

Bob Taft  
Governor



Tom Hayes  
Director

30 East Broad Street • Columbus, Ohio 43215  
[www.state.oh.us/odjfs](http://www.state.oh.us/odjfs)

## OFFICE OF FAMILY STABILITY LETTER # 16

**TO:** Directors, County Departments of Job and Family Services

**FROM:** Jeanne Carroll, Deputy Director  
Office of Family Stability

**DATE:** January 13, 2004

**SUBJECT: CRIS-E UPDATE: OWF AND FSET SUPPORT SERVICES**

---

This letter is intended to provide information about changes in the issuance of support service payments that are issued by CRIS-E to OWF and FSET participants. These payments are commonly known as “work allowances” or “participant expense allowances”.

The second phase of the Work Allowance Redesign Project is scheduled to be in production in CRIS-E on January 16. Counties will be notified via a CRIS-E View Flash Bulletin when the programming is in place. Phase II involves removing the issuance of the support service payment from the Eligibility Benefits Issuance System. When Phase II programming is implemented, the income maintenance worker will no longer have to run the eligibility driver in order for the payment to be issued. The support service allowance will be issued directly from the WPWA Screen and the allowance will go to the individual requesting the reimbursement rather than the assistance group (AG) name.

New CRIS-E notices have been developed and are attached. CRIS-E will continue to generate approval, increase, decrease and termination of participant expense allowance notices. Because there is no mechanism to apply for and deny a support service allowance in CRIS-E, denial of participant expense allowances must still be done manually by the worker. Suggested language for the denial notice is also attached.

These new notices apply when the individual is requesting a support service allowance through OWF or FSET. If the individual is applying through the Prevention, Retention and Contingency (PRC), the county’s regular PRC Denial Notice is given.

If you have any questions concerning this guidance letter, please feel free to contact your Work Activity Policy Coordinator via the WACTA mailbox at [WACTA@ODJFS.state.oh.us](mailto:WACTA@ODJFS.state.oh.us).

#### Attachments

cc: Tom Hayes  
China Widener  
Deputy Directors  
Ohio Job and Family Services Directors Association  
County Commissioners Association of Ohio  
Ohio State Legal Services