

TANF Analyst Hour

08/16/2022

Topic: Design & Implementation

<input checked="" type="checkbox"/> District 1	<input checked="" type="checkbox"/> District 7	<input checked="" type="checkbox"/> District 13
<input checked="" type="checkbox"/> District 2	<input checked="" type="checkbox"/> District 8	<input checked="" type="checkbox"/> District 14
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<input checked="" type="checkbox"/> District 6	<input checked="" type="checkbox"/> District 12	<input checked="" type="checkbox"/> QA

Q: With texting communication, how can you be certain that you are actually speaking to the participant?

A: If we have never communicated with the family, we can review their preferred method of communication in ONE. If texting is their preferred method, staff can send a text with intent to visit the family – this would not divulge any personal information.

Reminder: We cannot text DV information or TA-DVS.

Q: Can you speak to the policy around texting families? Do we have to upload that to the system, ONE or TRACS?

A: Review the [Smartphone Guidelines for SSP Business](#). Further questions should be directed to your local business expert for escalation.

Q: Would we send DHS 7997 notice when scheduling a Home Visit?

A: DHS 7997 contains language and information that can come across as intimidating and threatening. It is important to recognize this and find opportunities to foster a greater level of rapport and build relationships with families through alternate engagement. Until the 7997 has been revised, please utilize alternatives such as the personalized card located [here](#) or other locally developed letters.

Q: Partners with JOBS contracts are limited with how they can reach younger clients who use social media for primary messaging. How is this challenge being handled?

A: Some information such as office closures, changes in hours of operation can be shared generally, but specific information falls under a level of confidentiality that restricts how we can communicate that through channels like social media. Partners should work with their local contract specialist for specific details on the verbiage of their contracts and what is/is not allowable within the parameters of confidentiality.

We may have to request to redirect their communication to a more secure method when topics come up where that would be necessary.

Q: In ONE, you can see client's preferred communication method. How can this be communicated to contracted partners?

A: You would have to contact your contract point person for your district to get this information.

Q: Is there any chance we could get the option to use android phones in the future? They're more user friendly for copying texts to email to yourself (to then put in TRACS.)

A: This request will be passed on to the appropriate teams.

Q: I'm an Eligibility Worker and set the tone when a client is approved for TANF benefits, letting them know the expectations of the program, requirements, etc. How are we going to be able to ensure that they are meeting the requirements and engaging with us?

A: For many years we thought that disqualifications and penalties, punishing people would increase participation. This was in fact not true. As our number of disqualifications increased, we did not see an increase in participation. In areas with the highest percentage of disqualifications the rate of participation was well below areas with a lower percentage of disqualified participants. Areas that focused on the participant and their needs and how to engage in new ways were more successful. Positive reinforcement is a far greater method for engagement than negative reinforcement.

The mission of the Department is: To help Oregonians in their own communities achieve wellbeing and independence through opportunities that protect, empower, respect choice, and preserve dignity.

Q: Will we have a new talking points resource for the TANF program for the EW's that are setting this tone?

A: Yes, communications will be sent out for staff once we approach the effective date of the JOBS DQ changes.

Q: Is there any plan to reduce the requirements for attendance so we're not in so much of an "accountability" position with them?

A: There is a federal component to attendance, and we are working on staying in alignment while easing the burden on the participants as much as we can.