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Manager

Authorized Signature

Number: SS-IM-09-012

Issue Date: 02/13/2009

Topic: Cash Payments

Subject: TRACS Narrative Type and JOBS Activity Code Changes

Applies to (check all that apply):

- | | | | |
|-------------------------------------|-------------------------------|-------------------------------------|--|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | Health Services |
| <input checked="" type="checkbox"/> | Children, Adults and Families | <input type="checkbox"/> | Seniors and People with Disabilities |
| <input type="checkbox"/> | County DD Program Managers | <input checked="" type="checkbox"/> | Other (please specify): Self-Sufficiency |

Message

To support more accurate identification of casework and reduce JOBS activity data entry required by case managers, changes are being made to TRACS narrative types and JOBS activity codes. A summary of the changes that will take effect March 1, 2009, are as follows:

New Narrative Types

- ✓ Eligibility – use for any action involving program eligibility including: approving, pending, denying or ending an application or reapplication for benefits; or other benefit and eligibility changes such as adding or removing a person, or changes in income, household composition, etc.
- ✓ Case – use for any action involving case information other than eligibility including: phone calls returned/attempted; medical transportation request; case transfer request/action; EBT card replacement; complaint issues/resolution, etc.
- ✓ DV – use for applicants or recipients of TA-DVS (including eligibility and payment information) or when waiving TANF eligibility requirements due to domestic violence. *Reminder – if it is not safe to narrate information about domestic violence, do not use this narrative type. (Refer to Generic Program Chapter – Confidentiality/Domestic Violence)*

- ✓ Pre-TANF – has now replaced Assessment, which is obsolete. *Note – all existing Assessment narrative types will remain, but staff will no longer be able to add new narratives of that type.*
- ✓ JOBS Pmt – use for any action involving approving, pending or denying a support service payment for Pre-TANF, TANF or Post-TANF clients. *Note – narrate other payments where appropriate, such as DV for TA-DVS; Case for medical transportation, etc.*
- ✓ Diversion – is now obsolete. *Note – all existing Diversion narrative types will remain, but you will no longer be able to add new narratives of that type.*

Elimination of the UN activity code (for TANF clients who are working)

When a Pre-TANF or TANF recipient reports obtaining unsubsidized employment and provides the necessary two-week pay stub verification, staff will no longer need to enter a UN activity code for the month(s) in which TANF is open. Staff can now enter the WO activity code in TRACS, for working TANF clients, regardless of whether TANF is opened or closed. Staff will still be able to update any existing UN activity, including editing attendance hours and ending the activity.

Each month, TRACS will update attendance for all WO steps in the same way it does now. The step must be open, and have at least two weeks of attendance entered. The auto-updating of WO attendance will continue until the planned or actual end date, whichever is earlier.

Automated Attendance for SS activity (for clients in the State Family Pre-SSI/SSDI program)

As currently happens with the WO activity, TRACS will auto-update attendance for all SS activities when: the SS activity has an actual start date but no attendance entered; the SS activity has partial attendance entered; and, when the SS activity has been ended but attendance is incomplete. The auto-updating of SS attendance will continue until the planned or actual end date, whichever is earlier.

Note: Staff are not required to enter the first two weeks of attendance for this activity in order to begin automated attendance.

Below is the new process for the SS activity:

- Enter SS activity for the estimated number of hours client will spend in this activity

- SS attendance step should end when the Disability Analyst notifies the case manager of one of the following:
 - The client did not follow through with referral
 - The client does not meet the criteria and is not accepted into the SFPSS program
 - The client is not cooperating with the SFPSS program requirements
 - The client has been approved for SSI

If you have any questions about this information, contact:

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