B. Application and Redetermination

1. Filing date and application time frames

The Temporary Assistance for Needy Families (TANF) application process starts with an individual’s request. The request may be in the form of a:

- Phone call;
- Office visit;
- Home visit;
- Written request.

The request can be made by the individual or another person or agency authorized to act on the individual’s behalf.

**Filing Date**

The TANF filing date is established the date a signed application for TANF benefits (including the individual’s name, address and signature) is received by the department. If the request is received after business hours, on a weekend or a holiday, the filing date will be the next working day.

**Example 1:** On 4/16, Jamal turns in his TANF application at the local branch. Front staff add the date stamp for the filing date of 4/16 and schedule an intake.

**Application time frames**

An individual has up to 30 days from the filing date to complete the application process. The application process is completed when the individual fills out and signs the application form, has a face-to-face interview, and provides the necessary information and verification.

**NOTE:** See Section B.5 (TF-B.5) for more information on the required interview.

The 30-day limit may be extended to the 45th day when one of the following is true:

- Circumstances exist beyond the control of either the individual or the branch to complete the process;
• Information needed to determine eligibility is expected to be received after the 30-day limit, and the individual has no control over delivery;

• The individual requests a hearing before the 30-day time frame has ended.

2. Application for TANF and additional forms

The application form for TANF is the Application for Services (DHS 415F). It must be signed by at least one caretaker relative to be considered complete.

The required forms are:

• A new, signed Application for Services (DHS 415F);

• If there is not a signed Your Rights and Responsibilities While in JOBS and JOBS Plus (DHS 7819) on file that is less than 12 months old or a narrative in the past 12 months documenting a discussion with the individual about the DHS 7819, do one of the following:
  - Review the DHS 7819 and have each JOBS participant sign;
  - Review with each JOBS participant during the interview and narrate the discussion in TRACS; or
  - Narrate that the form was mailed to the individual with the intent of it being reviewed at the next JOBS appointment.

• If there is not a signed Cooperating with Child Support Enforcement (DHS 428A) on file that is less than 12 months old or a narrative in the past 12 months documenting a discussion with the individual about the DHS 428A, review the DHS 428A with the parent and narrate this discussion or narrate that the form has been given to the parent.
If an individual has applied on CAPI and requests TANF within 30 days, it is not necessary to complete a new application (DHS 415F). The worker will need to complete the TANF Supplemental Interview Guide (DHS 7882) with the applicant and obtain a new signature. The signature on the DHS 7882 establishes the TANF filing date.

3. **Who must sign an application and complete the application process?**

A parent or a nonparent caretaker relative of the dependent child(ren) must sign an application and complete the application process. If they are unable to do so unassisted, they may use an *authorized representative*.

4. **Authorized Representative**

An *Authorized Representative* (AR) is an individual or organization that acts on behalf of an applicant or beneficiary during:

- Application process;
- Renewals or recertification of eligibility;
- Reporting changes; and
- Ongoing communications.
An AR designated for one program is the AR for all programs and benefits with the same Head of Household, Primary Person or Primary Contact except in the:

- Temporary Assistance for Domestic Violence Survivors (TA-DVS) Program; and
- Long-term care service provider for the individual designating the AR.

The Department may accept a designation or termination of an AR via any of the following methods which includes either a handwritten or electronic signature of both the individual and the AR:

- Internet;
- Email;
- Mail;
- Telephonic Recording;
- In person; or
- Other electronic means.

If the designated AR:

- Is in the eligibility determination group, all individuals whose financial and nonfinancial information is considered when determining eligibility, they do not need to complete the Authorized Representative and Alternate Payee (MSC 231);
- If the designated AR is outside of the eligibility determination group, the MSC 231 needs to be completed.

The following individuals can designate an AR:

- The head of household, primary person or primary contact of any age;
- Any individual age 18 and older that is included in the eligibility determination group;
- An individual given legal guardianship or power of attorney who is included in the eligibility determination group; and
- The Department when it is determined;
  - An AR is needed based on the individual’s physical or mental capacity to handle their own affairs; and
  - An AR has not been designated for the individual.
An AR cannot be any of the following; though exceptions can be made at the discretion of the *Department* when there are no other available AR options:

- An individual serving a disqualification for intentional program violation;
- A person who may cause harm;
- A person who may have a conflict of interest;
  - Landlords and other vendors of goods or items who deal directly with the client. Including retailers who accept SNAP benefits or are authorized to accept *Department* Electronic Benefit Transfer (EBT) cards;
  - *Department* employees and any employee of a contractor which is involved in the certification and issuance process for *Department* benefits. An exception can be made only with the written permission of the SNAP Program Administrator or their designee; and
- Homeless meal providers for homeless SNAP recipients.

