



December 2010

On Target

December '10 Contributors

Catherine McDonald
Melanie Tavernier
Don Main
SNAP Program Analysts
SS Program Accuracy Team
Cassie Day
Office of Healthy Kids

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



2011 Targeted Reviews

The annual update of our targeted review processes and definitions is underway. The latest information from policy analysts, QC and SSPAT reviewers, and lessons learned from the field are being incorporated into the review definitions. Our goal is to make the process as clear, concise, consistent and supportive of local accuracy efforts as possible.

What is the difference between targeted reviews and QC reviews, you ask? Well, QC's job is to review cases according to strict federal guidelines and to report those findings to federal agencies, including the Centers for Medicare and Medicaid Services (CMS) and Food and Nutrition Services (FNS). QC reviews are mandated to maintain compliance w/state and federal regulations and data is compared state to state.

A number of years ago, when Oregon's QC error rates were very high, the plan was devised to create an internal, statewide review process to improve accuracy. That's when the Self Sufficiency Program Accuracy Team (SSPAT) began to take shape. SSPAT's role is to review cases and work with leadership and staff at the local level to improve program knowledge and accuracy. The goals of the process are to promote policy knowledge, encourage best practices and promote accurate benefit issuance. With the resulting improvement in QC error rates over the years, DHS often gets kudos and bonuses instead of federal penalties!

We understand the demands on staff time and strive to keep our processes lean. We review only those elements with a higher potential for error. While the average number of reviews per eligibility worker is small, each reviewer reviews 250 – 300 cases each month at six to eight SSP and SPD/AAA offices. If you have questions about the review process or about a specific review, please talk with your reviewer. They really are on your side!

In addition to reviewing cases, our program accuracy team presents individualized error trends training at local offices, publishes the "On Target" newsletter, provides DHS screens training in the SNAP Basics class and conducts a range of special reviews in conjunction with program analysts and QC.

On behalf of all the SSPAT and QC staff, we wish you all the best in the final days of 2010 and a spectacular New Year!

Self-Sufficiency Program Accuracy Team

The Food and Nutrition Service (FNS) requires that all staff working with SNAP receive Civil Rights training at least once a year. In order to meet that requirement, there is an online class available for staff to take at their own convenience. The class takes about 15 to 20 minutes. In order to receive credit for the class you must read through all the information answer all the questions. The online class can be accessed by going to the Self Sufficiency staff tools and clicking on DHS Learning Center. After signing into the [Learning Center](#) check courses and registration. The class is listed as “Food Stamp Civil Rights 2010.”



Content for ICCP email to ERDC workers

Child care help for children with special needs not eligible for ERDC.

This message will tell you about child care assistance for families that are not eligible for ERDC. The Inclusive Child Care Program (ICCP) may be able to help with costs of care for children with disabilities, emotional/behavioral disorders, or special health care needs. The program helps families pay for higher levels of care, supervision or supports that a child needs to be in child care. ICCP adds the funds to the family payment.

The funds must be used while families are working. Currently unemployed parents can apply if they plan to work in the near future. There is income eligibility criteria, but the amount is higher than the ERDC limit.

Parents and others can call ICCP toll-free at 1-866-837-0250 or send an email to: contact.iccp@state.or.us.

If you speak with a family that is losing or not eligible for ERDC, and who has a child with special needs, please share this information with them. And feel free to contact the program directly with any questions.

ICCP is only for special needs children. Any other referrals to the program will be automatically denied.



Cassie Day, ERDC Policy Analyst

SNAP Policy Box! Just a reminder...

If you have questions for a SNAP policy analyst, please make sure you are using the SNAP.Policy@state.or.us or Policy,SNAP address in GroupWise. This address replaced the old FS Policy address back in June.

For those of you using the old FS.Policy@state.or.us or the old Policy,FS in GroupWise – this e-mail address will be inactivated effective January 1. We still get multiple e-mails per day forwarded from the old address.

So please remember, to get an answer in a “snap”, ask us at SNAP.Policy@state.or.us or Policy, SNAP in GroupWise.

New Version of OHP Application Packet Coming Soon

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As was discussed in the Autumn Medical Policy Change trainings, a new version of the OHP 7210 and other updated application packet materials will be available soon. Revisions include simplified language, format modifications and the incorporation of recent policy changes. The updated OHP 7210 also includes a checklist for clients and provides a space for them to list their e-mail address.

