



January 2015

# On Target

## January '15 Contributors

Paul Buntrock  
Matthew Bogart  
Kris Rash  
Charna Freehan  
Quality Assurance  
TANF Policy Analysts  
SSP Training Unit  
Office of IT Business Support

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## When do I Check the Business Registry? A Perspective for Targeted Reviews

As SNAP Policy Analysts and QC Reviewers remind us regularly, more and more SNAP applicants are self-employed or otherwise receiving income from a business.

The increasing frequency of self-employment puts us in a tough spot in our efforts to contain payment errors. What we know is that most clients do their best to report accurately, but some make a conscious effort to under-report and, with self-employment, some simply don't understand our rules. Some report only the portion they draw from their business each month in earnings or fail to mention the business at all. If you see any of these red flags on the case, that should lead you to ask about other household income. Follow-up includes checking the SOS site when:

- > Paychecks always in even dollar amounts
- > Paychecks are personal or handwritten checks
- > Wages are too low to cover client's expenses
- > Applicant is working in service fields such as nail technicians, hairstylists, handymen, etc.

So, even with little time to talk with the client, our best tool is making the most of the interview. Are your questions phrased toward traditional employment or do they also solicit information about self-employment? Are there opportunities to observe those "masters of the interview" who reside in every branch? Do you always check the Work Number, and when appropriate, the business registry?

Our latest guidance to Reviewers is this: There is no requirement to check the Business Registry on every case. If a Reviewer finds an active business registered to the applicant on the registry then cite an action for the worker to request income verification. Cite an error only if there is an active business on the registry, the self-employment situation has not been addressed *and* one of the four indicators above is present.

You can follow the link to the Oregon Business Registry from the SNAP webtools page *or* go directly to registry at the link below:

[http://egov.sos.state.or.us/br/pkg\\_web\\_name\\_srch\\_inq.login](http://egov.sos.state.or.us/br/pkg_web_name_srch_inq.login)

Thanks for all you do to achieve accuracy!

*Quality Assurance*

## Did you know the Self Sufficiency Program is going to redesign their program related training?

The Self Sufficiency Executive Leadership Team believes that now is the time to invest in transforming our training design and delivery system. The SSP Training Unit provides a significant amount of training for AAA/APD employees. This strategic planning process will take advantage of the current strengths of the SSP Training Unit, while providing the foundation for additional changes to the SSP Service Delivery Model. The Strategic Planning process will leverage education, skills, technology, innovation and adult education methods to further develop the ability of our employees to accurately and efficiently serve their customers.

APD has members on the Core Strategic Planning Team. This team has met and developed the following vision and mission statements, as well as determined the strategic goals and initial strategies for the redesign.

**SSP Training Vision:** Exceptional high quality training that supports a customer focused service delivery system.

**SSP Training Mission:** A state of the art holistic learning system that is customer centered and competency based, delivered through a responsive training array that supports customers, employees and partners.

### Strategic Goals:

Goal #1: SSP training is delivered using a variety of state of the art methods, formats, technology and industry standards to engage adult learners. (The how)

Goal #2: Training content is process oriented and supports the delivery of services. (The what)

Goal #3: Workforce competencies are identified, understood and continually assessed.

### Phase 1 - Strategies:

- Develop Cohort Training Model (includes local/regional training rooms)
- Develop a Workforce Competency Model and Learning Paths for all SSP positions (move away from silo' d policy based training)
- Increase the use of technology to enhance learning

### Are you interested?

As the SSP Training Advisory Group (SSTAG) begins to work on the new redesign strategies, there will likely be a need for additional resources to serve on sub-committees. These sub-committees will develop action plans that will directly impact the course of the training redesign. Having your input and involvement in these design sessions is essential. Additional opportunities for input will be available through surveys, focus groups and the CI process.

*Office of IT Business Support*

## It's OK – I know him!

So what does it really mean to ID a SNAP customer? It's an interesting question now that we conduct so much of our business over the phone. Let's look at an example of an applicant going through the process. See if you can identify (yes, a pun intended!) some problems with this scenario.

