

## **Taco Tuesday with TANF**

11/17/2020

### **Topic: JOBS Trends**

<input checked="" type="checkbox"/> District 1	<input type="checkbox"/> District 7	<input type="checkbox"/> District 13
<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 type="checkbox"/> District 9	<input checked="" type="checkbox"/> District 15
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<input checked="" type="checkbox"/> District 5	<input type="checkbox"/> District 11	<input type="checkbox"/> SSTU
<input type="checkbox"/> District 6	<input checked="" type="checkbox"/> District 12	<input type="checkbox"/> QA/QC

#### **Q: Are home visits supported now?**

A: Check with your local leadership regarding home visits during COVID.

#### **Q: What is D/U coding, and when would you use it?**

A: It is a JOBS exemption status in Legacy based on undue hardship.

Policy recommends not to use undue hardship, if you feel undue hardship is appropriate for a participant you must staff with TANF Policy prior to coding.

#### **Q: How does this coding relate to the ONE system?**

A: The D/U coding is specific to Legacy. In ONE, undue hardship is a drop-down option.

#### **Q: What is a better way to code a two-parent family, where the mom has a 7785 on file stating she is needed in the home to care for her husband (D/N JOBS exemption status) and the dad has medical barriers that prevent him from working (attending weekly rehab, D/U JOBS volunteer status coded?)**

A: We would want to have a conversation with the family regarding what their day to day activities look like. What medical barriers is dad experiencing; is he attending medical appointments, has he discussed SSI with his medical provider, have we discussed a referral to SFPSS or discussed vocational rehabilitation as an option. Asking about their day to day activities is a good starting point to developing a plan and determine if the family could benefit from support services.

*\*\* Remember, if the adults are coded with JOBS exemptions status', they are ineligible for support service payments.*

#### **Q: Why is the 7785 still available, or is it going away?**

A: The 7785 is for the individual providing care for a family member who resides in the home it is still available; this is a separate exemption from the undue hardship.

**Q: Signatures for attendance verification have been a huge issue during COVID, since a lot of providers are working from home and there is no physical contact to get the signatures.**

A: Communicate with the participant and service provider (with a signed release) to offer alternatives such as email, fax or phone to verify. If we are not able to obtain a signature for a countable activity, the hours reported by the participant can be narrated but cannot be coded as actual hours in the PDP.

**Q: Is sending their attendance from their provider okay for verification from My Chart?**

A: If the My Chart includes all the requirements for the activity as outlined in the JAG under 'document must contain', then yes. If you are unsure, please send an example to TANF Policy.

**Q: When we get a QC JOBS attendance review, can we get the result?**

A: Currently, the JOBS audit findings are sent to TANF Policy and reviewed as trends at a statewide level. This decision was made by policy and leadership, individual findings cannot be shared at this time.

**Q: Does unexcused attendance incur a penalty?**

A: No, but it could be an indicator that the current plan is no longer reflective of the participants goals and activities.

**Q: Can we leave the SI step open and add another for what they are doing during summer months?**

A: We would want to close the SI step during the summer break, if the participant is not going to classes during summer vacation. A new SI step can be opened once the participant returns to school. Open steps should be reflective of the participants current goals and activities.

**Q: Parents considered exempt for 6 months with a newborn, should they have an open plan and step?**

A: If a parent is exempt, with a child under 6 months, they are technically a volunteer status, so they could volunteer to engage in a plan, or they could be exempt for the timeframe.

It is the parent's choice, and what their current goals and activities look like.

If they are choosing to not engage, a plan would not be created, and they would be ineligible for support service payments.

**Q: Is there a best practice recommendation for plans or no plans for FC who are asked to focus on 100% eligibility?**

A: The shift from family coaching to eligibility is something that we are currently looking at and working on guidance; more to come.

**Q: For contractor managed plans where attendance is entered by contractors, should they be entering in a TRACS narrative?**

A: When the contractor or department has the documentation to support the attendance entered, a narration is not required but it is best practice. If the hours entered in TRACS differ from the documentation, a narration explaining the hours entered would be required.

