

Belit Burke, SNAP and Youth Services Programs
Manager

Authorized Signature

Number: SS-IM-12-055

Issue Date: 09/28/2012

Topic: Food Benefits

Subject: No On-Line PEND Status for Open SNAP Cases

Applies to (check all that apply):

- | | | | |
|-------------------------------------|------------------------------------|-------------------------------------|---|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County DD Program Managers |
| <input checked="" type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | County Mental Health Directors |
| <input checked="" type="checkbox"/> | Aging and People with Disabilities | <input type="checkbox"/> | Health Services |
| <input type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Other (please specify): SSP Transmittal Group |

Message: At the request of the SNAP policy unit, the SNAP mainframe (FSMIS) was updated last night to no longer allow placing open SNAP cases in PE (pend) status.

Although the ability to pend the case at recert to automatically generate a denial notice is useful for both workload savings and to meet federal QC requirements, the PE status was causing several problems:

- Placing an open case in PE before benefits issue for the last month of the cert period stops benefit issuance. Each of these cases had to be referred to the Service Desk and Business Analysts for action.
- The 30-day count from the filing date to trigger the auto-deny notice seldom calculated the timeframe correctly. This not only created more work for branch staff, but notices sent on the wrong day are considered invalid both by Hearings and by QC.
- Several staff unfamiliar with the pend transaction used it every time they needed to send a 210A or 487 during the cert period for more information. This again caused benefits to suspend and required intervention from the Service Desk and Business Analysts to restore the case.

In short, the value of the computer action was outweighed by the negatives. Please discuss this change and incorporate it into your office procedures. FSMIS still

supports several denial notices generated by the REC DEN transaction codes and the appropriate Reason code. We apologize for yet another change to your process.

If you have any questions about this information, contact:

Contact(s):	SNAP Policy Unit		
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Email:	snap.policy@state.or.us		