



August 2014

# On Target

## August '14 Contributors

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## Out of State ID

Your client presents ID from another state. What do you do? Well that depends on how long ago they moved here and if they received benefits in the other state or not.

If the client moved here within the last six months, contact the other state to see if they have been receiving benefits. If they have been receiving benefits in another state find out when they ended or will end.

If they report they moved to Oregon more than six months ago and are not currently receiving benefits from the other state, you do not need to contact the other state.

Does it matter if I actually get the information from the other state or is it okay to just make the attempt? Well, that depends if the client reports they were receiving benefits in the other state or not.

If the client reports they were receiving benefits in the other state, you do need verification the benefits have ended in the other state prior to opening in Oregon.

If the client reports not receiving benefits from the other state attempt to verify this. If after two attempts you are unable to verify the client's statement you can accept their statement.

As always, remember to narrate, narrate, narrate!

See transmittal [SS-PT-14-019](#) for further information.

*SNAP Policy Analysts*

## Don't Forget the Additional Required Forms

It's hard to remember all the forms we need to complete for different programs.

Important additional forms to remember to issue are:

### For APD/AAA

DHS3400  
SDS539R

### For SSP

6609 (I&R) packet  
(which contains the FM525, DHS0415R, MSC3400 and MSC9001)

Per OAR 461-135-0505, for SNAP, a person is not considered categorically eligible unless they receive the DHS3400. It's found on the DHS Form Server. It's a requirement to give the DHS3400 out at SNAP intake and re-certification. If the application is filed online (CAPI application) the applicant received it electronically. If the applicant completed the 6608 or 6623 packet they received the additional forms in the packet.

The only time (when processing an application or recertification) you do not need to issue the 539R or 415R is when conducting the annual desk review for OSIP-M clients receiving SSI and not receiving any other benefits such as SNAP, QMB or Waivered Services. See [SPD-AR-12-019](#) and APD WG B.8 for more information.

*Sherri Devlin, Administrative Analyst, Multnomah County Aging and Disability Services and SNAP Policy*

## Return of the Students

Summer is slowly coming to an end and the beginning of the school year is going to be starting or has started for some students.

August is one of the months we begin to see students applying for SNAP benefits. When your customer says they are a student, there are a couple of initial things you can do that might save you some work.

- Check to see how old is your customer. Only those students who are between 18 and 49 need to meet special criteria. If your customer does not fall into this age group, no need to determine student status.
- Are they attending higher education at least half time? If they are not in higher education and attending at least half time, no need to determine student status.

If you determine they are in the age range and attending higher education at least half time, ask them:

- "Do you have a meal plan through the school?" If they say yes, they are not eligible for SNAP benefits. If not, you can move on to determine whether or not they meet one of the student criteria.

There are many criteria a student could meet to be eligible for SNAP benefits. **They only have to meet one.** For the complete list, reference your family service manual under [SNAP D. 3](#). Just a few of the criteria (please remember there are several other things that can be used to meet student criteria – visit the manual if you are not sure):

- Be a paid employee working an average of at least 20 hours a week. The student must have an employee/ employer relationship
- Be awarded state or federally funded work study **and** be assigned to work-study position with a start date in the current term or semester **and** will perform work in a work study job in the current term or semester (Please remember you do not need verification of work study- or the work study job. Most work study is Title IV which is excluded.)
- Be in a TANF benefit group
- Be receiving Unemployment Compensation

Again, use your manual to determine if your customer meets any of the student criteria and as always, remember to narrate. Students who do not meet the special student criteria are not in the filing group. None of their income counts and no credit is given for any expenses they pay.

Unable to find your answer in the family service manual? E-mail your student questions to SNAP policy at:

[SNAP.Policy@dhsosha.state.or.us](mailto:SNAP.Policy@dhsosha.state.or.us).

Check out the SNAP Tiny Training: Students Higher Education. <http://www.dhs.state.or.us/training/foodstamps/training/TT-Students.pdf>

## **Top 10 Narrative Best Practices From a Reviewer and SNAP Policy Perspective**

1. Always address discrepancies between the application, interview and screens in your narrative.
2. **Don't assume** it is "known." Clarify why you asked/pended for something.
3. Address shelter discrepancies between what they actually pay and what they wrote on the application.
4. Writing notes or adding to the application is not the same as narrating in ACCESS or TRACS.
5. Narrate what type of financial aid they are receiving-based on customers' statement and include whether or not it is countable or excluded income.
6. Suggest using "per conversation with the customer" or "customer stated" when addressing information received from customer in the interview that is different than what is on the application.
7. Do not pend for proof of Federal Work Study, unless questionable. Narration should include position worked and start date.
8. Narrate what you saw on verification screens, especially if it is something unique or out of ordinary. This ensures that anyone coming behind you sees what you saw.
9. If customer reports working 20 hrs/wk on their application, but paystubs show 30 hrs/wk and that is what is used to calculate income, please explain why there is a difference.
10. When narrating child support, indicate if voluntary/direct or not, and address medical support.

*Stephanie Cooke, Quality Assurance*

### **The Support Staff Conference is just around the corner!**

Have you heard? That's right; the Support Staff Conference is just around the corner! If you've been with DHS more than five years, you remember when we had annual conferences for support staff and their supervisors. They're back!

The primary goal of this conference is to empower staff to provide great customer service, enhance existing knowledge of CW/SSP/APD essentials and provide ongoing training to support staff and their supervisors on topics they are interested in knowing more about.

