



On Target

August '10 Contributors

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[Click here to link to the Family Services Manual](#)



Verifying Identity for SNAP – Remotely?

You all know that we have to verify the identity of the head of household for SNAP. If the household uses an authorized rep, that person’s ID must be verified, too. Most of you also know that photo ID is nice, but has never been required. Use any reasonable and readily available documents, such as:

- Driver's license.
- Work or school ID.
- ID card for health benefits or another social service program.
- Voter registration card.
- Wage stubs.
- Birth certificate.

When no documents are available, use a collateral contact from a reliable source: e.g., other agencies, a religious leader, a family member known to the branch, etc.

Knowing all that, here are two questions we get all the time.

1. ***Does every new client have to have a face-to-face interview in the office?***
 No. As long as you can positively ID the client, even the first SNAP interview can be via phone. Positive ID would mean there is already ID on file from an old case or submitted along with other application documents. You can also ID someone over the phone by asking identifying questions – their DOB, SSN, address, past dates on assistance in Oregon (if any). Remember, if you cannot positively ID the client over the phone, she or he must come to the branch for the interview.
2. ***Clients sometimes go to an office other than their home branch to get an EBT card. Is it necessary to have the home branch fax over a copy of ID before issuing the card?***
 No. Again, what is needed is to positively ID the client. If ACCESS or TRACS clearly shows that ID was already verified, you can again establish ID by asking questions based on any screens or narratives available to you on-line. Require ID again only if clearly questionable or if you can’t tell that ID has been established.

Tell the story!

If you were to Google the word “narration”, the word most commonly found in definitions is “story”. Beginning in January 2009, the Narration Guidelines were rolled out across the state for SSP staff. The intent of streamlined narration remains the same; save time while maintaining accuracy and quality. Narrating in accordance with the Narrative Guidelines helps to tell the story of the case, explaining how decisions were made along the way.

For the story to be complete it needs to be such that someone covering your desk, reviewing your work or providing services to your client can understand what happened. As part of the story it is essential to narrate any inconsistencies between the application, interview, case file or information available so others can follow the client story and come to the same conclusion.

There are eight elements that should be addressed in narration for initial or continuing eligibility. See below the Narrative Guidelines that are still valid from January 2009 for additional guidance.

CAF Field Services



Narrative Guidelines

These are the eight elements that the Narrative/Template subgroup agreed should be included in eligibility narratives. This is not intended to be a template, but a guideline for elements to be addressed. They are listed below with specific categories that should be considered under each.

NARRATIVE HEADING: The type of narrative (FS recertification, TANF re-determination, etc.), clearly labeled to be easy to find in TRACS.

SITUATION: The circumstances that brought the client(s) in; include items such as date of request, filing date, interview date, program(s) applying for, alternate formats, expedited criteria.

HH COMP (EXPLAIN FILING GROUP): Who is in the household, who is in the filing group and why (i.e., who must apply together, who can apply separately, who can't apply together.) Should also include authorized rep/alternate payee, anyone pregnant and due date.

NONFINANCIAL ELIGIBILITY: Non-financial eligibility for the program(s) applying for; include items such as ID, SSN, residency, citizenship, alien status, student status, OFSET status, JOBS status, job quit/reduction, disqualifications, fleeing felon, disability, child care situation, tribal members, medical coverage.

DEPRIVATION: Deprivation for MAA, MAF and TANF (continued absence, name[s] of child[ren] and their absent parent[s], amount of visitation at child's home, at absent parent's home, PWE, under or un-employment, incapacity, death).

FINANCIAL ELIGIBILITY: Income – earned, unearned, excluded, calculation, pay stubs/verification used, self employment, results of screen checks, if no income how they are meeting basic needs; NC1/NC2 calculations; resources; pursuing assets; good cause; cat el.

DEDUCTIONS: Shelter, utilities, medical deductions, child care costs, court ordered support.

ELIGIBILITY DECISION: Decision for each program and person, approved, pending, denial, notices sent, length of certification, reporting system, referrals.

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Myth or Fact??? Clients can only access TA-DVS one time per year.

Answer: This is a myth. Clients can receive TA-DVS up to 4 times a year (i.e. four 90 day eligibility periods) if found eligible. Eligibility requirements are the same regardless of the number of times TA-DVS has been accessed. What is different is that field staff are required to contact central office to staff second and subsequent requests within the last 12 months. The staffing will look at the previous plan, what worked and what didn't and will include discussion of steps to address the current needs of the client. The staffing is to ensure that DHS has looked at all available options to support the client's safety.

