

Policy Transmittal Office of Self-Sufficiency Programs



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Number: SS-PT-21-019

Issue date: 08/25/2021

Topic: Cash Payments

Due date: 08/25/2021

Transmitting (check the box that best applies):

- New policy
 Policy change
 Policy clarification
 Executive letter
 Administrative Rule
 Manual update
 Other:

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input checked="" type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In 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 (please specify): |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Policy/rule title:	Internet Service Payments - Case Plan Activities and Standards for Support Service Payments; JOBS, Pre-TANF, REF, REP, SFPSS, TANF		
Policy/rule number(s):	OAR 461-190-0211	Release number:	
Effective date:	08/25/2021	Expiration date:	
References:			
Web address:	https://sharedsystems.dhsoha.state.or.us/caf/arm/B/461-190-0211.htm		

Discussion/interpretation:

Effective 8/25/2021, the JOBS support service Oregon Administrative Rule (OAR) [461-190-0211](#)(5)(g) has been updated to call out internet services under (C).

This portion of the rule was changed to clearly identify internet service payments, which are

considered a utility, as an allowable payment and to indicate a four-month time limit where in the department can support such payments. When a family has a need for continued stabilization the limit can be extended with manager approval.

The ONE system

In the ONE system, internet service payments fall into the “Moving Expense/Relocation” payment type. Internet service payments include but are not limited to:

- internet startup costs,
- monthly payments,
- equipment, and
- mobile hotspots

In rural areas a hotspot may be the only option available, or it may better fit any family’s needs.

Example: A participant has registered for an online class as part of their TRACS Personal Development Plan (PDP). The participant tells their family coach they don’t have internet and live in an area with spotty connections. Together they research available home internet options and determine a hotspot would be their best option for stable internet. The participant tells their family coach they are unable to afford the cost of the hotspot service and asks for assistance. A support service payment request is entered into ONE to cover the cost of the hotspot.

Note: When researching internet services families should ask detailed questions about data usage limits, cost, and early cancellation fees. Home internet services and mobile hotspots may have limited data usage plans causing additional cost if the family exceeded the maximum data allowed. Additional questions would include the speeds for uploading and downloading to determine if it will be sufficient to complete the identified need in the PDP, such as work search, training, virtual meetings, etc.

Implementation/transition instructions:

Training/communication plan:

Local/branch action required: Please review this policy change with staff.

Central office action required: Updates with this information will be made to the support service guide and OPEN.

Field/stakeholder review: Yes No

If yes, reviewed by:

Filing instructions:

If you have any questions about this policy, contact:

Contact(s): TANF	
Phone:	Fax:
Email: TANF.Policy@dhsosha.state.or.us	