultations • Staffing with medical providers and Public Health staff • Brokering for medical treatment and accommodations • Working with contractor on navigation to medical services • Other services to identify and address medical conditions <p>Example: George reports that he has a knee injury that requires surgery. He tells his family coach that he has a pre-operation appointment and out-patient surgery scheduled. He does not think he will be able to work or look for work until he has recovered. He is expecting to attend weekly physical therapy sessions as needed after the surgery (the family coach will add an RA step when physical therapy starts).</p> <p>TRACS PDP Example: Step: ME Description: Attend needed medical appointments. Hours: 2</p>	<p>Supervision: As appropriate</p> <p>TRACS attendance auto populates: No</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • Contractor/partner reporting • Treatment provider reporting • Support group reporting • Clinical or medical staff reporting • Participant self-reporting either in writing or received by phone or in person, to be submitted at least monthly <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Actual hours of activity completed <p>FLSA hours apply: No</p>	<p>Support Services: Yes – limited support service payments can be made to enable the participant to attend scheduled appointments. Consider other services available prior to making a payment such as medical transportation.</p> <p>* Support services payments cannot be made for medical treatment or services.</p> <p>Other activities to consider: Use RA for medical conditions that are long-term.</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate use of activity:</p> <ul style="list-style-type: none"> • Medical services leading up to ongoing Rehabilitation services (RA). <p>Not appropriate use of activity:</p> <ul style="list-style-type: none"> • Rehabilitation services such as physical, speech or occupational therapy <p>Length of TRACS step: Review at 60 days, can be extended for an additional 30 days as needed.</p> <p>Consider using the DHS 729 series to gain a better understanding of the participant’s medical status, abilities, limitations, and possible accommodations that can be made to support the participant.</p>

MH – Mental Health – Core Countable

Activities to reduce barriers to employment caused by mental health issues. Must be determined to be necessary by a qualified medical professional. Considered a job readiness activity.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Mental health screenings and assessments by qualified mental health and medical providers • Individual and group counseling sessions and treatment • Medication management related to MH services • Support groups • Mental Health/Psychological evaluation • Working with contractor on navigation to mental health services <p>Example: Melissa attends MH counseling twice a week, each day for an hour. She shares with family coach about her anxiety and the progress she has made since attending regular counseling. The family coach supports her plan to continue attending MH counseling the family coach updates the disability tab with reported MH condition.</p> <p>TRACS PDP Example: Step: MH Description: Attend counseling sessions and submit weekly attendance via email by Friday. Hours: 2</p>	<p>Supervision: Daily by responsible party</p> <p>TRACS attendance auto populates: No</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • Contractor/partner reporting • Treatment provider reporting • Support group reporting • Clinical or medical staff reporting • Treatment attendance form • To be submitted at least monthly <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Daily itemization of service hours provided (ex. 2 hours of counseling on Monday, June 1) • Participant’s full name • Actual hours of mental health services attended • Name of the service or treatment provider • Name and phone number of individuals verifying the hours • Weekly participation hours <p>FLSA hours apply: No</p>	<p>Support Services: Yes – limited support service payments may be made to enable the participant to attend scheduled appointments and services. Consider other services available prior to making payment such as medical transportation. * Support services payments cannot be made for medical treatment or services.</p> <p>Other activities to consider: N/A</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Participant or Family Coach has identified a potential mental health barrier and participant has agreed to complete an evaluation with a qualified mental health or medical provider • Participant is currently engaged in ongoing mental health services • Learning needs assessment / physiological evaluation recommends mental health services and participant is scheduled to engage in such services <p>Not appropriate use of activity:</p> <ul style="list-style-type: none"> • If participant is only attending an appointment once or twice a month discuss if they would like it included in their plan <p>Length of TRACS step: As long as participant is attending MH related activities or services. Review at least every 90 days.</p>

PE – Program Entry – Non-Countable

JOBS appointment or meeting to assess a family’s needs and strengths, determine JOBS status, and mutually develop a personal development plan.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Writing initial personal development plan • Personal development plan adjustment • Assessment of needs, strengths, and barriers. • Orientation and intake with Vocational Rehabilitation • Appointment with Parole or Probation Officer <p>Example: Jass just became eligible for TANF and scheduled to meet with her family coach. At the meeting Jass and her family coach will discuss the family goals, strengths and barriers and create a plan that will benefit the family.</p> <p>TRACS PDP Example: Step: PE Description: Attend JOBS appointment on **/**/**** at 9:15 am. Hours: 1</p> <p>Example: Raul has been attending JO for the past month, he has some concerns with his plan and would like to discuss it with family coach. Raul r requests a meeting with his family coach to revise his plan.</p> <p>TRACS PDP Example: Step: PE Description: Attend meeting with family coach on **/**/**** at 2:30 pm to revise personal development plan. Hours: 1</p>	<p>Supervision: As appropriate</p> <p>TRACS attendance auto populates: No</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • Participant attends appointment and family coach narrates and enters attendance in TRACS <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Actual hours of activity completed <p>FLSA hours apply: No</p>	<p>Support Services: Yes</p> <p>Other activities to consider: None</p> <p>Use in conjunction with: PE can be used as a standalone activity or partnered with any activity that is ending or needs reevaluation.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Participant scheduled to attend a JOBS appointment with family coach • Vocational Rehabilitation orientation and intake appointment <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • Every scheduled appointment • Walk-in appointments • Check in appointments when personal development plan is not being revised <p>Length of TRACS step: Starts and ends on the same day. Each appointment must be its own PE step.</p>

PL – JOBS Plus – Core Countable

Provides an incentive to participants and employers through subsidized employment in the public or private sector where the participant is placed on the employer’s payroll and TANF/SNAP benefits are on hold.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Paid work time • Paid job search in the last 2 months of contract • Paid leave time (if eligible through employer) <p>Example: Adam has been participating in JO, he is work ready and has child care and transportation set up. He works with his JOBS contractor for placement at a JOBS Plus worksite. Adam gets placed at the public library as a receptionist for 40 hours a week and signs a contract for 6 months. His SNAP and TANF benefits will be on hold during that time, and he will be placed on the employer’s payroll and receive all benefits other temporary employees are eligible for. Adam’s plan shifts from a JO step to a PL step once the placement begins.</p> <p>TRACS PDP Example: Step: PL Description: Work fulltime at the public library. Hours: 40</p>	<p>Supervision: Daily by employer</p> <p>TRACS attendance auto populates: Yes, when 2 weeks of verified attendance of actual hours worked is entered</p> <p>*Note: Only allow TRACS to auto populate if hours are stable. Additionally, if the PL is approved for an extension past six months and the attendance has auto populated, hours must be re-verified after six months.</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • Submitted to JOBS contractor weekly or DPU monthly <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant’s full name • Actual hours of work • Employer’s contact information • 8 hours of job search per week after 4th month <p>FLSA hours apply: No</p> <p>* Is a contracted activity.</p>	<p>Support Services: Yes</p> <p>Other activities to consider: N/A</p> <p>Use in conjunction with: None – all other activities must be closed</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Participant has limited to no work history • Participant is actively seeking and prepared to accept employment <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • Participants not ready for employment • Participants with 58 or more months on their TANF Timeclock • In a two-parent household, if the other parent is approved SFPSS • Participants receiving Unemployment Compensation • Participants serving an IPV, disqualification, or sanction • Work with contractor prior to placement on WE site. <p>Length of TRACS step: 6 months, extensions require pre-approval from central office.</p>

