



July 2014

# On Target

## July '14 Contributors

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### In this issue:

Verifying Out of State TANF Months	1
Clarification on using an 415F instead of an 852	2
Play It Again! SRS and You!	2
Loans and Verification for SNAP	2
Don't forget to code the DUE N/R on TANF only cases!	3
New Online Training Available: SNAP - When to Pend	3
Did you know JPI has been Expanded?	3
Answer Key - Loans and Verification for SNAP	3
Oregon Vital Events Registration System (OVERS)	4
Index of Previous On Target Articles	4
Honor Roll Hiatus	5
The Accuracy Summits are BACK!	5

## Verifying Out of State TANF Months

Under federal and state law, most families can receive TANF for a total of 60 months. Time limits do not apply to children, non-needy caretaker relatives, SSI parents, ineligible noncitizens and those in SFPSS and JOBS plus.

When a client applies for TANF and indicates they may have received TANF in another state, the agency must verify how many months were received in the other state. The worker should attempt to verify the out of state months by contacting the other state. They must also pend the adult for the 45<sup>th</sup> day of the application period to provide proof of what months TANF was received. As long as all other eligibility requirements are met, open TANF for the children.

If verification of out of state TANF months are received within the 45 day application time frame and the adult has less than 60 months on TANF or has 60 months and is eligible for an exemption, supplement the adult back the date TANF was opened for the children. If the adult has exceeded 60 months on TANF and is not eligible for an exemption, they would not be added to TANF. The children would continue to receive TANF benefits as long as they meet all other eligibility requirements.

Remember to add the verified months to the Time Limits Screen and to narrate.

*Nancy Estrada, Quality Control Lead*

## SNAP Student Eligibility Webinar

How fast summer passes, our students will soon be back in classes... Register for the upcoming SNAP Student Eligibility (C04127) Webinar on 08/13/14 at 9:30 am.

This 2 hour live webinar will discuss student eligibility, treatment of ineligible students, budgeting and coding of student income.

*SSP Training Unit*

## Clarification on using an 415F instead of an 852

When a client submits a 415F instead of an 852 at interim report, what is a worker to do? Can we accept the 415F? Do we need the client to complete a new 852? What about the signature page of the 852?

If a client submits a 415F in lieu of an 852 the worker can accept the 415F and use the information reported to process the clients interim change report. However, the worker does need to have the client sign and date the back page of the 852 regardless of if benefits are increasing, decreasing or staying the same. This is needed in order for the client to waive their right to 10 day notice if necessary and also by signing the form, the customer indicates they agree with what they are signing, they are providing accurate information and they understand their hearing rights. Without the signature on the 852 we cannot use a 415F to process the interim change report. In addition, if a client submits an 852 with no signature, it cannot be processed (regardless of if benefits are going up, down or staying the same) until the back page is signed and dated.

*Stephanie Cooke, Quality Assurance reviewer*

## Reporting Requirements for SRS

Daily, the SNAP Policy Unit fields many questions about SRS, and how to deal with cases in SRS.

One of the most common questions is, "Is it true??? If I certify a household with income over the countable income limit (130% FPL), the customer doesn't have to report if their income goes over 185% FPL???"

YES... IT'S TRUE!! If they already are over the 130% FPL, they don't need to report anything!

*SNAP Policy Analysts*

## Loans and Verification for SNAP

Test your knowledge...

1. How are loans counted for the SNAP Program?
2. Do we need to verify loans for the SNAP program?
3. Does there need to be a written agreement and payment plan for a loan for SNAP?
4. A customer is applying for SNAP and is receiving repayment payments on a loan they gave to another party. How would we count those payments?

Answer key is on page 3.

*Quality Assurance*

## **Don't forget to code the DUE N/R on TANF only cases!**

Even though TANF and medical programs are no longer on the same UCMS case, the DUE N/R should still be coded on the TANF only case when a recipient reports a pregnancy.

Not only is the DUE coding used for case management and eligibility but the DUE N/R is used to determine JOBS exemption status for the TANF Participation Report. This means that if a person is exempt from JOBS due to being in the last month of pregnancy, they will only show as exempt on the TANF Participation Report if the DUE is coded accurately. Otherwise they will show as JOBS mandatory and be included in you participation rates.

*TANF Policy Analysts*

## **New Online Training Available: SNAP-When to Pend**

Check out the latest computer based training on the [Learning Center](#) (Course # C04344). This interactive, online course provides information on which eligibility items must be verified for SNAP and when we can accept a customer statement to avoid unnecessary pending. Practice scenarios to test your knowledge using the helpful job aid provided, will help to establish when you should pend for additional information, and the correct forms to use. Whether you are a new or experienced SNAP eligibility worker, this 15 minute course will provide you with some helpful tools to increase accuracy.

*SSP Training Unit*

## **Did you know JPI has been Expanded?**

JPI has been expanded to two parent families and to SNAP families in the Change Reporting System (CRS).

For details on eligibility see [SS-PT-14-017](#) and [SS-PT-14-018](#).

