M. Participation, Cooperation and Re-Engagement

1. What is JOBS cooperation?

To receive a full TANF grant, JOBS-eligible participants must cooperate with the activities specified in their case plan. These activities may include pursuing available assets such as child support, alcohol or drug diagnostic appointment or treatment, referrals to OVRS, employment-related activities, family stability activities and domestic violence support groups.

Cooperation is encouraged through identification of goals, strengths, barriers and resources, development of plans with participants, sharing problem-solving responsibilities with the participant and by helping the participant see the need for change.

Participants who are JOBS-eligible to cooperate with JOBS activities must provide enough information so that the Department of Human Services (DHS) can determine the appropriate level of JOBS program participation.

They must also accept a bona fide offer of employment, whether it is temporary, permanent, full time or seasonal. Once they are employed, participants must maintain employment.

DHS will support cooperation by informing participants about any support services or programs that can help the participant reach their goals.

It is important that a participant cooperate with the activities specified in their case plan. Continued noncooperation may lead to TANF grant reduction.

PARTICIPANT COOPERATION

\textbf{DHS must consider information from any screening and/or evaluation in determining the appropriate cooperation level of each participant.}\n
General Provisions; Employment Programs Rule

461-130-0305 — General Provisions; Employment Programs

Specific Requirements; SFPSS Eligibility Rule

461-135-1195 — Specific Requirements; SFPSS Eligibility
2. **Who must cooperate with the JOBS program?**

A caretaker relative of a dependent child or unborn is eligible for JOBS participation if they:

- Are in the same filing group as the dependent child or unborn; and
- Are not JOBS-exempt per section 3 of this chapter.

Noncitizens who receive TANF or whose children receive TANF are required to prepare for or pursue employment if they can legally work in the United States.

**Example 1:** Leonard is receiving TANF. His only child is on SSI. Since they are in the same filing group and Leonard does not meet any JOBS exemptions per section 3, Leonard is JOBS-eligible.

**Example 2:** Sheldon and Amy are on TANF together. There are no children in the home but Amy is pregnant and due next month. Amy is JOBS-exempt per section 3 but Sheldon does not meet any JOBS exemptions in section 3 and is considered JOBS-eligible.

**Example 3:** Howard is an ineligible noncitizen on a TANF case with his children. He is not receiving TANF but is eligible to work in the United States. Since Howard is work eligible and does not meet any of the JOBS exemptions in section 3, he is JOBS-eligible.

**Example 4:** Bernadette is serving an IPV disqualification, but receives TANF for her children. She is not otherwise JOBS-exempt, nor does she meet any exemptions in section 3 and is considered JOBS-eligible.

**Example 5:** Brandon applies for TANF for his two children, but does not wish to receive TANF for himself. He does not meet any of the JOBS exemptions in section 3; he is JOBS-eligible.

Participants with physical or mental disabilities are not JOBS-exempt from JOBS program requirements. Per the Americans with Disabilities Act (ADA), all participants must have access to JOBS activities and support services as long as accommodating them does not fundamentally alter the purpose or intent of the JOBS activity in which they would participate.

✔️ FOR DETAILED INFORMATION ON JOBS AND THE ADA, SEE MULTIPLE PROGRAM WORKER GUIDE #13 (MP-WG#13).
Example 6: Raj is on TANF with his child. He has a disability, but is not receiving SSI. He is able to work and participate in the JOBS program. Since he does not meet any of the JOBS exemptions in section 3, he is JOBS-eligible.

All participants must cooperate in determining appropriate JOBS activities. This includes providing information and documentation to support JOBS-exempt status or good cause for modified JOBS participation hours.

 Refugees within their first 12 months in the U.S. who live in the New Arrival Employment Service (NAES) project area must participate and follow the NAES employment program rules.

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**ADULTS IN THE STATE FAMILY PRE-SSI PROGRAM**

*Adults in the State Family Pre-SSI program, including both adults in a two-parent household, are not subject to JOBS participation requirements. Once a family enters into the SFPSS program, they are no longer considered to be TANF families. They are not subject to JOBS participation requirements or TANF time limits.*

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3. Who is considered JOBS-exempt from the employment program?

The following participants are JOBS-exempt from JOBS participation and disqualification:

A JOBS exemption identified with ** must be verified by a licensed or certified professional that is qualified to determine the condition or circumstance. A JOBS exemption cannot be given until verification is received.
PARENT WITH CHILD SIX MONTHS OLD – JOBS PROGRAM VOLUNTEER

A parent with a child under six months old may volunteer for the JOBS Program and request support services, based on local budget. As JOBS volunteers, these individuals would not be subject to disqualification.

- Parents providing care for a family member living in the home who has a disability (OAR 461-001-0000). Medical documentation to support the need for the parent to remain in the home to care for the disabled family member is required. (DHS 7785 can be used to document need);
- Noncitizen participants who are not authorized to work in the United States;
- Recipients of supplemental security income (SSI) from the Social Security Administration;
- Non-needy caretaker relatives;
- Participants for whom participation is likely to cause undue hardship or is contrary to the best interests of the child or the parent or needy caretaker relative. These situations should be staffed with an analyst;

For REF participants age 65 years of age or older, or those for whom participate is likely to cause undue hardship to the individual.