RA – Rehabilitation Services – Core Countable

Activity to reduce barriers caused by ongoing physical, medical, and/or other disabilities. Must be determined necessary and documented by a health professional. Considered a job readiness activity.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Therapeutic activities including physical, speech, occupational, and exercises assigned by a provider • Support groups • Pain management related to medical services • Medication management related to medical services • Working with a contractor for support with continuing with their treatment plan <p>Example: Taylor was playing basketball and ruptured her Achilles tendon. She had surgery to repair it and now she needs to attend physical therapy for the next three months. She will be attending PT twice a week for 45 minutes each day.</p> <p>TRACS PDP Example: Step: RA Description: Attend physical therapy at Salem Health for the next three months. Submit attendance for the month via email by 2pm on the last day of the month. Hours: 1.5</p>	<p>Supervision: Daily by responsible party</p> <p>TRACS attendance auto populates: No</p> <p>Attendance Documentation:</p> <ul style="list-style-type: none"> • Treatment provider reporting • Clinical or medical staff reporting • Treatment attendance form • To be submitted at least monthly <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant’s full name • Actual hours of activities completed • Name of treatment provider • Name and phone number of the person verifying hours <p>FLSA hours apply: No</p>	<p>Support Services: Yes – limited support service payments can be made to enable the participant to attend scheduled appointments. Consider other services available prior to making payment such as medical transportation. * Support services payments cannot be made for medical treatment or services.</p> <p>Other activities to consider: ME or DA</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Ongoing medical treatment plan for participants with a diagnosis and prognosis <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • Sporadic medical appointments • D&A rehabilitation • SSI recipients not receiving TANF <p>Length of TRACS step: As long as participant is attending RA related activities or services. Review at least every 90 days.</p>

RE – Re-Engagement – Non-Countable

Used to document the date and time of the re-engagement appointment.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Re-engagement appointment <p>Example: Dan has not been engaged with the program; he has missed several appointments and has not responded to phone calls, home visits or letters from his FC. He has not reported any barriers, nor has he requested any accommodations. Dan has been scheduled for a re-engagement appointment.</p> <p>TRACS PDP Example: Step: RE Description: Attend re-engagement appointment on **/**/****. Hours: 1</p>	<p>Supervision: As appropriate</p> <p>TRACS attendance auto populates: No</p> <p>Documentation:</p> <ul style="list-style-type: none"> • Participant attends appointment and family coach narrates and enters attendance in TRACS <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Actual hours of activity completed <p>FLSA hours apply: No</p>	<p>Support Services: Yes</p> <p>Other activities to consider: N/A</p> <p>Use in conjunction with: N/A</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Participant not engaging in current individual plan • Participant has not attended appointment with Family Coach to create plan <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • Participant is not meeting “participation”, but they are engaging in a progressive plan • Participants with barriers that have not been discussed or accommodated <p>Length of TRACS step: Starts and ends on the same day. Each appointment must be its own RE step.</p>

SI – Self-Initiated Training – Core Countable

Activity where participants are enrolled in a two or four-year program, earning credit toward an undergraduate college degree.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Step activities could include:</p> <ul style="list-style-type: none"> • Class Time • Study time (supervised and unsupervised) • Activities required to fulfill degree requirements <p>Example: Lucy is enrolled in an associate degree program in Business Administration at the local community college. She provides her family coach a copy of her course schedule. She is taking 16 credit hours (16 hours plus study time).</p> <p>TRACS PDP Example: Step: SI Description: Attend classes and complete homework toward associate degree in Business Administration. Hours: 32</p>	<p>Supervision: Daily by appropriate party. TRACS attendance auto populates: Yes, however actual hours of attendance are required to be entered.</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • The DHS 7861 JOBS education attendance form, to be submitted at least monthly • Attendance reported from school (including online attendance) • See the Attendance Form section how to count homework attendance on the DHS 7862 • See attendance documentation for more information. <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant’s full name • Actual hours of class/training • Name of the school or training organization • Name and phone number of individuals verifying hours • Certification of daily hours supervision <p>FLSA hours apply: No *Can be contracted managed.</p>	<p>Support Services: Yes</p> <p>Other activities to consider: VT, JS</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this step:</p> <ul style="list-style-type: none"> • Individual classes to learn a new skill and improve employability • Earn a college degree <p>Not appropriate for this step:</p> <ul style="list-style-type: none"> • Certificate programs • Individual classes not earning college credit or part of a 2 or 4-year program curriculum • Literacy education • Employer required training • Work with contractor on enrollment to SI, before SI classes start <p>Length of step: Must be reviewed by quarter or semester based on academic calendar.</p>

SL – Stabilize Living – Non-Countable		
Activity intended to stabilize participant housing concerns that prevent or limit employment or self-sufficiency.		
PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Searching for stable and safe housing • Working with housing agencies • Working with landlord/property manager to avoid eviction • Rent Well or other rental classes <p>Example: Mario and his two kids are staying with family members while he works on finding permanent housing. He is working with housing agencies as he is applying for section 8. He states having only two months before they must move out.</p> <p>TRACS PDP Example: Step: SL Description: Complete Marion County housing and Section 8 applications. Hours: 2</p>	<p>Supervision: As appropriate</p> <p>TRACS attendance auto populates: No</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • Participant self-reporting either in writing or received by phone or in person • Partner report • To be submitted at least monthly • TRACS narrative of discussion with participant. <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Actual hours of activity completed <p>FLSA hours apply: No *Can be contract managed</p>	<p>Support Services: Yes</p> <p>Other activities to consider: N/A</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Participants with housing Voucher who are searching for housing • Participants facing eviction • Participants who are searching for housing • Homelessness • DV survivors seeking safe housing • Child Welfare plan includes cleaning up the house to prevent children from being removed <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • Crisis situations (CI) <p>Length of TRACS step: Review at least every 90 days.</p>

SS – SSI Application Process – Non-Countable

Activity for participants who are applying for Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI).

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • SSI or SSDI applicant to work with ODHS Disability Liaison • Continue working with Medical/Mental health provider while pursuing SSI or SSDI • Attend SSI/SSDI hearings and other related court/legal appointments <p>Example: Sofia reports having medical and mental health conditions that limit her ability to work. The Family Coach submits a referral for the State Family Pre-SSI program (SFPSS), and the ODHS disability liaisons have begun requesting information from Sofia’s medical providers, but no eligibility determination has been made. The family coach opens an SS step to reflect the actions Sofia is taking to apply for SSI, work with the disability liaison.</p> <p>TRACS PDP Example: Step: SS Description: Continue to work with disability liaison to receive assistance in pursuing SSI. Hours: 1</p>	<p>Supervision: As appropriate</p> <p>TRACS attendance auto populates: Yes, after actual start date is entered, and through the activity end date.</p> <p>Attendance Documentation:</p> <ul style="list-style-type: none"> • Participant self-reporting either in writing or received by phone or in person • TRACS narrative of discussion with participant. • Partner report <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Actual hours of activity completed <p>FLSA hours apply: No</p>	<p>Support Services: Yes, including those approved for SFPSS.</p> <p>Other activities to consider: N/A</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Participants who have been referred to disability liaison. • Participants who are currently working with an attorney to pursue SSI/SSDI • Participants approved SFPSS <p>Length of TRACS step: Review at least every 90 days and maintain at minimum monthly contact.</p>

