



July 2011

# On Target

## July '11 Contributors

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Click here to link to the Family Services Manual



## “COMPUTER CONNECTIONS” READY FOR REGISTRATION

Where would you go if you wanted to know . . .

how to sort your case lists in TRACS?

or

how to read Social Security and Employment screens

or

how one click will enter your time for a month?

or

how to find policy in the Family Services Manual (FSM) about eligibility for incarcerated clients?

To Learn All This And Much More,  
you would go to the new

**Computer Connections** Course!

This SSP Core course has combined the former Mainframe, Hummingbird, & TRACS classes,\* plus a new topic: Internet Resources and Using the Family Services Manual. This new 3-day course follows the SSP Essentials class and builds on the skills you learned there.

Where do you find Computer Connections? Go to the **Learning Center**, click **Find a Course and Register**. Type in the keyword “connections”.

For more course information, call Steve Bradley at 503-378-6262.

\*If you have already taken these as separate classes, and are confident in your skills, you do not need to sign up for the Computer Connections course.

Proudly presented by the CAF-SSP Training Unit



## New CCBAT System Rolling Out!

A new child care tracking system that eliminates manual entry of daily attendance and the paper based billing process is coming soon. The Child Care Billing and Attendance Tracking (CCBAT) system will be rolled out in phases starting in late 2011 and throughout 2012.

Clients will use their electronic benefits transfer (EBT) card number to enter attendance information. This will be completed by using a point of service (POS) machine, web portal or a speech interactive voice response (SIVR) system. Providers need to be set up with the CCBAT system vendor, complete the normal listing process and be connected to a family to get started.

Providers using this system will be able to see near real time information and authorized hours for clients they have been connected to. Monthly and part-time monthly payments will be limited to primary providers only. All secondary providers will be paid at the hourly rate. Any provider billing hourly will have the option of being paid weekly.

The CCBAT system will be tested by 50 child care providers. Testing is scheduled to begin in fall 2011. We will roll out the system to the state in three phases. You will be notified via transmittal prior to roll out.

Client and provider eligibility will not be affected by this new system. Workers will continue to enter case information into the DHS system as usual.

*Peggy Cain, Child Care Policy Analyst*

## What on Earth is a “Medicaid Eligibility Quality Control Customer Service Review?”

Have you noticed a QC person checking out things in your lobby lately? That’s because 2011 MEQC reviews include a customer service component. Don’t panic! Branches who have experienced these one day reviews report that they really appreciate the positive feedback about their work and the suggestions for ways to serve our clients even better. The review team has been extremely impressed with the dedication of our client service staff! Some best practices we’ve seen:

- ◆ All applicants are screened for medical regardless of the program they are applying for or when their medical redetermination is due.
- ◆ Policy updates, Skill Challenges, Transmittals, On Target, etc., are standing agenda items for All Staff meetings as well as sources for brief topics for huddles.
- ◆ Phones are answered by staff who are not sitting at the front desk, allowing reception staff to focus on walk in clients.
- ◆ A “Skills Board” is posted at the front desk, letting staff know who has certain skill sets to assist when needed.
- ◆ Support staff are cross trained on all support positions in the office.
- ◆ Staff extension numbers are posted by the phone available in the lobby.
- ◆ A colored half sheet reapplication request form has been developed to better manage verbal requests. The completed form is forwarded to the worker for the interview.
- ◆ Branch provides a “pass” for people who have already been assisted at a window, so they can turn in paperwork or ask follow-up questions at the next available window rather than taking another number.



## **Congratulations to Klamath Falls SPD Office!**

Congratulations to the Klamath Falls Senior and Peoples with Disabilities office, branch 1811, for achieving an unprecedented “No Deficiency” rating in all areas on their recent SNAP Program Management Evaluation! The PME review assesses processes and procedures around Program Access, Civil Rights and Corrective Action.

Trina Lee, program manager for District 11 SPD field services, was presented with a certificate of accomplishment at the program managers meeting on July 13, 2011. The office staff celebrated in early July with an award and root beer floats provided by the PME reviewers and management is planning a BBQ luncheon for staff.

To prepare for the review, office staff attended a presentation given by the PME reviewers in late January and identified areas needing additional focus. The lead worker, Alison West, was tasked with preparing a mini-training to improve their processes and procedures.

The staff and management are commended for their dedication to serving the people of Oregon with excellent customer service!



Many thanks from the PME Reviewers: Diane Niko, Christine Shaw, Ustina Zharkoff and Pa Her.

## **We're Moving!!!**

The Self-Sufficiency Program Accuracy Team (SSPAT) and Quality Control (QC) are moving to a new location in August. Our post office box mailing address and our 1-800 number will remain the same. Our new physical address will be 3541 Fairview Industrial Dr. SE, Salem OR 97302. A formal announcement will be sent once all details are finalized.