The AR may do any of the following:

- Complete, sign and submit any applications, renewals, or documents on the applicant or recipient’s behalf;
- Receive copies of notices and other communications from the *Department*; and
- Act on behalf of the applicant or recipient by reporting information and submitting requests to the *Department*.

The AR must maintain the confidentiality of any information provided by the *Department* regarding the represented individual.

An AR can be terminated when:

- The represented individual notifying the *Department* that the designation is terminated;
- The represented individual appoints a new AR;
- The AR notifies the *Department* that the designation is terminated;
- The *Department* determines the AR is no longer permitted; or
- There is a change in the legal authority upon which the individual or organization was based.
When ARs have been determined to knowingly misrepresent the eligibility determination group or misuse SNAP benefits, the ARs are disqualified. The branch office can disqualify them for one year after sending written notification of the disqualification to the client and the AR 45 days prior to the disqualification. The notice must specify the reason for the disqualification, the disqualification period, and the client’s right to request a hearing.

**Authorized Representatives; General Rule**

461-115-0090 — Authorized Representatives; General

5. **Alternate Payee**

An *Alternate Payee* (AP) is an individual or organization authorized by another individual to obtain and use benefits for and in the best interest of the *benefit group*. When an AP is designated, the *Department* may issue an Electronic Benefit Transfer (EBT) card or other program benefits to the *alternate payee*.

The following individuals may appoint an AP in writing on an *Authorized Representative and Alternate Payee* (MSC 231) form.

- The head of household, primary person, primary contact, or authorized representative of any age;
- An individual given legal guardianship or power of attorney for an individual age 18 and older; and
- The *Department* may appoint an emergency AP.

An AP cannot be any of the following, exceptions can be made at the discretion of the *Department* when there are no other available AP options:

- An individual serving a disqualification for intentional program violation;
- A person who may cause harm;
- A person who may have a conflict of interest;
  - Landlords and other vendors of goods or items who deal directly with the client. Including retailers who accept SNAP benefits or are authorized to accept Department Electronic Benefit Transfer (EBT) cards;
  - *Department* employees and any employee of a contractor which is involved in the certification and issuance process for Department benefits. An exception can be made only with the written permission of the SNAP Program Administrator or their designee; and
• Homeless meal providers for homeless SNAP recipients.

An AP can be terminated when:

• The represented individual notifying the Department that the designation is terminated;

• The AP notifies the Department that the designation is terminated;

• The Department determines the AP is no longer permitted; or

• There is a change in the legal authority upon which the individual or organization was based.

## Authorized Payee Rule

*461-165-0035 — Authorized Payee*

### 6. When is an application needed?

A completed application is required for TANF applicants except as listed in this section.

*Using an existing application*

An existing application can be used when:

• A case closes and reopens during the same calendar month; or

• Adding an individual to the case and the information available is sufficient to determine eligibility; or

• Adding a newborn to the case, if the newborn was included on the original application as an unborn; or

• A case is closed because the case was over income and the case is reopened the month after closure.

When an existing application is used, the existing application should be reviewed and updated as needed, and signed.

**Example 2:** *Mom and child receive TANF. Returned mail is received. A basic decision notice is sent and the TANF case is closed effective March 31. The individual comes into the office March 25 and reports a new address. Since the individual came in during the same month the case is closing, a new application is not needed.*
Example 3: Mom is on TANF due to pregnancy and is due May 1. She reports on May 8 that she had her baby May 2. A new application is not needed.

Example 4: Dad and two children are on TANF. Dad’s case is closed September 30 due to being over income. Dad reports on October 10 that he was laid off due to lack of work and meets all requirements for TANF, including financial requirements, in October. Since he met eligibility in the month following closure, a new application is not needed.

Example 5: Jane and her son, Michael, are receiving TANF benefits. Jane reports her new husband, Curtis, has moved into the home. He is requesting to be the head of household. Curtis will need to review the application and sign the rights and responsibilities page in order to become the head of household.

