Table of Contents

Overview & Eligibility .................................................................................................................. 3
Intent ........................................................................................................................................... 3
Eligible Individuals .................................................................................................................... 3
Ineligible Individuals (JOBS-exempt) ......................................................................................... 5
Payments .................................................................................................................................... 6
Payments Overview ................................................................................................................... 6
Non-allowable Payments ........................................................................................................... 6
Non-allowable Activities ........................................................................................................... 6
Payments Types and Guardrails ............................................................................................... 7
Connecting Payments to Plans ................................................................................................. 13
Brokering & Negotiation Payments ........................................................................................ 14
Processes & Procedures .......................................................................................................... 16
Request for Support services .................................................................................................. 16
Approving Payments ............................................................................................................... 16
Modifying Payments ............................................................................................................... 17
Denying Payments ................................................................................................................... 18
Cost Verification ...................................................................................................................... 18
What if there is money left over? ............................................................................................ 19
Quality of support service ...................................................................................................... 20
Narration – Case notes ............................................................................................................ 20
Appendix A ............................................................................................................................... 22
Supporting individuals exempt (not eligible) for JOBS Support services ....................... 22
Individuals who receive Social Security Income (SSI) .......................................................... 22
Individuals who are non-needy caretaker relatives ............................................................... 23
Individuals who are not work authorized noncitizen ............................................................ 23
Individuals who are exempt to care for a disabled family member .................................... 24
Appendix B ............................................................................................................................... 26
Supplemental guidance on issuing housing and utility payments ...................................... 26
Overview & Eligibility

Intent
The intent of Temporary Assistance for Needy Families (TANF) Job Opportunity Basic Skills (JOBS) support service payments are to provide individualized assistance for participants to support their ability to successfully engage in JOBS plan activities that promote:

- Family Stability;
- Build skills for and reduce barriers to employment; and
- Accept job offers and retain employment.

Support services are subject to the limitations of state and federal funding and should be used as part of a Personal Development Plan (PDP) with participants. Exploration of the participant’s strengths and resources as well as local community resources is part of the overall equation for support services.

Eligible Individuals
Individuals who are JOBS eligible, volunteers, or in the State-Family Pre-SSI (SFPSS) program with an active JOBS plan (PDP) are eligible for support service payments.

**JOBS eligible:** TANF participants unless otherwise JOBS exempt (see table below) from participation are considered JOBS eligible, even if they are not in the TANF program benefit group.

<table>
<thead>
<tr>
<th>Situation</th>
<th>JOBS Status</th>
<th>JOBS Status coding on UCMS</th>
<th>Engaged in JOBS services</th>
<th>Eligible for Support Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>TANF participant not otherwise exempt, receiving TANF benefits.</td>
<td>Eligible</td>
<td>S or W</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>TANF participant who has exceeded 60-month time limit</td>
<td>Eligible</td>
<td>S or W</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>TANF participant who is a work eligible non-citizen</td>
<td>Eligible</td>
<td>S or W</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>TANF participant who is serving an intentional program violation (IPV)</td>
<td>Eligible</td>
<td>S or W</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
**JOBS Volunteers:** Participants who meet a state exemption below are JOBS Volunteers. They can choose to engage in services and are not subject to JOBS disqualification. Support services are offered and approved based on their engagement in JOBS services.

<table>
<thead>
<tr>
<th>Situation</th>
<th>JOBS Status</th>
<th>JOBS Status/Exemption coding on UCMS</th>
<th>Engaged in JOBS services</th>
<th>Eligible for Support Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pregnant and the pregnancy has reached the first of the calendar month prior to the month in which the due date falls.</td>
<td>Volunteer</td>
<td>D/P</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Pregnant and the pregnancy has reached the first of the calendar month prior to the month in which the due date falls.</td>
<td>Volunteer</td>
<td>C/P</td>
<td><strong>Yes</strong></td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td>Parent experiencing medical complications due to pregnancy</td>
<td>Volunteer</td>
<td>D/M</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Parent experiencing medical complications due to pregnancy</td>
<td>Volunteer</td>
<td>C/M</td>
<td><strong>Yes</strong></td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td>Parent 20 or older with a child under 6 months of age</td>
<td>Volunteer</td>
<td>D/P</td>
<td><strong>Yes</strong></td>
<td><strong>NO</strong></td>
</tr>
<tr>
<td>Parent under 20 with a child under 16 weeks</td>
<td>Volunteer</td>
<td>C/P</td>
<td><strong>Yes</strong></td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td>VISITA Volunteer</td>
<td>Volunteer</td>
<td>D/V</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>VISITA Volunteer</td>
<td>Volunteer</td>
<td>C/V</td>
<td><strong>Yes</strong></td>
<td><strong>Yes</strong></td>
</tr>
</tbody>
</table>
**State Family Pre-SSI/SSDI Program:** State Family Pre-SSI (SFPSS) participants and the second parent (if they are a two-parent household) fall into a category all on their own. Participants in the SFPSS program and the second parent if they are a two-parent household are eligible to engage in JOBS activities as appropriate and are eligible for support services.

