

Statewide SSP Protocol

TANF JOBS Eligible Participants Re-engagement

Procedure Title	TANF JOBS Eligible Participants (Re-engagement)
Branch Contact	JOBS/Branch Operations Manager
Date Revised	January 2023

Purpose	Establish a known process for ensuring enhanced re-engagement and a consistent Re-engagement Process
Goal	Improve Re-engagement and Engagement in TANF JOBS Programs by providing a consistent, effective process for TANF JOBS Eligible participants including a consistent Re-engagement process.
Related Policy	<p><u>Administrative Rules:</u></p> <ul style="list-style-type: none"> • 461-190-0231 – Re-engagement • 461-130-0305 – General Provisions • 461-130-0310 – Classification • 461-130-0315 – Requirements • 461-130-0327 – Good Cause • 461-130-0330 – Disqualifications • 461-130-0335 – Removing DQ • 461-135-0085 – A&D and MH • 461-135-0089 – A&D and MH • 461-135-0200 – Multiple DQs • 461-175-0220 – Notices DQs • 461-180-0065 – Effective Dates – DQ
Procedure	<p>A. <u>No-show for appointment or not following agreed upon plan activities</u></p> <p>B. <u>Re-engagement appointment and staffing</u></p> <p>C. <u>Decision to apply a disqualification</u></p> <p>D. <u>Reason to end a JOBS disqualification</u></p>

	Who	What	Links & Directions
A. No-show for appointment or not following agreed upon plan activities			
A1.	SSP STAFF	<ol style="list-style-type: none"> 1. Participant is a No-Show for appointment or is not following agreed upon plan activities: <ol style="list-style-type: none"> a. Narrate in TRACS (Transition Referral And Client Self-sufficiency) b. Attempt follow up contact via phone call or an in person offsite visit to participant within one business day of missed appointment c. Try to determine the cause for the no show or not following plan activities d. Narrate in TRACS e. Refer participants to Re-engagement Staffing if further review is needed f. Update PDP with RE step in TRACS <ol style="list-style-type: none"> i. With Date and time of Re-engagement appointment g. Send Re-engagement letter (7869) to participant 7 mailing days prior to the Re-engagement Staffing 	<p>Please review TANF Staff Tools for many helpful guides</p> <p>TANF Staff Tools Re-engagement / Disqualifications</p>
B. Re-engagement Appointment and Staffing			
B1.	SSP STAFF	<ol style="list-style-type: none"> 1. A community visit must be attempted within 30 days prior to applying a new disqualification 2. Complete Child Risk Review 	Note: In person visits are an opportunity to better understand the participant's

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		<p>3. Re-engagement Staffing to include the participant (must be invited) and at minimum three of the following:</p> <ul style="list-style-type: none"> a. Family Coach b. Engagement Specialist c. Operations Manager or designee d. Lead e. Others as appropriate, such as JOBS Partners. <p>4. If participant attends Re-engagement Staffing:</p> <ul style="list-style-type: none"> a. Determine if there is “Good Cause” <ul style="list-style-type: none"> i. If good cause, select the “Good Cause” outcome on the TRACS Re-engagement Page and continue with (4)(c) below ii. If no good cause determined continue with (4)(b) in this section b. Invite the participant to engage in the JOBS program. <ul style="list-style-type: none"> i. If they agree, no disqualification. Select outcome “No Good Cause, but No DQ” on the TRACS Re-engagement Page and move on to (4)(c) below ii. If they don’t agree go to section (C) Decision to Apply a Disqualification below. c. Update PDP <ul style="list-style-type: none"> i. Update RE Step <ul style="list-style-type: none"> 1. Update the actual start date 	<p>current situation, what external resources they have as well as provide additional support and resource development around needed services</p> <p>Note: There are situations where you will not find “Good Cause” however you won’t apply a DQ. This includes such situations as safety concerns when reducing the grant.</p>