PARENT WITH CHILD SIX MONTHS OLD – JOBS PROGRAM VOLUNTEER

A parent with a child under six months old may volunteer for the JOBS Program and request support services, based on a local budget.

JOBS VOLUNTEEER CLARIFICATIONS

Only one parent may be considered a JOBS volunteer for the six months following a dependent child’s birth.

Participants experiencing DV-related safety issues or concerns are not considered JOBS-exempt from participation.
4. Who can volunteer for the JOBS program?

The following participants from the need group are JOBS volunteers, and are not subject to disqualification, but may be eligible for support service payments if engaged in a plan:

- Participants who are pregnant and have reached the first of the calendar month prior to the month in which the due date falls;
- Participants experiencing medical complications due to pregnancy that prevent participation in activities of the program;
- VISTA volunteers;
- A parent who is 20 years or older during the first six months after the birth of their dependent child. The department may require the parent to participate in parenting classes or a family stability activity;
- A parent under age 20 years old during the first sixteen weeks after the birth of their dependent child. The department may require the parent to participate in parenting classes, a family stability program, or an educational track if they have not completed high school, GED program, or equivalent;

- During the seventh and eighth month of pregnancy, participants are only required to participate 10 hours a week. Verification of due date from a qualified medical professional is required.

**Example 11:** Ann receives TANF for herself and her two children. On April 5, Ann provides verification she is pregnant and due August 18. She is JOBS-eligible until June 30. On July 1, she becomes JOBS exempt. During the months of May and June, her mandatory weekly hours lower to 10 hours per week (seventh and eighth months). Ann can volunteer additional hours at any time, but she cannot be re-engaged or disqualified as long as she meets the minimum hours required.

5. **Changing status from a JOBS volunteer to JOBS-eligible**

When a JOBS volunteer’s status changes from JOBS-exempt to JOBS-eligible, DHS cannot impose a grant reduction for noncooperation while the participant was JOBS-exempt.

It is important for the DHS branch office to explain how the participant’s JOBS status has changed and there are new requirements.

DHS also needs to do the following:

- Require participants to review and sign the JOBS rights and responsibilities form;

- Notify participants when their JOBS status changes from volunteer to JOBS-eligible before requiring them to participate in the JOBS Program;

**Participation Classifications: Exempt, Mandatory, and Volunteer Rule**

**461-130-0310** — Participation Classifications: Exempt, Mandatory, and Volunteer

6. **Noncooperation in JOBS program**

Noncooperation exists when a JOBS-eligible participant fails to complete the activities as specified on their case plan without good cause.

Additionally, participants in the JOBS program are considered not cooperating if they fail to do the following without good cause:

- Accept a bona fide offer of employment, whether temporary, permanent, full-time, part-time or seasonal;
- Schedule and keep all appointments and interviews;

- Attend and complete scheduled activities as specified on the case plan;

- Notify DHS or the JOBS contractor of the reason for not keeping any assigned activities, including all appointments, classes and activities. Notification must be made within three working days from the date of the missed appointment, class attendance or activity;

- Provide DHS with verifiable documentation of JOBS participation hours, including, but not limited to paid work, job search, employment readiness activities, family stability activities and educational participation hours.

**Requirements for Mandatory Employment Program Individuals; Pre-TANF, REF, SNAP, TANF Rule**

461-130-0315 — Requirements for Mandatory Employment Program Individuals; Pre-TANF, REF, SNAP, TANF

**Good Cause Rule**

461-130-0327 — Good Cause

**Noncooperation with JOBS and domestic violence**

If a survivor of domestic violence fails to cooperate with JOBS activities, offer the opportunity for re-engagement. At the re-engagement appointment, determine whether the noncooperation was a result of domestic violence.

If the domestic violence affected the participant in a way that made it unsafe for them to participate or if they were otherwise affected by the domestic violence (e.g., court appointments, did not receive notices, abuser sabotaged the participant’s participation, etc.), give the participant good cause for noncooperation.

If the participant failed to cooperate and it was not a result of domestic violence, follow the normal JOBS re-engagement process. Involve the local DV service provider in the re-engagement process or joint staffing with domestic violence survivors whenever possible.

When domestic violence survivors do not cooperate with assigned JOBS activities that are safe for them to perform, and if the caretaker relative meets the citizen/alien status requirement, DHS should start the re-engagement process.

**Example 12:** Billy applies for TA-DVS and is approved. Billy develops an ongoing safety plan to look for housing and meet with a DV advocate for additional services. DHS added both activities to his case plan, including checking in with DHS weekly. Two weeks go by and Billy has not contacted DHS, nor
7. **Good cause for noncooperation with the JOBS program**

Good cause is what DHS considers a valid reason or circumstance that keeps a participant from cooperating with elements of their case plan. It is the participant’s responsibility to provide evidence to establish good cause for noncooperation and to work with DHS staff to try to resolve problems that interfere with cooperation. It is important to determine whether the participant cannot or will not cooperate with their case plan.