These will be one day events – there will be four events/sessions in total. Sessions will be conducted in October and November in Salem. Watch for more information in the coming weeks!

*Courtney Hill, CW-SS Operations Administration*

### **September Accuracy Summits locations and dates!!**

September 9th at Monarch Hotel - Clackamas

September 23rd and 24th at Anderson Readiness Center - Salem



Trafficking is a HOT topic with FNS (Food and Nutrition Service, the federal agency that administrates the SNAP program) this year. There has been a lot of media attention focused on the program, so FNS has responded by updating their definition of trafficking and re-focusing efforts to minimize this activity nationwide.

So, how does that affect the average DHS worker? Not a lot but we can make an effort and educate our customers about common trafficking situations that many SNAP customers engage in without EVER realizing that it's an illegal activity.

From the Federal Register, Vol. 76, No. 35 published on 2/21/13:

*“...a SNAP client who intentionally obtains cash by purchasing, with SNAP benefits, products that have container deposits, subsequently discarding the product, and returning the container(s) in exchange for cash refund of deposit(s); or who intentionally resells or exchanges products purchased with SNAP benefits for purposes of obtaining cash and/or other non-eligible items. “*

While here in Oregon, one would have to empty A LOT of soda cans to make a buck, it just might happen. More common scenarios are easy to understand how a customer might not consider WHY that activity is not okay.

Here's an example:

Bill lost his job and needs a place to stay. He has a casual friend who agrees to let him stay as long as he can buy food “for the house”. Well now, Bill has SNAP and maybe his friend knows that or doesn't. But the problem comes in when Bill shops for the house using his SNAP benefits and shares the food with everyone in order to obtain shelter; that's trafficking.

Here is another scenario:

Jan is really strapped for cash but everyone tells her what a great baker she is. She has the idea to make some cakes and cookies and sell them to friends and neighbors. Running down to the market, she uses her EBT card to buy flour, sugar, butter...all the delicious things. Once she has baked those ingredients and sells the cookies for cash, that's trafficking.

Take a moment to explain some of these things to your clients. Use real-life examples. I'm sure many of you have heard of similar circumstances and now have thought of them in a different light. Most people want to do the right thing – let's help them by arming them with information. Oh yeah, we just helped out FNS to reduce trafficking too. Good Job.

*Charna Freehan, Program Management Evaluator*

### TRACS Tip

Have you ever wished you could access narrations on all adults on a case from one screen in TRACS? Have you ever needed to check the narrations for each adult on a case to make sure the *right* information is included on the *right* person? Well, you can view the information pretty easily. Here is how....

- To quickly see all family members on a case in TRACS, simply click on the case detail icon. The case detail screen shows everyone on the case. (The icon is located between the person detail icon and the narratives icon).
- To see the narrations on the first adult, simply click on that person then click on the “two pencils” icon to review the narrations.
- Then click back on the case detail screen, click on another adult and click on the “two pencils icon” to review their narrations.
- Compare the narrations from each adult to make sure the appropriate narrations are shown for each person!
- From there, just copy and paste where needed.
- (Note: If information is narrated on a wrong case, send a request to the service desk citing the specific narration removed).

Taking these actions will help ensure the TRACS record is clear.

# July 2014

## Targeted SNAP Reviews

### Honor Roll Hiatus

Many branches have taken advantage of a temporary shift away from using our normal random samples for targeted reviews to focus on specific areas for accuracy improvement. While this has given branches much more useful information locally, it has the downside of skewing data used for determining the honor roll. Unfortunately, without a random sample as basis for our reviews, we have not been able to have an Honor Roll for a number of months. The honor roll will be back in October, based on September reviews.

We want to thank branch's for their efforts to identify and improve accuracy in new ways!

Great job!!

*Quality Assurance*

### News and Upcoming Training Offered by the SSP Training Unit

The Self-Sufficiency Training Unit is setting up new classroom space at the Clackamas National Guard Armory. The addition of this training space will allow us to offer more classes in the Portland area so watch for newly added classes coming soon!

Our schedule, registration data, and waitlist information 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](https://inside.dhsoha.state.or.us/images/stories/dhs/self-sufficiency/training-unit/docs/training_schedule.pdf). This information is updated weekly. Please watch for newly added classes and keep your registration updated in the Learning Center.

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

Core Class offerings and begin dates:

<b>Interpersonal Competence Essentials</b>	Watch for announcements regarding scheduling 9/23 Salem, 10/14 Portland, 11/18 Tigard
<b>Computer Connections</b>	9/23 Tigard, 10/14 Salem
<b>Expedited SNAP</b>	9/30 Salem, 11/18 Salem
<b>SNAP Basics</b>	9/9 Salem, 10/28 Tigard
<b>ERDC</b>	9/9 Portland, 10/7 Salem
<b>TANF Eligibility</b>	9/9 Tigard, 9/30 Portland, 10/28 Salem
<b>TANF Case Management</b>	10/7 Tigard, 10/28 Portland
<b>DV Policy &amp; Case Planning</b>	9/18 Tigard, 10/9 Portland, 11/6 Salem
<b>Services to Noncitizens</b>	9/9 Salem, 9/23 Portland, 10/21 Tigard

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

**Job Participation Incentive (JPI)** – C03468

**SNAP Transitional Benefit Alternative (TBA)** – C03472

**Oregon Vital Event Registration (OVERS) Update Training** – C03639

*SSP Training Unit*