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		<ul style="list-style-type: none"> 2. Enter attendance hours (should match the appointment length) 3. End step same day as re-engagement ii. Engage with participant to create new plan d. Document the process in the TRACS Re-engagement Page <p><u>OR:</u></p> <ul style="list-style-type: none"> 1. Participant does not attend Re-engagement Staffing: <ul style="list-style-type: none"> a. Try contacting the participant by phone to engage in the staffing appointment. If contact is made go to (4) above. If no contact is made continue with (b) below. b. Determine “Good Cause” <ul style="list-style-type: none"> i. If Yes, no disqualification. Select outcome “Good Cause” on the Re-engagement Page ii. If No, but a safety concern or other concern was found do not apply a disqualification. Select outcome “No Good Cause, but No DQ” on the Re-engagement Page iii. If No, go to section (C) Decision to 	<p>Note: There are situations where you will not find “Good Cause” however you won’t apply a DQ. This includes such situations as safety concerns when reducing the grant.</p>

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		<p>Apply a Disqualification below.</p> <ul style="list-style-type: none"> c. Update PDP <ul style="list-style-type: none"> i. No-Show the RE step in the PDP d. End steps with 0 attendance e. Place plan in hold status with reason active disqualification f. Document the staffing decision to move forward with disqualification using the TRACS Re-engagement Page. g. End reoccurring support services in ONE. ONE will send appropriate closure notices. 	
C. Decision to apply a disqualification			
C1.	SSP Staff	<ol style="list-style-type: none"> 1. Disqualification is approved: <ol style="list-style-type: none"> a. Add the DQ record to the ONE Compliance screen. (See ONE QRG on applying, removing and ending disqualifications) b. ONE will automatically determine the DQI amount for SNAP c. The disqualification will always begin at DQ1. ONE will advance the level monthly and send notice. 2. Document in TRACS using the Re-engagement Tab 	Note: ONE will determine the effective date of the disqualification based on timely notice requirements.
C3.	SSP Staff	<ol style="list-style-type: none"> 1. Participant <i>does not</i> engage in the JOBS program: <ol style="list-style-type: none"> a. Disqualification continues to roll each month until DQ4. The disqualification will remain at 	Note: Continuing to engage with or re-engage participants can be done in

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		<p>a DQ4 until it is ended. (See D below)</p> <p>Continue to attempt to re-engage participant</p>	<p>a variety of ways such as; phone calls, text messages, emails, in person offsite visit, card sent via mail, etc...</p>
D. Reason to end a JOBS disqualification			
D1	SSP Staff	<ol style="list-style-type: none"> 1. Participant agrees to engage in the JOBS program 2. Participant's JOBS status changes from JOBS Eligible to JOBS Exempt or Volunteer 3. The disqualified individual is no longer a member of the household 4. The TANF case has been closed for 30 days. 5. The department determines the participant is unable to participate because there are no appropriate activities or no support services available 6. The department determines the disqualified individual is unable to participate due to a disability that prevents them from participating 7. The department determines a needed and appropriate accommodation was not provided 8. The disqualification is overturned due to: <ol style="list-style-type: none"> a. New information is received giving the participant good cause; b. A department review found an error or errors causing the disqualification to end; c. The participant asks for and wins a hearing. 	

	Who	What	Links & Directions
D2	SSP Staff	<p>ONE will automatically remove the JOBS disqualification in situations 2, 3 and 4 in Section D1 above.</p> <p>For all other situations: Update ONE by ending the DQ record on the date in accordance with OAR 461-130-0335 or OAR 461-135-0089. (See ONE QRG on applying, removing and ending disqualifications). ONE will supplement the grant on the day the participant agreed to engage.</p> <p>Narrate in TRACS, offer a JOBS appointment if needed, update the PDP based on the participant's</p> <p>If the disqualification is being overturned, open the Re-engagement Page and select the current re-engagement. Select the "Overturn" button at the bottom of the Re-engagement Page window. Scroll down to the end the the record and fill in the information in the "Overturning a Re-engagement Decision". Finalize the Re-engagment record.</p>	
End Protocol			