<table>
<thead>
<tr>
<th>Situation</th>
<th>JOBS Status</th>
<th>JOBS Status coding on UCMS</th>
<th>Engaged in JOBS services</th>
<th>Eligible for Support Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participant engaged in the State Family Pre-SSI program</td>
<td>N/A</td>
<td>S</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Second adult in the household</td>
<td>N/A</td>
<td>S</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Second adult in the household</td>
<td>N/A</td>
<td>S</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Ineligible Individuals (JOBS-exempt)**

**JOBS Exempt / Federal exemptions:** Participants who are federally JOBS exempt are not eligible for JOBS Support Services, including the following individuals.

<table>
<thead>
<tr>
<th>Situation</th>
<th>JOBS Status</th>
<th>JOBS Status/Exemption coding on UCMS</th>
<th>Engaged in JOBS services</th>
<th>Eligible for Support Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSI recipient</td>
<td>Exempt</td>
<td>N/A</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Non-Needy caretaker relative</td>
<td>Exempt</td>
<td>N/A</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Non-work authorized non-citizen</td>
<td>Exempt</td>
<td>N/A</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Caring for a disabled member in the household*</td>
<td>Exempt</td>
<td>D/N</td>
<td>N/A</td>
<td>No</td>
</tr>
</tbody>
</table>

* If the participant stopped caring for a disabled member in the household and does not meet any other exemptions, they are considered **JOBS Eligible**, would be coded with JOBS Status S or W, would engage in JOBS services, and be eligible for support service payments.
Payments Overview

When discussing support service requests, approvals, and payments the Family coach or department designee works collaboratively with the participant to research reasonably available resources. The department considers all lower cost alternatives, which are reasonably available in the community when making support service payments.

Payments are made on behalf of an eligible individual actively engaged in a JOBS plan (PDP) for the purpose of supporting employment and family stabilization activities. Payments are provided when:

- Necessary to engage in activities in a JOBS plan;
- Authorized in advance; and
- As allowable in support service rule OAR 461-190-0211.

Non-allowable Payments

The following payments are not allowed under OAR 461-190-0211:

- Any payments related to employment in, seeking employment in, or engaged in a federally illegal activity (see OAR 461-120-0215);
- ERDC co-payments;
- Legal costs, including fines, reinstatement fees, court costs, restitution or other costs associated with a penalty;
- Medical treatments or services including mental health or alcohol and drug treatment. Medical services are not allowable under the Social Security Act 408(a)(6);
- Non-essential items, such as television and cable;
- Debt held with a collection agency;
- Pet-related costs including pet deposits, pet fees, kennels, etc.;
- Professional Services; and
- Purchase of a motor vehicle such as a motorcycle, car, recreational vehicle, or motor home.

*Note IOU’s or promissory notes are not allowable.

Non-allowable Activities

The following JOBS activities are not eligible for support services:

- Family Support & Connections (FC)
- Retentions services (RS)
- Microenterprise (MI)
- Stabilized Living (SL)
## Payments Types and Guardrails

