



# On Target September 2015

## Why Does Coding Matter?

When income on a SNAP case is coded as SSD instead of SSB, the SNAP system would recognize that a need member of the household is disabled, therefore coding the system with a higher shelter offset.

When the income is coded as SSB, the system doesn't allow the higher shelter offset, because the system doesn't recognize any need members as disabled. This is because customers can receive SSB income without being elderly or disabled.

Example: children who are not disabled are receiving survivor benefits (SSB) from a deceased parent.

As long as workers are correctly determining the correct sources of income, SSI, SSD, SSB, and coding accurately, the SNAP case should reflect the correct allotment.

There are some HH Types such as AD, AB, and VET when used appropriately, also give a higher shelter allotment.

Example: A Veteran is receiving veterans benefits, you as the worker verify that the veteran meets 100% disability, therefore we would want to code the income as VET, but also code HH Type VET in order to tell the system that someone in the need group of the household meets the SNAP definition of disabled which allows a higher shelter offset. (Reminder: Only use the VET coding if the veteran has a 100% disability. )

Remember, the way we code our cases really does make a difference.

*SNAP Policy*

### SEPTEMBER 2015 CONTRIBUTORS

Jeff Hodges  
Susan Becktold  
Matthew Bogart  
Kris Rash  
William Picha  
Shannon Custer  
SNAP Policy Analysts  
TANF Policy Analysts  
SNAP QC Leads  
Quality Control  
SSP Training Unit  
JPT Unit  
Quality Assurance

### INSIDE THIS ISSUE

Why Does Coding Matter?	1
Prorating Income and Deductions	2
What to Tell the Computer	
Didja Know?	2
Issuing JPI	2
Why Attend Quality Control (QC) Panel?	3
Reminder	3
Didja Know?	3
Enhanced TANF Case Management	4
News and Upcoming Training Offered by the SSP Training Unit	4
Quality Control Panel – Join by iLinc!	4
100% Accuracy Honor Roll	5
90% or Better Honor Roll	5
Worker Honor Roll	5

## Prorating Income and Deductions

### What to Tell the Computer

It is well known that income and most allowable expenses of NC1's (other than utility standards) are prorated on a SNAP case. The full amount is divided by the number of people in the filing group and multiplied by the number of eligible people on the case. (Don't forget to add an NC1 line under the ineligible non-citizen to help identify eligible people on the case). The trick is knowing when to code the full amount or the prorated amount online.

**INCOME:** With income, always code the full amount on the case. The computer will prorate the income based on the number of people listed on the case and the number who are eligible. A QC error recently cited involved income that was prorated twice: first by the worker, and again by the computer.

*Example:* A family of four consists of two NC1 parents, two eligible children, and the dad earns \$1500 per month. Code \$1500 EML on the case so the computer will prorate it correctly to \$750. The \$750 will show on the bottom row of Page 1 on FSMIS confirming \$750 as the earnings amount used to calculate benefits.

**SHELTER:** The shelter deduction is the opposite of income. The computer will not prorate shelter; agency staff must prorate it manually and put the prorated amount on the case.

**CHILD CARE DEDUCTION:** With a child care deduction, there is a choice. Either prorate the deduction manually and code it as CC, or code the full deduction amount and code it as CCP, in which case the computer will prorate the deduction as it does income. In either case, with the CC or CCP deduction type, the "Net CC" on the bottom row of the first page of FSMIS will show the actual deduction used to calculate benefits.

The bottom row of the first page of FSMIS is a good place to double-check whether the amount used is what was intended.

*SNAP Leads, Quality Control Unit*

### Didja Know?

When you are converting from TANF to ERDC remember to look at child support and change CSP coding to SUP to have the child support count on the child care case. CSP is the pass through coding for TANF. Not updating can cause an error in the copayment calculation.

*Shannon Custer, Quality Control Unit*

### Issuing JPI

There are so many issuance codes, what should we use for JPI issuance? JPI, JP2 and J82 payments of \$10.00 per month must always be issued using EN or IN and never ED or ID. When we use ED or ID, the case goes on a discrepancy list and the customer must then be issued out another \$10.00 because the \$10.00 issued using ED or ID is not recognized by the system as being a JPI/JP2/J82 payment. We also lose out on JOBS participation until the correct issuance is sent out. Please keep this in mind for future actions and keep up the good work!

*William Picha, JPT*

## Why Attend Quality Control (QC) Panel?

Want to listen in and learn from QC error staffings? You can, just by attending QC Panel!

What is QC Panel: QC Panel is a monthly venue where QC Errors are presented and discussed to find ways to prevent similar errors in the future. SNAP Errors are presented first, followed by TANF and ERDC.

Who should attend: All staff involved in SNAP, TANF or ERDC eligibility are welcome to attend. Analysts and Trainers are present to answer questions and take suggestions. Branches who have had a QC Error in the previous month are asked to attend and give the background on their case. It's all about sharing information and getting better at what we do!

When: QC Panel is at 1:15 (login 1:00 to 1:15) on the last Monday of each month.

How: Three great ways to participate:

In person at 3406 Cherry Ave NE, Salem

By V-con at approximately 20 designated sites across the state

By "iLinc" right from your computer and phone!

More Important Info: QC maintains a list of branch contacts who receive the case list and other information each month. If you are not getting the information and would like to be added to the contact list, simply send a request to the QC Unit mailbox. We are listed as "Quality-Control Unit" in the Outlook address book.

Help Oregon continue its long tradition of making available a Quality Control Panel each month for staff to hear and provide input about actual QC errors and error prevention!

