B. Overview of Manual

Welcome to the *Family Services Manual*.

This manual is designed to cover the basic information needed to provide effective case management.

Case management services are available to all Department of Human Services (DHS) clients regardless of the self-sufficiency program through which they receive benefits. These services focus on helping the clients we serve develop their own strengths and assist them in becoming self-supporting. This is accomplished in an environment that treats people with the respect and dignity that honors their differences.

To use this manual, you need to know something about its structure:

- It is organized around program and service areas. For example, the *Supplemental Nutrition Assistance Program* (SNAP) chapter contains all the information you need to make accurate eligibility decisions around SNAP benefits. Within that chapter, you will find specific eligibility topics (e.g., Social Security number (SSN) and Oregon residency), as well as broader sections tying together policy on serving special groups (e.g., noncitizens or students);

- Eligibility and case management information, rules, procedures, computer coding, forms, narrative points and case management decisions are integrated throughout the text;

- As much as possible, the manual is written in a narrative form that follows the eligibility determination and case planning process as it occurs in our branch offices. Information on client assets, confidentiality and other general subjects is grouped together, because users will be referring to this information for multiple program decisions. Tables and other visual aids within individual chapters present some information in a shortened, quickly accessible form;

- The manual integrates official policies and procedures of the department with information based on the department’s principles and expectations. The intent and expectation statements serve to explain the purpose of a program, benefit or eligibility requirement in support of principle-based decision making. In a few cases, information exists as separate *Worker Guides*;

- The manual is organized to help you locate information to make a case decision. In some cases, you will find pointers to an Oregon Administrative Rule (OAR). The full text of the OARs is available online for your information. Staff need to read the applicable rules in the *Administrative Rules Manual*;
• The manual has a centralized list of definitions (GP-A) for terms that are used frequently or for multiple programs;

• If you believe any part of the manual is inconsistent with a rule, please inform the Self Sufficiency Programs Policy Coordinator or the appropriate program analyst.

Internet manuals

The online versions of the Self Sufficiency Programs manuals are available at http://www.dhs.state.or.us/policy/selfsufficiency/.

Select the manual you want: Family Services, Administrative Rules, Computer Guide, etc.

Information on the most recent update of the Family Services Manual (revision number and effective date) is to the right of the title in each section of the manual.