<table>
<thead>
<tr>
<th>Type of Payment</th>
<th>JASR Accounting code</th>
<th>Description and Use</th>
<th>Guidelines / Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Auto Expenses</strong></td>
<td>71</td>
<td>Payment for auto expenses; car repairs, car insurance, registration, tags, title and DEQ.</td>
<td>Payments are limited to minimum necessary repairs for vehicle operation. Cost of repairs must be reasonable in relation to the value of the vehicle and are approved using local area process. Payments for car insurance may be authorized for no more than two months in a 12-month period. The vehicle must be in the participant’s name and they must have legal right to own and operate the vehicle for payment of registration, tags, title and DEQ. Payment for specialty license plates (with the exemption of specialty veteran’s plates that require a onetime registration fee), impound fees and any additional DMV fees that are in addition to fees required by “the general public” are not allowed.</td>
</tr>
<tr>
<td></td>
<td>PL-25*</td>
<td><strong>Example</strong>: minor car repairs, new alternator, fuel pump, tires, one or two months of insurance (Including SR-22), etc.</td>
<td></td>
</tr>
<tr>
<td><strong>Books/ Supplies (Not Tuition)</strong></td>
<td>88</td>
<td>Payments for books and supplies, for a participant to engage in an educational activity on their JOBS plan.</td>
<td>Payments are made when there are no other educational resources available (IE educational loans, grants, scholarships, etc.) and only for educational activities on the participant’s JOBS plan. Payments are limited to educationally necessary books and supplies.</td>
</tr>
<tr>
<td>Type of Payment</td>
<td>JASR Accounting code</td>
<td>Description and Use</td>
<td>Guidelines / Limitations</td>
</tr>
<tr>
<td>-----------------------</td>
<td>----------------------</td>
<td>-------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Bus Pass/Tickets</td>
<td>Payments are not issued through JASR</td>
<td><strong>Bus pass / tickets</strong> issued in person directly to the participant. (Follow local procedure)</td>
<td>Confirm bus pass or tickets are available prior to evaluating for this payment type. This payment type does not include a monetary issuance to the individual. It is to be tracked and accounted for through a local negotiables log.</td>
</tr>
<tr>
<td>Bus Payment¹</td>
<td>71 PL-25*</td>
<td>Payments issued through JASR directly to the participant to pay for <strong>public transportation</strong>.</td>
<td>Follow your local process on transportation allowances and issuances. Payment are limited to public transportation only.</td>
</tr>
<tr>
<td>Child care Payment</td>
<td>70 PL-24*</td>
<td>Payments issued directly to a listed provider to cover approved enrollment fees only.</td>
<td>Follow your local process on child care enrolment fee allowances. Payments for care provided is not allowable under child care payment.</td>
</tr>
</tbody>
</table>

¹ Requests for recurring bus payments may not exceed six consecutive months of issuance per request. If the individual’s eligibility changes during the six months of recurring payments, *timely continuing benefit decision notice* (see OAR 461-001-0000) must be sent.
<table>
<thead>
<tr>
<th>Type of Payment</th>
<th>JASR Accounting code</th>
<th>Description and Use</th>
<th>Guidelines / Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(JOBS) Child care Billing form (JCCB)</td>
<td>Payments are not issued through JASR</td>
<td>JCCB hours are approved based on TRACS planned allowable activities. JOBS Child Care Billing forms are issued by Direct Pay Unit directly to listed provider. <strong>Example:</strong> see Transmittal SS-AR-19-016</td>
<td>Payments for child care when necessary to enable individuals to engage in an approved activity specified in the individual's JOBS plan in accordance with OAR 461-160-0040. Child care hours cannot exceed the minimum hours necessary for the individual to engage in approved JOBS program activity.</td>
</tr>
<tr>
<td>Clothing</td>
<td>72</td>
<td>Payments for clothing items to support the participant to engage in the JOBS program. <strong>Examples</strong> include interview clothing, clothing needed to accept a job offer, work uniforms, clothing needed for a WE or PL placement.</td>
<td>Payments are limited to the adult participant engaged in a JOBS plan.</td>
</tr>
<tr>
<td>Gas Payment²</td>
<td>71 PL-25*</td>
<td>Payments issued through JASR directly to the participant to pay for fuel costs related to transportation (not gas cards).</td>
<td>Follow your local process on transportation allowances and issuances. Payments are limited to fuel cost only.</td>
</tr>
</tbody>
</table>