A JOBS program participant may have good cause for not participating if any of the following is true:

- Cooperation or placement at a particular activity would place the participant at risk of domestic violence;
- Participation in a required activity would have an adverse effect or risk on the participant’s physical or mental health. Documentation from a DHS-approved medical authority is required;
- DHS failed to provide a needed support service payment in time for the participant to participate;
- Noncooperation is caused by an aspect of the participant’s disability;
- DHS failed to provide a needed accommodation or modification in order for the participant to participate;
- The worksite violates established health and safety standards;
- A pregnant participant is in her seventh or eighth month of pregnancy and either works in a job that requires her to work more than 10 hours each week or has a case plan that requires her to participate more than 10 hours each week;
- A pregnant participant has reached the first of the calendar month prior to the month in which the due date falls and is JOBS-exempt;
- Appropriate child care (or day care for an incapacitated person in the household) is not available or there is a breakdown in child care arrangements for a child in the household. The participant must attempt to get child care from another provider. “Appropriate child care” means that: (a) both the provider and the place where care is provided meet health, safety and provider requirements as defined in OAR 461-165-0180; (b) the care accommodates the parent’s work...
schedule; and (c) the care meets the specific needs of the child, such as age and special needs requirements;

- The person’s participation in Grand Ronde Tribe NEW program activities prevents or interferes with participation in CAF SSP assigned JOBS activities or completion of DHS JOBS assignments;

- The participant’s failure to participate is due to a circumstance beyond his/her reasonable control.

### Good Cause Rule

| Good Cause Rule | 461-130-0327 — Good Cause |

## 8. Good cause for missed appointments

Good cause for missing JOBS Program appointment with DHS, DHS contractor or designee, community service provider as related to the participant’s case plan, or scheduled mental health or alcohol and drug treatment appointments and activities includes:

- A verified mental or physical illness, impairment or condition preventing compliance;

- A verified court appearance or temporary incarceration (30 days or less);

- A verified breakdown in transportation with no readily accessible alternative;

- A verified adverse circumstance(s) that affected the participant’s ability to attend, as determine by DHS;

- Inclement weather that prevented the participant and others similarly situated from traveling;

- Family problems, including medical, legal, domestic violence or school problems with other family members;

- A legitimate breakdown in communication, such as DHS or contractor failure to inform the participant of an appointment;

- Due to an aspect of a known or previously unknown disability;

- DHS or contractor failed to provide a needed accommodation or modification.
GOOD CAUSE

Good cause for a missed A&D treatment appointment must be granted if an aspect of a disability related to A&D caused the participant to miss the appointment. For example, if memory loss caused by past methamphetamine use caused the participant to miss an appointment, good cause must be granted. However, workers are not required to grant good cause when a participant reports they missed an appointment because they were using alcohol or drugs at the time.

9. Good cause when the participants meet federal participation requirements

Good cause is granted when a participant meets the following federal participation requirements even though they may not have completed all the hours agreed to in their case plan:

- A single custodial parent with a child under 6 years of age if they participate for an average of 20 hours per week in core activities;
- A single custodial parent caring for a child under the age of 6 who has clearly demonstrated an inability to obtain needed child care;
- A single custodial parent with a child age 6 or over is participating in core and noncore activities for an average of 30 hours a week, 20 of which must be core activities;
- A participant who is married or a single head-of-household under 20 years old who:
  - Maintains satisfactory attendance at a secondary school or the equivalent; or
  - Participates in education directly related to employment for an average of at least 20 hours per week.

Example 13: Liam is a single parent to a child under 6. His plan is for 26 hours of core activities. He only completes 21 hours. Since he has completed 20 hours a week he is granted good cause for not completing the remainder of his hours.

Example 14: Annie is a single parent to a child under 6. Her child has special needs and she needs a provider that can accommodate them. There are no providers
What is re-engagement?

Re-engagement (OAR 461-190-0231) is a process intended to encourage participants to fully participate in case plan activities. The re-engagement process is initiated when a concern related to the plan or participation in the plan has arisen.

The re-engagement process provides an opportunity for the department to understand what may be preventing a participant from engaging in services and to allow the participant an opportunity to engage in a plan that meets their goals and family needs.

The re-engagement process can be initiated by the participant, DHS, DHS contractor or a community partner. It is a team approach to attempt and engage the JOBS-eligible participant in JOBS-related activities. The team is composed of the participant, DHS representatives and other persons (e.g., DHS contractor representative, neutral third party, etc.) related to the case plan or family goals.

It can be conducted face-to-face meeting or over the phone.

The outcome of the re-engagement appointment must be clearly narrated.

The re-engagement process is intended to:

- Clarify the department’s understanding of the participant’s goals:
  - How do the planned activities support the participant’s goals;
  - What is not working for the participant and how we can improve it.

- Identify what the participant believes they need to change to meet their goals; and

- Identify what resources both the participant and the department can provide to support future participation.

When does the re-engagement start?

Re-engagement begins when the participant misses a planned activity or appointment or stops participating in an ongoing planned activity.
Activities could include, but are not limited to:

- Any activity on the participant’s case plan;
- Missed appointment with the case manager or JOBS contractor such as a JOBS appointment or orientation;
- Low or no attendance for any JOBS activity in the participant’s case plan.

Once the department has determined a participant has become noncooperative in their ongoing case plan, the department must make contact to determine good cause.

If good cause is determined and the department is able to engage the participant, the re-engagement process stops.

If good cause is not determined or the department is unable to engage the participant in JOBS activities, the re-engagement process continues.

