

Program Administrator Determinations Related to Low-Income Recruitment

Overview

Section 3.15.3 of the Oregon Community Program Implementation Manual (PIM) specifies that, in cases where the Program Administrator determines that specific terms of a Project Manager's (PM) or Subscription Manager's (SM) customer agreements or practices may cause harm to low-income customers, the Program's Low-Income Facilitator (LIF) may require modifications to these agreements or practices before referring programmatically recruited low-income customers to that Project Manager. The PIM also requires that the Program Administrator provide this public document about this determination out of transparency and as a resource to all Project Managers.

Level of Customer Service

When referring low-income participants to a PM or SM, the LIF will ask that the PM or SM commit to a certain level of service to those participants to ensure equitable distribution of resources. This includes, for example, an agreement to follow up with referred customers within a set period of time, and a commitment to make a good faith effort to serve all referred participants, including customers that do not use email or who do not speak English. If a PM or SM shows that they are not able to meet this agreed level of service, the PA and LIF may consider these practices to be harmful to the low-income participants referred, and may decline to refer additional participants without demonstrated improvements and modifications.