On Target

November '12 Contributors

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Click here to link to the Family Services Manual

SNAP No Interview Project

What does it really mean to have a no interview project for SNAP? First, it is important to understand what an interview is. An interview is a review with the client of all of the eligibility factors that determine whether they are eligible and the amount of benefits they will receive. An interview should touch on each non-financial and financial eligibility factor that impacts the household. Talking about one or two specific elements does not make it an interview.

The no interview project eliminates the requirement to schedule and conduct an interview for SNAP cases. It does not change any of the eligibility requirements. It also does not prevent staff from contacting clients to ask clarifying questions. The same information must be verified. If there are discrepancies with information provided on the application and information that is available to the department, this must be resolved prior to benefits being issued. The information can be obtained through a phone call with the client. If you contact the client by phone, you must document what was discussed. For a client that you cannot reach by phone or if you need documentation, a DHS 210 or a SDS 539H would be sent to the client.

For more information about which offices are included in this pilot please read the policy transmittal: http://www.dhs.state.or.us/policy/selfsufficiency/publications/ss-pt-12-021.pdf

For information about what needs to be verified for SNAP eligibility refer to SNAP B. 11.

SNAP Policy Analysts

Narrating Financial Information

The narrative guidelines provided information on how financial information should be narrated. The narrative must include information about financial eligibility and what was used to verify that information.

Here's the specific guidance from *The Narrative Guidelines* on narration of:

*Financial Eligibility: Income – earned, unearned, excluded, calculation, pay stubs/**verification used**, self employment, **results of screen checks**, if no income how they are meeting basic needs; NC1/NC2 calculations; resources; pursuing assets; good cause; cat el.*

Required Staff Actions:
* Check screens and narrate the results
* See the November 5, 2008 Information transmittal or the September 2011 addition of On-Target for guidelines on how to narrate income received from SSA benefits
* When narrating information about other income, indicate how verified (i.e. screens, pay stubs, financial aid or other award letters, etc.).
* For TANF if there is no income, narrate how the client is meeting basic needs.
* For SNAP, only ask for further clarification if the client claims shelter costs beyond their reported income.

Examples:
* Income verified by (viewing pay stubs-viewing UI screens-wage screens-etc.) – no other source of income identified through screen check.
* Prospective income from Target verified by Sharon Roberts at (971-665-0707). Client working 20 – 25 hours per week at $9.10/hour. 22.5 hrs x $9.10 x 4.3 wks = $880.43 EML.
* All screens checked – nothing current and active at this time.
* All screens checked – possible UI claim pended for UI application
* Client states they are receiving SSI – verified through SSA records. (DO NOT narrate specific social security screens used to verify information)
* All screens checked – nothing current at this time. Client indicates they are homeless and been meeting basic needs by visiting shelters, food banks, staying with friends. Note: Applicants for medical programs do not need to explain how they are meeting their basic needs when they have no income.

Even though the client may have verification of one type of income, for example financial aid, all screens need to be checked and the information narrated to ensure there aren't other types of income available to the client.
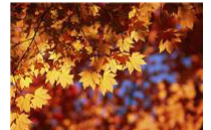
The client's story is important. If you narrate "Client states they have no income," still check the screens and narrate that the screens have been checked.

SNAP and TANF Analysts

How do I code Alleged Fathers???

So the question is .... How do you code a case on UCMS when the client claims more than one possible father for a child??

Per the TANF Policy Team, we code one alleged father at a time. Mom needs to make her best effort to identify the most likely alleged father. We code that man as "AF" and have Mom complete a paternity affidavit for him. If DCS rules him out as father, they will proceed with the next most likely alleged father. It's a win win for DHS/OHA and DCS when we accurately identify and code Alleged Fathers!

TANF Policy Analysts

An Early Reminder

The Oregon minimum wage will be increasing on January 1, 2013 to $8.95 per hour. Remember to check those pay stubs and make the correct conversion to your calculations after the New Year. Not doing this results in errors every year for Quality Control and Quality Assurance.

Child care payments to multiple providers - percentages and maximum rates

DHS has a monthly cap on child care benefits, known as the maximum rate. The amount allowed per month, per child is based on three factors:

- zip code area
- provider type
- age of the child

When there is more than one provider, the providers are assigned percentages, adding up to 100%. For example, one provider may have the child in care 80% of the time and the other 20%.