**Q: Are there any errors on the attendance for JO, PL, WE, etc.?**

A: The errors we typically see around JO, WE, & PL include the actual hours entered in TRACS do not match the documentation, or the excused hours do not have a narration justifying the coding.

**Q: Should the plan reflect several PE/RE steps for participants who refuse to engage?**

A: PE and RE are one day steps to reflect scheduled JOBS or re-engagement appointments. If you are sending out appointment notices, then yes, the plan will reflect multiple PE and/or RE steps. Attempting to engage families does not have to be an appointment notice each month, it could be attempted contact via email, phone, text, letter, etc.

**Q: How do we engage participants who won't connect with us at all?**

A: If the participant won't make contact at all, we can only recommend trying different methods and sending resources to try to get them to respond. Different methods could include a text message, phone call, email, hand written card, or JOBS appointment notice. The communication to initiate contact can vary, some examples include;

- I have not heard from you in a while, I hope you and your family are staying safe and healthy during this difficult time. Please contact me so we can discuss what supports and services you and your family may need.
- I have attempted to contact you and have not heard back. Could you please contact me and let me know your preferred method of contact? I would also like to ensure we have the updated contact information on file.
- Included are some resources available for the upcoming holiday season. Please contact me so we can discuss what supports and services you and your family may need.

**Q: If participants are not responding to attempts to engage, including appointment notices, can the case be closed for whereabouts unknown?**

A: No, failure to respond to attempts of engagement does not mean the whereabouts are unknown. Continue attempting to make contact and utilize various methods.

**Q: When a participant has a Functional Limits Assessment (FLA) for a year, are we to be putting a plan on for that year? If so, what step?**

A: An FLA alone does not mean an individual is considered JOBS exempt; they would need to meet the criteria outlined in the JAG to be JOBS exempt or a JOBS volunteer.

The FLA was a tool used in the participation push days. Their time clock is still ticking in this situation, so discussing activities and goals with the participant and building a plan around that, rather than obtaining an FLA.

**Q: Are we still encouraging the Family Assessment Map? How have workers been able to utilize this best while TCMing?**

A: Yes, the Family Assessment is still required to be offered within 90 days of eligibility determination. The Family Assessment can be done over the phone with the participant, the paper version could be scanned and emailed so the participant has it available to look at as you walk through it together.

**Q: If a participant is alternating weeks in class due to COVID, and attending 20 hours every other week rather than 10 a week, is it okay to continue to code the 10 hours a week?**

A: In this case, the plan would be set up for 20 hours a week, since that is what they're doing when they are attending. The off weeks would be coded as 0 for actual hours, with 20 hours unexcused; just narrate the reasons, and you can write it in the brief description section.

**Q: When we enter attendance for a session with Family Support and Connections (FS&C), do we need to narrate what was discussed, or just that they met?**

A: If FS&C is narrating and updating the attendance in TRACS then no additional narrations are required regarding the attendance. Family Coaches would still narrate their contact with the family and an overview of the discussion.

If FS&C is not narrating and updating the attendance in TRACS, if the family coach has the information, best practice is to narrate what was discussed at the session and any goals identified.

**Q: Is a plan required for every adult on every case?**

A: No, if they are considered JOBS exempt, they are not eligible to engage in the JOBS program and therefore would not have a plan in TRACS. JOBS volunteers who are volunteering to engage in the program will have a PDP in TRACS, while JOBS volunteers who are not volunteering to engage in the program would not have a TRACS PDP.

**Q: Is QC/QA reviewing plans through the lens of the area regarding which services are available?**

A: QA/QC does not review to ensure the step type matches the families and goals based on narrations. They review the attendance to both ensure it meets the requirements outline in Oregon's Work Verification Plan and the JOBS Activity Guide and the attendance documentation is appropriate for the step.

**Q: Are DQ's and re-engagements still on hold?**

A: DQ's are on hold and cannot be imposed through the end of 2020. Re-engagement is a tool used to engage with families and brings multiple voices to the table for different perspectives and ideas. Re-engagements can take place at this time, but they would not result in a DQ.