![See Re-engagement Begins Reference Guide for Additional Guidance.](image)

12. **Scheduling re-engagement appointment/staffing**

The department must provide the participant with timely written notice of JOBS re-engagement appointment so they can make arrangements or request accommodations timely to insure engagement in services.

The department must mail notice of a formal re-engage JOBS appointment using the *JOBS Re-engagement Notice* ([DHS 7869](#)). The notice is required to be mailed no less than seven calendar days prior to the appointment. A copy of the notices can be delivered during a home visit, but this does not replace the mailing of the notification requirement.

**NOTE**

*It is possible that the conversation during the home visit may lead to engagement of the participant which may end the re-engagement process.*

- Narrate re-engagement notice was sent and the date it was mailed.
The department must add re-engagement (RE) step to TRACS

- Planned start and end date must equal the date of the re-engagement appointment.
- The description line needs to identify the time and location of the re-engagement appointment;
- The updated PDP does not need to be mailed to participant, as they will receive a corresponding re-engagement letter.

The re-engagement (RE) step is used to track re-engagement outcomes. It allows a “data point” to compare re-engagement outcomes.

### OPPORTUNITY TO PARTICIPATE

Before a disqualification may be applied, the participant must have had the opportunity to participate in the re-engagement process (OAR 461-190-0231). Mail a re-engagement appointment letter offering an opportunity to participate in the process. Give the participant enough time between delivery of the re-engagement letter and the appointment date in order for them to make arrangements to attend.

See SCHEDULING RE-ENGAGEMENT APPOINTMENT REFERENCE GUIDE FOR ADDITIONAL GUIDANCE.

### 13. Re-engagement appointment/staffing

The re-engagement appointment provides the participants an opportunity to share what has changed in their situation and what is preventing engagement. The re-engagement staffing is intended to give the department a structured process of reviewing for possible limitations or obstacles that could be preventing engagement, provide resources, and encourage engagement in services.

During the re-engagement appointment, the department must provide participants with:

- A review of JOBS program requirements;
- A review of the formal re-engagement process; and
- A review of possible outcomes, including grant reduction.
The department works with the participant to re-evaluate the appropriateness of current plan activities and modify the plan based on the participant’s goals, strengths, barriers and resources. Support participants in making informed decisions regarding program requirements, expectations and consequences for noncooperation.

The re-engagement appointment should:

- Be used to gather information for the department to make a determination of “good cause” or “no good cause” for noncooperation in services;

- Provide the participant an opportunity to complete screenings they may have missed such as learning needs, mental health or substance use;

- Provide the participant with additional community resources and allow them the opportunity to develop a new plan that meets their family’s goals and needs, such as:
  - Possible referral to services within DHS (such as SFPSS or TA-DVS), referral to community partners (such as housing, Family Support and Connections or A&D treatment);

- Re-evaluate the appropriateness of current plan activities and modify the plan based on the participant’s goals, strengths, barriers and resources;

- Help participants make informed decisions;

- Re-engagement appointment/staffing options:
  - One on one meeting with case manager or department representative;
  - Small group;
  - Group orientation;
  - Phone re-engagement;
  - Home Visit.

Things to keep in mind:

- Confidentiality:
  - Be aware of your surroundings;
- Be aware of others around you who may overhear this information;
- During group settings limit oversharing of customer’s personal situations.

- Conflict:
  - Be aware of staff’s personal biases that could influence their decision-making;
  - Be aware of participants who have conflict with other participants or staff.

- Ratio of DHS staff to participants:
  - Be aware of the ratio of DHS staff member to participants;
  - Limit the number of DHS staff and/or contractors at the staffing.

**Example 15:** Jimmy has a pattern of low attendance in his SW activity; worker schedules him for a re-engagement appointment. Jimmy attends his re-engagement appointment and explains his situation, which includes reasons why he has not been able to fully participate, to his worker. His worker explains the re-engagement process, how Jimmy got to this point and what could happen next. Jimmy agrees to engage fully and his case plan is updated. Worker then provides this information to the re-engagement staffing team which makes a determination to grant good cause for the noncooperation.

**Example 16:** Sam did not attend her JOBS appointment; worker schedules her for a re-engagement appointment. Sam attends her re-engagement group appointment. Information about program requirements and community resources are shared with the group. Sam meets with the staffing team and provides information about her noncooperation. The re-engagement staffing team makes a determination of no good cause for noncooperation. A department designee meets with Sam and updates her case plan and she starts her two weeks participation to avoid a grant reduction.

14. Case review/staffing

Case review and staffing gives the department time to ensure understanding of the participant’s situation. It allows time to collect needed information required in the re-engagement process prior to making a team determination.

When all needed information is available at the time of the re-engagement appointment, the case review will take place at the same time. When all needed
information is not available at the time of the re-engagement appointment, the department must follow up on all needed information before making a determination.

During the re-engagement process the department must review:

- **Information from the participant’s Employability Screening Tool (DHS 7823A) and any existing Self-Assessment Tool (DHS 7823B);**
  - Determine if there are potential barriers the department has not addressed that could have prevented participation;
  - If barriers exist, clearly narrate what steps the department took to address reported barriers;
  - If it is determined that the department failed to address reported barriers, the department may not impose a grant reduction or disqualification.

