



December 2011

On Target

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WHAT CAN WORKERS DO WITH SNAP INTAKES WHEN CAPI IS DOWN?

One of the biggest frustrations with technology is what to do when the “system” is down. Although minimizing these occurrences is a huge focus for those working in Information Technology (IT), there are still times when downtime is unavoidable. For workers who do CAPI intakes, the question of what to do when the system is down quickly becomes a serious concern. To complete a CAPI intake, access to the online application is critical...or is it? Many branches that have encountered this problem have come up with innovative work around solutions. These solutions might not be ideal, but in a pinch they can turn a difficult situation into a manageable one.

Without CAPI access it may not be possible to view the application and gather client information ahead of the intake, but this does not necessarily prevent the interview process. Most eligibility workers are very familiar with the questions necessary to determine eligibility and can, with a few prompts, walk a client through an interview without an application. Later, when CAPI is available, the worker can reconcile the information gathered at intake with the CAPI application. If the information does not match, the worker may need to call the client back to clarify or send the client a 210 to pend. The worker may also need to make arrangements with their manager for some extra time to complete this process.

Staff in District 4 created a tool to address times when intakes must be completed without system access. To access the tool you may [click here](#).

If time and policy permit, it may also be possible to reschedule a client for a different time. When using this option, it is important to ensure that the client has been properly notified and that the branch is sensitive to issues such as expedited status. It is the obligation of the agency to ensure benefit eligibility is determined as quickly as possible. Even though it may be inconvenient for the branch, the client should receive the best customer service possible. If the client arrives to their intake appointment in person, it would not be appropriate to reschedule them. Likewise, since the client has completed an online application already, it would not be appropriate to have them complete a paper application simply because we cannot access the online one.

As Modernization progresses and more technological improvements are implemented, the way we provide services to our clients will evolve. As we evolve we may encounter challenges at times, and it will be important to keep communication open to develop new strategies and processes across the state.

Brian Yarnell, Operations and Policy Analyst

Don't Forget!!! The annual increase to Oregon's minimum wage rate is effective January 1, 2012. The new rate is \$8.80 per hour.

The Who and What of Disclosure of Information

On November 15th [SS-IM-11-041](#) was released, detailing information about Authorizations for Use and Disclosure of Information and Authorized Representatives. This transmittal has generated some questions about *what kind* of information can be released, and *to whom*.

Please see the chart below for the answer to some of those questions!

IDENTIFYING CLUES:	OUTREACH	NON-OUTREACH (Provider)	ASSISTERS/GRANTEES	AUTHORIZED REP (Completion of DHS 0231)	AUTHORIZED TO RELEASE (Completion of DHS2099 or verbal authorization including the kind and purpose of information being released. Verbal authorization valid for 30 days.)
Outreach: Outreach workers can provide outreach numbers Non-Outreach: ANY provider, Medical, Dental, Pharmacy Assisters/Grantees: AA, VV, GG, CC Authorized Reps: Designated by client –Verify on UCMS/TRACS Authorized to Release: Designated by client – Verify on TRACS					
Verify when benefits started and ended (eligibility status)	√	√	√*	√	√
Provide Recipient ID# for billing purposes	√	√		√	√
Application Status and details (approved, denied, pended – AND why)	√		√*	√	√
Verify benefit package (medical and dental Plan)	√			√	√
Add newborns to existing cases and provide Recipient ID#	√	√		√	
Verify client address and/or phone number		√		√	√
Report an address or phone number change for the client, to DHS/OHA	√			√	
Establish a DOR on client’s behalf <i>Note: Assisters and Grantees can date-stamp an application to establish a DOR when a client requests benefits.</i>	√	√		√	
Apply for benefits for a client / sign the application				√	

*There are a number of instances in which federal and state law and rule allow information about a client to be used and disclosed *without* written authorization. Assisters are not required to sign a DHS 2099 (Authorization for Use and Disclosure of Information) as long as the information is **non-health** information requested for the purpose of assisting the client in obtaining medical benefits through DHS/OHA. **Non-health** information includes details regarding why an application was pended, approved, or denied.

All releases of information are held to the **Minimum Necessary Standard**. DHS/OHA staff should provide the least amount of information necessary to accomplish the intended purpose of the request.

SSP Medical Policy Analysts

Student Update

Effective October 1, 2011, SNAP policy made a couple of minor changes to student eligibility. As a result, the SNAP analysts have received a large number of questions relating to student policy that has not changed.

Students will now be eligible if they are receiving unemployment compensation (UC) benefits. This was not true prior to October 1. The ECLM screen will verify receipt of these payments. Students also can be eligible if they are participating in one of the employment department’s training programs. This piece is not new policy.

The second change has to do with work study. If a student is **awarded** work study **and** the school has no work study positions available, the student will be eligible provided they did not turn down a position. Prior to October 1, a student had to have been awarded work-study and be assigned a position in the current term.

