

JOBS UPDATES

Job Opportunities and Basic Skills Program

WORK VERIFICATION POINTS UPDATES

NOVEMBER 2023

Support Service

The intent of support service payments is to provide individualized assistance for participants to support their ability to successfully engage in JOBS activities that promote:

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

Engaging meaningfully with participants to explore the expressed needs, strengths, individual and community resources, as well as the family's ongoing plan/goals, is an important aspect of the overall support services conversation. For family stability activities explore long-term solutions beyond the initial support service payment.

Support service payments are made on behalf of an individual so they may actively engage in a JOBS plan (PDP). Support service payments are authorized in advance of the individual beginning the activities identified in their PDP, meaning they should be issued in time for the individual to be able to participate in the planned activities. The department considers all lower cost alternatives which are reasonably available in the community.

Payments are provided when:

- Necessary to engage in activities in a JOBS Plan,
- Authorized in advance, and
- As allowable in support service [OAR 461-190-0211](#)

All support services requests must be entered into ONE. This includes denials. ONE will send notice for approvals, closure, and denials. Case notes are generated by the family coach's entry in the case note section of the payment information in ONE.

If you have any questions, please contact: TANF.Policy@dhsosha.state.or.us
TANF Analyst Hour Information and Q&A can be located at the following link:
http://www.dhs.state.or.us/caf/ss/tanf/analyst_hour.html