



January 2013

# On Target

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## Pursuing Assets

For CEC, CEM, CHP, EXT, MAA, MAF, OPC, OP6, OPP, OPU program applicants, when the eligibility worker pends for pursuit of an asset, the notice should include a statement directing the client to contact the eligibility worker if they are not going to apply or they have concerns about applying for the asset. If there is no response to the pend notice, the entire filing group is denied assistance.

Let the CM system deny everyone on the application for failure to complete the application process ("DD" or "AP" denials). The denial is not for failure to pursue the asset, but because the client did not complete the application process.

Unless questionable, eligibility workers can accept the client's statement that they have applied for the asset. If it is discovered later that the client did not follow through with meeting the pursuit of assets requirements, after considering good cause, it may be necessary to end their medical benefits.

### Pursuing Unemployment Compensation (UC)

Any non-pregnant adult or child who has a potential UC claim is expected to pursue UC unless they have a good cause reason not to.

### Applicants

For MAA/MAF, if an applicant lets you know they choose not to apply for UC, determine if the client has good cause for not applying. If they do not have good cause, deny just the applicant who refuses to apply. Do not deny anyone else in the filing group such as the children or second parent.

For CHP, OPC, OP6, OPP and OPU applications, if the adults are not applying for themselves, or if they are applying for OHP-OPU and ineligible because they are new applicants, do not pend the adults for pursuit of UC.

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## Recipients

For MAA/MAF, if there is ongoing MAA/MAF eligibility, send the pend notice prior to updating eligibility for anyone in the filing group. If the client responds to the pend notice to tell you they will not pursue the UC, review for good cause. If no good cause exists for non-pursuit, close only the person who refuses to pursue UC and update eligibility for the remaining benefit group members.

- If there is no response to the pend notice, the CM system will send the 77B BED close notice and end benefits for everyone in the household whose medical was not recertified for failure to complete the redetermination process. It will not end medical for pregnant women or AENs.

For an ongoing OHP-OPU client, if the only item to pend for is UC, recertify everyone else in the household. Pend the ongoing OHP-OPU client for UC. Do not update the STD N/R end date. If the client responds to the pend notice to tell you they will not pursue the UC, review for good cause. If no good cause for nonpursuit, close only the person who refuses to pursue UC.

- If there is no response to the pend notice, the CM system will send the 77B BED close notice and end benefits for that client. CM will end benefits only for the person(s) whose medical was not recertified.

## Pursuing Social Security Benefits Based on Death or Disability of a Parent

Children who have a parent receiving Social Security Disability (SSDI) benefits, or whose parent is deceased, can potentially be eligible for Social Security benefits (SSB).

- If the adult applicant lets you know they choose not to apply for SSB on behalf of a CEC, CEM, CHIP, EXT, MAA, MAF, OPC or OPP child, determine if they have good cause for not applying. If they do not have good cause, deny (new applicant) or close (ongoing applicant) just the adult who refuses to apply. Do not deny or close anyone else in the filing group such as the children or second adult.

*SSP Medical Policy Analysts*

## Important SSA Information Security Reminder

A new security agreement is being developed to give DHS / OHA access to real time SSA information so it is imperative that we don't jeopardize our access rights. Please read on for more information.

The Social Security Administration (SSA) has a contract with the Department of Human services called a Computer Matching/Data Exchange Agreement. This agreement is the vehicle that allows DHS/OHA to populate the SSA screens, request TPQY updates and produce reports on ViewDirect/Mobius relating to SSA matches. This agreement also allows the Cost of Living Allowance (COLA) to be automatically updated to SNAP and Client Maintenance screens every January.

DHS/OHA staff comply fully with the agreement or risk losing access to SSA information for the entire department.