² Requests for recurring gas payments may not exceed six consecutive months of issuance per request. If the individual’s eligibility changes during the six months of recurring payments, **timely continuing benefit decision notice** (see OAR 461-001-0000) must be sent.
<table>
<thead>
<tr>
<th>Type of Payment</th>
<th>JASR Accounting code</th>
<th>Description and Use</th>
<th>Guidelines / Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grooming Needs</td>
<td>82</td>
<td>Payments for <strong>grooming needs</strong> for employment related activities.</td>
<td>Payments are limited to the adult participant engaged in a JOBS plan.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Examples:</strong> haircut, personal hygiene items, or grooming needs based on the type of employment.</td>
<td></td>
</tr>
<tr>
<td>JOBS Incidentals</td>
<td>Payments are not issued through JASR</td>
<td><strong>Negotiable items</strong> provided directly to individuals, inventoried and tracked at the local level.</td>
<td>This payment type does not include a check issued by accounting systems to the individual. Items are tracked and accounted for through your local ordering, securing and issuing negotiables process.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Examples:</strong> gas cards, store (gift) cards, clothing vouchers, toiletries, etc.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Used to provide items purchased with JOBS funds to support family goals while engage in the JOBS program.</td>
<td>Not all offices maintain an inventory of these items. Follow SSP business process protocols and your local negotiable process in regard to these type of items.</td>
</tr>
<tr>
<td>Moving Expense/Relocation</td>
<td>75</td>
<td>Payments for <strong>moving, housing,</strong> and <strong>utility</strong> expenses for eligible individuals engaged in a JOBS plan.</td>
<td>Each Payment type is limited to two months per benefit group. Total payments cannot exceed $3,000 per benefit group in a three-month period. For Internet, no contract can be entered into by the agency; therefore, month-by-month payments are the only allowable option.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Examples:</strong> rent or public utility payments paid directly to the vender, including internet on a month-by-month basis.</td>
<td></td>
</tr>
<tr>
<td>Type of Payment</td>
<td>JASR Accounting code</td>
<td>Description and Use</td>
<td>Guidelines / Limitations</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>----------------------</td>
<td>-------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Professional Fees               | 84                   | Payments for **licences** and **certificates** needed by the participant in support of their JOBS plan.  
**Examples:** OR Driver’s license, OR ID card, GED or high school diploma fee, CPR certificate, OLCC licenses, fees to complete a background check, etc. | Fees associated with employment in the marijuana industry are prohibited.                                                                                   |
| Other (Support Service Payments)| 76 PL-26*            | Payments not otherwise listed in this chart, necessary for the participant to engage in employment or family stability activities not otherwise restricted or prohibited in **OAR 461-190-0211**. | Payments are subject to limitations under **OAR 461-190-0211**.  
**Used to pay for allowable support service payments not listed above that have been staffed with a supervisor and the details clearly narrated in case records.** |
| Tools/ Equipment                | 85                   | Payment for **tools or equipment** needed to accept a job offer, WE and PL position.  
**Example:** flagging equipment in order to accept an offer of employment, tools needed to engage in a Work Experience (WE) | Payments are made with an offer of employment, WE, or PL worksite agreement.                                                                                     |
<table>
<thead>
<tr>
<th>Type of Payment</th>
<th>JASR Accounting code</th>
<th>Description and Use</th>
<th>Guidelines / Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vocational Training</td>
<td>R5</td>
<td>Payments for <strong>tuition</strong> and other <strong>educational costs</strong> for Vocational Training. <strong>Examples:</strong> course tuition, lab fees or other class related fees.</td>
<td>Lower cost alternatives must be pursued, such as applying for financial aid and other sources of assistance. Payments are made when there are no other educational resources available, and only for educational activities on the participant’s JOBS plan. Tuition payments for Self-Initiated Training (SI) are not allowed.</td>
</tr>
<tr>
<td>Work Eligible Non-Citizen</td>
<td>2W</td>
<td>All payments, regardless of the payment type for adults who are ineligible non-citizens but have a legal work authorization to work in the US and are receiving TANF for an eligible child. <strong>Example:</strong> adults with a student visa who are work authorized, adults with a U-visa, Micronesian, etc.</td>
<td>Payments are subject to limitations under <strong>OAR 461-190-0211.</strong> Payments are limited to any limitations, restrictions, or prohibitions listed in this chart based on the payment type.</td>
</tr>
</tbody>
</table>

*PL are JASR payment codes for those individuals in the JOBS Plus program only*
Connecting Payments to Plans

TANF and JOBS programs support individuals in attaining goals by providing payments for items participants need to successfully engage in their JOBS plan.

Support services directly related to a participant’s goals and JOBS plan (PDP). If the support service payment does not support the participant’s goals and JOBS plan, the request will be denied. Any issuances for ineligible payment types or payments that do not support the participant’s JOBS plan would be an error and may cause an overpayment to the family.

Example:
Felix’s long-term goal is to go back to school and finish his degree. While working with his family coach, Felix identifies that he needs to address some housing stability and mental health concerns before he is ready to return to school. His PDP is for 5 hours a week to attend Rent Well classes and continue to work with his local Community Action agency, as well as 2 hours a week to go to mental health appointments.

Felix is excited about his short and long-term goals and finds a child care provider to care for his 5-year-old, but the provider will only take the child if they are fulltime. Felix asks the family coach for fulltime child care. The family coach explains that unfortunately we cannot use JOBS support services to pay for fulltime child care since his plan does not support the need.

