

2016 TANF ACCURACY CASE REVIEW PROCESS
Statewide Targeted Reviews
10/01/16

Purpose: To support field staff in achieving accuracy through a systematic case review process which promotes program knowledge and skill enhancement at the individual worker level, helps identify training needs, helps identify process strategies to improve accuracy and provides statistical data to assist managers and staff in accuracy improvement.

Provide technical assistance regarding policy clarification, correct coding and input to field staff.

DEFINITION OF AN ERROR: A discrepancy or unexplained difference which exists between information on the system screens, verification screens, case record, CAPI, EDMS or case narrative where there is a specific error or insufficient information to determine benefits accurately on one or more of the targeted review elements.

DEFINITION OF AN ACTION: Though not meeting the criteria of an error, action may be needed for the targeted element.

DEFINITION OF FYI: For informational purposes including use for positive feedback for only the targeted element.

REVIEW ELEMENTS:

► **Wages and Salaries:** Income incorrectly calculated; incorrect entry on UCMS or exclusion of income that should be countable. Reminder: At intake with EML or SLF, workers must manually calculate if the customer is eligible or OVI. ELI or NAS is only for TANF cases that are open. Review ELI and NAS coding. Pay verification not in file; not acting on reported income changes; failure to resolve conflicting income information on the application, in the narration, or on UCMS/CMUP, TRACS or other system screens. Review TANF entrance and closure income limits. Review non-citizen income proration. If JPI and EP are coded on UCMS, ensure that SNAP does not have JPI coded as well.

EXAMPLES AND KEY POINTS are available on the OPI Intranet Website:
<https://inside.dhsoha.state.or.us/dhs/opi/quality-assurance.html>.