**Example 17:** Tony was invited to a re-engagement appointment where his case was staffed with the re-engagement team. Tony chose not to attend his re-engagement appointment. At the staffing, the team reviewed his **DHS 0415A.** Tony had listed that he had a hard time paying attention and only completed the seventh grade. During the home visit, Tony indicated that he had been incarcerated at age 14 and never returned to school once he was released from incarceration. He was provided information about the JOBS program requirements in both written and verbal formats. The staffing team accounted for his potential learning needs, and determined they did not prevent him from participation in the JOBS program. The team can move forward with imposing grant reduction as the possible LD was discussed and determined to not be a factor in his noncooperation.

**BARRIERS AND NARRATIONS**

The presence of barriers alone does not prevent a case from moving forward towards grant reduction provided the barrier did not prevent the noncooperation.

The department **must** clearly narrate the barrier was considered and it was determined the barrier did not prevent engagement in JOBS activities.
• Child risk review: Review if a reduction in TANF benefits would result in additional risk to children in the filing group:
  - Review is completed in collaboration with Child Welfare staff. (Child risk review may be done after re-engagement staffing, but must be done prior to team determination.)
  - If there is a determined child risk, the department may not impose a grant reduction or disqualification.

• Home visit: Provide services and options for participants during the re-engagement process:
  - A Home Visit must be attempted within 30 days prior to a grant reduction. (An attempted home visit may be done after re-engagement staffing, but must be done prior to team determination.)
  - Home visits are not limited to the participant’s home. They can take place on the participant’s front porch, yard, nearby community park or other neutral location in the community;
  - The following home visit staff tools are suggested but not required to be used:
    (a) Notice of Home Visit ([DHS 7997](#));
    (b) Home Visit Resource Letter ([DHS 7998](#));
    (c) Notice of Attempted Home visit ([DHS 7999](#)).

✔ SEE [RE-ENGAGEMENT HOME VISIT REFERENCE GUIDE](#) FOR ADDITIONAL GUIDANCE.

• Information about potential or known disability or limitations: Review the case for potential documented or reported disabilities or limitations using:
  - Information on the [DHS 0415A](#);
  - Information from screenings/evaluations documented on the TRACS testing page;
  - Information on the TRACS Disabilities page; and any
  - Recommendations from mental health or A&D treatment providers, doctors or other professionals.
Offer any screenings that have not been completed or determine whether an updated or further screening/assessment might be needed (e.g., A&D/MH screening, Learning Needs screening, Domestic Violence screening or Physical Health Needs screening):

- The alcohol and drug, Domestic Violence, mental health and physical health screenings should be offered a minimum every 12 months. Learning needs screenings only need to be completed once; however, there may be indicators requiring additional learning needs screenings;

- Screenings can be offered in person, over the phone or in writing. Regardless how the screening was offered, it will need to be documented in TRACS that an offer has occurred;

- A screening is considered completed when it has been:
  - Offered – Accepted – Conducted – Documented;
  - Offered – No Show – Documented;
  - Offered – Refused – Documented.

If a screening is refused, use the **DHS TANF/JOBS Program Client Rights – Screenings and Evaluations** form (**DHS 7826**) in addition to TRACS to document the refusal.

**Example 18:** Linda was invited to a re-engagement appointment where her case was staffed with the re-engagement team. Linda did not attend her re-engagement appointment. At the staffing, the team reviewed available DHS testing screens. Screens indicate that Linda had been referred to additional services for AD with a local provider, per narration. It is unknown to the department if she engaged in such services. At the time of the staffing, the team determined that services had been offered by the department and to move forward with a grant reduction. The team can move forward with imposing grant reduction as the possible AD barrier was considered, resource provided at the time of contact, and to the best of the departments understanding of the case treatment was determined to not be a factor in her noncooperation.

**Example 19:** Arial was invited to a re-engagement appointment were her case was staffed with the re-engagement team. Arial did not attend her re-engagement appointment. At the staffing, the team reviewed available DHS disability screens. Screens indicate that Arial has a documented back injury that prevents her from standing or sitting too long. Arial had agreed to engage in SW services with contractor. Contractor was aware of her accommodation needs and able to provide them. Arial stopped attending SW classes and did not notify the worker or contractor. The team reviewed and narrated they considered her disability in determining her noncooperation in JOBS services. The team can move forward with
GAINS/LEARNING NEEDS SCREENINGS

GAIN and Learning Needs Screenings should only be administered by department staff or designees that have met department training requirements and who are comfortable and capable of administering said screenings.

These tools should be administered one-on-one between a participant and department staff or designee with appropriate follow up provided by the department at time of screening.

- Information regarding the participant’s current safety: Review the case for potential documented or reported instances of Domestic Violence or other potential safety risks:
  - DHS 0415A;
  - Last application;
  - UCMS coding;
  - TRACS or case narratives.

When reviewing for ongoing safety concerns look back six months in the case record. Each potential safety incidence must be determined individually as a factor or not a factor in the participant’s noncooperation.

Information from community partners (e.g., domestic violence service providers, community action agencies, housing, etc.) or other agencies with which the participant may be working, etc., should be used to determine if the participant’s safety risk directly prevented them from participating in the JOBS program requirements.