Felix and his family coach discuss the following options:

- Look for a different provider who will accept the hourly rate at 7 hours a week.
- Possibly use a friend or family member who is willing to go through the listing process.
- Consider alternative child care options like afterschool programs or head start.
- Engaging in additional activities and adjusting his plan. For example, he could consider volunteering in his field of study to support the need for more child care hours.
Brokering & Negotiation Payments

The process of brokering and negotiating payments allows for DHS staff to work with participants and determine where JOBS support services are most appropriate, and where it may be important to look at other options or resources.

While there is flexibility in support service payments, there is still a requirement to consider reasonable lower cost alternatives as part of the payment negotiation process.

Sometimes the support service need is outside the scope of allowable support service payments. In these situations, it is even more important that the participant and family coach work together to look for other solutions to the overall family need.

Part of the support service conversation should include a discussion around budgeting. What is the family’s current need and what is their ongoing need? Sometimes the answer is simple, they need a payment that directly supports their JOBS plan and is allowable within support service rules.

When the support service request is more complicated, the participant and family coach should identify ongoing monthly bills and income. TANF is often not enough to pay all the living expenses. Community resources can alleviate some stress and meet a longer-term need, such as housing and utilities. Sometimes there are short term or onetime only community resources that can help cover expenses such as car payments or glasses that are not allowable support service payments.

During the conversation about monthly expenses, the family coach may also identify some one-time support service payments for expenses allowable within rule that would also help the family meet all their overall budget needs.

Example:
Hassan has been on TANF for a few months while talking with his family coach he discloses that he needs eyeglasses. Hassan’s family coach sits down with him and they go over his monthly budget. He receives TANF of $506 a month for himself and his two children. He reports that they currently have subsidized housing and he is responsible for $150 per month. Hassan stated that his electric bill was high this month as it is getting colder outside. Hassan also reports that he pays for cable TV / Internet and a cell phone. After paying all his bills he has just under $50 per month to pay for he and his children’s basic hygiene and living needs.
The family coach shares information about a local community program that might be able to help with the expense of the glasses and frames. They talk about a referral from his primary care physician and asking his Community Care Organization (CCO) if the prescription would be covered by his insurance. The family coach offers to pay one month of rent to alleviate this expense and free up money for the family to use for other expenses that are not allowable to be paid for by support services. The family coach is also able to provide Hassan with $50 in support services to pay for personal hygiene items so that he can continue to look for sustainable employment. Hassan is also interested in meeting with a family advocate from Family Support and Connections and see if the program is a right fit for his family.

With the short-term holistic support around this monthly budget Hassan is able to obtain eyeglasses and pay cable TV/internet bills out of his TANF grant for the month. Shortly thereafter Hassan accepts an offer for employment with ODOT and closes his TANF grant.
Processes & Procedures

Request for Support services
A JOBS eligible or volunteer participant may request a support service payment by phone, in person or in writing: including email, note, text message, or other forms of written communication.

The participant or family coach may use the Request for Temporary Assistance for Needy Families (TANF) Support services and Notice of Decision and Action Taken (DHS 7822) form but it is not required.

When possible, support service payments are made in advance of the participant beginning JOBS activities or employment and pre-approved by the department.

Once a request is submitted to the department, the family coach acts quickly to make a determination in time to meet the need by either approving, modifying, or denying the request.

Approving Payments
Approving reasonable low-cost support service payments for transportation, child care, and employment related expenses is part of the family coach’s discussion with the participant. If after having a discussion with the participant, support service requests supporting their ongoing goal and JOBS plan can be approved.

Notices: An approval notice is not needed if the requested item is provided to the participant in full. A support service closure notice is not needed for single requested items provided the item is approved in full. A timely closure notice is needed for ongoing (more than 2 payments for the same intended purpose) support service payments.

Example:
Owen contacts their family coach via a text message and reports that they have been offered employment as a wildland firefighter. Owen submits a picture of the conditions from Owen’s employment offer with a support service request for heavy Carhart pants and boots.

---

3 OAR 461-115-0190
The family coach Googles the cost of the requested gear in available in community and requests a support service via the JASR system payable to Owen and to be mailed from Salem. The family coach lets Own know that the check will be arriving within a few days. The family coach could send a DHS 7822 acknowledging the request and approval but it is not required.