CARETAKER RELATIVE

When the caretaker relative changes, the new caretaker relative must review and sign the application and all affiliated rights and responsibilities.

When An Application Must Be Filed Rule

461-115-0050 — When An Application Must Be Filed

Transitioning between Self Sufficiency programs

Workers may use the existing application when individuals change between self-sufficiency programs administered by DHS.

Adding a new person

If workers are adding a person other than a newborn to the grant, they must either:

- Use a new DHS 415F application form; or
- Amend a current application on file.
Branches may use their discretion to determine when to use a new application or amend a current application when using an addendum (DHS 415X or DHS 943) or supplement (DHS 7882).

**Example 6:** Tangia reports that her husband moved in on 6/8. Tangia does not complete an application. Once Tangia’s husband clears eligibility, his TANF will begin the date he becomes eligible for the program.

**Example 7:** Oscar turns in an application stating that his wife and son moved in. Oscar’s application receives a filing date of 7/5. Due to circumstances, Oscar could not come back for an intake until 7/28. Once Oscar’s family clears eligibility, their TANF will open back to the filing date.

7. Interview

A face-to-face interview is required at initial application and at least every 12 months thereafter, unless there is a hardship. Narrate the reason for the hardship, if one is present.

A hardship includes but is not limited to:

- Care of a household member;
- An applicant’s age, disability or illness;
- A commute of more than two hours from the applicant’s residence to the nearest branch office;
- A conflict between the applicant’s work or training schedule and the business hours of the branch office; and
- Transportation difficulties due to prolonged severe weather or financial hardship.

**Example 8:** Jon and Sam turn in an application and have a face-to-face interview for TANF on April 25. They were found to be over-income for the month of April. The worker explained to Jon and Sam how to establish a new filing date. They reapply on May 3. Since they had a face-to-face interview within 10 calendar days of their filing date, a phone interview is scheduled.

If an applicant completed a face-to-face interview within the last 10 calendar days, a phone interview can be conducted to determine eligibility.
8. Verification of eligibility

Individuals must provide verification to DHS when it is requested.

Verification may be received in a variety of ways but must come from a third party. The third party, however, must have direct knowledge of the information and cannot be a member of the filing group.

Verification may be a document that is copied and put into the agency file. It may be received via a telephone conversation, or a document may be viewed during a home visit. When verification is not placed in the file or available online, the worker must carefully narrate the information received. In certain situations, questionable information may warrant a home visit by DHS staff.

The following are factors that must be verified at application, redetermination and when changes occur:

- SSN or application for an SSN;
- Noncitizen status must be verified through SAVE;
- Income;
- Pregnancy, if it is an eligibility requirement. The individual must turn in verification of the pregnancy if there are no other eligible children in the home. If there are other dependent children in the home, then the individual’s statement that the pregnancy was determined by one of the following is adequate for verification:
  - Medical practitioner;
- Health department;
- Clinic;
- Crisis pregnancy center; or
- Like facility.

- Verification of time on TANF in another state or from a tribal program.

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### CITIZENSHIP VERIFICATION

*Staff may not ask applicants or recipients to verify their citizenship solely on the basis of the individual’s ethnicity or ability to communicate in English. If an individual identifies themselves as a noncitizen on the application, noncitizen status must be verified.*

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Do not delay benefits by pending for income that has not yet been received. Accept the individual’s statement on what the income will be.

**Example 9:** Satine is pregnant in her last month and has no other children. Satine is applying for TANF and the worker will need to pend for verification of her estimated due date.

**Example 10:** Velvet is applying for TANF with her 10-year-old son and is also currently pregnant. Since Velvet has a child besides her pregnancy, the worker can accept her statement of her estimated due date.

**Example 11:** Mike is applying for TANF on April 10. He has started working and received his first check on April 5 and will receive his second check on April 20. There is no need to pend for proof of Mike’s April 20 check as he has not received it. The worker may accept Mike’s statement of how much is anticipated on the check.

Workers may verify any factors affecting eligibility whenever they consider them questionable. They can choose the type of verification they believe is acceptable for specific eligibility factors and specific situations.
NOTE

For students attending higher education and receiving financial aid, workers do not have to pend for verification of the financial aid package, unless questionable. Narrate the discussion about the financial aid.