Example 20: Lilian had been in a DV situation five months prior to her DQ staffing. She had been approved for DV funds and the department helped her move to safe housing. She then stopped engaging in JOBS services and was invited to re-engagement. The Team determined that her safety needs had been addressed with DV funds and was not a factor in her noncooperation in the JOBS program. The DQ would be upheld in this situation as the team acknowledged, determined and narrated that safety was not a factor in her noncooperation.

Example 21: It was known to the agency that Martha moved from Washington State to Oregon to get away from an unsafe living situation with her ex-
TANF M - Participation, Cooperation and Re-Engagement

Participants currently involved in ongoing domestic violence regardless of whether they have an open DV grant are JOBS-eligible.

They should be engaged in services that meet their safety needs and do not put them at further safety risk. These services could include family stability services such as housing and safety planning with an advocate. They could also include full or modified employment readiness services based on their safety needs.

15. Department determination/staffing outcomes

The department must make a determination based on all the information gathered during the re-engagement process of whether the participant does or does not have good cause for noncooperation in planned activities.

In TRACS, clearly document the situation that led to the request for re-engagement, including:

- The participant’s perception of the situation;
- Steps taken to encourage re-engagement;
- Findings of good cause or no good cause (even if the participant is now willing to re-engage);
- Staffing with community partners and child welfare;
- Home visits or attempted home visits (required at the first instance of grant reduction and before a total grant reduction);
- Screenings completed (or offered);
- Alternative resources offered or available to the participant; as well as

partner. She has never been approved for DV services in Oregon and there is no coding on her case. Staffing team moves forward with grant reduction without addressing potential safety concerns. DQ would be imposed in error as safety concerns known to the agency were not addressed.

** If the agency had addressed the known safety concerns and determined they did not factor in her noncooperation and clearly narrated such, they could have imposed the grant reduction.
Any outcomes from the re-engagement process.

✅ Click here for a re-engagement check list.

**Good cause determination**

The local re-engagement team determines the participant had good cause for noncooperation:

- Document all findings in TRACS and the participant's case file;
- Do not apply a grant reduction;
- Engage the participant in appropriate ongoing JOBS program activities;
- Update TRACS and finalize re-engagement page.

Things to consider while determining good cause:

- Was the participant JOBS-exempt during any time of the re-engagement process? (JOBS exemption may have not been known to the department before the staffing.)
- Was there a situation outside of the participants control that prevented cooperation?
- Did the participant have ongoing deficiencies in the following areas and the department failed to provide reasonable accommodations or referrals?
  - Active DV (last six months);
  - Ongoing MH (with treatment);
  - Addictions (in treatment);
  - Learning needs / disability;
  - Physical health (participants or others in HH).

**No Good cause determination grant reduction**

The local re-engagement team determines the participant did not have good cause for noncooperation.

- Document the process and outcome in the Re-Engagement Record on TRACS or a TRACS narrative using the statewide Re-engagement TRACS (form) narrative;
• Apply disqualification at the appropriate level;

• Finalize the re-engagement page or save the Re-engagement TRACS (form) narrative into TRACS; and

• Continue to attempt to engage the participant in JOBS program activities.

Go to Section 18 for additional guidance on JOBS disqualification penalties.

No Good cause determination no grant reduction

The local re-engagement team determines the participant did not have good cause for noncooperation but is not imposing a grant sanction.

• Document the process and outcome in the Re-Engagement Record on TRACS or a TRACS narrative using the statewide Re-engagement narrative;

• Finalize the re-engagement page or save the Re-engagement TRACS (form) narrative into TRACS;

• Connect the family with additional agency and community resources, such as child welfare, Family Support and Connections and other local community agencies and or partners; and

• Continue to attempt to engage the participant in JOBS program activities.

| Re-engagement; JOBS, Pre-TANF, REF Employment Program, SFPSS, TA-DVS Rule 461-190-0231 — Re-engagement; JOBS, Pre-TANF, REF Employment Program, SFPSS, TA-DVS |
| Disqualifications; Pre-TANF, REF, SNAP, TANF Rule 461-130-0330 — Disqualifications; Pre-TANF, REF, SNAP, TANF |

16. When does the re-engagement process end?

The re-engagement process ends when any of the following are met:

• The department and the participant agree to a modified case plan and the participant completes two-consecutive weeks of cooperation. The participant is considered successfully re-engaged in JOBS;

• Efforts to re-engage are unsuccessful:
  – The participant clearly indicates the intent not to participate in the re-engagement process;
The participant continues noncooperation in case plan activities;

- The participant refuses to take appropriate steps to address identified barriers to participation; or

- The participant did not have good cause for not complying with a requirement of the program and the participant is able but unwilling to address the issue through activities to remove the barrier or plan modifications.

- There is no appropriate activity available in which the participant may participate and/or there are no support services available to support participation in appropriate activities.

17. **Who can be disqualified from the JOBS program?**

Individuals who are JOBS-eligible and required to cooperate with the activities specified on their case plan and who fail to cooperate without good cause are subject to disqualification/grant sanction.

JOBS disqualifications are applied independently to any JOBS-eligible individuals who do not cooperate in JOBS program requirements. In multi-parent households, more than one adult can be disqualified if the individual adults do not cooperate in JOBS program requirements.

