

# Information Memorandum Transmittal Office of Self-Sufficiency Programs



Annette Palmer, Self-sufficiency Programs, TANF  
Manager

Authorized signature

**Number:** SS-IM-21-021

**Issue date:** 10/01/2021

**Updated:** 12/23/2021

**Topic:** Other

**Due date:**

**Subject:** TANF: JOBS Program Good Cause

**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 checked="" type="checkbox"/> Other ( <i>please specify</i> ): SSP<br>Transmittal Group |
| <input type="checkbox"/> ODDS Children's Residential Services  |   |
| <input type="checkbox"/> Child Welfare Programs                |   |

**Message:**

**Applying good cause**

ODHS leadership has decided to extend JOBS participation good cause to all TANF JOBS participants through **June 2022** to align with the Governor's State of Emergency. This decision is due to continued office closures, the spread of a new COVID variant, and other mitigating factors.

**Connecting and engaging with families**

The pandemic continues to impact vulnerable families in multiple ways. Families will experience lasting effects including but not limited to maintaining a residence, securing employment, finding appropriate childcare, and keeping healthy and safe. Our priority continues to be to meet families where they are and offer any supports necessary to stabilize the family. We can do this by continuing to reach out to our TANF families to help them through this difficult time.

With a new surge of COVID-19, the ability to connect with families in person is challenging. Though in person connections will remain the preferred way to engage families and develop rapport, we find ourselves needing to fall back on creative alternatives to connect virtually. Connecting in ways that work for families and ensuring referrals and connections to relevant services can all increase the likelihood a family's needs are met. Especially those most affected by the pandemic. Physical distancing does not mean a lack of connection. We must continue to use different methods of communication and repeated attempts to connect with families.

### **Ideas to support family engagement**

- Find out how families prefer to stay in touch and use their preferred method whenever possible. Use the warm welcome/handoff to find out the best way to connect.
- Any language, accommodations and/or safety concerns?
  - *Review preferred language*
  - *Review accommodation needs*
  - *Review for DV / safety concerns*
    - *Note: If discussing domestic violence, the use of texting or video conferencing, from any place other than an ODHS office, is not authorized.*
- What technology does the family currently have access to?
  - Do they have a cell phone (iPhone /Android)?
  - Do they have internet access / data plan (any limitations)?
  - Do they have a computer, laptop, or tablet?
  - Identify where additional supports can be added, (through support services and/or community resources) ([Internet Service Payments transmittal](#))
- What is their comfort level with different technology options?
  - Let the family know they are not required to turn the camera on when using platforms with video options
- Revisit options for connecting in the future – there could be opportunities to increase skills by using other platforms as they become more comfortable.
- Provide the family with information of how to contact the Family Coach, their availability and who to contact for emergent needs when the Family Coach is not available (front desk, etc.)
- Offer flexibility in scheduling appointments to allow the family to work around their other responsibilities / obligations.

It is important we continue reaching out and connecting with families through our engagement efforts. This is especially important during this time of increased isolation.

We understand the challenges of working in this new way and appreciate all the work you do to keep families stable, fed, in housing and more.

Please reach out to TANF Policy if you have questions, need guidance, and/or would like to have analysts attend your local family coach staff meeting.

*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>	