MSC 2099

When requesting information from a financial institution, have the individual sign and date an Authorization for Use and Disclosure of Information (MSC 2099) for each request. Name the specific financial institution on the form before the individual signs. Send the form to the financial institution and keep a copy in the branch.

Verification; General Rule

461-115-0610 — Verification; General

TANF Time Limit; General Provisions Rule

461-135-0071 — TANF Time Limit; General Provisions

Effective Dates; Initial Month Benefits Rule

461-180-0070 — Effective Dates; Initial Month Benefits

Verifying time on TANF from another state

When an individual indicates on the application that they received TANF benefits in another state(s) or from a tribal program, the agency must verify how many months the individual received TANF in the other state(s) or program.

If verification is needed, do the following things:

- Pend the adult’s benefits for 30 days and open a case for the children if all other TANF eligibility requirements are met; and
- Attempt to verify the out of state time by contacting the other state.

CONTACT INFORMATION FOR VERIFICATION OF TIME IN ANOTHER STATE IS AVAILABLE IN MULTIPLE PROGRAM WORKER GUIDE #4 (MP-WG#4) — CONTACTS FOR STATEWIDE VERIFICATION OF ASSISTANCE.
If verification of time on TANF from another state or tribe is not received within the 30-day application period, deny the application for the adult for failure to complete the application process. Leave the case open for the children.

When verification is received within the 30-day application time frame:

- If the adult has less than 60 months on TANF: Add the adult and supplement TANF back to the filing date;

- If over 60 months, the adult’s needs would not be added to the grant unless the individual meets one of the hardship extension criteria. The children would continue to receive benefits as long as all other TANF eligibility requirements were met;

- If over 60 months, and the adult meets one of the hardship extension criteria, add the adult and supplement TANF back to the filing date.

CLICK HERE FOR MORE ON TANF TIME LIMIT HARDSHIP EXTENSION CRITERIA.

Out-of-state months, once verified, must be added to the Out-of-State Time Limits screen.

CLICK HERE ON HOW TO UPDATE THE OUT-OF-STATE TIME LIMITS SCREEN.

**VERIFICATION**

*If verification from the other state identifies months in Indian Country, those months do not count towards the federal or Oregon state time limit.*

**Example 12:** Mary Ann moved to Oregon from Washington. At intake she said she had about four years on assistance in Washington. The worker called Washington but was unable to make a connection with anyone. Since all other eligibility factors were met, the worker opened TANF for the children but pended Mary Ann for proof of time on assistance in Washington. The worker emailed Washington. Two weeks later, she received an email from Washington verifying the client had received TANF for 48 months, none of which were in...
Indian Country. The worker was able to supplement TANF back to the filing date.

Example 13: Josh and his children moved to Oregon from Washington, D.C. Josh said he had received 60 months of TANF in DC and so the family had timed out. Josh does not meet one of the hardship extension criteria. The worker tried to call D.C., but the office was already closed because of the difference in time zones. Since the family met all other eligibility requirements, the worker opened benefits for the children and pended Josh for proof of time on assistance. The worker then faxed a request to D.C. to verify time on assistance for Josh. The verification was received two days later. Because Josh had received TANF for 60 months, all months being after July 2003 and no months being while Josh lived in Indian Country, the worker sent a notice to Josh denying him TANF and updated the Out-of-State Time Limit screens. TANF remained open for the children.

9. Out-of-state benefits

Verifying out-of-state benefits is only a requirement if the department has reason to believe an individual currently has open benefits outside of Oregon. Reasons it may be appropriate to verify out-of-state benefits include, but are not limited to:

- Applicant presents an out-of-state ID or license; or
• Applicant marks on the application for benefits that they received benefits or resided previously in another state.

10. **When to open a TANF grant**

*Initial application*

A TANF grant is opened when an individual completes the application process and provides the needed verification within the application processing time frames. This includes the interview.

The effective date for initial month of cash benefits is the filing date (see OAR 461-115-0040). If the application process is not completed by the 30th day after the filing date, the application is denied.

**Example 14:** Lynne and her children apply for TANF on the second of the month. She meets with her case worker on the third. Lynne may have an unemployment claim and the worker asked if she has applied for UC benefits. Lynne says she has not applied. All other eligibility factors have been cleared. Lynne is pended to apply for UC benefits. On the fifth, Lynn contacts the worker to let her know she had just applied for UC benefits.