*TANF Policy Analysts*

## **Answer Key - Loans and Verification for SNAP**

1. Loans are excluded income for SNAP program.
2. No, we take the customers statement that it is a loan. Policy only requires that we verify countable income so there is no requirement to verify money from a loan.  
If questionable, you can ask for verification.
3. No.
4. A customer is applying for SNAP and is receiving repayment on a loan they gave to another party.  
How would we count those payments?  
Only the interest portion of the loan is counted as unearned icnome. The principle payment is excluded income.

*Quality Assurance*

## Oregon Vital Events Registration System (OVERS)

As you may know, birth and death browse information is accessible in the Oregon Vital Events Registration System (OVERS). We are hearing that some staff are having issues and would like to share these helpful tips.

- If you are having issues with your OVERS access or in understanding the modules in OVERS please contact the OVERS Help Desk at 1-971-673-0279.
- If you don't know why you can't get to the birth and death browse screens in the mainframe, please contact the number provided on the mainframe screen.
- Some folks were not identified as needing access in the initial rollout. If you did not get access to OVERS and you need it, please complete the OVERS User Enrollment form and fax it to 1-971-673-1201. Click on the link to the form: <http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/overs/Pages/NewUsers.aspx>
- At this point, it is taking about 24 hours to gain access. When you get access, notification that you have access, a link to the login page, your password and other OVERS information will be provided via e-mail.
- Marriage and Divorce information is still on the mainframe and will migrate to OVERS by January 2015. If you need this information, continue to use it the same way you always have. New access to these screens will still be with the same IUP process (For CW and SS use IUP form 783).
- If you need OVERS training, a recorded webinar is available in the DHS [Learning Center](https://dhslearn.r.state.or.us/kc/login/login.asp?kc_ident=kc0001&strUrl=https://dhslearn.hr.state.or.us/Default.asp). [https://dhslearn.r.state.or.us/kc/login/login.asp?kc\\_ident=kc0001&strUrl=https://dhslearn.hr.state.or.us/Default.asp](https://dhslearn.r.state.or.us/kc/login/login.asp?kc_ident=kc0001&strUrl=https://dhslearn.hr.state.or.us/Default.asp). Go to find a course; and search for Course # C03506. A link to the PowerPoint is included in the Learning Center course description for use during the training and can be a reference for anyone who uses OVERS.
- If you have questions about how to use the information as it relates to your program, please contact your supervisor or program policy section.

### News from the OVERS Help Desk

The OVERS Help Desk has had many callers stating they cannot find a specific record; for example, a birth record, but they know the child was born in Oregon. In most instances, these callers are entering the child's middle initial in the "Middle" field to search instead of the middle name. OVERS searches for exactly what you put in the fields. Entering an initial or partial name will not return the record you are looking for unless the wildcard (%) symbol is used. An example is; if the middle name is Paul, but you only know the initial you can enter P% instead of just a P. You may get several returned names from which to choose the appropriate one.

I hope this information is helpful to you.

*Connie Guyer, Operation Analyst, Department of Human Services, Field Services for Child Welfare and Self-Sufficiency*

### Index of Previous On Target Articles

Ever want to find an article from a previous On Target edition but don't know where to look? An index of previous articles is now available on-line on our Office of Program Integrity (OPI) website.

Click on the link below and scroll to the bottom of the page to check it out!

<https://inside.dhsoha.state.or.us/dhs/opi/quality-assurance/qon-targetq.html>

# June 2014

## Targeted SNAP Reviews

### Honor Roll Hiatus

Many branches are taking 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 will give 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 will be putting the Honor Roll on hiatus for the next few months. While we can't recognize individual branches this month, we *can* express our appreciation for each branch's thoughtful efforts to identify and improve accuracy in new ways!

*Quality Assurance*

### The Accuracy Summits are BACK!

The 2014 Accuracy Summits are now available for registration on the [Learning Center](#).

The year's summit theme of Accuracy Creates Excellence will focus on access, payment accuracy and customer service. These Accuracy Summits are primarily intended for experienced eligibility workers, including HSS3's and HSS4's.

In order to ensure space availability at each of the summits, we are asking that eligibility staff register at least 3 weeks prior to their preferred summit date. If there is still space available at that time, slots will be opened up to staff in other classifications who may wish to attend. Dates are filling up quickly-Do not delay in registering or you may miss out on this great training opportunity!

<b>Springfield:</b>	<b>8/21</b>	<b>(Register by 8/1)</b>
<b>Salem:</b>	<b>9/23 or 9/24</b>	<b>(Register by 9/2)</b>
<b>Clackamas:</b>	<b>9/9</b>	<b>(Register by 8/19)</b>
<b>Clackamas:</b>	<b>10/7 or 10/8</b>	<b>(Register by 9/17)</b>
<b>Grants Pass:</b>	<b>10/22</b>	<b>(Register by 10/1)</b>
<b>La Grande:</b>	<b>10/14</b>	<b>(Register by 9/23)</b>

*SSP Training Unit*