The confusion seems to be about being awarded work-study. Nothing will qualify a student based on work-study unless it has actually been awarded. So start with the award letter. If work-study isn’t on the award letter, the student is not eligible unless they qualify under one of the other student criteria.



SNAP Policy Analysts

Change in Child Support Requirements for TANF Applicants & Recipients Coded Program 82

What's changed for two-parent families who get cash assistance based on the unemployment or underemployment of the primary wage earner (program 82)?

Beginning October 1, 2011, these families don't have to assign their rights to child support or cooperate with child support.

DCS is now sending these families their child support. (Before October 1, DCS kept the support.) While the families are required to report changes in income, including in child support, within 10 days of getting the income, a family coded program 82 should not be pursued for an overpayment that results in either October or November 2011 from the family not reporting a change in child support income.

This change also means that you should not sanction a family coded program 82 for not working with DHS or DCS to pursue child support.

What has not changed for families coded program 82?

There has been no change in medical support requirements for children who are Medicaid clients. This includes children who are getting medical assistance and have a companion program 82 cash assistance case. The family still must agree to cooperate with DCS in establishing paternity and pursuing medical support for their child unless there is good cause for noncooperation. In addition, if they get cash medical support for their child, they must assign it to the state.



More Information: For more information on the change in child support requirements for families coded program 82, see the related transmittals at <http://www.dhs.state.or.us/policy/selfsufficiency/publications/ss-pt-11-036.pdf> and <http://www.dhs.state.or.us/policy/selfsufficiency/publications/ss-ar-11-013.pdf>.

TANF Policy Analysts

Listing New Providers - What's the rush?

You've handed or mailed the client the Provider Listing form DHS 7494 after you determined they are eligible for ERDC and away they go.

Did you know DPU may not receive the Provider Listing form back for a month or more?

What can happen when the listing form is delayed?

1. The child could be in an unsafe situation. Getting the background check done quickly helps to find this information, and
2. The provider won't get paid until they are approved.

This is why it's important to let parents know that **we need to get the Provider Listing form back from the provider within 10 – 15 days** from the date the client receives it.

It's also important to remind parents to report changes in child care providers immediately - even when they are in SRS. SRS states changes can be reported by the 10th of the following month. If it is a provider change, DPU needs the Electronic Provider Connection or the Provider Listing form as soon as possible. A good time to mention this to the client is when you are explaining the reporting requirements.

Often forgotten - ETL

What is it? ERDC TANF Leaver (ETL) It's a **Case Descriptor** and should be on all approved or denied ERDC cases, where one person in the filing group received a partial or full month of REF, SFPSS or TANF cash benefits in Oregon, in at least one of the preceding three months. We can't track the TANF transition cases without the ETL c/d. Don't forget your **ETL!**

Heads UP!

January 1, new policy will be in place for **licensed providers (RFM, CFM and CNT)** types.

The infant and toddler age categories have changed to: Infant... Newborn to 18 months and Toddler... 18 months to 3 years

The FSM, Provider Guide, Parent Guide and OAR 461-155-0150 have been updated to reflect this change. New Provider and Parent Guides will be distributed to field offices in January.

Note: Provider types (*FAM, NQC, QFM and QEC*) will show infant newborn to 12 months and toddler 12 months to 3 years.

Child Care Policy Analysts



November 2011 Targeted SNAP Reviews 100% Accuracy Honor Roll

0111 Baker City SPD	1311 Burns SPD	2518 W Portland ADS
0310 Canby SPD	1404 Refugee Branch	2711 Dallas ADS
0511 St. Helens SPD	1611 Prineville SPD	2911 Tillamook ADS
0903 LaPine SSP	1612 Madras SPD	3013 Hermiston SPD
0913 LaPine SPD	1811 Klamath Falls SPD	3102 Enterprise SSP
1002 S. Umpqua Center	2011 Eugene LCOG ADS	3415 Tigard SPD
1211 John Day SPD	2211 Albany ADS	3515 Ptld Mid-Area ADS

90% or Better

98.00 North Clackamas SSP	0303	93.88 Springfield SSP	1101	92.00 North Salem SSP	2402
98.00 D4 Processing Center	2203	93.33 Oregon City SPD	0311	92.00 N/NE Portland ADS	2818
96.67 Albany SSP	2201	93.33 Estacada SPD	0314	92.00 Hillsboro SPD	3411
96.67 Santiam Center	2404	93.33 St. Helens SSP	0501	91.84 West Eugene SSP	2002
96.00 Grants Pass DSO	1717	93.33 Redmond SPD	0914	91.11 Klamath Falls SSP	1801
96.00 Lebanon SSP	2202	93.33 Roseburg SPD	1017	90.91 John Day SSP	1201
96.00 North Salem ADS	2411	93.33 SE Portland SSP	1401	90.48 Madras SSP	1602
96.00 South Salem ADS	2412	93.33 W Medford Ext Office	1504	90.00 Baker City SSP	0101
96.00 Beaverton SPD	3417	93.33 Cottage Grove ADS	2019	90.00 Astoria SSP	0401
95.83 East Multnomah ADS	3518	93.33 Newport SSP	2101	90.00 Medford SSP	1501
95.00 Ashland SSP	1502	93.33 Toledo ADS	2111	90.00 McKenzie Center	2001
95.00 Cave Junction SSP	1702	93.33 Ontario SPD	2311	90.00 Cottage Grove SSP	2003
94.87 Corvallis SSP	0201	93.33 Keizer SSP	2405	90.00 Ontario SSP	2301
94.87 Gateway Center	1102	93.33 Hillsboro SSP	3402	90.00 St. Johns SSP	2601
94.00 D8 Processing Center	1503	92.86 Florence ADS	3211	90.00 Pendleton SSP	3001
94.00 South Salem SSP	2401	92.00 Medford SSO	1513	90.00 Milton-Freewater SSP	3004
94.00 McMinnville SSP	3601	92.00 Medford DSO	1517	90.00 Florence SSP	3201