**Question:** What is the effective date for opening TANF benefits?

**Answer:** The effective date for TANF program benefits will be the second of the month.

If DHS denies an application in the initial month, workers will need to establish a new filing date to establish an application for the first of the next month. If the family chooses to apply in the following month, workers will need to review all DHR and IEVS screens, complete the interview, update the DHS 7823A, narrate changes, if any, and determine eligibility again.

**EXCEPTION**

If a face-to-face interview was completed within 10 calendar days of the filing date, a phone interview may be conducted. When using an existing application, the applicant must still establish a new filing date by submitting their request on a department-approved application containing at least their name, address and signature.

TANF cannot be opened for the children or adults in the benefit group who have not provided a valid social security number, or proof they have applied for one. TANF cannot be opened for adults who have not verified their time on TANF from another state or
tribe. In these circumstances, TANF can be approved for all others in the benefit group as long as there is an eligible dependent child with all verified documentation during the pending process.

**Example 15:** Shannon applied for TANF on July 20. She is not eligible for TANF in July but appears eligible for August benefits. The worker must deny benefits for July and explain to Shannon how to reestablish a new filing date for August. Shannon establishes a new filing date on August 3 and attends her interview. The worker narrates and updates the prior application and DHS 7823A, reviews all DHR and IEVS screens and determines eligibility, opening benefits effective the filing date of August 3.

**Example 16:** Nancy was denied TANF on June 25, and she is potentially eligible in July. The worker explains to Nancy how to establish a filing date in the month of July. Nancy can complete a new application or choose to review her most recent application on file and re-sign to establish a new filing date in July. A phone interview can be completed if the most recent face-to-face interview was within 10 calendar days.

**Redetermination**

At redetermination, TANF is opened the first of month following the closure if the individual establishes a filing date during the final month of the certification period.

**Example 17:** Belle’s TANF certification period ends January 31. She turned in her recertification application on January 28 and was pended to pursue a potential valid UC claim. Belle calls her worker on Saturday, 2/7, to report that she applied for UC benefits. On Monday, the worker checks her voice messages and hears that Belle applied for UC as requested. Since worker received the voice message that Belle pursued her available assets and has cleared all other eligibility requirements, the worker will narrate the date of phone call and open TANF effective 2/1.

**Example 18:** McKayla’s TANF certification period ends December 31. She establishes a filing date for TANF on December 15. The worker is out unexpected and does not process the TANF application until January 4. McKayla meets all eligibility requirements and attends her interview in the office. The worker reopens TANF effective January 1.
**Re-opening TANF after closure (nonredeterminations)**

In the month after closure: When reopening TANF after a mid-certification closure, the client must submit a new application unless they meet one of two requirements:

1. The individual becomes eligible for TANF before the closure takes place; or

2. The case is closed for going over income but the individual becomes eligible for TANF in the month following closure.

In the same month of closure: A reported change prior to the effective date of mid-certification closure does not require a new application. Review eligibility requirements with the individual and reopen benefits effective the first of the following month.

If the case is closed due to being over income and the individual becomes eligible for TANF in the month following closure, TANF is reopened effective the first day of the month as long as the individual is found eligible from the first of the month.

**Example 19:** Landon is receiving TANF. His case is closed July 31 for returned mail. Landon contacts his worker on August 2 with a new mailing address. Since Landon’s case has already closed, he must complete a new application.

**Example 20:** Julie is receiving TANF. She was pended for information to add her child to her case. She did not turn in the pended items and her case is closed October 31. Julie returns the pended items on October 29. Since she returned the pended items prior to the closure of her case, TANF would be reopened, without a new application for November 1.

**Example 21:** Monica is receiving TANF. She goes to work and is over income. Her case closes January 31. On February 14, she contacts her worker and explains that she got laid off in January and received her final check on January 30. Since she closed due to being over income and she contacted DHS in February (the month following closure), her TANF can be restored without a new application if she meets TANF eligibility for the entire month. The effective date is the first of the month.
NOTE

Prior to opening benefits, all eligibility must be reviewed. This includes checking all required screens.