Example:
Lucia calls her family coach and lets them know that she has decided to move out of state to help her grandmother who is struggling with ongoing health issues. Lucia has been receiving transportation support services while in her WE placement. The family coach tells her they will be sending her a closure notice both for TANF and support services. The family coach then sends a timely support service closure notice for ongoing transportation expenses.

Modifying Payments
Sometimes, after having a conversation with the participant the family coach needs to modify the participant’s support service request. This can be due to the request not being reasonable to cover the support service need, discovery of a lower cost alternative, or to better meet the participants needs.

Notices:
- A basic decision notice is required when a new support service request is not met in full by the department. For example, if the approved amount is less than what was requested.
- A timely continuing benefit decision notice is required when an ongoing support service payment is changed by the department, such as when an ongoing request has been reduced, modified or closed.

Example:
Bandile contacts her family coach and request $500 to pay his electric bill. Bandile provides a shut off notice that indicates a past due amount of $355. The family coach talks to Bandile about ongoing resources to help meet her family’s ongoing electric bill and helps Bandile sign up for Mid-Columbia Community Action energy assistance program. The Family coach issues payment of $355 to the electric company PUD and sends a Support Service 7822 indicating that the original request of $500 was modified to meet the families need of $355. Bandile’s family coach sends a basic decision notice.
Denying Payments
Sometimes participants request support services for items that either are not allowable or are not supported by their JOBS plan activities. In these situations, the family coach would deny the support service request.

Notices: A basic decision notice is required when the support service request is denied by the department.

Example:
Meryem contacts her family coach and request assistance paying for glasses, since under the social security act 408(a)(6) medical supplies and equipment are not allowable support service payments, the family coach denies the request. The family coach meets with Meryem, they go over her budget and believes she could cover the cost of the glasses is she had help with her gas bill. The family coach agrees to pay her $50 gas bill and sends a basic denial notice for the support service request for glasses.

Cost Verification
Payments made to the participant – The exact amount of support services made payable to the participant, for basic transportation and employment related support services, such as fuel and clothing, do not need to be verified by the participant. Family coaches have a conversation with the participant as to what is reasonable and can make a determination, rounding up to the nearest dollar amount. TANF policy does not support requiring participants to provide the exact amount of basic support service request. If during a conversation with the participant the requested amount seems questionable family coaches may either Google the cost or research the cost with local vendors, rounding up to the nearest dollar amount.

Payments made to a vendor – All payments made directly to vendors require verification of the exact amount as the vendor must have the exact payment amount. Verification can include but is not limited to the following:

- Bill or shut off notice from public utility;
- Rental agreement;
- Phone call with vendor;
- Bill from vendor;
- Quote from vendor;
- Other written or verbal communication outlining the cost of the item.

Example:
Abigail contacted her family coach letting him know that she accepted employment with Frans Bakery. In order to start her new job, she needs non slip shoes, a white shirt, and black pants. Abigail and her family coach agree that $150 is a reasonable amount to purchase 2 pairs of pants, 2 shirts and black shoes. The family coach approved the support service payment through JASR and lets Abigail know that a check will be coming in the mail.

**Example:**
Georgiana has been attending GED classes through Columbia Gorge Community College. She lets her family coach know that she is ready to take her final test. The family coach contacts the GED department, who agrees to take a state check from Salem provided that Georgiana’s student account information is on the check. The family coach shares the news with Georgina and enters the support service request into JASR payable to CGCC for Georgiana.

**What if there is money left over?**
Sometimes there are a few dollars left over due to rounding. Once support services are authorized and issued to the participant, they belong to them. The department cannot request participants to return any change left over in purchasing support services. Nor does the department require the participant to return with a receipt for proof of purchase of the requested items.

The participant is issued support services in good faith they will use the currency to purchase the agreed upon support service item. It is a valuable life skill if due to sales, discounts, or thrifty shopping the participant is able to stretch the currency and get more items than originally approved. The department would not require a receipt or verification of this and would not pursue an overpayment.

**Example:**
Abigail receives her support service check in the mail, and heads to Fred Meyer to purchase the items she requested. She notices that Fred Meyer has a spend $150 get $30.00 off your purchase coupon. Using the coupon Abigail is able to purchase a third shirt and package of socks. She lets her family coach know, who congratulates her again on her employment and recognized Abigail’s skill of stretching the resources she has available to help meet her needs.
Quality of support service

The support services rule require the department to consider lower-cost alternatives before making a support service payment. Lower cost is not always equivalent to the cheapest. When considering lower-cost alternatives consider the long-term goals of the participant, and reasonable lifespan of the requested item. The participant’s goal and reasonable lifespan of the items should match when possible.