Citizenship Verification by the Numbers

Data reports show that most branches are doing an excellent job with citizenship verification. Thank you!! Remember, after verifying citizenship on BBCN or by a TPQY request, you must update the person alias page with appropriate coding. For more information, see transmittal [SS-IM-11-005](#). Oh yes!! One last thing. The TPQY request cannot update citizenship status on W204 for clients who do not have an SSN or who have multiple primes. You'll need to resolve these issues prior to completing a TPQY request. *Program Accuracy Team*



Didja Know?? Want to make sure you are getting all the information SSA has to offer? Try WQY2!

W204 by itself will only show one Social Security claim, even if clients receive benefits from multiple claim numbers. When verifying Social Security information, you should start with WQY2,SSN# to search for information. Selecting your client from WQY2 will list any associated claims. You will need a TPQY request for WQY2 to update (usually received back within 2 working days), but the info you receive will be priceless in helping avoid Targeted Review & QC errors. *SNAP Policy Analysts*



November 2011

Targeted Medical Reviews

100% Accuracy Honor Roll

0701 Alberta SSP	1502 South Valley SSP	2301 Ontario SSP
1002 South Umpqua Center	1503 D8 Processing Center	2404 Santiam Center
1201 John Day SSP	1603 Warm Springs SSP	3003 Hermiston SSP
1301 Burns SSP	1802 Lakeview SSP	3102 Enterprise SSP
1404 Multnomah Refugee Branch	2003 Cottage Grove SSP	3201 Florence SSP
1406 Teen Parent SSP	2201 Albany SSP	3301 The Dalles SSP
	2202 Lebanon SSP	

90% or Better

97.14 West Eugene SSP	2002	94.29 Grants Pass SSP	1701	90.00 Integrated Services SSP	0702
97.14 D4 Processing Ctr	2203	93.33 St. Helens SSP	0501	90.00 LaPine SSP	0903
97.06 Springfield SSP	1101	93.33 Rogue Family Center	1505	90.00 Prineville SSP	1601
96.55 McKenzie Center	2001	93.33 Newport SSP	2101	90.00 Cave Junction SSP	1702
96.43 Klamath Falls SSP	1801	93.10 Bend SSP	0901	90.00 Milton-Freewater SSP	3004
94.74 Corvallis SSP	0201	92.86 Dallas SSP	2701	90.00 Hood River SSP	3302
94.29 N Clackamas SSP	0303	92.31 North Salem SSP	2402	90.00 Tigard SSP	3403

Important Tips - Social Security Numbers

We need your help! We're seeing a number of medical cases with missing Social Security Numbers (SSN) even though there is an SSN on the SNAP case or in the file. The opposite is also true – medical cases with SSN's, when the SSN is missing from the SNAP case. This system can help us avoid these errors.

- When creating a new med/snap case, open the medical case first and the system will pull the SSN's into the SNAP case.
- When adding or correcting an SSN for an existing case, the correct method is to update the Person/Alias Update screen with the valid Social Security Number, so that the number will “propagate” to both the SNAP and medical program cases.

Alias Social Security Number

We're finding cases where alias social security numbers are being used on SNAP and medical cases. Please, *do not* use an alias SSN on UCMS or FSMIS. Here are some tips to help:

- To check for an alias SSN (in order to check WAGE), ask the client for the SSN they use at work. Look at the pay stub which often shows at least the last four digits of the SSN the client uses. Check ENAM then navigate to wage.
- If you find an alias SSN > Narrate the alias SSN that is being used, especially when it is being used to make an eligibility decision. Also, a helpful tool is to create a “sticky note,” if using TRACS, stating the client's name and alias SSN.
- Remember: *Do not* use an alias SSN on UCMS or FSMIS (Use a T-number FSMIS)

Program Accuracy Team

Moving out of state?

A surprising number of cases are showing up at 5503 where SNAP benefits have been closed and TRACS clearly shows the family has moved out of state. Please be careful, take appropriate actions on both the SNAP and medical cases, and help avoid these unnecessary transfers. Thanks! Program Accuracy Team