Example 22: Brandy applied for TANF on January 16. She is pregnant and due March 10 and has no other children. She is not eligible for benefits until February 1. The worker explains how to establish a filing date for February. Before opening TANF in February, a new interview will need to be completed, and eligibility and screens must be reviewed.

Effective Dates; Eligibility Following Closure Rule

461-180-0100 — Effective Dates; Eligibility Following Closure

Re-opening TANF when there was an active disqualification at time of closure

When reopening TANF after closure, where at least one adult on the TANF case was actively disqualified and the following are true:

1. There is at least a one-day break in TANF benefits;
2. The case was actively disqualified at time of closure;
3. The disqualification was within the last three months of the filing date; and
4. The disqualified adult is still in the household.

The disqualified adult must cooperate for two consecutive weeks before the TANF benefits are opened, unless one of the following is true:

1. The disqualified person is now exempt;
2. The department determines good cause for not meeting two weeks cooperation.

Once the adult has cooperated two consecutive weeks the TANF grant is opened back to the filing date.

If the adult does not cooperate two consecutive weeks prior to the 30th day, the TANF application is denied and a basic decision notice is sent.
Example 23: Mindy is actively disqualified for noncooperation; her recertification is due August 31. She does not turn in her redetermination and her TANF benefits close 8/31. On 9/3, Mindy comes into the office and re-applies for TANF benefits. Mindy is not currently JOBS exempt and the department does not find she has good cause for not requiring the two weeks cooperation period. Mindy is required to complete two weeks of cooperation in order for TANF benefits to be opened.

Mindy signs a case plan and completes her two weeks cooperation in the JOBS program. The department opens her TANF for the entire family effective the date of her filing date, September 3.

Example 24: Jenny is actively disqualified for noncooperation; her recertification is due August 31, she does not turn in her redetermination and her TANF benefits close 8/31. On 9/1, Jenny comes into the office and re-applies for TANF benefits. Jenny is determined eligible for ongoing TANF benefits. Since there was no break in benefit Jenny would continue to be disqualified but would not have to complete two-week cooperation in order to reopen her TANF benefits at the sanctioned level.

Example 25: Markis is actively disqualified for noncooperation; his recertification is due October 31; he does not turn in his redetermination and his TANF benefits close 10/31. On 11/5, Markis comes into the office and re-applies for TANF benefits. Markis is not currently JOBS-exempt and the department does not find he has good cause for not requiring the two weeks cooperation period. Markis is required to complete two weeks of cooperation in order for TANF benefits to be opened.

Markis signs a case plan but never completes his two weeks of required cooperation in the JOBS program. The department denies Markis’ TANF application on the 30th day.
11. Certification periods

All eligibility factors must be redetermined at least once every 12 months for families who have an open JOBS plan and are not participating or on an active JOBS disqualification. This includes a completed application and interview.

For some families, however, eligibility factors must be redetermined at least once every six months for families who have an open JOBS plan and are not participating or on an active JOBS disqualification. This includes a completed application and interview.

A redetermination may be done either at assigned intervals or whenever it is deemed necessary by the worker so long as the interval between redeterminations does not exceed those listed above.

A TANF certification may be redetermined early in order to align the TANF certification with SNAP benefits as long as the certification length does not exceed the guidelines above.

**Example 26:** Sharon has an active DQ2 JOBS disqualification. Her TANF certification cannot exceed six months. This is because she has a current JOBS disqualification.

**Example 27:** Jonathan was laid off from his job at the factory. He said his employer was going to hire him back in about three to four months. He has a case plan and is participating. His redetermination could be up to 12 months. However, because he may be going back to work soon, the case manager may do a six-month certification.

**Example 28:** Bobbi and her child are receiving TANF. She is receiving SSI after working with the State Family Pre-SSI program to become eligible. Bobbi is not required to participate in the JOBS program. Therefore, her redetermination date could be up to 12 months.
12. **Withdrawal of applications or noncompletion of the application process**

*Withdrawn application*

An individual may withdraw their application at any time during the application process. When an application is withdrawn, the applicant must either sign a *Voluntary Agreement to Take Action on a Case (MSC 457D)* or be given a basic decision notice.

**Example 29:** Carol is applying for TANF. Carol states that she does not want to participate in the JOBS program and wants to withdraw her application. Carol must either sign the MSC 457D or be given a basic decision notice.

