

# **JOBS UPDATES**

## **Job Opportunities and Basic Skills Program**

WORK VERIFICATION POINTS UPDATES

APRIL 2021

### **Preparation for the Family Assessment Collection Tool (FACT)**

The Family Assessment Collection Tool (FACT) application was designed to capture the results of the Family Assessment, which is used in the TANF program. The application is being piloted by two branches in District 3. The rollout to the rest of the State will begin this summer.

Case and participant information is added to FACT from TRACS. TRACS is populated by ONE. The FACT Pilot, which began on March 8<sup>th</sup>, has uncovered several issues with information from ONE and TRACS.

- Several cases had Branch numbers in ONE, which were different from the Branch number in TRACS.
- The “Worker ID” (WID) in TRACS, which connects the Family Coach to the case was missing or incorrect.
- Cases were in one Branch, but services were being provided through a different branch. The WID was connected to the Family Coach providing services however that WID did not exist in the Branch where the case was located. Had the WID existed the wrong Family Coach would have been connected to the case.

These issues will cause errors in FACT or prevent cases being connected to the appropriate Family Coach. In these situations, results from the Family Assessment will not be able to be captured in FACT.

There are steps that can be taken before having access to FACT. These steps will help prevent incorrect connections to FACT or access to input Family Assessment results.

## Branch Location in ONE and TRACS

Make sure the branch location for a case is correct and the Branch number shown in ONE and TRACS are the same.

Case Summary   

### Case Summary Information

Case#	Case Name	Case Mode	Case Status	Office Name	Office County	Branch Code	
	Adult	23F	Active	Approved	2405 - Keizer DHS Office	MARION	2405

Case Detail for [ ]

**Detail**

Case Nbr: ONE Case # Phone: ( 503 )

Prgm Type: CA WID: Req Date: 03/12/2021

Effective Date: 03/12/2021 Branch: 2405

Hold Code: Program Action: ACTIVE

Status Code: AP Last Updated By:

HH Count: 2 Review Date:

Written Lang Code: EN Spoken Lang Code: EN

CASE IS MANAGED BY IE/ME SYSTEM

**Residence** ☒ Mail ☐ Other ☐

Addr: [ ]

City: KEIZER

State: OR Zip: 97303 - [ ]

Address Directions: [ ]

Name	SSN	Tickler Date	Prime Num	DOB	Age	TOA
Child					6	TANF
Adult					23	TANF

## Worker ID in TRACS

The Worker ID (WID) in TRACS needs to be populated with the correct Family Coach. This is how FACT connects the participant and their case to the Family Coach. You can add and change the WID in Case Details.

Case Detail for [ ]

**Detail**

Case Nbr: ONE Case # Phone: ( 503 )

Prgm Type: CA WID: Req Date: 03/12/2021

Effective Date: 03/12/2021 Branch: 2405

Hold Code: Program Action: ACTIVE

Status Code: AP Last Updated By:

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CASE IS MANAGED BY IE/ME SYSTEM

**Residence** ☒ Mail ☐ Other ☐

Addr: [ ]

City: [ ]

State: OR Zip: [ ] - [ ]

Address Directions: [ ]

Name	SSN	Tickler Date	Prime Num	DOB	Age	TOA
Child					6	TANF
Adult					23	TANF

## Case Location

The Branch location should be the branch responsible for providing services to the participant and their family. If for example a family is receiving JOBS services from Branch 2405, but the case is housed in Branch 2404, the case would be moved to Branch 2405. This is the branch providing services.

Case Detail for

Detail

Case Nbr: ONE Case # Phone: ( 503 )

Prgm Type: CA WID: Reg Date: 03/12/2021

Effective Date: 03/12/2021 Branch: 2405

Hold Code: Program Action: ACTIVE

Status Code: AP Last Updated By:

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CASE IS MANAGED BY IE/ME SYSTEM

Residence ☒ Mail ☐ Other ☐

Addr:

City: KEIZER

State: OR Zip: 97303 -

Address Directions:

Name	SSN	Tickler Date	Prime Num	DOB	Age	TOA
Child					6	TANF
Adult					23	TANF

If you have any questions, please contact: [TANF.Policy@dhsosha.state.or.us](mailto: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](http://www.dhs.state.or.us/caf/ss/tanf/analyst_hour.html)