*Customer Bill comes in to apply. The receptionist happily guides him through the application and date stamps it. She asks "do you have ID with you?" Bill says sure and she makes a copy. He really doesn't want to come back tomorrow so he gets a phone intake later that day.*

*Our trusty worker calls him. He's got the app and the photocopy of Bill's ID in a handy, already set-up folder.*

*"Hi, this is Trust from DHS. Can I speak to Bill, please?"*

*"Yes, this is Bill."*

*"Great! I have your application for SNAP here. Are you ready to go over it?"*

*"Yes, let's get this show on the road", answers Bill.*

So, the first thing we notice is that the worker did not ask Bill any identifying questions over the phone. Our hard-working employee already has a copy of ID so he thinks Bill's identity has been verified. It really hasn't. Who is that guy on the phone? Does he know anything about Bill's application? At this point, nobody really knows.

The purpose of identifying the person who is applying for benefits is to ensure that the person who is being interviewed is one and the same person on the application.

*Charna Freehan, Program Management Evaluator (PME)*

## How to Determine A Potential UC Claim

To be eligible for TANF assistance, people must actively pursue assets for which they have a legal right to claim. Many times this means you must evaluate whether or not an individual has a potential unemployment compensation claim. When determining if a client has a UC asset to pursue, there are two places to look.

The first is EPC2 (F22 from the WAGE screen):

Date: 04/06/12 EPC2 - POTENTIAL CLAIM DETERMINATION Time: 09:31 am  
 This Does Not Establish a Claim for Unemployment Insurance Page 1 of 1  
 Latest Claim 16/07 for FO 200 VALID

SSN		Inc		Wages? N	
Last Name		Other Name		BYE	13 13
Date of Claim	04 06 12	Base Yr Ext limiting qtr			
Acct Name/Acct#	Wages Hrs	Wages Hrs	Wages Hrs	Wages Hrs	
0893916	336.00 028	504.00 042			
1117736	4,471.82 514	5,781.15 665	3 212 48 370	4,360.89	502
Total	4,807.82 542	6,285.15 707	9,767.19 370	4,360.89	502
Base Qtrs	(1/11)	(2/11)	(3/11)	(4/11)	
Total Wages	18,666.34	Total Hours	999		
1.5xHWQtr	9,427.72	WBA	233	MBA	6058

*Annotations:*  
 - Date the potential claim is based on (points to 04 06 12)  
 - Since there are amounts in these fields there is a potential claim (points to WBA 233 and MBA 6058)

The EPC2 screen may show a non-valid claim:

This Does Not Establish a Claim for Unemployment Insurance Page 1 of 1  
 Latest Claim 12/11 For FO 200 VALID

SSN		Inc		Wages? N	
Last Name		Other Name		BYE	13 13
Date of Claim	04 06 12	Base Yr Ext limiting qtr			
Acct Name/Acct#	Wages Hrs	Wages Hrs	Wages Hrs	Wages Hrs	
Total	.00 000	.00 000	.00 000	.00 000	
Base Qtrs	(1/11)	(2/11)	(3/11)	(4/11)	
Total Wages	.00	Total Hours	0		
1.5xHWQtr		WBA	0	MBA	0 Non-Valid Claim

*Annotations:*  
 - Here is a clue to why the claim is showing as "Non-Valid" (points to 12/11)  
 - Non-Valid Claim and no income showing in WBA and MBA. (points to WBA 0 and MBA 0)

If the EPC2 screen shows a non-valid claim then the next step is to look at the ECLM claim list (F5 from ECLM). Do any of the active claims have a future BYE date? If yes, this is a claim from which the client may be able to start claiming benefits. Whether or not they are eligible for benefits from this claim will be determined based upon their job separation.

BYE	Base Qtr	FO	ABY	Status
12/11				VALID CLAIM
23/03				PURGED

*Annotations:*  
 - BYE = Benefit Year End.  
 - The BYE is listed as WWYY- the week and year the claim ends.

Don't forget to determine whether the client has good cause not to pursue a claim. Either way, narrate the decision! For more information on pursuit of assets and determining good cause see FSM Chapter 5, Temporary Assistance for Needy Families Related Programs, D,7, Pursuing Assets

## Reminder: Civil Rights Training

The mandatory Civil Rights training is currently unavailable on the Learning Center. The current version is being updated for 2015. This course must be taken yearly by staff that work with SNAP recipients. Staff will be notified when the revised online version is again available for staff to take.

If you have any questions about this course, please contact SNAP Policy or SSP Training via email.”