Carol Kraeger, TANF Policy Analyst

It's finally happened! A step toward aligning programs!! However, there are things one needs to remember in order to implement the policy (see SS-PT-10-021 for details). Below is a set of questions to ensure that you are ready to implement the new policy!

1. Select the medical programs that are NOT able to be recertified early.
 - a) MAF
 - b) OPU
 - c) OPP
 - d) OP6
2. Who chooses to decide to redetermine the medical case at the time of a SNAP certification/recertification?
 - a) The client
 - b) The worker
 - c) It's a collaborative decision between the client and worker.
 - d) Management
 - e) A report will be sent to workers listing those selected to be redetermined.
3. A worker receives an Interim Change Report (852) for SNAP. The client is currently on MAA. The worker sees that the client continues to have no income. The worker establishes another 12-month eligibility period for medical. Is this correct?
 - a) No
 - b) Yes
4. A worker is aligning the SNAP and the OHP medical cases for a client. The worker has processed SNAP benefits, but is pending the client for last month's received income for medical. The worker –
 - a) places a BED on the medical case and allows the medical case to close if there is no response from the client.
 - b) pends for the necessary paystubs but if no response from the client allows the original OHP medical case to continue with the original certification period.
 - c) none of the above.
5. The policy from question # 4 does not apply to pregnant clients.

True
False
6. If a worker finds out in the process of redetermining medical that there is TPL on a CHIP child, the worker should
 - a) continue to align end dates as CHIP is a medical program that allows a 12 month eligibility period to be established.
 - b) refer the case to OPHP
 - c) fill out a 415H and send it to HIG
 - d) end CHIP, with a 10 day notice, as the CHIP program does not allow TPL
 - e) none of the above



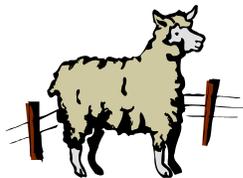
Answers: 1) C; 2) B; 3) A – a new 12-month eligibility period needs to be established at a SNAP certification/recertification; 4) B; 5) False - if a pregnant client is on MAA/MAF, they are still covered under this new policy. Only OPP clients are not covered under this policy; 6) D

**Reminder: Don't forget that many answers to your questions are at your fingertips! Please visit http://www.dhs.state.or.us/caf/caf_ss_medical/tools.htm for cheat sheets, worksheets, and worker guides.

SSP Medicaid Policy Analysts



Didja Know?? Client with emergent medical needs, and those who are pregnant, have priority when processing applications for medical. They do not need to disclose the basis of their emergent need. The application should be pended, approved, or denied by the eligibility worker within one business day whenever possible. If the applicant does not have a companion case in a local field office, fax the completed, date-stamped application to OHP at 503-373-7493. *Worker Guide 15.*



July 2010 Targeted SNAP Reviews

100% Accuracy Honor Roll

0111 Baker City SPD	1404 Refugee Branch	3005 Boardman SSP
0314 Estacada SPD	1601 Prineville SSP	3102 Enterprise SSP
0911 Bend SPD	1611 Prineville SPD	3201 Florence SSP
0913 La Pine SPD	1612 Madras SPD	3211 Florence ADS
1201 John Day SSP	1702 Cave Junction SSP	3311 The Dalles SPD
1301 Burns SSP	1802 Lakeview SSP	3415 Tigard SPD
1311 Burns SPD	1811 Klamath Falls SPD	3617 McMinnville ADS
	2911 Tillamook ADS	

90% or Better

97.78 D4 Processing Ctr	2203	93.33 Astoria SSP	0401	92.00 North Bend SPD	0611
96.00 Medford SSO	1513	93.33 Warrenton ADS	0411	92.00 Portland SE ADS	1418
96.00 Toledo ADS	2111	93.33 South Umpqua Center	1002	92.00 South Salem ADS	2412
96.00 North Salem ADS	2411	93.33 Woodburn ADS	1911	92.00 Beaverton SPD	3417
96.00 Hillsboro SPD	3411	93.33 Lebanon SSP	2202	92.00 E. Multnomah ADS	3518
95.00 Albany ADS	2211	93.33 Ontario SPD	2311	90.91 LaGrande SPD	3111
95.00 Tillamook SSP	2901	93.33 Dallas SSP	2701	90.48 Bend SSP	0901
95.00 Milton-Freewater SSP	3004	93.33 Dallas ADS	2711	90.00 Baker City SSP	0101
93.33 Corvallis SSP	0201	93.33 Pendleton SPD	3011	90.00 St. Helens SSP	0501
93.33 North Clackamas SSP	0303	92.86 Hermiston SPD	3013	90.00 Newport SSP	2101
93.33 Canby SPD	0310	92.86 The Dalles SSP	3301	90.00 Keizer SSP	2405
93.33 Milwaukie SPD	0313	92.50 Eugene LCOG ADS	2011	90.00 N/NE Portland ADS	2818
		92.50 Portland ADS	3515	90.00 Tigard SSP	3403

