

Taco Tuesday with TANF

06/16/2020

Topic: Support Services

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Housing/Utilities and SL Step

Q: How long do you think the payment for housing and utilities will continue?

A: Housing and utility payments are allowable based on OAR 461-190-0211 This is a permanent rule and we do not anticipate a change in the near future. If the rule is amended in the future, communication will be sent to field staff.

Q: Can we issue support service payments for housing or utilities tied to an SL step?

A: No, The SL step does not allow for support service payments to be issued in the ONE system. Housing and Utility payments are required to be made on another step eligible for support services that is on the participant's plan.

Q: What if the steps on the participant's plan come with attendance expectations that feel too burdensome for participant at the time?

A: All support service payments are required to be tracked back to an allowable activity. If the family is struggling to meet attendance requirements for the specific step they are engaged in, offer to revisit their goals and adjust the plan to meet their current needs.

Q: Can we provide transportation support services for housing search if we tie it to another step on the participants PDP?

A: Potentially yes, it depends on the individual plan.

Example: Participant is engaged in rent-well classes with JOIN, they have a LS step and providing verification of attending rent wall classes. We could support this plan with transportation support services.

Q: If customer is working with housing assistance program, do we still need additional step to SL?

A: It depends in the individual's situation and plan, the SL step represents the time a participant is working to address housing related concerns and barriers. If another step better matches what the participant is doing, we should use that step instead the SL step. For example, a Rent Well class can be counted under LS rather than SL, which allows for support.

Q: Can we pay for internet with support services? Can we pay for a monthly bill or just the initial set up costs?

A: Internet is now allowable like other utility payments. It is considered part of the *Moving Expense/Relocation* payment type and follows the same limitations. The payment could include the monthly amount up to two months and/or set up.

For Internet, the department cannot enter into a contract or guarantee to pay ongoing internet charges with the internet provider.

VEHICLES AND TRANSPORTATION

Q: Can we pay for a car part only, so the participant can do a car repair themselves or have a friend or relative do the repair?

A: Refer to your local process and guidance. There is nothing specifically in rule regarding who makes the repair. However, it would be best practice to pay a qualified person to do the repairs.

Q: When approving an auto repair what code is supposed to be used? I always use 71 (transportation) but this graph shows transportation separate from auto repair.

A: In the ONE system, there will be a variety of payment types that are currently all categorized within what we currently call "transportation" (code 71 in JASR or on the 437). They include: *Bus Payments*, *Gas Payments* and *Auto Expenses* (includes other auto expenses such as car repairs and insurance). In the ONE payment screens the correct dropdown payment option must be used depending on the table in the Support Service Guide.

Q: For auto expense what is 'reasonable' based on value? a percentage?

A: The car repairs are limited to the minimum necessary for the vehicle to operate. The cost of the repairs must be reasonable in relation to the value of the vehicle. "Reasonable" is determined on a case by case bases at a local level. If you need to staff the particular situation, please contact TANF Policy as they arise.

PROFESSIONAL SERVICES

Q: Would professional services include something like haircut at a salon/barber or would it be grooming even though they require a license/certification?

A: Haircuts would fall under the "Grooming Needs" payment type, which is an allowable payment

MEDICAL

Q: Would glasses be an option if not covered by insurance and no community help is available?

A: No, glasses are considered a medical cost, which is not an allowable support service payment. We would connect the participant to other resources in the community for getting glasses, or determine if there is something else we can help the participant with.

Q: Can we pay for an ID to get into D&A treatment?

A: Yes, supporting a participant with getting ID is an allowable cost as it supports their plan to engage in treatment. ID would be payable under 'Professional Fees'.

CHILD/ADULT WITH DISABILITIES & SUPPORT SERVICES

Q: Can we use support services to pay for an iPad for a non-verbal child to communicate?

A: No, we would look into other resources, as there are many agencies and programs who offer support for accommodations for children with special needs. DD services, the school district, or other local nonprofits may have the ability to help.

JOBS Volunteers and JOBS Exempt Participants

Q: Can we make support service payments to a JOBS Exempt individual?

A: No, someone who is federally JOBS Exempt is not eligible for support services based on OAR 461-190-0211.

Q: If a participant coded D/P volunteers and is JOBS active, do we have to remove the exemption coding from UCMS?

A: Yes, if the parent chooses to engage in a plan prior to the child turning 6 months old the D/P exemption coding needs to be removed. Please add a narration supporting the JOBS status coding.

Q: Is it a fact that once someone Volunteers, they can't go back to being exempt?

A: Individuals that are federally exempt (JOBS-Exempt Participates) can never volunteer in the JOBS Program. Individuals caring for a disabled person in the HH can choose to become **federally mandatory** if their situation changes and they no longer need to care for the member of the HH.

Individuals who meet a state exemption, are JOBS volunteers. Based on their ongoing situations they can go between engaging and not in a PDP. When actively engaged in a JOBS plan (PDP), they can also receive Support Services.

Example: Parents with children under 6 months old are considered JOBS volunteers, they can choose to engage during that time and then choose not to. As long as the child is less than 6 months old, the participant cannot be disqualified for lack of engagement.

PERSONAL HYGEINE

Q: Can we help participants buy diapers and wipes for baby as they struggle with community resource due to COVID-19?

A: Per rule, lower cost alternatives must be considered. Some branches work with volunteer services, community partners or providers to assist participants with basic hygiene supplies such as diapers and wipes. If free resources are available and accessible in the local area support services would not be provided. If no other resources are available, rule allows for payment.

RECEIPTS

Q: Are we required to get receipts from participants for items the department pays for?

A: No, we do not require participants to keep receipts and bring them back to the office. Please review guidance in the Support Service Guide 'processes and procedures' section for more information.

REDUCTION/CLOSURE NOTICE

Q: If the 7822 (Request for Temporary Assistance for Needy Families (TANF) Support Services and Notice of Decision and Action Taken) is completed do we need to send a 10-day notice?

A: Reduction or closure notices are only required for support services that are recurring payments (such as transportation or child care). Most support services are one-time payments (tools for a job, books or supplies for VT, a car repair, etc.) and do not require a closure notice.

Q: Could we do a 457D for support services?

A: Depending on the situation, it may or may not be appropriate to have the participant sign a 457D. The 457D would only be useful if the support service payment is an ongoing payment (like for child care or transportation), most support service payments are one-time payments only and would not require a closure notice.

If the 457D is initiated by the participant, it is always acceptable as the participant's choice.

Q: In the new system, if a support service payment is denied will there be a record of denials? Also, will the new system send out notice?

A: Yes, ONE tracks approvals and denials of support service requests.

Yes, ONE sends support service notices with the exception of ongoing child care.

SCHOOL SUPPLIES

Q: Can we use support service payments for school supplies/school clothes?

A: Per rule, lower cost alternatives must be considered. There are many agencies across the state that provide school supplies and clothing for children. If free resources are available and accessible in the local area support services would not be provided.

MISC.

Q: Are you saying that UCMS will be going away?

A: No, after cases convert into ONE, the Legacy systems which include UCMS will be retained for historical data purposes. After a case converts, support services, with the exception of TANF child care will be issued through the ONE system.

RESOURCES

Q: Where do I can find the type of payment chart?

A: This chart is available in the Support Service Guide located on the TANF - JOBS staff tools page: <http://www.dhs.state.or.us/caf/ss/tanf/employment.html#jobs>

**Please note that this guide is updated periodically, so it's best practice to access it through the staff tools page.*