

TANF Analyst Hour

07/19/2022

Topic: JOBS Audits

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<input checked="" type="checkbox"/> District 2	<input checked="" type="checkbox"/> District 8	<input checked="" type="checkbox"/> District 14
<input checked="" type="checkbox"/> District 3	<input checked="" type="checkbox"/> District 9	<input checked="" type="checkbox"/> District 15
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Q: Do we need to move toward capturing more of what people are doing in plans and getting attendance to meet the fed requirements?

A: It's not about the number of hours, it's about if an individual indicates things that will help them move forward and would like to work on those goals with support, those are the hours we need to attempt to get attendance for.

The attendance verification needs to meet the requirements in the JAG per activity.

If we are unable to verify attendance for a particular activity, we need to mark it as unexcused only because we don't have verification for it. This doesn't mean they didn't engage in the activity, just that we don't have documentation to account for it.

Since the verification level depends upon activity and our requirements around that, you will need to compare with the JAG.

You can make a case note about the activity and why it's marked as unexcused.

Q: Does QC look in EDMS and ONE?

A: QC will send a case requesting all the verification. We give a deadline to provide the verification and will start the review.

Q: Do we require the attendance form if all the needed info is provided as outlined in the JAG?

A: We have forms available that are sometimes easier to use, because it covers everything. However, if they turn in their JOBS form on a piece of paper, or send an email covering everything we need, that's fine as well.

Q: Is it possible for QC to state which steps they need verification for?

A: QC was previously getting the sample for review, looking for the attendance, then sending a request for missing verification. This process was changed per a conversation with the BES and program. QC was told the branches preferred to locate items for the audit at the time it was pulled.

QC does tell the branch if a case is pulled for medical exemption or the countable core step.

Q: We have received errors from QC that 7785 documentation expires before the actual expiration date that we receive from the provider. Is an exemption supposed to be a full year expiration, or only 11 months?

A: If a provider signs a document in July, but it's not received until August, it might not extend the full 12 months. The 12 months is from the date the medical professional signs, not from when the department receives it.

Q: Is there an attendance form for an MH step?

A: A lot of districts and areas have created their own forms, so if your area doesn't have a standard form you're using, maybe the ES can bring the request to the next meeting to network with other areas for resources.

Q: Is there an issue if a case is on HOLD?

A: Hold status means the case plan in TRACS is not active.

Q: When a customer turns in a paystub for WO attendance, should the paystub image be uploaded in EDMS or in ONE?

A: If we have all the information we need, we should enter it into ONE.

If your local area process is to put it in both, follow that local process.

It's also acceptable to include narration on where you have put the documentation, because we just need to be able to find it.

Q: Is there any talk about changing the messaging about the JOBS program title to participants? I feel like this is very confusing for participants, in that they think that they have to get a "job," given the program name, and there is much more they can be doing.

A: There has been talk on this, but it is a much bigger lift with a fiscal piece due to changing forms.

Unsure of when it will happen, but it is being talked about currently.

Q: Given the waivers in place for JOBS participation and engagement with their Family Coaches, and no ability on the FC part to hold these non-engaged Oregonians accountable for being non-engaged, how do you expect FC's to open JOBS plans, let alone keep the Oregonians engaged?

A: We are not auditing all cases, such as those that don't have plans. The requirement is to audit cases that are meeting federal participation for review of what's being recorded to federal partners.

Policy Audits are not looking at non-engagement.

Our intent is not to punish anyone for not engaging.

Q: If someone is doing a MH step for 1x per month, how do you do that in a weekly plan .25 hours per week?

A: If they want the MH to be a part of their plan, you would set the planned hours to 1 hour per week. You would only code actual attendance for the week they engage, and the rest would be unexcused hours.