18. **JOBS disqualification grant reduction**

Grant reductions for noncooperation with the JOBS program requirements are progressive. They are as follows:

- The first level (DQ1), the family grant is reduced by 25 percent;

- The second level (DQ2), the family grant is reduced by 50 percent;

- The third level (DQ3), the family grant is reduced by 75 percent;

- The fourth level (DQ4), the family grant is reduced by 100 percent;

- During the fifth and sixth months, TANF is closed for the entire family (need group). The need group is not eligible for TANF benefits for two consecutive months, after which they must reapply for TANF benefits.
When a disqualified participant does not act to end the disqualification, it progresses to the next level the following month.

### Reapplying a DQ4

When DHS is re-engaging a participant who has a history of a DQ4 (the Case Descriptor on UCMS). If the team decides the participant did not have good cause, the DQ4 would be reapplied. This will give the participant one month to begin the two-week cooperation period before the TANF case is closed and a DQR is applied.

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**Disqualifications; Pre-TANF, REF, SNAP, TANF Rule**

**461-130-0330** — Disqualifications; Pre-TANF, REF, SNAP, TANF

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**SEE TANF SECTION L (TF-L) FOR INFORMATION ON DECISION NOTICE REQUIREMENTS WHEN IMPOSING DISQUALIFICATIONS.**

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19. **When is a JOBS disqualification ended?**

The JOBS disqualification process is ended when:

- The disqualified participant demonstrates two consecutive weeks of cooperation;
- A JOBS-eligible adult in the need group demonstrates two consecutive weeks of cooperation (this can be the nondisqualified adult in a multi-parent household);
- The disqualified participant is now JOBS-exempt from JOBS program participation and disqualification;
- The disqualification was applied in error. Do not count that disqualification;
- It becomes known that the failure to cooperate was based on previously unknown domestic violence issues;
- It becomes known that the failure to cooperate was based on an aspect of a previously known or unknown disability;
- A required accommodation or modification which would allow a disabled participant to participate was not provided;
- The disqualified person is no longer a member of the household group. The disqualification follows the person.
**Example 22:** Erin is on an active disqualification. She comes into the office on 3/3 and signs a case plan to start participation. On 3/17, she completes her two weeks of participation per her case plan (PDP). The disqualification ends on 3/17, DQ need resource removed, and TANF grant supplemented, effective 3/17.

**Example 23:** Lisa is on an active disqualification that has continued to roll to a DQ3. Lisa provides her worker with pregnancy verification is due next month. Lisa is now JOBS-exempt from participation and disqualification. The department would end the current disqualification and supplement the grant back to the first day of the month prior to the month of her due date.) The department would also roll DQ history back to a DQ2.

**Example 24:** Amber is on an active disqualification that has continued to roll. She comes into her local DHS office and discloses to her worker that she has been living with an abusive partner and does not wish to apply for DV service. She states that she and her children have since moved in with her mother. The department reviews her case and, per her statements, determines that at the time she was re-engaged for not attending her JOBS appointment, her partner was controlling her ability to leave the house. The department determines that at the time she missed the activity that lead to re-engagement, she was unable to participate due to DV.

The department would engage Amber in JOBS services and overturn the DQ, supplement the grant back to the start of the DQ and remove the DQ history from the case.

**Example 25:** Jacklyn is on an active disqualification that has continued to roll. She comes into the office and applies for DV services. She states that with her grant reduction, she moved in with her boyfriend who started hurting her. She is working with a DV advocate and he has moved out. The department reviews her case and, per her statements, the DV did not occur until after she was noncooperative in the JOBS program. There is no indication that during re-engagement, Jacklyn had an ongoing safety concern.

The department would engage Jacklyn in JOBS services as appropriate based on her safety needs and stop the DQ effective the date the department was informed of the new safety concern. The DQ history would stay on Jacklyn’s case.

**Example 26:** Sharon and Ken are both JOBS-eligible adults in a multi-parent TANF household. Sharon is currently on an active disqualification. Ken comes
The department must provide the participant an opportunity to engage within 48 hours of the participant requesting to engage in services.

The department or JOBS contractor cannot delay the participant’s ability to start participation at the time the participant signs the updated case plan.

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**Removing Disqualifications and Effect on Benefits Rule**

461-130-0335 — Removing Disqualifications and Effect on Benefits

**Domestic violence Rule**

461-135-1200 — Domestic violence

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20. **Effective date for ending a disqualification**

A participant or JOBS-eligible adult in the need group who informs the department they intend to cooperate in JOBS activities must:

- Complete a new or revised case plan or agree to complete activities in the current case plan; and
- Be assigned a cooperation period of two consecutive weeks.

The disqualification ends after the participant completes two consecutive weeks of cooperation:

- If the disqualified person or another JOBS-eligible adult in the need group demonstrates cooperation prior to the effective date of the disqualification:
  - Do not impose the financial penalty;
  - Code the appropriate DQ C/D history under the noncooperative individual.
• If the first day of the month occurs during the two consecutive weeks of cooperation:
  - Restore benefits effective the day the participant completed the two weeks of cooperation;
  - Code the appropriate DQ C/D history under the noncooperative individual.

• If cooperation starts after the effective date of the disqualification:
  - Restore benefits effective the day the participant completed the two weeks of cooperation;
  - Code the appropriate DQ C/D history under the noncooperative individual.