A transmittal outlining form changes and distribution timing will be sent out within the next few weeks. The hope is that this new application will be more straightforward for clients and, in turn, make your work easier. Thank you in advance for making this a smooth and positive transition.



Office of Healthy Kids

Using the Search Feature in the Family Services Manual

How to use the Search feature in the online Family Services Manual is covered in new worker training and in the manual Chapter 1, Section D (1.D), but some staff are unaware of how it works. It is helpful in locating policy; especially items that are unfamiliar because they are uncommon situations.

To search the entire Family Services Manual, start at the [Main table of contents \(TOC\)](#).

Type your search term in the box below **Locate FSM references** by key words:
Click on the **Find** button. (If you hit {Enter}, you may get an error message.)

A results page will display the manual sections where your search term was found, starting with Chapter 1. If your search term could not be found, you will see the message: "No records were found matching the search criteria."

To find the policy reference you need, start by looking at the manual sections listed on the results page and click on the most likely one. Search takes you to the start of that section.

- Your search term appears in a box on the right, above the Find in page button.
- Click on the Find button.

Search will highlight the first occurrence of your term in that section. To go to the next occurrence, click **Find in page** again.

If you cannot find the policy you were looking for, click on the List button to go back to your results page and select another section to search.

To get the best out of search:

- It is helpful to learn a little about how the manual is organized. Become familiar with general chapters, such as [Counting Client Assets](#) and [Generic Program Information](#).
- When you search within a chapter TOC or a section, only that TOC or section will be searched. To search the entire manual, start at the main TOC.
- Search does not look for sound-alike words. Spelling and punctuation are important (e.g., a Search for 9/11 yields no result, but 9-11 takes you to policy on the Post 9-11 GI Bill).
- Use single-word searches whenever possible.
- Precede acronyms or abbreviations by a space. This way, search will not look for those letters within another word.
- Use unique or unusual terms when searching. For example, if you want to know if the special need payment for laundry counts as income, search for laundry – not need, payment or income.
- Use the root of words so you do not screen out what you are looking for. For example, if you think the term you want is housekeepers, search for housekeep so you will also find housekeeping and housekeeper.
- You can set up your computer to automatically remember search terms, so you have to type fewer letters.



Information on using Search in the FSM and administrative rules can be found in the [Family Services Manual Introduction D 2](#).



November 2010 Targeted SNAP Reviews 100% Accuracy Honor Roll

0314 Estacada SPD	1311 Burns SPD	1911 Woodburn ADS
0501 St. Helens SSP	1404 Refugee Branch	2111 Toledo ADS
0511 St. Helens SPD	1418 SE Portland ADS	2201 Albany SSP
0913 La Pine SPD	1611 Prineville SPD	2911 Tillamook ADS
1002 South Umpqua Center	1612 Madras SPD	3112 Enterprise SPD
1017 Roseburg DSO	1802 Lakeview SSP	3402 Hillsboro SSP
1202 Condon SSP	1811 Klamath Falls SPD	3411 Hillsboro SPD

90% or Better

97.78 D4 Processing Center	2203	93.33 D8 Processing Center	1503	92.11 Gateway Center	1102
97.44 Albany ADS	2211	93.33 W. Medford Fam Ctr	1504	92.00 West Portland ADS	2518
96.00 Redmond SPD	0914	93.33 Cottage Grove SSP	2003	92.00 McMinnville ADS	3617
96.00 Medford SSO	1513	93.33 Cottage Grove ADS	2019	92.00 Oregon City SSP	0302
96.00 North Salem ADS	2411	93.33 Lebanon SSP	2202	90.91 Corvallis SSP	0201
95.00 Cave Junction SSP	1702	93.33 Dallas ADS	2711	90.00 LaPine SSP	0903
95.00 St. Johns SSP	2601	93.33 Pendleton SPD	3011	90.00 Burns SSP	1301
95.00 Milton-Freewater SSP	3004	93.33 Hermiston SPD	3013	90.00 South Valley SSP	1502
94.44 Bend SPD	0911	93.33 The Dalles SPD	3311	90.00 Keizer SSP	2405
93.33 Baker City SPD	0111	93.10 The Dalles SSP	3301	90.00 Dallas SSP	2701
93.33 Canby SPD	0310	92.86 Milwaukie SPD	0313	90.00 Tillamook SSP	2901
93.00 Oregon City SPD	0311	92.86 Integrated Srvs SSP	0702	90.00 Pendleton SSP	3001
93.33 Warrenton ADS	0411	92.68 Klamath Falls SSP	1801	90.00 Florence SSP	3201
		92.31 Pltd Mid-Area ADS	3515		

