

TANF Analyst Hour

05/17/2022

Topic: Support Services

<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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SUPPORT SERVICES ENTRY INTO ONE

Q: Have recurring payments been fixed? They weren't working for a while.

A: There are no known issues with at this time. If you experience an issue please contact TANF.Policy@dhsosha.state.or.us.

Q: Should support services be entered only by family coach's, not benefit & eligibility workers'?

A: That is up to Store Front Office process; it could be both. The system allows staff to enter request, depending on what rights are granted.

Due to the nature of the family coach role, the family coach will be involved throughout the process of request, staffing and determination.

Q: Will gas cards and bus passes create a task for leadership to approve?

A: ONE does not create a task for leadership for these support services: Bus passes/tickets and JOBS incidentals(gift cards). Some districts have additional processes, please follow direction from your local leadership.

Q: When issuing something like a gas card, we need to create a separate payment in ONE. Should we still be uploading a copy of the 7822 and entering an additional case note?

A: During the May TANF analyst hour Policy stated that a 7822 was not needed when support services are being requested as all support service requests are to be entered into ONE. While

this is true from a policy prospective, it has been brought to the attention of TANF Policy that some districts and branches use the 7822 for bus tickets / passes and JOBS incidentals for audit tracking. If your branch process is to use a 7822 or other forms internally for staff to request, authorize and distribute support services please continue to do so at this time.

NOTE: Local processes do not replace the requirement to add all support service request both approvals and denials in the other payment module of ONE.

Q: For JOBS support service payments, we narrate in both ONE and TRACS. Do we need to upload like PGE notice in ONE?

A: If the department receives a utility notice, such as from PGE that verifies the amount of the need and other relevant information such as an account number, we would upload the documentation into ONE and make a case note. However, if the department received this information such as via the telephone or shown via smart phone, the relevant information would be clearly case noted and that the documentation was received either verbally or viewed.

Q: Does a FC need to go in and manually enter the end date to close a recurring support service payment, or does closing the plan/step tell ONE to end it?

A: If ending a recurring support service early, we need to change the end date in ONE so that ONE can send the correct notice.

Q: The Family Stability step is still available in TRACS, but it is no longer listed on the JAG.

A: The JOBS program does not support the use of the following activities.

- *Branch retention (BR)*
- *Family Stability (FA)*
- *Microenterprise (MI)*
- *Retention Service (RT)*

TANF Policy's had previously reviewed, the use of BR, FA and RT and found the use not to be in alignment with the Family Engagement model and they are not supported by policy. Additionally, MI is no longer maintained in OAR. TANF Policy is currently reevaluating the use of FA. If it is decided to be brought back at a future date, a detailed communication will be released.

You can find detailed information on currently supported activities and allowable STEPS in the JAG located on [TANF Staff Tools](#).

Q: Do family coaches' ask if they have ODL/Auto insurance?

A: We shouldn't be asking for information that we don't need to know, see [SS-IM-21-017](#). People's needs and services are drastically different, based on the area and personal situation. If someone discloses to you that they don't have a license, then you need to have a conversation on how they will be utilizing the transportation (ex; rides from family/friends). Note, if individuals do not have insurance, that is an allowable support service payment that may benefit the family.

Q: Would we pay insurance for 2 months, even if they would not be able to meet that need ongoing?

A: We want to support the family where they are and help them consider other resources long term. For some people, this may be employment, family members, non-profits, religious organizations, etc. OAR 461-190-0211 does not support denying support services based on the perception that they may not be able to pay ongoing in the future.

Q: Can you speak to the logic of not linking support services to SL? Was this a programming error so we are linking to other steps as a workaround?

A: This is a coding issue that occurred during ONE development that is in the process of being resolved.

Q: Is SL going to become eligible for support services once the coding is fixed?

A: Yes, once coding is fixed and OAR 461-190-0211 is amended to be eligible for support services. Communications will be sent out once this occurs.

Q: Will the QRG be updated regarding the gas cards and bus passes, as it's saying they are tracked through a local negotiable log?

A: These support services are tracked both in ONE (requested in ONE) and tracked via a local negotiable log and process. The negotiable log is utilized for audit purposes to verify the individual received the physical support service (gas card, bus passes, etc), and used for program integrity.

Q: If we pay support services for a certain extent of time, are we not able to pay again within a 12-month period?

A: Some support services are time restricted in rule, which is stipulated based on certain requirements. Reference OAR 461-190-0211 for further information.

Q: Does ONE have logic built in to know that a payment was already made, if a second request is made?

A: No. The family coach should review the other payments module for issued support services and determine if this is a duplicate request or a new request for support services.

Q: Program payments and supports QRG, page 43, does not have the correct guidance like the financial QRG. (Job incidentals, bus pass tickets, gas cards, etc.)

A: The QRG's are matching in content, however wording is slightly different. TANF policy will work with training to update wording in the Financial Clerk and EBT Issuance QRG.