To ensure that we maintain compliance with the SSA Computer Match/Data Exchange agreement it is also important that we pay attention to our narratives. When you narrate that you verified SSI/SSDI/SSB income or the SSN number, etc., narrate that these were **"verified through Social Security Records;"** **never** narrate that these were verified through BEIN, TPQY or any specific SSA screen. The statement "verified through Social Security Records" does not address the specific vehicle that verified the income but gives enough information to allow the reader to know that the income was verified.

Also, **DO NOT Print copies of the SSA screens.** Once the information is entered into either FSMIS or CMS (**as long as it does not contain a notation that it came from any of the SSA screens**), it becomes DHS/OHA' information and can be viewed by those authorized through DHS/OHA.

Thank you all for your awareness and compliance with this important agreement!

*Quality Assurance Unit*

**Client Contact vs. No Interview** – It is perfectly fine to call a client to clarify questionable information; contacting the client is not considered an interview, we just need to document that we called for clarification.

**Picture I.D.** – Some how, some where, the urban legend of picture ID as an eligibility requirement has gone viral! Perhaps huddle reminders that we verify the identity of the head of household/primary person but please don't pend for picture ID. We can use WVIR that displays the same information as a driver's license or ID card (see Worker Guide #2, Verifying Client Information for other suggestions on verification).

**Citizenship** – Did you know that in addition to qualifying work quarters, TPQY can be used to verify citizenship (if born anywhere in the USA) and SS#? The Agency should not pend for birth certificates or copies of SS cards if this verification is available on W204 as a result of a TPQY request.

**The Work Number** – There are new employers being added to The Work Number frequently. Please check The Work Number before pending for pay stubs.

**Out of State Verification**– Please do not pend the client for them to prove they have no benefits in another state. If the client presents out of state ID we need to contact that state to verify no open benefits. Multiple Program Worker Guide #4 was recently updated – many states are now accepting e-mails. Utah actually has Live Chat and they will refer you to the proper # for verification! It is our responsibility to make two attempts to verify.

- When the client marks on the application that they have, in fact, been receiving SNAP (medical programs have different criteria) benefits in another state then we must verify closure of those benefits prior to opening in Oregon.

**Basic Needs** - If the client indicates they have no shelter expense, please do not pend for items unrelated to eligibility; i.e. "how are you paying for a PO Box" or "how are you meeting your basic needs with zero income". We only need to know how shelter is being paid with no reported income.

**Miscellaneous** - If a client does not mark the box yes/no, "does this person have an outstanding arrest warrant?" *please* do not pend for an answer!

When a client is identified as self-employed, please request their complete Federal tax return with all schedules attached. Not every form will be needed, but it is much better to make just one, comprehensive pending request.

There are several ways for a client to be an eligible student. Always request a copy of the Financial Aid Award Letter. This one document will show the aid that has been awarded to the applicant; it will show any loans, scholarships and Work Study. (Please do not request proof of enrollment.)

If you use a client's e-mail address to request a pendable item, please be sure to attach or mail the appropriate notice.

If a worker attempts to **contact the client** but is unable to reach them, it is a best practice to narrate that attempt. Also narrate what the pending items are, what is questionable, etc.

**Please remember.....**the only thing that has changed with the No Interview demonstration is the client interview; we can still talk to clients to clarify questionable information, we still need to narrate completely and ensure eligibility requirements have been met.

For updated information on the SNAP No Interview Pilot, check out their webpage <http://www.dhs.state.or.us/training/foodstamps/desktools/no-interview-pilot.htm>.

### Error Prevention Tip

Remember, the Oregon minimum wage increased to \$8.95/hr January 1, 2013. When using December pay stubs in your income calculation you will need to convert the hours with the new rate of pay.

It's the New Year! Remember to check **WPAY** when checking your child support screens. Any payment(s) from 2012 will no longer show on SMU1. Missed child support is a common error this time of year.

## TANF Case Reviews Have Begun

The Quality Control unit has begun an internal review of TANF cases from branches across the state. QC will review TANF approvals to determine if the agency issued the correct allotment in the month in which the case was sampled.

