



December 2014

On Target

December '14 Contributors

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Narrating the Required Income and Benefit Verification

After feedback was received from many of you, we've updated the transmittal (SS-AR-14-014) that was sent on 10/14/14. The transmittal regarding what is required to be narrated after reviewing all the available and appropriate Income Eligibility and Verification System (IEVS) screens for **ALL** programs (ERDC, OSIPM, QMB, REF, REFM, SNAP and TANF).

What must be narrated?

- 1) "All appropriate IEVS screens checked". Please use this exact wording.
- 2) What unreported information, if any, was found viewing the IEVS screens?
- 3) If the information found on one or more of the screens does not match what the client is reporting, narrate how this discrepancy was cleared up.
- 4) Only need to narrate information found that is relevant to the current eligibility determination.

For additional information and examples, please see the transmittal [SS-AR-14-014](#).

SNAP Policy Analysts

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Error Prevention Tip

Remember, the Oregon minimum wage increased to \$9.25hr January 1, 2015. When using December pay stubs in your income calculation you will need to convert the hours with the new rate of pay.

CMS coding on cases where citizenship is being waived due to Domestic Violence

TANF Non-Citizen DV Cases

- Program code would be “2” or “82”
- Leave social security field blank (do not use “T” number or false SS#)
- Add “WDV” case descriptor for each person that you’re waiving citizenship requirements
 - remember you can’t waive citizenship requirements for medical or SNAP
 - there doesn’t need to be citizen eligible children in the household to waive requirements
- Add or change each person to “AD” or “CH” in-grant code
- Review at a minimum of every six months
 - Check with “AD” to see if there is a continued safety issue
 - If client or children’s safety is still at risk leave TANF open for as long as necessary (a review still needs to happen every six months)
 - If safety is no longer an issue remove or change in-grant code to “No” for everyone where citizenship requirements were being waived
 - Use “VW” waiver removed reason codes on notices to reduce or close TANF
 - Provide client with decision notice closing or reducing TANF, as appropriate
 - Remove “WDV” case descriptor
- Add “TLD” needs/resource code with month before review date month when exempting from time limits. Non-citizens without work permits are exempt from JOBS but a plan must be developed to address safety and stability from domestic violence.

TANF & TA-DVS Non-Citizen Combined Cases

- Follow the above procedure for the TANF portion of the case
- Add “DVS” need/resource code on “AD” only with first month of eligibility
 - There is no need for adding several “DVS” needs/resource codes or “DVS” needs/resource code to each person in HH
- Payments should be made using special pay with “2N” payment reason as opposed to “22”
- Once 90 day eligibility period is complete:
 - There is no need to send a closure notice as long as the 456DV lists the dates of eligibility
 - If the case is closed early (i.e. moved out of state; no eligible children) then a 456 decision notice should be given to the client with reason program is being ended early (only mail if safe address)
 - Leave the “DVS” need/resource code and if the client reapplies in the future change the date

TA-DVS Only Non-Citizen Cases

- Program code “E2”
- Leave social security field blank (do not use “T” number or false SS#)
- Add – “NCP” and “NID” case descriptor
- Add “DVS” need/resource code on payee only with first month of eligibility
 - DVS coding does not need to be added to each person on the case and multiple DVS codes on the payee is not necessary
- Payments should be made using special pay with “2N” payment reason as opposed to “22”
- Once 90 day eligibility period is complete:
 - There is no need to send a closure notice as long as the 456DV lists the dates of eligibility
 - If the case is closed early (i.e. moved out of state; no eligible children) then a 456 decision notice should be given to the client with reason program is being ended early (only mail if safe address)
 - Leave the “DVS” need/resource code and if the client reapplies change the date

There has been a lot of information sent out recently about two parent households and overlapping work schedules. There aren't many two parent households applying for ERDC, but they definitely test our knowledge of policy when they do. The Child Care Policy box is always available for help. Below are some recent family scenarios that may help you better understand two parent household situations:

Scenario 1: A two parent household is applying for ERDC. Only one of the parents is working and the other parent is receiving SSI. You know this isn't an automatic denial for child care. You need to explore if the second parent is physically and mentally capable of caring for the children – OAR 461-135-0400(2)(c)(A). Receipt of SSI does not mean a parent is unable to provide adequate care for their child.

