

Policy Transmittal Office of Self-Sufficiency Programs



Annette Palmer, Self-Sufficiency TANF Program
Manager

Authorized signature

Number: SS-PT-21-030

Issue date: 11/15/2021

Topic: Cash Payments

Due date:

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: {Select type} | <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:	TANF Interview Requirements		
Policy/rule number(s):	461-115-0230	Release number:	
Effective date:	11/01/2021	Expiration date:	
References:			
Web address:			

Discussion/interpretation:

TANF policy clarification on allowing the ONE system to deny a case without conducting an interview.

Implementation/transition instructions:

When an individual applies for TANF along with MAGI Medical or SNAP and an interview waiver is in place, it is acceptable not to have an interview and for ONE to deny TANF in the following instances:

- TANF is being denied due to being over the income limit (OVI) based on applicant attestation/verified income.
- TANF is being denied due to being over the resource limit based on applicant attestation/verified resources
- TANF is being denied due to not having any eligible dependent children.

This interview exception is in place to align with system functionality and is limited to the above instances. An interview is still required if the circumstances of the denial are not listed above and/or if the applicant is also requesting ERDC.

When processing an application that used this exception, follow the Cold Call Process outlined in the [Cold Call and Outreach Pre-Call Process ETOP](#) to ensure at least two attempts to reach the Oregonian are made.

Additionally, staff need to review the denial to ensure the denial is accurate. This may include researching the case, looking at case notes, case composition, electronic files and/or correspondences. There are certain situations in which a TANF denial may seem accurate, however a conversation with the applicant may be required. For example:

- There are no eligible persons as child receives SSI and parent is over 60 TANF months.
- Applicant did not mark that they are requesting TANF for the children in their household.
- There is an indication of safety concern or good cause, which may affect eligibility through the waiver process, or which may indicate a domestic violence (DV) safety concern or referral to other community resources. For safety concerns indicated on applications, see the [Safety Concerns Identified](#) ETOP.
 - Note: For TA-DVS program requests, an interview is always required, and staff must follow the [TA-DVS Handoff Process](#) ETOP.

If the participant disagrees with the denial based on information provided, they may request to file a hearing and complete a MSC [0443](#). Staff should encourage individuals to establish a new filing date if the original eligibility decision is upheld.

Training/communication plan: Updates will be made to OPEN and other relevant training resources.

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

Central office action required: N/A

Field/stakeholder review: Yes No

If yes, reviewed by:

Filing instructions:

If you have any questions about this policy, contact:

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