SW – Supported Work – Core Countable

Activity for participants who need more intensive support, skills training, and job-related intervention and counseling at an unpaid work site or work simulation activity.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Step activities could include:</p> <ul style="list-style-type: none"> • Work hours at site based on FLSA • Support and skills training during work hours at site based on FLSA <p>Example: A contracted job developer has connected Marla with an unpaid position as a receptionist at a local animal shelter. Marla has no work history and looking forward to gaining new skills and experiences to become more employable. Per her Learning Needs Assessment, she will need additional supports and hands on skills training at the work site. She and her job developer meet with the employer to sign the Work Experience contract, determine her FLSA hours (24), and set a schedule with the animal shelter.</p> <p>TRACS PDP Example: Step: SW Description: Continue unpaid work at worksite, meet with job developer for check ins. Hours: 24</p>	<p>Supervision: Daily by worksite</p> <p>TRACS attendance auto populates: No</p> <p>Attendance Documentation:</p> <ul style="list-style-type: none"> • Timecards, sign in/out sheets, rosters and other employer produced documents • Worksite reporting • To be submitted at least monthly <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant’s full name • Actual hours worked • Name of work site • Certification of daily supervision by providing name and phone number of individuals verifying hours <p>FLSA hours apply: Yes</p> <p>* Is a contracted activity.</p>	<p>Support Services: Yes</p> <p>Other activities to consider: CP or WE</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate. Not to be combined with AB, JS, VT, or WO.</p> <p>Appropriate for this step:</p> <ul style="list-style-type: none"> • Participants with little to no work history or no experience in a field specific to their employment goal • Participants who need additional supports and training at the work site • Participants placed at a job site through Vocational Rehabilitation <p>Not appropriate for this step:</p> <ul style="list-style-type: none"> • Participants who do not need additional supports at the work site, would be a WE instead • Contracted life skills/job readiness workshops • Paid work • Subsidized work • Participants not ready for employment • Orientation, assessment, and testing related to placing participant to worksite <p>Length of step: review at 6 months to determine if appropriate to continue.</p>

VT – Vocational Training – Core Countable

Activity that provides participants with up to 18 months access to specific vocational educational training that will lead to a certificate, job offer, and/or career.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Class time • Homework time • Study time (supervised and unsupervised) • Activities required to fulfill certification <p>Example: Jill is interested in completing a certificate in Manufacturing Technology from the local community college. The program takes 12 months to complete. Jill enrolled in classes full-time starting this term (12 hours plus study time).</p> <p>TRACS PDP Example: Step: VT Description: Attend classes and complete homework to finish certificate in Manufacturing Technology from community college. Submit attendance during bi-weekly check-in with FC. Hours: 24</p>	<p>Supervision: Daily by responsible party</p> <p>TRACS attendance auto populates: No</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • Weekly attendance using form DHS 7861, to be submitted at least monthly • Attendance reported from school (including online attendance) • See the Attendance Form section regarding how to count homework attendance on the DHS 7862 Educational provider reporting • Partner Reporting • See attendance documentation for guidance for more information. • <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant’s full name • Actual Hours of class • Name of school <p>Name and phone number of individual verifying hours FLSA hours apply: No</p> <p>* Can be a contracted activity.</p>	<p>Support Services: Yes</p> <p>Other activities to consider: SI</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate. Not to be combined with AB, HS, JS, SI, or SW.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Programs 18 months or less that lead to a certificate, job offer and/or career • An occupation that is high-demand/high-wage or will provide a living wage that can support the family. <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • 2 or 4-year college degree • Pre-apprenticeship programs • Work with contractor on enrollment to VT, before VT classes/training starts <p>Length of TRACS step: 12-18 months, can consider a longer program with quarterly progress staffing and verification from program that participant is on track to graduate on specified date.</p>

WE – Work Experience – Core Countable

Unpaid work to develop work habits, skills, training, and knowledge to obtain permanent employment. Work is conducted at a work site and is available through private for-profit, non-profit, or public sector.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Work hours at site based on FLSA <p>Example: A contracted job developer has connected Hilda with an unpaid position in an insurance agency. Hilda has never worked in an office setting and is excited to learn new skills and gain work experience that she hopes will open new opportunities for a future career. She and her job developer meet with the employer to sign the Work Experience contract, determine her FLSA hours (16 hours), and set a schedule with the insurance agency.</p> <p>TRACS PDP Example: Step: WE Description: Continue unpaid work at worksite, meet with job developer for check ins. Hours: 16</p>	<p>Supervision: Daily by worksite</p> <p>TRACS attendance auto populates: No</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • Timecards, sign in/out sheets, rosters and other employer produced documents • Worksite reporting • To be submitted at least monthly <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Participant full name • Actual hours worked • Name of work site • Certification of daily supervision by providing name and phone number of individuals verifying hours <p>FLSA hours apply: Yes</p> <p>* Is a contracted activity.</p>	<p>Support Services: Yes</p> <p>Other activities to consider: CP</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate. Not to be combined with JS or WO.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Participants with little to no work history • Participants with no experience in a field specific to their employment goal <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • Paid work • Subsidized work • Orientation, assessment, and testing related to placing participant to worksite • Work with contractor prior to placement on WE site. <p>Length of TRACS step: Review at 6 months to determine if appropriate to continue.</p>

WO – Working – Core Countable

Full or part-time unsubsidized employment for current TANF participants in the public or private sector.

PDP Activities and Example	Capturing Attendance	Best Practices / Guidelines
<p>Activities could include:</p> <ul style="list-style-type: none"> • Paid unsubsidized work • Self-employment <p>Example 1: Luisa reports that she has started working at Easy Mart. She stated that she is scheduled to work 10 hours per week at \$13.50 an hour. Based on the TANF exit income limit for her household size, Luisa continues to be eligible for TANF.</p> <p>TRACS PDP Example: Step: WO Description: Continue working at Easy Mart. Hours: 10</p> <p>Example 2: Joe is self-employed as a food cart owner and reports working 4 days a week at a local food cart pod. He provides his bookkeeping records and averages \$656 a month in gross income. Joe’s books also show an average of \$130 in allowable business expenses a month. Based on the TANF exit limit income and his household size, Joe continues to be eligible for TANF.</p> <p>Hour’s calculation: $\\$656 - 130 = \\$526 / \\$7.25$ (Federal Minimum Wage) / 4.3 weeks = 17 average weekly hours</p> <p><i>Note: self-employment income is divided by federal minimum wage to determine activity hours.</i></p> <p>TRACS PDP Example: Step: WO Description: Continue self-employment as a food cart owner. Hours: 17</p>	<p>Supervision: As appropriate</p> <p>TRACS attendance auto populates: Yes, when 2 weeks of verified hours worked are entered</p> <p>Note: Only allow TRACS to auto populate if hours are stable. Additionally, if the attendance has auto populated, hours must be re-verified after six months.</p> <p>Attendance documentation:</p> <ul style="list-style-type: none"> • 2 weeks of actual hours worked • Self-employment hours see Determining paid hours: work and self-employment (WO) section regarding how to calculate hours from gross income and federal minimum wage <p>Documentation must contain:</p> <ul style="list-style-type: none"> • Pay stubs • Timecards • Other employer produced documents with recorded hours of work • Employer verbal verification <ul style="list-style-type: none"> - Narrate name and phone number of individual verifying - Narrate work week dates and hours verified <p>FLSA hours apply: No</p> <p>FC to update ‘Employment’ tab in TRACS and ensure ‘saved to JAS’ message received.</p>	<p>Support Services: Yes</p> <p>Other activities to consider: N/A</p> <p>Use in conjunction with: This activity can be paired with any other activity, if appropriate. Not to be combined with PL, VT, JT, SW, or WE.</p> <p>Appropriate for this activity:</p> <ul style="list-style-type: none"> • Participants who are currently employed, activity can be used ongoing for those that are under the TANF exit income limit <p>Not appropriate for this activity:</p> <ul style="list-style-type: none"> • JOBS Plus contract • Unpaid work such as a SW, WE, or CP <p>Length of TRACS step: Continuous while participant is not over the TANF income limit.</p> <p>If participant goes over income for TANF the WO step would close the Friday following TANF closure.</p>

Branch Retention (BR), Microenterprise (MI) and Retention Services (RT)

Although Branch Retention (BR), Microenterprise (MI) and Retention Services (RT) are active steps in the TRACS system, the JOBS program no longer supports the use of these activities. These activities cannot be found in the activity charts above for that reason. MI has been discontinued and is no longer supported in OAR. After reviewing the use of BR, and RT the TANF Policy found that those activities were not being used in ways that fall in line with the Family Engagement Model. The Family Engagement Model that encourages Family Coaches to engage all TANF participants. You will find more information later in this document about how to engage and develop Personal Development Plans (PDPs) with [two-parent families](#).