*SSP Training Unit*

## 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/dhs/self-sufficiency-training-unit/self-sufficiency-training-unit-resources.html>

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:**

**Essentials:** 2/10 Salem, 2/24 Tigard, 3/3 Portland, 3/10 Salem, 3/31 Tigard, 4/14 Salem, 5/5 Tigard, 5/19 Salem, 6/16 Tigard

**Computer Connections:** 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, 6/2 Salem, 6/23 Tigard

**Expedited SNAP:** 3/10 Clackamas, 4/21 Tigard, 4/28 Clackamas, 6/9 Portland

**SNAP Basics:** 2/3 Tigard, 2/24 Salem, 3/10 Tigard, 3/31 Salem, 4/7 Portland, 4/14 Tigard, 5/5 Salem, 6/2 Tigard, 6/16 Salem

**ERDC:** 2/3 Clackamas, 2/24 Portland 3/17 Tigard, 4/21 Clackamas, 5/12 Portland, 5/19 Tigard, 6/2 Clackamas 3/3

**TANF Eligibility:** 2/3 Tigard, 2/24 Clackamas, 3/24 Portland, 4/28 Tigard, 6/9 Clackamas

**TANF Case Management:** 3/24 Tigard, 4/7 Clackamas, 6/16 Tigard

**DV Policy & Case Planning:** 3/5 Clackamas, 4/2 Portland, 5/7 Tigard, 6/18 Clackamas

**Services to Noncitizens:** 3/10 Tigard, 3/31 Clackamas, 5/12 Tigard, 5/26 Clackamas, 6/2 Portland

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*



# December 2014

## Targeted SNAP Reviews

### 100% Accuracy Honor Roll

0111 Baker City APD	1201 John Day SSP	1802 Lakeview SSP
0314 Estacada APD	1202 Condon SSP	1811 Klamath Falls APD
0913 LaPine APD	1211 John Day APD	2019 Cottage Grove APD
0914 Redmond APD	1311 Burns APD	3112 Enterprise APD
	1611 Prineville APD	

### 90% or Better

98.33 McKenzie Center SSP	2001	93.33 Ontario APD	2311	91.67 Medford APD DSO	1517
97.78 Salem AAA	2411	93.33 Hermiston APD	3013	91.67 NE Portland SSP	2801
96.55 Santiam Center SSP	2404	93.33 Florence AAA	3211	91.30 E Multnomah AAA	3518
96.00 Medford APD SSO	1513	93.10 West Eugene SSP	2002	90.48 Bend APD	0911
96.00 Grants Pass APD	1717	92.86 Burns SSP	1301	90.00 Alberta SSP	0701
95.00 Toledo AAA	2111	92.00 SE Portland AAA	1418	90.00 Roseburg SSP	1001
93.33 Canby APD	0310	92.00 Albany AAA	2211	90.00 South Valley SSP	1502
93.33 Gold Beach APD	0811	91.84 Dist. 8 Processing Center	1503	90.00 Madras APD	1612
93.33 Woodburn AAA	1911	91.84 South Salem SSP	2401	90.00 Lebanon SSP	2202
		91.67 Roseburg APD DSO	1017		

### Most Common Error Trends From JPI Alert Lists (JPI= all three, JPI, JP2, J82)

- 1) JPI eligibility determination is made but there is no UCMS case coding to support JPI. **Why this is important:** *The work participation hours are gathered from UCMS and must include JPI coding with the correct Case Descriptor and Need/Resource coding on the CM system in order to capture participation hours.*
- 2) JPI eligibility has been determined, FCAS and UCMS have JPI coding but the N/R date had been updated with current month rather than the SRS or certification end date. **Why this is important:** *When the end date is not updated to match the SNAP Reporting date, the N/R date will fall off at the next CM end of month cycle and participation hours will not count.*
- 3) JPI and JP2 is being coded on two parent families with a common child under age 18 years of age, instead of using J82. **Why this is important:** *The use of JPI and JP2 will not show two parent participation hours.*

#### JPI Friendly Reminder

Reminder: As SNAP SRS/Re-certifications are processed, remember to determine JPI eligibility. This includes updating UCMS with a new N/R end date which aligns with the interim change report due date or the SNAP certification end date. If a UCMS case does not exist, a shell P2 case needs to be created.