The family turns in medical documentation. It includes a current date, a diagnosis (the father suffered a stroke and has limited mobility), a prognosis (the condition has improved slightly, full recovery is not expected), and clinical findings (the recent exam showed the parent is unable lift more than 10 lbs.) – [OAR 461-125-0830](#). The family has a one year old. You know that he cannot adequately care for a one year old without lifting him. No additional verification is needed.

Note: If the medical documentation did not make it obvious that adequate care could not be provided (ex: the family had school aged children only) or if the documentation only states that he is "unable to work," you need to make sure that the doctor has indicated whether or not the parent is capable of caring for the children on his own.

Scenario 2: A family comes in to apply for ERDC. They present a letter from Child Welfare indicating that the mom cannot be left alone with the children. Per policy, a letter from a licensed social worker is considered **supplemental** documentation. The family still needs to provide medical documentation.

In your conversation with the family you find that the mom has been working with a psychologist who would be able to provide medical documentation; however the psychologist is not able to state she cannot care for her children. You can accept the combination of the supplemental documentation from the social worker and the psychologist statement to determine mom is unable to provide adequate child care due to a mental health condition.

Scenario 3: A family turns in a change report stating that the father of the children has moved back into the household. Included with the change report is income verification showing that he is working, but he is self-employed.

The family is no longer eligible for ERDC since self-employment hours are not an allowable child care need. The father is considered available to provide care for the children and the ERDC case is closed, citing [OAR 461-135-0400\(2\)\(c\)](#).

Scenario 4: A two parent household is applying for ERDC. They report that they both work a graveyard shift from 9pm to 5:30am. They are requesting sleep time from 6:00am to noon Monday through Friday. You see that the father drives forklift and the mother is a customer service rep.

You advise the family that sleep time is *not allowed* for two parent households. *(Remember, for single parent households sleep time is limited to no more than 5 hours per graveyard shift.)*

Based on your knowledge of the mother's employer (they typically do not have graveyard shifts), you ask if you can call the employer to verify her work schedule. She says that she does not want you to call the employer. You pend the case for verification of her work schedule due to its questionable nature.

Scenario 5: You receive a change report stating that mom is now pregnant. The father of the unborn was listed as her roommate and she states that they purchase and prepare their food separately.

This is where ERDC differs from SNAP. The unborn child creates a blood tie to the roommate and the rest of the family. He is considered a second parent in the household. The case will need to be pended for verification of the father's income and work schedule to determine ongoing ERDC eligibility as a two parent household. If he is unemployed or self-employed he is considered available to provide care to all the children in the filing group (unless he provides verification that he is physically or mentally unable to provide adequate child care).

Most Improved

This year, from March through August, branches were allowed to select their own cases for targeted reviews. The intent was to hone in on error prone cases to provide better feedback, and hopefully improve accuracy ongoing. In September all branches went back to random samples and some showed significant improvement. The following branches showed the most improvement between reviews in February 2014 and September-October 2014. Way to go everyone!

Branch	Improvement*	Branch	Improvement*
1402 New Market Theatre	30%	3502 Gresham	16.7%
2518 West Portland AAA	20%	3401 Beaverton	16.1%
1401 SE Portland	20%	2001 McKenzie Center	13.8%
0811 Gold Beach APD	19.5%	2011 Eugene LCOG	13.7%
3003 Hermiston	18.3%	1811 Klamath Falls APD	12%

*Improvement was calculated by subtracting February accuracy rates from September-October accuracy rates.



Didja Know.....

TANF cases needing a CCB issued instead of a JCCB need to have EML coded in the Needs Resource field on the UCMS case.

Child Support Tips for UCMS

Coding unknown fathers

When the father of a child getting TANF is unknown, make sure you code the unknown father by using “U” in the Excp (exception to listing two parents) field on the second page of UCMS. When you use “U” in this field, the system will create the person line, fill in the UF in-grant code and fill in “Unknown Father” in the name field.

Counting child support for TANF

- For program 2 (with no INC, SFP or PLS) – In the month of TANF application, code only the child support already received that month as DSP (disregarded amount) and SUP (child support left after disregard applied). Use a N/R end date of the current month. (Do NOT use a N/R end date of C.)
When TANF is opened, the system automatically adds CSP (amount of child support pass-through/disregard) and PSP (child support left after pass-through applied).
- For program 82 or program 2 with INC, SFP or PLS – Code child support as DSP and SUP with a N/R end date of C (for continuous).
- For more information on coding child support, see FSM Child Support H and the Child Support Pass-Through and Disregard Quick reference Guide at http://www.dhs.state.or.us/caf/ss/tanf/docs/cs-pass-th-disr-qk-ref-gd_3-10-14.pdf.