JOBS Participants

JOBS-eligible participants

A *JOBS-eligible* participant does not meet a federal exemption. A *JOBS-eligible* participant includes parents, needy caretaker relatives, teen or minor parents receiving TANF who are not JOBS-volunteers or JOBS-exempt.

Others not in the need and/or benefit groups, but still JOBS-eligible are those who:

- Have exceeded the 60-month time limit
- A person who has fled from a felony conviction or has violated the conditions of their parole or probation
- Are a work eligible non-citizen
- Are disqualified for non-cooperation
- Are serving an intentional program violation (IPV)

All JOBS-eligible participants must have a PDP.

JOBS-volunteers

A *JOBS-volunteer* is a participant in the TANF need group who is federally mandatory and eligible to engage in an employment program, but who may not be disqualified as they meet at least one of the following state exemptions:

- Participants who are pregnant and have reached the first of the calendar month prior to the month in which the due date falls.
- Participants experiencing documented medical complications due to pregnancy that prevent engagement in activities of the program.
- Single parents, 20 years old or older or has a high school diploma, or GED and is 18 or 19 years old, with a dependent child under six months.
- Single parents, under 20 years old without a high school diploma or GED, and with a dependent child under 16 weeks.
- For two-parent families, one parent to care for a child under 6 months old.
- A VISTA volunteer.
- Participants with an undue hardship. Must be staffed with a TANF policy analyst.

A participant's status as a JOBS-volunteer is temporary. During the time a participant is considered a JOBS-volunteer, they may choose to volunteer for the JOBS program or not. While having a JOBS-volunteer status, a disqualification that reduces a participant's TANF grant cannot be imposed

due to lack of engagement in the JOBS program. When a JOBS-volunteer becomes JOBS-eligible, the family coach will review “Your Rights and Responsibilities While in JOBS, JOBS Plus, and Refugee Employment Services” ([DHS 7819](#)) and create a new Personal Development Plan.

JOBS-exempt individuals

A *JOBS-exempt* individual is a parent in the need group who meets a federal exemption and thus not eligible to engage in the JOBS program, cannot receive support service payments, and cannot have their engagement captured on a PDP. **JOBS-exempt individuals cannot volunteer for the JOBS program.** Review the JOBS-exemption yearly, to determine if the participant still meets the exemption. JOBS-exempt individuals cannot be disqualified. JOBS-exempt individuals include:

- A parent (not a caretaker relative) providing care for a family member living in the home who has a documented disability. The DHS 7785 is the preferred optional form to use. All other verification must include the length of time the disability may last, the *name, address and phone number of the qualified and appropriate professional making the determination.*
- Undocumented noncitizens who are not authorized to work in the United States
- Individuals who are eligible for and receiving supplemental security income (SSI) from the Social Security Administration
- Non-needy caretaker relatives

The *JOBS-exempt* individuals can work with a family coach to address their needs, barriers, and goals. Rather than capturing the individual’s plan in a PDP, the family coach or individual can discuss a plan, the family coach will clearly narrate the plan they discussed with the individual in TRACS.

State Family Pre-SSI (SFPSS) JOBS status

Participants approved for SFPSS and the second parent (if they are a two-parent household) fall into a category all on their own, when it comes to their JOBS status. Participants in the SFPSS program and the second parent if they are a two-parent household are:

- Eligible to engage in JOBS activities as appropriate
- Can receive support service payments
- May be re-engaged by their family coach or disability liaison if they are not engaged
- Will not be disqualified (DQ)
- May be denied from the SFPSS program if they are not engaged with the SFPSS process

See [the State Family Pre-SSI section](#) for more information about the SFPSS program.

Pregnant and Minor or Teen Participants

Pregnant Participants

- 7th or 8th month of pregnancy: the participant may want to reduce their hours of engagement in their PDP or change the activities they are engaged in.
- 9th month of pregnancy: The CH step can be used to capture the 9th month of pregnancy on TRACS.
- Complications at any time during pregnancy: If a participant becomes bed ridden or has other complications during pregnancy, the family coach will request verification from a medical professional to understand accommodations that should be made.
 - Family coach and participant will revise the Personal Development Plan as appropriate.
 - Family coach will capture disability and accommodations in TRACS under disability and accommodation tab.

Minor or Teen Parents

Our objective is to support and provide parents under the age of 20 with tools that will help them develop successful parenting and life skills, and complete their educational goals, leading them to a career path that offers a living wage.

- A minor parent is any parent under the age of 18, they are not eligible for benefits if they are not living or refuse to live with their parent(s), legal guardian, or another adult relative.
- A minor parent head of household is an individual applying for themselves and their child, whose parent(s), legal guardian, or another adult relative is unavailable to provide care, control, and supervision for reasons such as living in another state. Minor parents can also be head of household if they have been living on their own for 12 months or more, or have been subject to sexual, physical, or emotional abuse.
- Major parent is a parent in the same household with the minor parent child that has care and control of their child who is a minor parent.
- A teen parent is a parent 19 and younger who does not have their high school diploma or equivalent.

Family Coaching with Teen and Minor Parents:

- Encourage to work towards completion of High School diploma or GED
- Discuss concerns, supports, and resources that are available to the new parents
- Discuss pregnancy prevention options and resources.
- Participants under age 18, who are excused to attend school by their school district, can attend basic literacy classes if it meets their employment goal.

- Participants aged 18 and 19, who are excused to attend school by their school district, can participate in employment training and basic literacy classes if it meets their employment goal.
- To be eligible for support services a teen or minor parent head of household will have a TRACS PDP since they will be coded as an adult and any steps that are appropriate to represent their activities can be used.

Capturing a Participant's PDP

Using multiple steps to capture a participant's Personal Development Plan (PDP)

When a participant shares that they are doing several activities to work toward their goals, the family coach will make a PDP that outlines each of those activities with the appropriate steps. This will allow the plan to accurately reflect the work that the participant is doing and give them credit for those efforts. The family coach would not pick one step and list several activities under that one step. The PDP is developed in conjunction with the Family Assessment.

Participants may have personal goals that are not directly linked to addressing a barrier or long-term employment goal. Goals like taking the dog for more walks, taking their children to the park more often, getting caught up on laundry, etc. are daily routines and personal decisions that can be narrated and added to the family goal plan, but do not need to be added as a TRACS step

Example: Ana tells her family coach that she started taking ESL classes (4 hours class time + 4 hours homework time), she is spending one-hour Monday through Friday searching for housing because her lease ends in two months (5 hours), is volunteering at her child's school one day per week (5 hours), and she states she wants to drink eight 8 oz. glasses of water per day.

TRACS PDP:

1. Step: ES

Description: Attend ESL classes at the community college Monday, Wednesday and Friday and complete homework. Submit weekly attendance.

Hours: 8

2. Step: SL

Description: Secure new housing by **/**/****

Hours: 5

3. Step: CP

Description: Volunteer at elementary school Thursdays 10am-3pm.