Example:
Owen, who has accepted employment as a wildland firefighter, reviews their offer letter and equipment requirements with their Family coach. Employment as a wildland firefighter requires a quality sturdy work boot. This is a reasonable expectation based on the type of employment. The worker Googles quality work boots for this line of work, and although a cheaper boot could be purchased at a local big box store the quality does not meet the need based on the type of employment. The Family coach approved a slightly higher cost boot that meets the need of the employment.

Narration – Case notes

Department staff reviewing and approving payment requests are responsible for validating proper narration in TRACS prior to approval of payment.

- Family coaches are responsible for adding appropriate narration at the time they request the support service payment in the system.
- Department staff approving payments (JASA) are responsible to verify proper narration prior to authorization of payment.

Narration include:
- Payment details: (what is the support service)
  - Examples include but not limited to:
    - Type of support service;
    - Amount of support service;
    - Payee of support service;
    - Any appropriate conversation with vendor or special payment instructions.
- Individual’s story (why is the support service needed)
  - Examples include but not limited to:
    - Individual’s progress, activity, goal or appropriate JOBS plan
    - Individual’s efforts and resources
    - How support service request supports their JOBS plan and goals
- Departments decision (outcome)
  - Approved
  - Modified/reduced – notice sent
  - Denied – notice sent

**Copy and paste of JASR payment request screens into TRACS does not meet case note narration requirements.**

**Narrative Example:**
Utility support service payment $355 approved and entered in system

Bandile requested $500 in utility payments to cover a past due electric bill. Per phone call with Maria at WASCO PUD (503-999-9999) current balance is $355. Family coach is approving $355 in support service payments, **DHS 7822** was provided to Bandile.

At time of contact with PUD, Maria confirmed that the utility company would accept a check from Salem as long as it included the account number 8675309 printed on the check and sent directly to WASCO PUD.

Bandile has been engaged in services with work source and actively looking for employment. The family received a shut-off notice from PUD. Bandile indicates with the colder weather she has not been able to keep up with the additional electrical cost. Family coach shared energy assistance program information and Bandile was able to sign up.

**Narrative Example:** Clothing support service $150 approved

Abigail requested support services to cover shoes, shirt, and pants needed to start employment at Frans Bakery. Abigail indicates she starts next week and can wait for a check to arrive from Salem.

Abigail had been engaged in JO activities with the contractor.

Payment entered into JASR system.
Appendix A

Supporting individuals exempt (not eligible) for JOBS Support services

If coded correctly, the system will not allow support services to be issued for the following Individuals:

- SSI recipients;
- Non-needy caretaker relative (NNCR);
- Non-work authorized non-citizen;
- Exempt and caring for a disabled family member.

An out of office check is not allowed for these individuals and will result in an overpayment.

Although these individuals are not eligible for JOBS services, support services, or a JOBS plan in TRACS; family coaches have the opportunity to work with them to address the family’s needs, barriers, and goals. Supporting a family’s plan could mean connecting individuals with community resources that provide supports specific to their needs. These conversations can be captured in a TRACS narration.

Individuals who receive Social Security Income (SSI)

Supplemental Security Income (SSI) is a federal income supplement program funded by general tax revenues (not Social Security taxes.) It is designed to help aged, blind, and disabled individuals, who have little or no income. It provides cash to meet basic needs for food, clothing, and shelter. SSI and TANF come from the same source of federal funding. Individuals who receive SSI cannot receive TANF for themselves. Since support services are considered a TANF benefit, they are not allowed for individuals receiving SSI.

How can this impact families?
The value of any TANF support service may be countable towards SSI benefits which could then cause an SSI overpayment, administered by the Social Security Administration.
What services can we provide?
Family coaches are able to work with individuals receiving SSI by providing brainstorming, critical thinking and information related to local community resources. Resources available to everyone in the community are also available to those receiving SSI and could include but are not limited to the following:

- Vocational Rehabilitation for those who wish to rejoin the workforce;
- Goodwill Industries, The ARC, Advocates for Life Skills and Opportunities (AFLSO) and other non-profits that work with individuals with disabilities who wish to gain employment;
- Local housing resources, HUD, and Community Action Agencies;
- Local faith-based organizations;
- Local food banks.