Verifying Income from a Loan

You are interviewing Trish about how she gets by with no job. Trish says her mom lends her \$500 every month to pay her share of the bills. Your next step? Ask Trish for mom's contact information so you can verify this directly with her. Any potentially countable income has to be verified; if this money from mom doesn't meet the definition of a loan, it is countable as OTH on FSMIS.

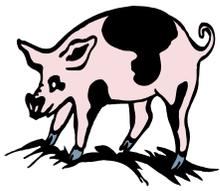
For SNAP, the loan agreement may be written or oral and state when repayment is due to the lender. So, if mom confirms this is a loan and she expects Trish to pay it back when she can afford it, narrate mom's statement and exclude it. If mom says she never expects to see a penny of that money and has never asked for it, count as unearned.

Just because a repayment agreement can be verbal doesn't mean we can take the client's word for it.

SNAP Policy Analysts



The e-mail address for SNAP questions is now Policy, SNAP (SNAP.Policy@state.or.us). E-mails sent to Policy, FS will be forwarded.



July 2010 Targeted Medical Reviews 100% Accuracy Honor Roll

0401 Astoria SSP	1502 South Valley SSP	2401 South Salem SSP
0701 Alberta SSP	1503 D8 Processing Center	2405 Keizer SSP
0702 Integrated Srvs SSP	1603 Warm Springs SSP	2601 St. John's SSP
0901 Bend SSP	1701 Grants Pass SSP	2803 NE Processing Center
1002 South Umpqua Center	1802 Lakeview SSP	3003 Hermiston SSP
1101 Springfield SSP	2001 McKenzie Center	3004 Milton-Freewater SSP
1103 Willamette SSP	2002 West Eugene SSP	3101 LaGrande SSP
1201 John Day SSP	2003 Cottage Grove SSP	3102 Enterprise SSP
1301 Burns SSP	2201 Albany SSP	3201 Florence SSP
1404 Refugee Branch	2202 Lebanon SSP	3301 The Dalles SSP
1406 Teen Parent SSP	2203 D4 Processing Center	3302 Hood River SSP

90% or Better

97.50 Metro Processing Ctr	1403	93.33 Roseburg SSP	1001	90.00 New Market Theater	1402
97.14 North Clackamas SSP	0303	93.10 Gresham SSP	3502	90.00 Medford SSP	1501
97.06 Oregon City SSP	0302	92.86 SE Portland SSP	1401	90.00 Rogue Family Center	1505
95.00 W. Medford Fam Ctr	1504	91.43 Wash Cnty Proc Ctr	3404	90.00 Prineville SSP	1601
95.00 Woodburn SSP	1901	90.91 Madras SSP	1602	90.00 Cave Junction SSP	1702
94.44 Klamath Falls SSP	1801	90.00 Baker City SSP	0101	90.00 Santiam SSP	2404
94.29 North Salem SSP	2402	90.00 Coos Bay SSP	0601	90.00 D2 ERDC Proc Ctr	3503
		90.00 Gateway Center	1102	90.00 McMinnville SSP	3601

July On Target Corrections!!!

There was an error in July's article, "OHP Certifications" by the medical policy unit. In the article, it refers to an OPP need/resource date. In reality, there is no OPP n/r. It should have said "OPP case descriptor."

There was also some concern in regards to the information: "add the AEN child to the medical case with the same end date as the existing children" (this is the last sentence of the first paragraph under "AEN" subheading). This phrase did not really reflect the complexity of what the worker should do. For OPC or OP6 AENs, the OPC or OP6 need/resource end date is the month/year the child turns age one or, if there is another child receiving medical on the same case, the month/year the other child's certification ends, whichever is later.

SSP Medicaid Policy Analysts

September

- National Chicken Month
- Update Your Resume Month
- Sept 6: Labor Day
- Sept 11: Patriot Day
- Sept 17: Offices CLOSED
- Sept 18: International Eat An Apple Day
- Sept 22: Autumn Equinox Day
- Sept 24: Love Note Day
- Sept 26: Hunting and Fishing Day
- Sept 27: World Tourism Day