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<tr>
<th>Notice Situation; Voluntary Action Rule</th>
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<tr>
<td>461-175-0340 — Notice Situation; Voluntary Action</td>
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*Noncompletion of the application process*

An individual’s application is considered incomplete when the applicant or their authorized representative does not complete the application process by the 30th day from the filing date. This includes failing to:

- Sign and submit the application;
- Provide verification of eligibility factors; and
- Attend an interview.

This does not mean that an applicant’s TANF application may be instantly or automatically denied for missing a single appointment.

**APPLICATION INFORMATION**

Once the department has correctly denied an application or considered it withdrawn by the 30th day from the filing date, the applicant must initiate the application process again if they want to get benefits. The same application may be used to establish a new filing date. A phone interview is permitted if the most recent face-to-face interview was within 10 calendar days of the new filing date.

**Example 30:** Madison turns in a completed application. She cannot stay for an intake and is scheduled to return tomorrow for her interview. Madison does not attend her interview and does not contact the branch to reschedule. On the 30th day, the application is denied for failure to complete the application process.
13. **Duplicate benefits**

A TANF recipient cannot receive cash benefits in two different benefits groups at the same time. Cash benefits are other cash benefit programs funded under title IV-E of the Social Security Act. Cash benefits include:

- Oregon TANF benefits;
- Out-of-State TANF;
- Tribal TANF;
- Social Security Income;
- Child Welfare Foster Care payments;
- Child Welfare Guardianship payments.

**NOTE**

An individual may receive Chafee (see OARs 413-030-0400 to 413-030-0455) and TANF benefits during the same period.

**SOCIAL SECURITY PROGRAM**

SSI is the only social security program funded under title IV-E of the Social Security Act. Receipt of other social security programs such as Social Security based off a disability (SSDI) or Social Security based off retirement, widow’s benefits or a parent or spouse’s disability benefits (SSB) do not prevent an individual from receiving TANF.
**TA-DVS BENEFITS**

Benefits issued under the TA-DVS program are not considered cash benefits.

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**Example 31:** Callie is requesting a non-needy caretaker relative grant for her niece, Amelia, for whom she receives foster care payments. Amelia is not eligible for TANF as she receives foster care payments.

**Example 32:** Meredith, Derek and their two children just moved to Oregon from Washington, where they are all receiving TANF benefits. Washington confirms that their TANF will end May 31. They are potentially eligible for TANF in Oregon on June 1.

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**SEE TANF-I (TF-I) ON WAIVING TANF REQUIREMENTS DUE TO DOMESTIC VIOLENCE.**

**SEE MULTIPLE PROGRAM WORKER GUIDE #4 (MP-WG#4) FOR INFORMATION ON HOW TO CONTACT OTHER STATES TO VERIFY THAT BENEFITS HAVE ENDED.**

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**TANF and Employment Related Day Care**

An ERDC recipient may move from ERDC to TANF in the same month as long as all TANF eligibility criteria have been met. A TANF recipient may not move from TANF to ERDC in the same month except in the following circumstances:

- Adults receiving TANF for themselves and their children may also receive ERDC for children who are in the household but cannot be included in the TANF benefit group;
- Children who are in an ERDC benefit group can also be a TANF benefit group member when living with a non-needy caretaker relative who is not included in the TANF benefit group;
- Children who are in an ERDC benefit group can also be in a TANF benefit group when living with a needy caretaker relative receiving SSI.

**Example 33:** Christina is receiving ERDC benefits for her child. She is laid off on May 5 and applies for TANF on May 10. Christina and her child meet
all eligibility criteria for TANF on May 10. Christina and her child are eligible for TANF effective May 10.

**ERDC COPAY**

Christina is still responsible for her ERDC copay for May and for any child care that she uses.

**Example 34:** Owen is on TANF and has recently started working. His TANF will end September 30. If he meets eligibility for ERDC, it cannot start until October 1. Owen should be reviewed for JOBS child care for September child care benefits.

**Example 35:** April receives SSI and receives TANF for her children. April begins working February 15 and needs child care assistance. She is not eligible for JOBS child care as she is JOBS-exempt from the JOBS program. April may receive ERDC benefits in February if she meets all other ERDC eligibility requirements.

**ERDC INCOME**

April’s SSI and TANF grant need to be counted on her ERDC case as income.