Individuals who are non-needy caretaker relatives
Non-Needy caretaker relative grants are intended to help meet the basic needs of children in the care of relatives. The grant does not cover the non-needy caretaker who does not qualify or wishes not to apply for TANF. As the adult does not qualify for TANF, they are not eligible for support services.

How can this impact families?
Computer safeguards are in place to prevent non-needy caretaker relatives from receiving support service payments. If support service payments are accidently issued, accounting systems flag the payment and a referral is made to overpayments.

What services can we provide?
- ERDC for non-needy caretakers who are employed
- 211 info
- Local housing resources, HUD, Community Action
- Local faith-based organizations
- Local food banks

Individuals who are not work authorized noncitizen
While many immigrants who are lawfully present in the United States are eligible for public benefits, there are restrictions based on citizenship and immigration status that limit their access to several federal programs. These include many of the programs intended to support work, economic stability, nutrition, and health for low-income children and families. Historically, unauthorized immigrants were ineligible for federally funded assistance, but welfare reform in 1996 also restricted access for lawfully present
immigrants based on their immigration status, when they arrived in the United States, and length of U.S. residence.⁴

**How can this impact families?**
Each state is required to report all federal TANF spending including connecting support services payment to the individual receiving them. If support service payments are accidently issued, this could affect an individual’s future immigration status.

**What services can we provide?**
- Immigration Counseling Service;
- Legal Aid of Oregon;
- SOAR Immigration Legal Services;
- **Other low-cost legal resources for immigrants and refugees;**
- **Local food banks;**
- Local faith-based organizations;
- **211 info**

**Individuals who are exempt to care for a disabled family member**
Individuals who are exempt to care for a disabled family member who resides in the household are the only category of participants who can choose to be exempt or not. This choice determines if they are eligible for the JOBS program and to receive support services. Verification is not required to remove the exemption coding.

**Example:**
Mary has been staying at home to care for her disabled child who requires 24-hour assistance. For the last two years she has provided her family coach with documentation from a medical provider, stating that she is needed in the home to care for her child. During this period of time, her JOBS status has been coded exempt (D/N) and her family coach has been providing community resource information but is unable to offer a JOBS plan, contractor activities or support services. Recently, Mary’s child has begun to experience improvement and her family is helping provide respite care. Because of these changes and the added support, she has decided that she would like to see a change in her life. She schedules a JOBS appointment and states she would like to engage in activities and change her situation. She states, that with the right support she does not feel she is needed to care for her child fulltime and she can engage in JOBS

---

activities. The family coach removes the exemption coding based on Mary’s statements, Mary is now able to engage in a plan and receive JOBS support services, including special needs rate child care while Mary engages in her JOBS plan. Mary goes back to school to finish her nursing certificate, successfully completing her goals and changing her future for herself and child.
Supplemental guidance on issuing housing and utility payments

To issue support services for housing and/or utilities, the following must be true:

- Participant is actively engaged and eligible for JOBS support services with no active disqualifications;
- Participant has a plan for sustaining housing related payments;
- Participant is currently or will be working with a local housing agency to access available resources;
- Participant has a legal obligation to make the payment; AND
- Participant did not cause or had no control of the events leading to unstable living situation

Energy Assistance Program Agencies in Oregon

https://www.oregon.gov/ohcs/Pages/energy-assistance-agency-service-counties-regions.aspx

TANF housing and utility support services are designed to help meet a short-term current need to prevent housing insecurity, while connecting families with long-term solutions available in their local community.

Once a shelter payment is made family coaches engage families in the next steps to help meet their ongoing needs and goals. This would include connecting them with local housing agencies, following up on their progress, and guiding them to addition resources such as extended family, faith-based organizations, and other community resources to assist with their ongoing housing expenses. If the family does not engage with community resources, the department may not be able to make additional payments in future months.

In general, TANF Policy recommends that any duplicate requests that are within a six-month period, be staffed at the local level. This will aid in working towards developing long-term permanent solutions that will stabilize the family’s housing crisis.
**Example:**
A family requests is subsequently approved for a shelter payment for the months of October and November. On January 1\textsuperscript{st}, they request an additional payment (4\textsuperscript{th} month). This request should be staffed with local leadership to see what other long-term options are potentially available.

Additional request in a nine-month period should be staffed with TANF policy.

**Example:**
A Family requests and is subsequently approved for a shelter payment for the months of October and November. On January 1\textsuperscript{st} they request additional assistance and it is approved by local leadership. Payments are made for January and February. On April 1\textsuperscript{st}, an additional request is made by the family. This request should be staffed with TANF Policy.