

Monthly office hours for HRSN service providers

April 15, 2026



Zoom Tips



Use the **Q&A function** to submit your questions.



This session is being **recorded**.

- It will be shared with participants after the presentation.



For **closed captioning**, please click on the “cc” button located at the bottom of your screen.

Today's Agenda

1 | Welcome and introductions

2 | Updates and follow-up
Hear updates and reminders about the HRSN program from OHA.

3 | Tenancy services activity and overview
Share your feedback in a brief, anonymous activity and learn about tenancy services.

4 | Office hours session
Get questions answered by OHA subject matter experts.

5 | Upcoming opportunities
Learn about available resources and upcoming trainings.

HRSN Updates



CIE training opportunity

- April 29 from 9–10:30 a.m.: Unite Us data webinar
 - Focus on Payments Activity & Invoice Tracking Insights dashboards
 - [Sign up for free training](#)
- OHA contracted with HIT Commons to provide a range of supports to use Connect Oregon/Unite Us CIE. More to come!
 - For HRSN providers and potential HRSN providers
 - Coordinated and aligned with CCOs
 - View future trainings on the [HIT Commons training webpage](#)

*If there's interest, OHA will coordinate to develop support for HRSN providers using Findhelp

HRSN service authorization and delivery timeline as of May 1, 2026

Before day 1: Individual self-refers or **identified** by HRSN Connector for HRSN services.

Days 1–14 = 14 days: The coordinated care organization

- **receives**, reviews and finalizes the form for the requested service
- authorizes or denies the request
- informs member of the decision

Days 15–42 = 28 days:

- CCO **refers** member to provider/ vendor for the authorized HRSN service
- Provider/vendor initiates and **delivers** authorized services

14-day extension if required

- Requested by member, provider, or contractor.
- Contractor must provide a written notice to member and demonstrate member's interest in the extension.

Utility financial assistance clarification

- While utilities must be paid within the time period that rent is paid, **individual utilities do not need to be consecutive.**
- **For example:**
 - A member has a cell phone bill and they request HRSN assistance to pay the bill during the first month of their HRSN rental assistance. They feel they will be able to cover future cell phone bills and do not request help for months 2, 3, and 4.
 - During month 5 of HRSN rental assistance, the member is struggling to pay their cell phone bill.
 - The provider can resume HRSN payments for the cell phone bill for months 5 and 6.
 - If cell phone utility bill payments are within the upper payment limit, follow documentation requirements, and occur during the six months of rental assistance, the cell phone payments do not need to be consecutive.
- Utilities continue to have a cap of 6 total months whether arrears or forward utilities.
- OHA is clarifying language in the tables in [OAR 410-120-2005](#) (the PDF attachment has the tables).

HRSN and impact on SNAP

- The [Supplemental Nutrition Assistance Program \(SNAP\)](#) provides monthly food benefits to eligible people, with income being a deciding factor.
- If a SNAP recipient/applicant is getting HRSN housing or utility assistance during their first application, renewal application, or periodic review (ongoing or one time); they must report it.
 - **Important:** If receiving ongoing housing assistance, they will only get a SNAP housing cost deduction for the amount they pay for housing after HRSN assistance. A lower housing cost usually results in a lower monthly SNAP amount.
- If a SNAP recipient or applicant is getting HRSN housing or utility assistance during a non-review/application month they do **not** need to report it.
- If they had reported HRSN assistance, they should notify [OEP \(Oregon Eligibility Partnership\)](#) once the assistance ends so that the benefits can be redetermined.

Landlord not providing W-9

HRSN rental assistance cannot be paid without the landlord's W-9. [OAR 410-120-2020](#) provides guidance that if the vendor (the landlord in this situation) does not engage, the CCO and providers are not beholden to a timeline.

If a landlord will not provide a W-9:

- We encourage the provider to notify the member they are unable to provide rental assistance and explain why (in this situation, the landlord not providing a W-9).
- The provider may use O&E or Tenancy Services to connect the member to legal support. Oregon Law Center and Legal Aid Services of Oregon are two entities that may be able to provide legal guidance to the member.
- There may be legal consequences/limitations to a landlord taking action to evict a tenant if they are refusing to accept third party rental assistance (see [ORS 90.395](#)).

Tenancy Services



Mentimeter interactive activity

- We want your feedback! We'll be using Mentimeter, an anonymous, web-based tool, to collaborate and hear from you.
- You can respond in real time using your smart phone or computer.
- You'll have two options for how to participate:
 - QR code
 - Visiting menti.com and providing the presentation code.
- You can answer prompts as many times as you'd like. There are no wrong answers. We'll be inputting answers too!
- Please note: Everyone will see your anonymous responses. Responses are limited to 25 characters or less.

Menti word cloud and multiple choice

Join us at **menti.com**
and enter code: **3763 4631**
or use your phone to scan the
QR code



menti.com
8955 5112

Overview of HRSN Tenancy Services

Tenancy services are flexible supports to help members achieve and maintain their housing stability goals. Tenancy services must:

- Be authorized with any other HRSN housing services.
- Be authorized for a minimum of 6 months and up to 18 months.
- Include the work to coordinate and assure the delivery of HRSN housing services.

Tenancy services may be authorized as a standalone service for eligible members.

Tenancy services categories:

- Landlord engagement services.
- Member supports services.
- Coordination and logistics of service provision.
- Engagement with CCOs and OHA.
- Time when provider is traveling to or from the member to support eligible tenancy activities.

Reference: [OAR 410-120-2005 Table 5](#) (open the PDF attachment at the bottom of the page to view the tables)

Office Hours



Q&A Tips

- Share space, allow others to be heard.
- Do not share case specifics.
- Share suggestions and ideas.
- Focus on questions from providers and community partners.

Submitting questions:

- Please add your question to the Q&A box to ask your question.
- We will invite you to speak out loud if we have additional questions.
- If you are unable to use the Q&A function, you can raise your hand.

Upcoming Opportunities



2026 Office Hours Dates



★ Once a month on **Wednesdays** from **8:30–10 a.m.**

- [May 13 registration](#)
- [June 10 registration](#)
- [July 8 registration](#)
- [August 12 registration](#)
- [September 9 registration](#)
- [October 14 registration](#)
- [November 18 registration](#)
- [December 9 registration](#)

Previous HRSN provider trainings, and all 2026 office hours dates, are available on the [HRSN Provider Training webpage](#).

Share your feedback

To help us improve our future trainings for HRSN service providers, please fill out this anonymous, five question survey.

English: <https://www.surveymonkey.com/r/Y87W7LK>

Español: <https://es.surveymonkey.com/r/PN6JGL8>



Learn more



★ Enroll as an HRSN provider with a CCO, Open Card, or both:

- **Open Card:** Visit the [Provider Enrollment webpage](#) to get started. We recommend viewing the [HRSN provider enrollment training materials](#).
- **CCO:** You can [contact the CCO\(s\)](#) in your area to learn how to apply to become a provider for each CCO.

★ Bookmark OHA's HRSN resources

These pages get updated frequently with new HRSN resources and materials:

- [1115 Waiver HRSN Webpage](#)
- [HRSN Service Provider Webpage](#)
- [HRSN Provider Training Webpage](#)