The review began in December and consists of October, November and December actions. If QC determines an incorrect allotment, field staff will be notified through the same "Informational" or "Error" 372 form notification currently used by MEQC and SNAP QC. Corrective action will be necessary for any 372 received from QC and an e-mail must be sent with a description of the corrective action taken.

The cases identified as errors will be presented by the QC reviewer at the monthly QA Panel meeting scheduled for the last Monday of each month. The purpose of the panel is to discuss the errors, possible corrective action and preventative tips. Medical and SNAP error cases will also be discussed.



Our current TANF review findings indicate an issue with field staff failing to offer the Employability Screening Tool (7823a) form for the client to complete, or not narrating the screening has been done. Per 461-135-0485, completing this form is a TANF eligibility requirement. Please be sure to offer this form, have the client fill it out and narrate its completion.

*Quality Control*

## New Link Added to the TANF Staff Tools

In response to a field request to help calculate the 120 days for the employment separation policy for TANF eligibility, the following website has been added to the SSP Staff Tools- TANF website under Tools and Resources:

<http://www.timeanddate.com/date/dateadd.html>

A policy change occurred in May 2012 restricting TANF eligibility for families where an adult quit a job or caused their own dismissal. This period of ineligibility lasts 120 days from the date the adult left their employment. This tool will help you in calculating when the 120<sup>th</sup> day falls.

*TANF Policy Analysts*

## New TANF Denial NOTM Available

Thank you Angela Nelson from the Springfield Main Street Office for turning in a Continuous Improvement Sheet requesting a TANF-specific denial notice for notice writer.

**NOTM CMC00DE** 'Denial Notice for Cash Assistance' is now available. The NOTM is pre-filled to include common reasons for TANF denials and the appropriate Oregon Administrative Rules. Some reasons include: no eligible child, over income, over resources, and no deprivation.



*TANF Policy Analysts*

## Remember To Check TANF Exemptions

When determining eligibility for TANF INCAP cases be sure to check whether the client should be exempt from TANF time limits. Also consider whether or not, when you've identified that person meets a JOBS exemption and they've provided documentation of the exemption, they should also be exempt from time limits. Time limit coding is critical in provision of services to clients and in meeting Federal reporting requirements.

*TANF Policy Analysts*





# December 2012

## Targeted SNAP Reviews

### 100% Accuracy Honor Roll

0201	Corvallis SSP	1311	Burns APD	2211	Albany ADS
0310	Canby APD	1404	Refugee Branch	2311	Ontario APD
0401	Astoria SSP	1802	Lakeview SSP	2911	Tillamook ADS
0411	Warrenton ADS	1811	Klamath Falls APD	3112	Enterprise APD
0511	St. Helens APD	2019	Cottage Grove ADS	3211	Florence ADS
1201	John Day SSP	2202	Lebanon SSP	3411	Hillsboro APD
1202	Condon SSP			3415	Tigard APD

### 90% or Better

98.04	D4 Processing Center	2203	95.00	Florence SSP	3201	92.00	South Salem SSP	2401
96.67	St. Helens SSP	0501	95.00	Hood River SSP	3302	91.67	Alberta SSP	0701
96.55	Ontario SSP	2301	93.33	Milwaukie APD	0313	91.67	West Portland ADS	2518
96.00	North Bend APD	0611	93.33	Roseburg APD	1011	91.67	La Grande SSP	3101
96.00	Grants Pass DSO	1717	93.33	Medford SSP	1501	91.11	Grants Pass SSP	1701
96.00	N/NE Portland ADS	2818	93.33	Woodburn ADS	1911	90.91	La Grande APD	3111
96.00	Beaverton APD	3417	93.33	Cottage Grove SSP	2003	90.70	Klamath Falls SSP	1801
96.00	Portland Mid-Area ADS	3515	93.33	Eugene LCOG ADS	2011	90.00	Oregon City SSP	0302
96.00	East Multnomah ADS	3518	93.33	Hermiston SSP	3003	90.00	Gold Beach SSP	0801
96.00	McMinnville ADS	3617	93.33	Hermiston APD	3013	90.00	Burns SSP	1301
95.00	Baker City SSP	0101	93.33	The Dalles APD	3311	90.00	Keizer SSP	2405
95.00	Integrated Services SSP	0702	92.00	Medford SSO	1513	90.00	Milton-Freewater SSP	3004
95.00	St. Johns SSP	2601	92.00	West Eugene SSP	2002	90.00	McMinnville SSP	3601