*Matthew Bogart, Quality Control Manager*

### REMINDER

Food and Nutrition Services (FNS) has given us the annual Cost-of-Living Adjustment (COLA) increases for the SNAP income eligibility standards and deductions. These increases will be effective October 1, 2015.

The new standards will be reflected in FSUP, Family Services Manual and APD Staff Tools effective October 1, 2015. In addition, the MSC 5530, DHS 221, DHS 853, DHS 854, FS Calculator, FS Benefits Estimator, Non-Citizen (NC1/NC2) Calculator and CAPI will be updated. See transmittal [SS-IM-15-019](#)

### Didja Know?

The WAGE screen must be checked as one of the Income Eligibility and Verification System (IEVS) screens and should not be used as a sole source of earnings or paid employment. The WAGE screen is an indicator of potential employment and income. The worker will need to ask additional questions and/or obtain income verification. All income (earned and unearned) must be verified. Please see FSM, MP-2, Verifying Client Information for examples of what can be used to verify income.

### NEWS AND UPCOMING TRAINING OFFERED BY THE SSP TRAINING UNIT

## Enhanced TANF Case Management

If you haven't heard yet, they're finally here! Enhanced Case Management 201 sessions are scheduled and posted in the Learning Center. These 2 1/2 day sessions target Case Managers but anyone whose work is directly supporting families can attend with manager approval. We also encourage supervisors and managers to attend the first day. Each session has an expanded capacity but don't wait to register for the dates that work for you. Questions? Contact Mollie Janssen at [mjanssen@pdx.edu](mailto:mjanssen@pdx.edu).

- September 15-17 Portland
- September 22-24 Klamath Falls
- October 6-8 Portland
- October 14-16 Oregon City
- October 21-23 Bend
- October 27-29 Eugene
- November 18-20 Salem
- December 1-3 Woodburn
- December 8-10 Roseburg

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:

<b>Essentials:</b>	10/6 Salem
<b>Computer Connections:</b>	10/13 Portland, 10/20 Salem
<b>SNAP Basics:</b>	10/27 Portland, 10/27 Salem
<b>ERDC:</b>	10/20 Tigard
<b>TANF Eligibility:</b>	10/13 Tigard, 10/27 Tigard
<b>TANF Case Management:</b>	10/6 Salem
<b>DV Policy &amp; Case Planning:</b>	10/1 Salem, 11/5 Tigard
<b>Enhanced 201:</b>	10/6 Clackamas, 10/14 Oregon City, 10/27 Eugene,
<b>Services to Noncitizens:</b>	10/13 Tigard

Look for Webcasts and other Online courses for:

**2015 SNAP Civil Rights – C04948    SNAP NED Eligibility and Coding – C03279**

**Job Participation Incentive (JPI) – C04877**

**SNAP Transitional Benefit Alternative (TBA) – C04708**

**Oregon Vital Event Registration (OVERS) Update Training – C03682**

### Quality Control Panel – Join by iLinc!

The next QC Panel will meet on Monday, September 28<sup>th</sup>, at 1:15 (log in between 1:00 and 1:15). Did you know you can attend from your desk or conference room via “iLinc” and your phone?

You can, and here is how to join the September meeting:

**Join:** <https://oregonconnect.ilinc.com/join/tyfpffj>

**Primary Dial-In:** 1-888-450-5996

**Passcode:** 992263

*Quality Control Unit*

## AUGUST 2015 TARGETED SNAP REVIEWS

### 100% ACCURACY HONOR ROLL

0313	Milwaukie APD	1402	New Market Theater	2019	Cottage Grove AAA
0701	Alberta SSP	1404	Refugee Branch	2403	Family stability
0811	Gold Beach APD	1513	Medford APD SSO	3011	Pendleton APD
0911	Bend APD	1517	Medford APD DSO	3102	Enterprise SSP
0913	La Pine APD	1611	Prineville APD	3111	La Grande APD
0914	Redmond APD	1612	Madras APD	3112	Enterprise APD
1311	Burns APD	1802	Lakeview SSP	3211	Florence AAA
		1811	Klamath Falls APD		

### 90% OR BETTER

96.67	Rogue Family Ctr.	1505	92.86	Baker City APD	0111
96.55	Ashland SSP	1502	92.31	Ontario APD	2311
96.30	Cottage Grove SSP	2003	92.11	Beaverton SSP	3401
96.00	Grants Pass APD	1717	92.00	Roseburg SSP	1001
95.83	E Multnomah AAA	3518	92.00	Roseburg APD DSO	1017
95.65	Klamath Falls SSP	1801	92.00	Albany AAA	2211
95.45	North Salem AAA	2411	92.00	N/NE Portland AAA	2818
95.00	Corvallis SSP	0201	91.30	SE Portland AAA	1418
95.00	Springfield SSP	1101	90.00	St. Helens SSP	0501
95.00	Dallas AAA	2711	90.00	John Day SSP	1201
94.74	Pendleton SSP	3001	90.00	Burns SSP	1301
94.74	Metro Family Stability	3504	90.00	W Medford Extension	1504
94.55	West Eugene	2002	90.00	Prineville SSP	1601
94.44	Medford SSP	1501	90.00	St. John's SSP	2601
93.88	Grants Pass SSP	1701	90.00	Milton-Freewater SSP	3004
93.33	Canby APD	0310	90.00	Hood River SSP	3302
			90.00	Hillsboro APD	3411

### WORKER HONOR ROLL

Quality Assurance is publishing a Worker Honor Roll to call attention to the outstanding work done by so many of you in the field. The workers on the list will have SNAP targeted review accuracy rates of 95% or better in the past six months.

Is your name on the list?

**You can find out here.**



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.

# Accuracy Matters!