TANF Policy Analysts

WPAY Reminder

It's the New Year! Remember to check WPAY when checking your child support screens. Any payment(s) from 2014 will no longer show on SMU1. Missed child support is a common error this time of year.



November 2014

Targeted SNAP Reviews

100% Accuracy Honor Roll

0201 Corvallis SSP	1404 Refugee Branch	2019 Cottage Grove AAA
0311 Oregon City APD	1513 Medford APD SSO	3102 Enterprise SSP
0913 LaPine APD	1601 Prineville SSP	3111 La Grande APD
1201 John Day SSP	1612 Madras APD	3112 Enterprise APD
1211 John Day APD	1717 Grants Pass APD	3201 Florence SSP
1311 Burns APD		3211 Florence AAA

90% or Better

96.55 Cottage Grove SSP	2003	93.75 New Market Theater SSP	1402	92.00 Roseburg APD SSO	1011
96.15 Medford APD DSO	1517	93.33 Baker City APD	0111	92.00 Klamath Falls APD	1811
95.45 Portland Mid-Area AAA	3515	93.33 Ontario APD	2311	91.67 Redmond APD	0914
95.00 Baker City SSP	0101	93.33 Salem AAA	2411	91.49 Roseburg SSP	1001
95.00 McMinnville AAA	3617	92.86 Canby APD	0310	90.48 Bend APD	0911
94.74 Pendleton SSP	3001	92.86 Burns SSP	1301	90.00 Santiam Center SSP	2404
93.75 McKenzie Center SSP	1101			90.00 Keizer SSP	2405

News and Upcoming Training Offered by the SSP Training Unit

Our schedule, registration data, and waitlist information is updated weekly, and is available on the training unit's intranet site at https://inside.dhsoha.state.or.us/images/stories/dhs/self-sufficiency/training-unit/docs/training_schedule.pdf

For more information regarding the SSP Core Training Outline:

<https://inside.dhsoha.state.or.us/dhs/self-sufficiency-training-unit/self-sufficiency-training-unit-resources.html>

Contact the training unit if you have questions regarding offered courses.

Core Class offerings and begin dates:

Interpersonal Competence:	1/29 Tigard
Essentials:	1/6 Portland & Tigard, 2/10 Salem, 2/24 Tigard, 3/3 Portland, 3/10 Salem, 3/31 Tigard, 4/14 Salem, 5/5 Tigard, 5/19 Salem
Computer Connections:	1/13 Salem & Tigard, 1/27 Salem, 2/3 Salem, 3/3 Tigard, 3/10 Portland, 3/17 Salem, 3/24 Salem, 4/7 Tigard, 4/21 Salem, 4/28 Salem, 5/12 Tigard, 5/19 Salem
Expedited SNAP:	1/27 Tigard, 3/10 Clackamas, 4/21 Tigard, 4/28 Clackamas
SNAP Basics:	1/6 Salem, 1/27 Portland, 2/3 Tigard, 2/24 Salem, 3/10 Tigard, 3/31 Salem, 4/7 Portland, 4/14 Tigard, 5/5 Salem
ERDC:	1/13 Tigard, 2/3 Clackamas, 2/24 Portland 3/17 Tigard, 4/21 Clackamas, 5/12 Portland, 5/19 Tigard
TANF Eligibility:	2/3 Tigard, 2/24 Clackamas, 3/24 Portland, 4/28 Tigard
TANF Case Management:	3/24 Tigard, 4/7 Clackamas
DV Policy & Case Planning:	3/5 Clackamas, 4/2 Portland, 5/7 Tigard
Services to Noncitizens:	1/6 Tigard, 1/27 Clackamas, 3/10 Tigard, 3/31 Clackamas, 5/12 Tigard, 5/26 Clackamas

Have you taken one of our online courses? View this short video, <https://vimeo.com/79249744>, to learn about all the convenient features that make learning at your desk a cinch! The video lists all the online courses currently available which each take between 10-20 minutes to complete.

Look for Webcasts and other Online courses for:

SNAP Civil Rights – C02996: This course needs to be completed annually	SNAP NED Eligibility and Coding – C03279
SNAP Transitional Benefit Alternative (TBA) – C03472	Job Participation Incentive (JPI) – C03468
Oregon Vital Event Registration (OVERS) Update Training – C03639	