### No SSN On System

When we see an opportunity to share information widely based on a targeted review question, the On Target staff will from time to time include the question and policy response as a way to share the information. Here is one for this month:

**Reviewer Question:** I am reviewing a SNAP case (11/2012 redet); child on case (born 12/xx/2011), there is no SSN on system; however, mother wrote down an ssn for child on app as follows: 844-xx-xxxx (child born in OR). I haven't seen an Oregon born client with an ssn that starts with 844, so I'm not sure if it's a valid SSN. What do you think? Should worker have questioned this or addressed this?



**Policy Response:** The worker should have added the child's number to the case and run a TPQY to update the system. If the TPQY didn't verify, then we could move to questions. As to your concern about the 844 digits, two things about SSN's:

- 1) SSA began issuing 800 SSN's in June 2011.
- 2) SSA is using a randomization on numbers since about 2010. These are assigned nationally and no longer have any relationship to geography or where you were born.



# December 2012

## Targeted Medical Reviews

### 100% Accuracy Honor Roll

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0401 Astoria SSP	1201 John Day SSP	2203 D4 Processing Center
0501 St. Helens SSP	1404 Refugee Branch	2405 Keizer SSP
0701 Alberta SSP	1406 Teen Branch SSP	2601 St. Johns SSP
1102 Gateway Center SSP	2003 Cottage Grove SSP	3102 Enterprise SSP

### 90% or Better

96.67 McKenzie Center	2001	93.33 Newport SSP	2101	90.00 Medford SSP	1501
96.55 West Eugene SSP	2002	92.86 Dallas SSP	2701	90.00 Santiam Center	2404
96.43 Springfield SSP	1101	91.67 La Grande SSP	3101	90.00 Pendleton SSP	3001
95.83 Woodburn SSP	1901	91.18 South Salem SSP	2401	90.00 Hermiston SSP	3003
95.00 Corvallis SSP	0201	90.32 Oregon City SSP	0302	90.00 Milton-Freewater SSP	3004
94.12 North Salem SSP	2402	90.00 Redmond SSP	0902	90.00 Florence SSP	3201

### Upcoming Training Offered by the SSP Training Unit

Core Class offerings and begin dates:

<b>Essentials:</b>	2/5 Portland, 3/19 Tigard
<b>Computer Connections:</b>	2/12 Portland, 3/26 Tigard
<b>Expedited SNAP:</b>	3/12 Portland
<b>SNAP Basics:</b>	2/26 Portland
<b>SSP Medical:</b>	3/26 Portland
<b>ERDC:</b>	3/12 Salem
<b>TANF Eligibility:</b>	2/12 Tigard
<b>Services to Noncitizens:</b>	3/12 Tigard



Look for Webcasts and Online recordings for:

**Civil Rights** – C02996. This course needs to be completed annually.

**NED** – C03279

**JPI** – C03148

**TBA** – C03125

Netlinks for Self-Employment, Calculating Income, Medical Deductions, SRS, Students and OFSET will be scheduled for 2013 soon, so be sure to visit the Learning Center regularly to register for these courses.

[Contact the training unit](#) if you have questions regarding offered courses.

**True or False?** Workers may use a conversion (4.3 or 2.15) for stable income in the initial budget month for new medical applicants if it benefits the applicant. **This is False.**

**True or False?** NED households are required to report income changes over 130% during their 12 month certification period even though they do not have to complete an 852 report. **This is True.**