ERDC recipients may not receive JOBS child care in the same month.

**Example 36:** Lexie receives ERDC benefits. Lexie was laid off on December 10 and becomes eligible for TANF on December 18. Lexie is not eligible for JOBS child care until January 1.

*Determining TANF for caretaker relatives when the dependent child receives TANF on another TANF case*

If a needy caretaker relative applies for TANF and meets all eligibility requirements except that their dependent child is on another case, the caretaker relative may receive TANF for themselves while the dependent children are removed from the other case. The child(ren) may not receive TANF on both cases.
Prior to issuing TANF for the caretaker relative, it must be determined that the child is in the caretaker relative’s household and must meet all other eligibility requirements.

Children are considered in the household, filing and financial groups on the new case. They are not in the need group as they do not meet all nonfinancial requirements due to duplicate benefits. Since they are in the financial group, their income and resources count towards eligibility and the benefit allotment.

**Example 37:** Sheila applies for TANF on May 15 for her two children. She clears all other eligibility as of May 17. The children are currently receiving TANF on their father John’s case. Sheila’s worker does not find this questionable as John has already reported that the children have left his household. John’s worker sends a 10-day notice to close his TANF case May 31. Sheila may receive TANF for herself starting May 17. Her children are added to the case effective June 1.

**Example 38:** On May 25, Marcus applies for TANF for himself and his daughter, Bethany, who is receiving TANF on a non-needy caretaker relative grant with her grandmother. This report is considered questionable as Marcus had previously reported having his daughter in his care when he did not. The worker pends for verification that his child lives with him. This is received May 31. The grandmother’s worker sends a 10-day notice removing Bethany from the TANF case, effective July 1. Marcus receives TANF for himself only May 31 through June 30. Bethany is added July 1.

**Example 39:** Tracy applies for TANF for her son Brody on May 16. It is not questionable as it is confirmed by Tracy’s child welfare worker. Brody is currently receiving TANF on his aunt’s case. Brody also receives $150 per month in SSB benefits. A 10-day notice is sent removing Brody from his aunt’s case effective June 1. The SSB counts against Tracy’s TANF grant.

**Example 40:** On August 2, Jonas applies for TANF for himself and his two children. It is not questionable that the children are in Jonas’ care as he has primary custody during the school year. His two children are currently receiving TANF on their mother’s case in California. The worker in California is closing TANF for the children August 30. Jonas may receive TANF through the end of August on his own. His children will be added to his case effective September 1.

**Concurrent and Duplicate Program Benefits Rule**

461-165-0030 — Concurrent and Duplicate Program Benefits
14. **Matching Grant Program**

The Matching Grant Program is an alternative cash program run by the Federal Office of Refugee Resettlement. Refugee Resettlement agencies have the option of running this program. If a Resettlement Agency has the Matching Grant Program in their resettlement area, they may offer this program to newly arriving refugees instead of REF or TANF cash assistance.

The Matching Grant Program is a voluntary program that provides cash assistance and/or in-kind payments on behalf of the refugee family, for a period of six months. Generally, the refugee comes out ahead with this program.

While the refugees are in the Matching Grant Program, they are ineligible for either TANF or REF. If they apply, please deny and provide a decision notice.

Because the Matching Grant Program is voluntary, the refugees may leave it at any time. If they do, they must be considered part of the Matching Grant Program for the entire month that they left; therefore, they are not eligible for either TANF or REF until the next month. The worker must verify with the Refugee Resettlement Agency that refugee family has left the Matching Grant Program.

**Example 41:** Mohamed and his wife Noor have two children. They have volunteered for the local Matching Grant (MG) Program. They arrived in June and have continued in the program for three months. In September, Mohamed and Noor decide to end their involvement with the MG Program and come to DHS to apply for TANF. Mohamed and Noor are not eligible for TANF in September due to their involvement in MG during September.

Mohamed and Noor return in October to apply for TANF. They report that they stopped participating in the MG Program in September and have received no payments for October. The worker calls their Refugee Resettlement Agency to verify that Mohamed and Noor quit the MG Program in September and payments associated with MG stopped in September as well. Mohamed and Noor meet all other eligibility factors and are approved for TANF in October.

**Concurrent and Duplicate Program Benefits Rule**

461-165-0030 — Concurrent and Duplicate Program Benefits