21. Requirements to cooperation with alcohol and drug or mental health treatment

A participant identified by a qualified medical professional as needing mental health or alcohol and drug treatment must cooperate and follow through with the referral and the treatment program requirements.

Use the following penalties (MQ1 – MQ4) when an adult member or parenting teen in the need group is **JOBS-exempt from JOBS disqualification** but is required to participate in alcohol and drug or mental health treatment. See section 3 above for more information on who is considered JOBS-exempt from participation.

| Requirement to Attend an Assessment or Evaluation, or Seek Medically Appropriate Treatment for Substance Abuse and Mental Health; Disqualification and Penalties; Pre-TANF, TANF Rule |
| 461-135-0085 — Requirement to Attend an Assessment or Evaluation, or Seek Medically Appropriate Treatment for Substance Abuse and Mental Health; Disqualification and Penalties; Pre-TANF, TANF |

22. Good cause for noncooperation with alcohol and drug or mental health treatment

There is no good cause for not pursuing treatment unless treatment services are unavailable to the participant at no cost. However, participants may have good cause for missing scheduled appointments or activities because of the circumstances specified under item 8, above. Also, good cause exists if a domestic violence victim fails to cooperate with a treatment plan when the batterer is also receiving treatment from the same provider.
23. **Penalties for noncooperation with alcohol and drug or mental health treatment**

Penalties for not cooperating with alcohol and drug or mental health treatment program requirements are progressive. The re-engagement process as outlined above is used to determine that the participant refused to participate in their agreed-upon activities without good cause. The penalties for failing to cooperate with treatment are as follows:

- The first level (MQ1), the family grant is reduced by 25 percent;
- The second level (MQ2), the family grant is reduced by 50 percent;
- The third level (MQ3), the family grant is reduced by 75 percent;
- The fourth level (MQ4), the family grant is reduced by 100 percent;
- During the fifth and sixth months, TANF is closed for the entire family (need group). The participant’s need group is not eligible for TANF benefits for two consecutive months, after which they must reapply for TANF benefits.

### DQS AND MQS

_DQs and MQs do not transfer to each other. If a participant is at an MQ1 and becomes JOBS-eligible, the MQ would be ended and the department would begin the re-engagement process for a JOBS-eligible participant._

If a participant who is JOBS-exempt from participation loses that exemption while serving a disqualification for Alcohol & Drug/Mental Health noncooperation, the participant continues in the Alcohol & Drug/Mental Health disqualification until they cooperate.

**Example 27:** Last month Joanne was not cooperating with the requirement for her to attend alcohol and drug treatment. At the time her child was under six months of age. The case worker tried to re-engage Joanne but the local team determined she was refusing to participate without good cause and applied a disqualification. Joanne had an MQ1 added to her Needs Resource on her case.
24. When does an alcohol and drug or mental health treatment disqualification end?

A disqualification for alcohol and drug/mental health treatment ends when:

- The disqualified person demonstrates two consecutive weeks of cooperation and demonstrates a willingness to participate in treatment as required under OAR 461-135-0085;
- The disqualified person is no longer JOBS-exempt from JOBS activities;
- The disqualification was applied in error;
- It becomes known that the failure to cooperate was based on previously unknown domestic violence issues;
- It becomes known that the failure to cooperate was based on an aspect of a previously known or unknown disability;
- A required accommodation or modification which would allow a disabled participant to participate was not provided;
- The disqualified person is no longer a member of the household group. The disqualification follows the person.

**Example 28:** Liz is on an active disqualification (MQ2). Liz had been JOBS-exempt from JOBS participation and disqualification during the first six months after the birth of her child. Her exemption ends at the end of this month.

Liz is no longer JOBS-exempt from JOBS program participation. The MQ2 would be removed from the Needs Resource however it would remain in the Case Descriptor.

The case manager would discuss the change in participation status and develop a new plan if needed. If Liz fails to participate, a new re-
25. **Effective date for ending a drug and alcohol/mental health disqualification**

A disqualified participant, who informs the department they intend to cooperate in drug and alcohol or mental health services must:

- Complete a new or revised case plan or agree to complete AD/MH activities in the current case plan; and
- Be assigned a cooperation period of two consecutive weeks;
- Demonstrate a willingness to participate in treatment as required under OAR 461-135-0085 if treatment is still required.

The disqualification ends after the participant completes two consecutive weeks of cooperation:

- If the disqualified person demonstrates cooperation prior to the effective date of the disqualification:
  - Do not impose the financial penalty;
  - Code the appropriate DQ C/D history.
- If the first day of the month occurs during the two consecutive weeks:
  - Restore benefits effective the day the participant completed the two weeks of cooperation;
  - Code the appropriate DQ C/D history.
- If cooperation starts after the effective date of the disqualification:
  - Restore benefits effective the day the participant completed the two weeks of cooperation;
  - Code the appropriate DQ C/D history.

For all levels of penalty, if an appropriate activity is not available within two consecutive weeks or there is a cost to the participant, a participant's statement of intent to cooperate will serve as the demonstration of cooperation.
26. Counting the disqualification/noncooperation penalty months

A JOBS disqualification or penalty for failure to cooperate with substance abuse / mental health treatment are counted for any month which:

- The participant is disqualified for even one day; or
- Which a disqualification would have become effective, if the participant had not successfully demonstrated cooperation before the effective date per OAR 461-130-0335.
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