Hours: 5

Do not add a TRACS step for Ana's goal of drinking more water. The family coach can add this detail to the narrative, but it does not need to be captured on the TRACS PDP.

Two parent households

Every JOBS-eligible adult will have an individual PDP. When working with a two-parent family, it is important for the family coach to support and engage both adults. The conversation with a two-parent family is very similar to developing a PDP with a single parent family. The family coach can meet with each participant separately or together but may find that deeper conversations happen in individual meetings.

Example of developing PDPs with two parent households

Barry and Phillip are a two-parent household. Barry comes into the office to meet with his family coach for the Family Assessment, while Phillip is home with their children. During the assessment he identifies that he feels ready to search for a job. The family coach reviews services available in the JOBS program. Barry states that he is interested in attending resume building and job search workshops with the JOBS contractor, which meets for 6 hours per week. The family coach and Barry discuss the number of hours that are appropriate and attainable for Barry to spend doing job search on his own. Barry says that he wants to spend at least 5 hours per day searching for work. Barry agrees that he would like 25 hours of job search on his PDP, which will include the 6 hours in the resume building and job search workshops.

TRACS PDP:

1. Step: JO

Description: Attend resume building and job search workshop on Monday and Wednesday. Do independent job search. Submit weekly job log.

Hours: 25

Later that week Phillip attends his Family Assessment appointment with his family coach, and Barry was home caring for the children. During the assessment Phillip mentions that he did not complete his high school diploma and would like to do so. He said that he and Barry are hoping that Barry will get a job during the day and after he completes his GED, he will look for a job in the evenings when Barry gets home. Phillip said he thinks it will make things easier to stagger their schedules so that they do not need to send their children to childcare. The family coach asks if Phillip would like to focus his plan on getting his GED, he agrees.

TRACS PDP:

1. Step: HS

Description: Attend GED classes at the community college Monday, Wednesday and Friday and complete homework. Submit weekly attendance.

Hours: 8

State Family Pre-SSI (SFPSS)

The State Family Pre-SSI (SFPSS) program is intended to provide interim cash assistance, family caching, and professional level support to TANF-eligible adults and their family, while they pursue Supplemental Security Income (SSI). The participant must have severe physical or mental impairment(s) that have been assessed and determined to meet the program by the SFPSS disability liaison. Once the participant is approved for SFPSS, the family coach and disability liaison will work together to help the participant reach their goals. SFPSS families are provided the same level of assistance, consideration, and engagement as TANF families.

For approved SFPSS participants, the SFP coding is added to the ONE SFPSS Referral field and an SS step on TRACS is used to reflect the participant's work toward applying for SSI/SSDI. The SS step can be a standalone activity, but SFPSS participants can have additional steps as appropriate. To give support services that are not related to the SS step, the participant would need to have the appropriate step added to their PDP. If the SFPSS household has two-parents, the other parent will have a PDP to reflect their goals.

Example for PDP during the SFPSS referral process

During Farrah's first JOBS appointment she tells her family coach that she has previously been diagnosed with health issues that limit her ability to find and keep work. The family coach asks if Farrah has ever applied for SSI. Farrah states that she has not applied because the process seems difficult. The family coach talks to Farrah about the SFPSS program and Farrah is interested in being referred. Farrah states that she will work on applying for SSI. Farrah also shares that she has physical therapy appointments Monday, Wednesday, and Friday for 2 hours each. After the appointment the family coach submits the referral for Farrah to the SFPSS program.

TRACS PDP:

1. Step: SS
Description: Apply for SSI.
Hours: 1
2. Step: RA
Description: Attend physical therapy appointments.
Hours: 6

Example of PDP once SFPSS is approved

Farrah has been accepted into the SFPSS program.

At their next appointment, Farrah tells her family coach that she will continue to attend physical therapy appointments for 6 hours per week and submits her attendance documentation. Farrah stated that she is also taking her child to speech therapy appointments one day per week for an hour. She is requesting support services for transportation to those appointments. Farrah also said that her SSI application was submitted, and she is now following up with the disability liaison as needed regarding her SSI application.

TRACS PDP:

1. Step: SS
Description: Continue to work with the Disability Liaison on the SSI process.
Hours: 1
2. Step: RA
Description: Attend physical therapy appointments.
Hours: 6
3. Step: CH
Description: Attend child's speech therapy appointments.
Hours: 1

Creating a PDP for Participants Working with Partnering Agencies: Including but Not Limited to Vocational Rehabilitation, Child Welfare, Parole and Probation Officers

Vocational Rehabilitation (VR)

There is no VR step in TRACS. When a participant starts working with VR, the family coach will have a conversation with the participant regarding what type of activities they are doing with their VR counselor and find the step that best reflects what they are doing. VR services are individualized and will look different for each participant. All VR participants create an Individual Employment Plan (IEP) with their VR counselor. Best practice would be to have a 3010 signed for VR so the family coach can communicate with the VR counselor and get more information about the participant's IEP.

Examples of how VR activities can fit into a TRACS PDP including but not limited to:

- JO Step: Referral process to VR (such as completing [Service Questionnaire](#)), identifying skills, career exploration, help with resume or applications, addressing accommodations, etc.
- LS Step: Developing workplace skills and habits, employment retention, money management, training in self-care, etc.
- PE Step: VR orientation, VR intake appointment
- RA Step: Exploring how devices or technology may help reach employment goals (ex. hearing aids, special computer software, etc.)
- SW Step: VR is offering support and skills training for a participant who is in an unpaid position
- WO Step: Paid employment
- WE Step: Is not to be used for someone working with VR, instead use the SW Step.

Child Welfare (CW)

There is no overarching TRACS step for Child Welfare (CW) involvement. An initial Child Welfare assessment performed by CW is crucial for a family and can take time while the Child Protective Services worker gathers information and assesses the safety of the child. For the initial assessment period, the CI step can be used however it would close when the assessment period is over.

If the assessment warrants an in-home plan with CW, their JOBS PDP will vary based on the families CW plan. We do not want to overwhelm the participant by having two different plans. Communicating with the CW worker may help in determining the appropriate steps to use.

Examples of how a CW in-home plan can fit into TRACS PDP including but not limited to:

- CH Step: Parenting education classes, counseling or ongoing medical appointments for children, support programs for parents, etc.
- CI Step: Death in the household, parent incarceration, etc.
- DA Step: Substance use disorder services

- DV Step: Activities addressing a domestic violence situation
- MH Step: Counseling or therapy
- SL Step: Securing housing, addressing cleanliness or home safety issues, etc.

Parole and Probation Officers (PO)

There is no TRACS step to use specifically for participants working with a Parole or Probation Officers (PO). Similar to VR and CW, a participant working with a PO will have a plan that outlines activities or programs they are required to engage in and activities that the participant voluntarily sets as a goal. The best practice is to have a 3010 for the PO to discuss the plan the participant has with the PO and progress on their plan. It is also best practice to align the PDP with the PO's plan. The plan with the PO will look different for each participant and their PDP can capture each activity they are doing.