Even with multiple providers, DPU still follows the maximum per child per month rule. This is a difficult concept to explain to providers and clients because an enhanced or licensed provider can bill a part time or full time rate using less than maximum hours. However they still receive the maximum allowed for that child.
Example: an Enhanced provider bills for 136 hours for an infant in group area A. The client was authorized for 160 hours. The provider will be paid the full time rate of $532 which is the DHS maximum for Enhanced Family for an infant in group area A. Even though all the hours are not utilized, the maximum amount allowed for that child has been paid.

When providers are placed on percentages at the beginning of a month, the computer will allow each provider to bill for a percentage of the hours and share the money that is available.

Changes to the percentages assigned to providers cannot be made after compute deadline because the Child Care Billing has been sent to providers with the assigned percentages and cannot be canceled with lower percentages. These changes to percentages can be assigned for the first of the following month so that future billings will go out allowing the providers to share the maximum amount allowed for the child.

In situations where another provider starts providing care for the child during the month, Direct Pay Unit will look at **money left over** (not hours) to pay the secondary provider. This occurs after the initial provider has billed and received payment.   If the maximum amount for that child is used DPU will not be able to pay the other provider for that month. The client is responsible for provider charges that exceed the maximum rate.

Contact your DPU representative if you have any questions regarding percentages or monies left over.

ERDC Policy Analysts

Students and Work Study…Oh, No!

Ever since SNAP policy on student work study changed, it seems our whole world has been thrown into confusion. It didn't help when a well-meaning client advocate introduced some misinformation into the university system, leading other well-meaning people to create unhelpful documentation.

Here is how it works. A student is eligible based on federal or state work study if:

- The client has an actual work study award on the financial aid letter; **and**
- Is working in a work study position; or
- Does not have a work study job because they have all been filled or the school does not offer work study jobs at all.

Potential eligibility for work study does not – and never has – made a student eligible. So any version of a letter or statement from an institution of higher learning that says the student is eligible for work study or would be eligible for work study if they had any funding is no good. That also applies to colleges that don't award work study until the student has accepted a position. For SNAP purposes, this client cannot base eligibility on potential or pending work study.

The policy change was very limited. All it did was expand student eligibility to clients who have a work study award on their financial aid statement and found all the jobs filled when they applied for one.

If you see some other version of a work study "award" and just aren't sure, please scan and e-mail to snap.policy@state.or.us for forensic examination.

SNAP Policy Analysts

Didja Know?? EDMS help is only a click away? If you have trouble finding a document in EDMS, or have a concern or compliment to share with the Office of Document Management, go to "help EDMS" in you Outlook address book!

October 2012
Targeted SNAP Reviews
100% Accuracy Honor Roll

0111	Baker City APD	1202	Condon SSP	2111	Toledo ADS
0201	Corvallis SSP	1404	Refugee Branch	2411	Salem ADS
0310	Canby APD	1503	D8 Processing Center	2601	St. Johns SSP
0313	Milwaukie APD	1601	Prineville SSP	2711	Dallas ADS
0411	Warrenton ADS	1717	Grants Pass DSO	3102	Enterprise SSP
0701	Alberta SSP	1802	Lakeview SSP	3112	Enterpise APD
0702	Integrated Srvs SSP	1811	Klamath Falls APD	3211	Florence ADS
0911	Bend APD			3417	Beaverton APD

90% or Better

96.67	Astoria SSP	0401	93.33	Woodburn ADS	1911	92.00	Medford DSO	1517
96.67	St. Helens SSP	0501	93.33	Newport SSP	2101	92.00	N/NE Portland ADS	2818
96.67	W. Medford Proc Center	1504	93.33	PendletonAPD	3011	92.00	Gresham SSP	3502
96.67	Rogue Family Center	1505	93.33	Hermiston APD	3013	92.00	McMinnville ADS	3617
96.67	Lebanon SSP	2202	93.33	The Dalles APD	3311	91.67	LaGrande SSP	3101
96.00	Albany ADS	2211	93.33	Tigard APD	3415	91.30	Portland Mid-Area ADS	3515
95.83	Medford SSO	1513	92.86	Oregon City APD	0311	91.11	North Clackamas SSP	0303
95.00	Baker City SSP	0101	92.86	SE Portland SSP	1401	90.48	The Dalles SSP	3301
95.00	South Valley SSP	1502	92.59	Albany SSP	2201	90.00	Pendleton SSP	3001
95.00	East Self-Sufficiency	3501	92.31	West Portland ADS	2518	90.00	Milton-Freewater SSP	3004
94.00	West Eugene SSP	2002	92.00	South Umpqua Center	1002	90.00	Florence SSP	3201
93.33	Estacada APD	0314	92.00	SE Portland ADS	1418	90.00	Hood River SSP	3302
93.33	Klamath Falls SSP	1801				90.00	D2 ERDC Proc Center	3503