Special Thank You from the Office of Healthy Kids

Thanks to your hard work over the last year, 70,000 more children have health coverage through Healthy Kids. This includes kids receiving no-cost Healthy Kids coverage (MAA, MAF, EXT, OPC, OP6, OPP, CHP) and those receiving low and full-cost coverage through Healthy KidsConnect (201% FPL and above).

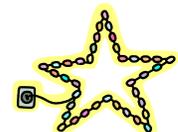
You've helped all of these children get the health coverage they need despite increasing workloads, furlough days, hiring freezes and many policy changes over the course of the last year. I am tremendously grateful for your good work despite the many challenges.

As the end of the year approaches, I hope you'll take a moment to remember all of the families you've helped and feel proud of your contribution to protecting the health of Oregon's children. The importance of the work you do cannot be overestimated.

Warm holiday wishes and a happy, healthy new year to you all!

Thanks for all that you do,

Cathy Kaufmann, Administrator Office of Healthy Kids





November 2010

Targeted Medical Reviews

100% Accuracy Honor Roll

0201 Corvallis SSP	1601 Prineville SSP	3003 Hermiston SSP
0401 Astoria SSP	1603 Warm Springs SSP	3004 Milton-Freewater SSP
0501 St. Helens SSP	1702 Cave Junction SSP	3005 Boardman SSP
0701 Alberta SSP	1802 Lakeview SSP	3101 La Grande SSP
0903 LaPine SSP	2002 West Eugene SSP	3102 Enterprise SSP
1201 John Day SSP	2003 Cottage Grove SSP	3201 Florence SSP
1402 New Market Theater	2101 Newport SSP	3301 The Dalles SSP
1404 Refugee Branch	2201 Albany SSP	3302 Hood River SSP
1503 D8 Processing Center	2203 D4 Processing Center	3402 Hillsboro SSP
1504 West Medford Fam Ctr	2701 Dallas SSP	3502 Gresham SSP

90% or Better

96.55 Grants Pass SSP	1701	92.86 Ontario SSP	2301	90.00 South Umpqua Center	1002
96.55 McMinnville SSP	3601	92.50 Metro Processing Ctr	1403	90.00 SE Portland SSP	1401
95.83 NE Processing Ctr	2803	91.43 Oregon City SSP	0302	90.00 McKenzie Center	2001
94.74 Gateway Center	1102	91.43 North Clackamas SSP	0303	90.00 Lebanon SSP	2202
93.33 Roseburg SSP	1001	91.43 South Salem SSP	2401	90.00 Santiam Center	2404
93.33 Keizer SSP	2405	90.91 Rogue Family Center	1505	90.00 Tillamook SSP	2901
93.33 Maywood SSP	3501	90.91 Madras SSP	1602	90.00 Pendleton SSP	3001



Didja Know?? A pregnant woman eligible for OHP is not assigned an eligibility period. She is assumed eligible through the last day of the month in which the 60th day following her pregnancy falls. When her assumed eligibility period ends, she needs to reapply to continue to receive benefits even if the certification period for others in the group extends beyond her assumed eligibility period. The computer system uses the DUE need/resource date to determine the period of eligibility. If the pregnancy ends in a month other than the date coded, it is important to change the DUE need/resource date so the person receives the correct period of coverage

January

Financial Wellness Month
 National Hot Tea Month
 National Skating Month
 Jan 1: New Year's Day
 Jan 9: Positively Penguins Day
 Jan 10: National Clean Off Your Desk Day
 Jan 15: Bald Eagle Appreciation Day
 Jan 17: **OFFICE CLOSED**
 Jan 22: National Hugging Day
 Jan 24: National Compliment Day
 Jan 28: Fun at Work Day
 Jan 31: Bubble Wrap Appreciation

The e-mail address for SNAP questions is now Policy, SNAP (SNAP.Policy@state.or.us).