Example of how a plan with a PO can fit into a TRACS PDP including but not limited to:

- CP Step: Volunteer hours
- DA Step: Substance use disorder treatment, NA or AA meetings, support groups, etc.
- JO Step: Job search, job readiness activities, etc.
- LS Step: Developing workplace skills and habits, employment retention, money management, training in self-care, etc.
- MH Step: Counseling appointments or therapy
- PE Step: Capture appointments with the PO
- VT Step: Educational training programs up to 18 months long
- WO Step: Paid employment

FLSA and Workers Compensation

Maximum number of unpaid work hours allowed (FLSA)

The Fair Labor Standards Act (FLSA) applies to participants working in unpaid JOBS work activities (CP, SW and WE). FLSA requires that participants engaged in these activities not work more hours than the combined value of the TANF and SNAP benefits divided by Oregon minimum wage in the county in which the participant resides

To calculate the maximum number of hours a participant can engage in an unpaid JOBS work activity (CP, SW, WE) use the following formula: Monthly TANF grant amount + monthly SNAP benefits ÷ Oregon minimum wage ÷ average 4.3 weeks = Maximum number of unpaid weekly work hours allowed. The activity hours should not exceed the FLSA calculation.

Round down to the nearest hour.

A FLSA calculator is available on the JOBS Program Staff Tools page: <http://www.dhs.state.or.us/caf/ss/tanf/employment.html#jobs>

Workers Compensation

The JOBS program provides Workers' Compensation coverage to all participants engaged in Work Experience (WE), Supported Work (SW), and Community Services Program (CP) when contracted and funded through the State. This coverage is provided under a separate policy with SAIF and does not cover time loss benefits but may cover medical expenses and may also qualify the participant for the Preferred Worker Program.

For participants to be covered by Workers' Compensation:

1. Work Site Agreements for WE, SW, and CP must be submitted to Central Office via the [JOBS Worksite Mailbox](#) tracking prior to the start of the placement.

How to process the Workers' Compensation claims:

1. If a participant is injured at the WE, SW, or CP work site, the injury must be captured and reported by the work site supervisor and reported to the JOBS Contractor or Family Coach.
2. The WE, SW, or CP site supervisor should forward the completed 'Report of Job Injury or Illness' SAIF form ([MSC 0801CA](#)) to the JOBS Contractor who will submit the form to Central Office via the [JOBS Worksite mailbox](#) for processing within 24 hours of knowledge of the injury.

3. The bottom section of the 'Report of Job Injury or Illness' should be completed with information about the work site employer (not ODHS). Leave the insurance policy number and the class code blank, Central Office will complete. Please include a contact name and number.
4. All processes moving forward with any workers compensation claims are handled by Central Office.
5. Please advise participants to respond to correspondence or phone calls from SAIF. If they do not respond or fail to show for a phone interview regarding their injury the claim will be denied.

*Note: If the activity is not contractor managed, the family coach will take on the responsibility of following the process above.

Central Office can also answer questions regarding claims processes or the Preferred Worker Program.

JOBS Plus participants are not covered under the State's Workers' Compensation policy. JOBS Plus participants are considered temporary employees of the company for which they are working and covered by the employer's workers' compensation policy.

State and Federal Illegal Activities (including but not limited to the marijuana industry)

Currently the sale, use, and manufacturing of marijuana including products containing marijuana is federally prohibited. The Oregon TANF program, including JOBS support services, is funded using federal block grant. Federal funding cannot be used to support activities that are deemed illegal under federal law.

TANF participants both in single and two-parent households may not use activities involving marijuana including but not limited to employment to meet JOBS activity engagement.

The marijuana industry includes businesses that grow, produce, or sell marijuana or marijuana products.

Step and activities:

- An open TRACS step is not allowed
- Support services are not allowed
- Capturing employment placements on TRACS is not allowed
- Transitional Benefits are not allowed (JPI, EPCA or RCP)

If a participant finds employment within the marijuana industry or any other State or Federal illegal industry and the household is over TANF exit income limit, close TANF without capturing the employment placement. If the household is under the TANF exit income limit they can remain on TANF, however we cannot capture the activity and cannot provide any support services related to the illegal activity. Participants will still be engaged in a PDP other than working, as we cannot allow hours for working in the marijuana industry or any other illegal activity. The participant can choose to close out TANF and transition to ERDC if day care is needed. These participants will bypass the ERDC reservation list if there is a reservation list.

Examples:

- Bob calls his Family Coach and lets her know he found employment at Healthy Leaf which is a marijuana dispensary. He will be working fulltime as a trimmer and will be earning \$12.00 per hour. Since he is over the TANF exit income limit employed in a federally illegal industry, Family Coach will close TANF, and explain the reasons why he will not receive EP, JPI, or RCP. WO step will not be set up.
- Claus has been engaging in JO for 20 hours a week, she turned in her DHS 475 Job search log with 20 hours of jobs search, 5 hours were applying at dispensaries as a cashier. The Family Coach will talk with Claus regarding marijuana and the illegal activity policy (see [OAR 461-120-0215](#)) letting her know that we cannot count those 5 hours or any number of hours she spends searching for employment as long as it's related to marijuana or any other illegal employment. The Family Coach also will explain that Claus cannot list any jobs related to the marijuana industry on her DHS 475.

Attendance Documentation

Attendance documentation is important because it provides verification of participant's hours of engagement and need for support services. Attendance documentation must be clear, concise and include all the necessary information needed to hold up in an audit. Attendance documentation may be viewed by staff in local branches, Quality Assurance, Quality Control and TANF Policy Analysts.

Attendance Forms

- Please use the following:
 - Work search (JO) – use [DHS form 475](#).
 - Educational activities (AB, ES, HS, JS, SI & VT) – use [DHS form 7861](#) for individual participants.
 - Hours that a participant is in a lab associated with a class or training program must be verified.
 - Report supervised homework hours on the [DHS form 7862](#). Homework can be self-reported. Homework hours can be no more than the actual hours spent in class (ex: 10 hours of class can have up to 10 hours per week of homework)
 - Other school attendance records may be used, so long as the documentation meets the standards below.
- All attendance that is submitted in writing, must be kept in the participant's file, a central location, or scanned into EDMS. Written attendance documentation must contain the following information and verbal attendance gathered directly from the provider with a 3010 the following information must be clearly narrated in TRACS:
 - Participant's name
 - Actual (not planned) hours and dates of attendance
 - Name of work site, volunteer site, school, or service provider
 - Name and phone number of individuals verifying the attendance and daily supervision. (Not required for paid work activities)
- Online attendance reports from a work site, school, or service provider are acceptable only if they include the information above.

For activities with support payments, ensure that attendance is current and verified by the service providers.

Attendance Hours

- Daily attendance hours must be exact numbers, not rounded.
 - Hours can be reported in increments of .25 hours. (ex: 1 hour and 15 minutes = 1.25 hours)
- When recording and entering weekly hours, hours can be rounded to the nearest hour (ex. 1.75 = 2 hours, 3.15 = 3 hours)
- Participants must record attendance daily and submit it on at least a weekly basis, except for the following situations:
 - Educational activities using the DHS 7861 and 7862 forms, which must be recorded weekly but submitted at least monthly.

- Distance education or training activities hours will be determined based on a fixed number of hours per credit as determined by the educational or training program. If a program determines that every credit hour equals two actual hours, the plan will reflect two countable hours.

Family Coach or Engagement Specialist Verifying Hours

Family coach or engagement specialist verifying hours is only acceptable for Adult Basic Education (AB), English as a Second Language (ES), High School Diploma or GED (HS), Vocational Training (VT), or Self-Initiated Training (SI) and only if the following is true:

- When the participant is unable to obtain verification of hours from the educational institute
- Discussion of attendance between the participant and family coach or engagement specialist are occurring at minimum once per month and;
- Provide verification that good or satisfactory progress (OAR [461-001-0025](#)) is being made
 - Examples: Progress reports, viewing web portal showing progress in classes or training (such as assignment grades, quiz grades, assignments submitted, etc.
- When the family coach or engagement specialist is verifying hours, they must clearly narrate the name of the educational institute weekly hours, and the number of hours for the step. It is best practice to complete the 7861 and upload to EDMS

The family coach or engagement specialists can no longer serve as the verification source of attendance hours, and we require verification of attendance hours from the educational or training institution if the participant does not provide verification of good or satisfactory progress or maintain monthly contact with the department.

