

# Information Memorandum Transmittal Office of Self-Sufficiency Programs



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**Topic:** Cash Payments

**Number:** SS-IM-19-009

**Issue date:** 07/15/2019

**Due date:** 07/15/2019

**Update:** 09/04/2019

**Subject:** Continuation of JOBS Support Service Payments for Housing and Utilities

**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: {Select type} | <input type="checkbox"/> Health Services                                         |
| <input type="checkbox"/> Aging and People with Disabilities    | <input type="checkbox"/> Office of Developmental<br>Disabilities Services (ODDS) |
| <input checked="" type="checkbox"/> Self Sufficiency Programs  | <input type="checkbox"/> ODDS Children's Intensive In<br>Home Services           |
| <input type="checkbox"/> County DD program managers            | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                    |
| <input type="checkbox"/> Support Service Brokerage Directors   | <input type="checkbox"/> Other ( <i>please specify</i> ):                        |
| <input type="checkbox"/> ODDS Children's Residential Services  |                                                                                  |
| <input type="checkbox"/> Child Welfare Programs                |                                                                                  |

**Message:**

Please continue to utilize housing and utility support service payments to support JOBS eligible participants. The process for issuing housing or utility JOBS support service payments has not changed. The information below has been updated from the Policy Transmittal communicated in June 2018 ([SS-PT-18-011](#)).

As part of a broader effort to extend the reach of Self Sufficiency Program services and assistance to low-income families, Job Opportunity and Basic Skills (JOBS) support services were expanded to include housing and utility support services, on an as-needed basis.

Changes to OAR 461-190-0211 were effective 06/01/2018 allowing Family Coaches to issue support services for housing and utility expenses for JOBS eligible participants who are currently engaged in activities that are supportive of their case plan and goals.

Subject to local services and budget:

- The payment amount can be up to two months' shelter or utility costs per benefit group.  
AND
- The total support service payment cannot exceed \$3,000 per benefit group within a three-month period.

**Example:** *The participant has utility cost of \$54 per month and a \$1300 mortgage. The utility bill is one month past due and mortgage is two months behind. The total amount needed is \$2654. The amount a family can use in a three-month period is \$3000. If all other criteria are met the Family Coach can request the payments through JASR.*

Payment types include, but are not limited to:

- Rent
- Utilities
- Move-in fees
- Rental Application fees
- Mortgage cost
- Storage fees
- Other payments based on needs

**NOTE:** For situations in which a participant is requesting support services beyond the limit mention above, Family Coaches must staff and obtain approval from managers.

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

TA-DVS: Based on the current relationship between TA-DVS and JOBS, JOBS participants have access to JOBS support services regardless of whether they are TA-DVS customers or not. TA-DVS is used for coverable expenses (including housing) related to the domestic violence situation. JOBS support services are available to support family stability, employment and training activities. There is no requirement from TA-DVS or TANF Policy that one type of payment is used over the other. Please use the appropriate resource, either JOBS Support Services or TA-DVS Funds. For more information and examples, refer to FSM: [TA-DVS, G. Family Engagement and Domestic Violence, 3. Jobs Support Services for DV Step.](#)

**Implementation/transition instructions:**

When JOBS participants who are actively engaged in activities that support their case plan goals indicate they have a housing-related crisis, Family Coaches will work with them to:

- Identify housing resources needed to prevent homelessness, establish and narrate a strategy for addressing the need, and update their case plan by adding the Stabilized Living (SL) activity, as needed.
- Collaborate with local housing agencies to provide as much assistance as available and to prevent duplication of benefits. Use a signed [MSC 3010](#) to request and disclose participant information.
- Verify legal obligation by contacting landlords or third parties to whom the payment will be issued; verification can be verbal or written. If multiple parties have legal obligation, Family Coaches needs to determine participant’s portion and other party’s ability to pay.
- Contribute available funds to pay for needed costs.

Once need has been identified and verified, the Family Coaches will:

- Use the step code of the activity the participant was actively engaged in when the housing-related need was identified;
- Issue payment to the verified third party through JASR or form [MSC 437](#) using pay reason code 75 – Moving Fees;
- If appropriate, add the Stabilized Living (SL) step on TRACS if there are activities related to sustaining the stable housing (SL should not be the only step on TRACS);  
AND
- Narrate amount and Payment type for each payment that has been requested.

*Note: If participant is not eligible for support services for housing and/or utilities, continue to refer them to partners such as local community action agencies or other local housing agencies.*

**Local/branch action required:**

BOM’s review this information with Engagement Specialists, BESs, Family Coaches and any other staff who issue or approve support services payments, that are in line with district-developed guidelines.

*If you have any questions about this information, contact:*

Contact(s): TANF Policy	
Phone:	Fax:
Email: <a href="mailto:TANF.Policy@dhsosha.state.or.us">TANF.Policy@dhsosha.state.or.us</a>	