News from the SSP Training Unit

We are happy to welcome two new Training and Development Specialists to our team, Choua Vue and Brian Cook. Choua, from Maywood SSP, accepted a rotation position and will be focusing her time with us supporting the Essentials, SNAP and SSP Medical teams. Brian, from Oregon City SSP, accepted a developmental position and has joined the Computer Connections, SNAP and ERDC training teams. They bring a wealth of knowledge and fresh ideas to our unit.

Core Class offerings and begin dates:

TANF Eligibility: 12/11 Tigard
TANF Case Management: 12/4 Portland
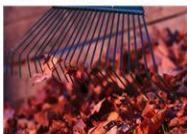DV Policy & Case Planning: 12/20 Tigard

Netlinks:
Students: 12/12 Your Computer
OFSET: 12/19 Your Computer

NEW!
Webcast: NED: Eligibility and Case Coding now available on the Learning Center

Contact the training unit if you have questions regarding offered courses and check the Learning Center soon for upcoming 2013 class schedules.

October 2012
Targeted Medical Reviews
100% Accuracy Honor Roll

0101	Baker City SSP	1504	W. Medford Proc Center	2201	Albany SSP
0401	Astoria SSP	1505	Rogue Family Center	2202	Lebanon SSP
1101	Springfield SSP	1601	Prineville SSP	2404	Santiam Center
1102	Gateway Center	1603	Warm Springs SSP	2701	Dallas SSP
1201	John Day SSP	1701	Grants Pass SSP	2801	NE Portland SSP
1301	Burns SSP	1702	Cave Junction SSP	3004	Milton-Freewater SSP
1404	Refugee Branch	2001	McKenzie Center	3102	Enterprise SSP
1406	Teen Parent SSP			3201	Florence SSP

90% or Better

97.22	D4 Processing Center	2203	92.86	Cottage Grove SSP	2003	90.00	Redmond SSP	0902
96.67	West Eugene SSP	2002	92.86	Ontario SSP	2301	90.00	New Market Theater	1402
96.43	D8 Processing Center	1503	92.00	Woodburn SSP	1901	90.00	Ashland SSP	1502
96.00	Gresham SSP	3502	91.67	McMinnville SSP	3601	90.00	St. Johns SSP	2601
95.00	Corvallis SSP	0201	91.18	North Salem SSP	2402	90.00	The Dalles SSP	3301
93.94	Metro Processing Ctr	1403				90.00	Hood River SSP	3302

"Audits" Become 60 Day Follow-up Reviews

Targeted Review "audits" have always been a bit of a mystery and a misnomer for many folks. To take away some of the mystery and to allow them to be seen as intended, as a tool for local leadership, we're changing to a more accurate title and some process simplification.

How does the process work?
Sixty days after targeted reviews are conducted, three Quality Assurance OPA1 staff re-review 15% of the targeted cases that were completed by QA Reviewers. This accomplishes a number of important things:
- It helps managers know if cases are being corrected promptly when errors or actions are cited.
- It helps managers know if their internal follow-up processes are working as a training tool. If eligibility staff aren't receiving and correcting their mistakes, then we've lost a key training opportunity.
- It helps ensure that Reviewers are as consistent as possible in QA reviews in every district.
- It provides another chance to fix cases when new information is discovered. Sometimes information might get missed on an initial review, and sometimes important new information comes to light which needs to be acted upon.

So what will change? Beginning in December, we will standardize the process for distributing and challenging the 60 day follow-up reviews. These reviews will be sent electronically, directly to contact persons in each district. (Currently APD/AAA follow-up reviews are routed through APD Central office.)   The new process will get the information more quickly to field APD/AAA offices, reduce duplicative work, and most importantly open an avenue of communication between field offices and the Quality Assurance unit. Got a question or disagreement on a Follow-up review? No problem. You can contact the person who did the follow-up review and get quick, direct resolution.

With QA and QC now part of the new Office of Program Integrity, we are looking forward to building new relationships and improving communication. We thank all of you for your efforts to promote accuracy!

Quality Assurance