Self-Reporting attendance

Participant self-reporting is only acceptable for CH, CI, DV,FA, ME, SL, and SS steps. Self-reporting can be done in writing, by phone, or in person, and the information must be narrated in TRACS. If a participant is self-reporting on a paper other than one of the attendance forms found on the form server, be sure that all needed information is included (participant's name, date and actual hours spent on completing activities outlined in the step and date of attendance, what activity the participant is engaged in).

Documentation Submitted to Contractor

If a JOBS contractor is gathering attendance for an activity or documents (like Worksite Agreements for JOBS Plus, Work Experience, or Supported Work), the documentation must be accessible to ODHS staff or copies must be provided to ODHS staff. Such documentation must be clearly narrated and kept in the participant's file, in a central location, or scanned into EDMS or contractor's electronic filing system.

Recording Attendance

Holiday attendance policy

Holidays should be recorded as attendance time only if the holiday is observed on a day of scheduled activity. Record the normal number of hours the participant would have attended. The maximum number of holidays allowed in a calendar year is 10 days. The pre-designated holidays are:

- New Year's Day
- Martin Luther King Jr.'s Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

Example 1: Toni is scheduled to attend a parenting class for 2 hours on Mondays (CH step). The parenting class is canceled on Labor Day, which falls on a Monday.

- When entering attendance, the Family Coach enters 2 hours under holiday hours for the parenting class which was canceled on Labor Day.

Example 2:

Megan is scheduled to attend job preparation workshops on Monday and Wednesday for 2 hours each day (JO step for 4 hours weekly). The week of Thanksgiving, all job preparation workshops remain scheduled as usual. When entering attendance, the hours Megan attended her workshop are entered under her JO step in TRACS. No holiday hours are entered for Megan on the week of Thanksgiving because she was not scheduled to attend an activity on the day that Thanksgiving falls.

Excused absence attendance policy

Excused absence hours would only be granted for days when the participant is scheduled to engage in a JOBS activity. If the participant is absent for 2 days or 16 hours in a month, the participant's PDP would be revisited. Perhaps, there was a change for the participant and their PDP no longer reflects their goals or needs. Excused hours coded in TRACS must have a correlating TRACS narrative justifying the reason excused hours were coded.

It is important to note, that TRACS (in the background) will only record 16 hours per month of missed participation, with a limitation of 80 hours per year, in accordance with federal guidelines.

Excused absences include:

- Sick time
- Medical appointments for self or family members
- Required appointments with other service providers
- Court dates
- Job interviews

Example 1: May's PDP focused on GED classes (HS step for 20 hours), which she attended 5 times per week for 2 hours each plus homework. May called her Family Coach and stated she was sick and missed her class yesterday and today but plans to attend the rest of the week. When the Family Coach receives May's attendance, it states that she missed 8 hours out of 20 hours. The Family Coach excuses May for 8 hours (for class hours plus homework hours) on the days she was absent due to illness.

Example 2: Jessica's PDP focused on 20 hours of job search (JO), this included hours she was scheduled to attend a workshop the JOBS contractor put on. Jessica was absent from the workshop twice in one week, the Family Coach tried calling to check in after each absence, but there was no answer. Jessica also did not submit her attendance. Jessica called her Family Coach the following week and reported that she did not attend her job search workshop or submit her attendance sheet because it was her child's birthday, and she was preparing for his birthday party. The Family Coach determined that this was not good cause for missing 20 hours of JO. Twenty hours would be entered in TRACS as an unexcused absence. The Family Coach scheduled a JOBS appointment with Jessica to revisit her PDP.

Example 3: Mitch is doing a Work Experience (WE) for 16 hours per week. He calls his Family Coach to report he will miss 4 hours of WE today because he is sick, he also calls to report that he will not attend the next 3 shifts and gives various reasons for not attending. The family coach has a conversation with Mitch, thanking him for reporting that he will be absent, but also asks him if there is another reason, he is not going in to his WE. Mitch opens up with his Family Coach and states that he does not feel that his WE site is a good fit. The family coach explained that

Mitch can change his PDP anytime and that the WE can end early. They scheduled a JOBS appointment to create a new PDP. The Family Coach determines that Mitch has no good cause for missing 16 hours of WE and 16 unexcused hours are entered in TRACS.

For more information about granting good cause see OAR [461-130-0327](#).

Recording attendance

- Actual attendance cannot be entered for the following:

- School breaks (winter, spring, or summer) for AB, ES, HS, JS, SI, VT, etc. including hours for class time and homework or study time.

Example: Jorge is getting a certificate in welding. He has a VT step. His school is closed for spring break for one week in March. He will not get VT hours during that week.

- Travel time to and from home or activities (except between actual work search employer contacts)

Example: Alia is looking for work, she has a JO step on her PDP. Today she is stopping by 5 businesses pick up applications and drop off her resume. She leaves her home at 9am and reaches her first destination at 9:15am. She is finished with the last business at 12pm but does not get home until 12:30pm. Although Alia was out for a total of 3.5 hours, she can only record the time when she arrives at the first business until she leaves the last business. So, she can record from 9:15am-12pm (2.75 hours) on her attendance sheet.

- Time participant is waiting for an activity to begin

Example: Eunice has weekly counseling appointments. On her attendance sheet for her MH step, she reports 2 hours per appointment but then tells her Family Coach that she meets with her counselor for 1.5 hours each time. The Family Coach asks Eunice why she reports 2 hours for each appointment. Eunice explains that she arrives 30 minutes early to each appointment because being late is a pet-peeve of hers. The Family Coach explains that she can only report hours that she is in an appointment and grants Eunice 1.5 hours per counseling appointment.

- Attendance must be based on the participant's actual hours of attendance in an activity

Example: Martha reports to her Family Coach that her child has started physical therapy for some medical conditions. The Family Coach asks Martha how many hours per week she is taking her child to physical therapy. She states that it is about 3 hours per week. The Family Coach opens a CH step for 3 hours per week with the description of "Take child to physical therapy appointments" the family coach does NOT open a CH step for 20 hours per week with the description of "Dealing with child's physical therapy."

- Attendance recorded in TRACS must be documented as noted in the [activity charts](#) above.
- Although the Family Engagement Model encourages that we meet families where they are at, there are still federal reporting requirements. TANF is funded by federal and state funds.

Projected actual attendance and auto-population of attendance (FA, DV, PL, SS, and WO):

Paid work activities (PL and WO) must be verified by the employer for a minimum of two weeks of work. If those work hours are representative of actual hours, it can be projected forward. If the participant reports a change in ongoing work hours, re-verify and update hours so projection is based on current. Additionally, if a PL or WO step is open for longer than six months, hours must be reverified.

Determine the participant's average number of hours worked per week based on a minimum of two weeks actual work verified by the employer (paystubs, phone call, etc.). Paid work attendance will be automatically entered for the next 6 months by TRACS automated attendance on this basis. If the participant's work hours are not likely to change, actual attendance hours can be calculated as follows:

Tina worked 25 hours per week for the past two weeks, this was verified with the paystubs provided to her family coach. Tina expects to work a similar schedule. Attendance can be recorded in TRACS (WO) for the actual hours of the past 2 weeks and will auto populate at 25 hours per week for the next 6 months.

During the past 2 weeks, Joan worked 10 hours the 1st week and 30 hours the 2nd week, this was verified with a phone call to Joan's employer. Joan expects to work a similar schedule. Average the hours ($10 + 30 = 40 \div 2 = 20$) of the past 2 weeks. Attendance can be recorded in TRACS for the average actual hours of the past two weeks and will auto populate at 20 hours per week for the next 6 months.

SS and DV steps also auto-populate attendance out for 6 months in TRACS, if the first two weeks of attendance are entered.

Daily hours should be exact numbers. Weekly averages should be rounded to the nearest whole hour.

If ODHS becomes aware that a participant's work situation has changed and has resulted in an increase or decrease in work hours, request verification and update the WO step with the new hours. TRACS will project attendance for the remainder of the 6 months or until the activity end date. At the end of the 6 months period, re-verify the work hours. Automated attendance will begin once the actual start date is entered by the worker.

Documentation for determining average hours worked per week must be retained in the participant's file or TRACS narration.

Determining job search (JO) hours for travel time

When a participant is out in the community visiting potential employers, the time that it takes them to get from one employer to the next can be counted in their JO step. The time it takes the participant to get from their home to the first employer nor the time from the last employer to the participant's home can be counted in the JO step hours. Please see the example above under [Recording Attendance](#).

Determining paid hours: work and self-employment (WO)

Paid work hours (not self-employment hours):

WO hours are calculated based on actual hours of attendance. WO hours can include hours that a participant was paid for leave such as a holiday, sick leave, or vacation.

Self-employment hours:

For WO steps reflecting self-employment, the federal minimum wage is used to calculate attendance hours. Calculate self-employment hours for TRACS by taking the gross income divided by federal minimum wage, divided by number of weeks.

Example: Sally becomes self-employed as a child care provider she provides verification she earns \$300.00 per week providing care 5 days a week at 8 hours a day. Sally states that her weekly business expenses are \$20.00 per week for cleaning and household supplies.

Calculation of WO: $\$300.00 \div \7.25 (federal min wage) = 41.38 hours rounded to 41 hours per week of WO.

Understanding Federal Program Requirements

TANF is a federal program that is run by both federal and state funding. There are also both federal regulations and state statutes that the TANF program must follow to comply. The federal government holds the state accountable for helping families move from TANF to self-sufficiency, they do so by setting federal participation rates for JOBS eligible participants. Both the State of Oregon and the US Government desire to see families move out of poverty. There is flexibility for each state to determine how to run the JOBS program as they see fit.

Participation Chart

Type of JOBS participant	Required hours
JOBS eligible adult with child \geq 6 years of age	30
JOBS eligible adult with child under 6 years of age	20
JOBS eligible teen parent <i>Parent under 20 years old without a high school diploma or GED</i>	Satisfactory progress
Two parent families	35 hours per week without childcare payments provided by ERDC. -or- 55 hours per week with childcare payments provided by ERDC.

Federally Countable vs. Non-Countable Activities

Only certain activities qualify toward the federal participation requirement. In addition to the federally countable activities, Oregon offers activities to address family stability. Those activities are not countable toward the federal participation requirements.

Countable activities include:

Core Countable: CP, DA, JO, JT, LS, MH, PL, RA, SI, SW, VT, WE, WO

Non-Core Countable: AB, ES, HS, JS

Non-countable activities include CH, CI, DV, FA, FC, ME, PE, RE, SL, SS

SSP Family Engagement Model and Federal Participation Requirements

The SSP family engagement model is based on meeting participants where they are at and coming alongside participants as they take steps toward addressing barriers and accomplishing their goals. This model emphasizes everyone has a plan which ideally progresses over time.

How do we reconcile the differences in the state and federal approaches?

There is a common vision of seeing TANF participants become self-sufficient. The federal required participation hours are a goal for us all to work toward with participants. The closer a participant gets to completing their required hours, the closer they are to becoming self-sufficient. However, we do not want to create a plan for our participants, we want them to drive their own plan by setting their own goals. We do not want to require every participant from the beginning to complete the same hours.

Example: The family coach meets with Arthur, a single parent, with children under 6 years old. While completing the Family Assessment with Arthur, he identifies right now his biggest concern is housing, but in the future, he would like to complete his GED and gain some work experience. Arthur states that he spends 15 hours per week searching for an apartment. The family coach ask Arthur if he would like to continue to work towards meeting his goal at 15 hours per week. Arthur agrees. The family coach also tells Arthur that they can talk more about GED classes when he is ready. The family coach gives a JOBS program overview, what activities and services are available. Arthur asks if they can talk about GED classes at the next JOBS appointment. Arthur's Personal Development Plan (PDP) starts out with a Stabilized Living (SL) step for 15 hours, and an appointment.

A few months later, Arthur has found new housing, so the SL step is closed and is now working on GED classes. His PDP now includes a High School Diploma or GED (HS) step and a PE step for the next JOBS appointment.

A few months later, Arthur has completed his GED. He tells his family coach that he feels ready to prepare for job searching and is still interested in gaining work experience. The family coach asks if Arthur is interested in hearing more about job search and job readiness activities offered by the JOBS contractor and community partners. Arthur agrees and is interested in attending job readiness workshops, he tells his Family Coach he can complete 15 hours of job search including the time in the workshop. The family coach revisits his PDP, closes the HS step, and opens a Job Search (JO) step for 15 hours appointment.

At a future JOBS appointment, Arthur tells his family coach that he has completed his iMatch Skills profile, created a resume, is practicing interview skills, and has been talking with the JOBS contractor about potential career paths that he may be interested in. Arthur states that he would like to try a job in manufacturing or production and the JOBS contractor is setting up a Work Experience (WE) with a local manufacturer. Once the WE is confirmed, the family coach calculates FLSA hours to 16 hours per week, the WE contract is signed and Arthur gets started. His PDP is updated, the JO step is closed, and a WE step is opened for 16 hours. Those WE hours get deemed up to the 20-hour requirement for a single parent with a child under 6 years old for federal participation reporting.

From this example, you can see that Arthur’s hours of engagement changed over the course of time that the Family Coach worked with him. You can see that by the time he started his Work Experience, he met the required number of hours for federal participation. Also, his PDP was self-driven.

Targeted Case Management

ODHS receives federal Medicaid funds when Targeted Case Management (TCM) service(s) are provided to TANF participants.

To be considered a TCM service, a family coach or an engagement specialist must be providing the service(s) to TANF participants ages 14 or older and the service(s) must be a qualifying service.

Qualifying TCM Services:

- Activities to identify barriers that are affecting a participant’s ability to achieve their goals and become self-sufficient. This may include activities to identify supports or provide resources for the identified barriers.
- Screenings and assessments
- Developing Personal Development Plans (PDP)
- Referrals to service providers
- Monitoring participant engagement with their PDP

Family coaches or engagement specialist will need to change the case management flag in TRACS to “yes”, if not done automatically by the system, when they take a qualifying TCM action, for that TCM action to be counted towards funding.

Additionally, the Random Moment Sample System (RMSS) impacts federal TCM funding. When a family coach or engagement specialist receives an RMSS survey and is performing a TCM qualifying activity, it is important the family coach or engagement specialist reflects the TCM work they performed in the RMSS survey accurately.

Examples of activities that qualify for TCM include the family coach: completing the family assessment collection tool; A&D and mental health and learning disability screenings; problem-solving with participants to address barriers; identifying needed resources and making referrals to those resources; making sure participants are participating in the JOBS activities on their PDP; and updating the PDP. The TCM flag can be update if an attempt to make contact with the participant was for case management purposes. **Examples of activities that do NOT qualify for TCM include** data entry, entering attendance; a JOBS contractor doing a screening or helping with case plan development; and an engagement specialist or disability analyst providing information about a participant's barriers.