# June 2011 Targeted SNAP Reviews

## 100% Accuracy Honor Roll

0702 Pftd Integrated Svcs SSP	1603 Warm Springs SSP	3004 Milton-Freewater SSP
0913 La Pine SPD	1611 Prineville SPD	3013 Hermiston SPD
0914 Redmond SPD	1717 Grants Pass ADS	3111 LaGrande SPD
1301 Burns SPD	1811 Klamath Falls SPD	3112 Enterprise SPD
1404 Refugee Branch	1911 Woodburn ADS	3411 Hillsboro SPD
1517 Medford DSO	2203 D4 Processing Center	3417 Beaverton SPD
1602 Madras SSP	2518 West Portland ADS	3515 Portland Mid Area ADS
	2711 Dallas ADS	

## 90% or Better

96.67 Astoria SSP	0401	93.33 Gold Beach SPD	0811	92.50 Gateway Center SSP	1102
96.67 West Medford PC	1504	93.33 Eugene LCOG ADS	2011	92.00 McKenzie Center	2001
96.55 Albany SSP	2201	93.33 Cott Grve LCOG ADS	2019	92.00 Albany ADS	2211
96.00 North Clackamas SSP	0303	93.33 Newport SSP	2101	92.00 South Salem ADS	2412
96.00 Medford SSO	1513	93.33 Toledo ADS	2111	92.00 LaGrande SSP	3101
95.00 Teen Parent SSP	1406	93.33 Tillamook ADS	2911	90.00 Corvallis SSP	0201
93.88 West Eugene SSP	2002	93.33 Florence AAA	3211	90.00 Gold Beach SSP	0801
93.33 Canby SPD	0310	93.33 The Dalles SPD	3311	90.00 La Pine SSP	0903
93.33 Oregon City SPD	0311	93.33 Hillsboro SSP	3402	90.00 Medford SSP	1501
93.33 Estacada SPD	0314	93.33 Tigard SPD	3415	90.00 Prineville SSP	1601
93.33 Warrenton ADS	0411	93.33 McMinnville ADS	3617	90.00 Cave Junction SSP	1702
93.33 St. Helens SPD	0511	93.10 St. Helens SSP	0501	90.00 Hood River SSP	3302



**Didja know???** Almost 70% of our QC SNAP errors are tied to earned and unearned income? Here are some tips from QC and from staff who have attended QA panel: find small ways to improve your interview technique, clearly narrate how anticipated income was calculated, ask the client and check pay stubs for tips in industries where tips are likely, and emphasize the importance for clients to report when income exceeds 130% FPL. Also, check out the skills challenge, "It's All About the Money" on the [SNAP Web Tools](#).

And lastly, join QC and SSPAT for the Quality Assurance Panel by VCON on the fourth Monday of each month at 1:15pm. Branches with an error are asked to participate, but everyone is welcome! We need your help to come up with ways to prevent the errors. Hope to see you there soon!



**Didja know???** Almost half of our Self Sufficiency Medical Quality Control errors involve non-pursuit of UC? If you need help in this area, try the skill challenge, "Pursuit of Assets." Also, check out the transmittal [SS-IM-11-016](#) for further information. These resources are a click away on the [medical staff tools](#) web page.



# June 2011 Targeted Medical Reviews 100% Accuracy Honor Roll

0401 Astoria SSP	1504 West Medford PC	3001 Pendleton SSP
0701 Alberta SSP	1603 Warm Springs SSP	3003 Hermiston SSP
0702 Ptld Integrated Svcs	2001 McKenzie Center	3004 Milton-Freewater SSP
1002 S. Umpqua Center	2002 West Eugene SSP	3201 Florence SSP
1102 Gateway Center SSP	2203 D4 Processing Center	3301 The Dalles SSP
1402 New Market Theater	2601 St. Johns SSP	3403 Tigard SSP
1404 Refugee Branch	2701 Dallas SSP	3503 D2 ERDC Processing Ctr

## 90% or Better

97.50 Metro Processing Ctr	1403	93.33 Cottage Grove SSP	2003	90.00 Teen Parent SSP	1406
97.06 Springfield SSP	1101	93.33 Newport SSP	2101	90.00 South Valley SSP	1502
96.55 Gresham SSP	3502	93.33 Ontario SSP	2301	90.00 D8 Processing Center	1503
95.00 Corvallis SSP	0201	92.86 Beaverton SSP	3401	90.00 Cave Junction SSP	1702
93.33 SE Portland SSP	1401	91.43 North Clackamas SSP	0303	90.00 Tillamook SSP	2901
93.33 Rogue Family Ctr	1505	91.43 Grants Pass SSP	1701	90.00 Hood River SSP	3302
		90.91 La Grande SSP	3101		

## SNAP Cash-out Project for SSI or Seniors

When all members of a SNAP filing group are at least 65 years old or are SSI recipients and reside in Clackamas, Columbia, Multnomah or Washington counties, they receive their SNAP benefits through the “cash-out” program. This is called the SNAP Cash-Out project.

Oregon has participated in this project for more than 30 years. At various times the SNAP policy unit has contacted the Food and Nutrition Service (FNS) to request expansion of this project statewide. FNS has been very clear this project will not be expanded to additional counties.

These “cash-out” benefits can be issued in one of three ways: either as cash on the EBT card, by direct deposit to the client’s private bank or credit union account or by check. These SNAP “cash-out” benefits are cash benefits and, as such, may be used to purchase food and non food items and for cash withdrawals.

Policy has had some recent complaints related to the “cash-out” project. Most involve the loss of cash when clients move or their filing group changes. So, for example, when a client moves from a “cash-out” county such as Multnomah to a non “cash-out” county like Marion, they lose their cash-out benefit and now find their EBT benefit limited to a food purchases. This same thing occurs when a disabled or elderly (at least age 65) client who has been receiving cash-out marries and their spouse is not elderly or disabled. It also may occur when children move in with their disabled parents.

Whatever the reason for the change, when a client’s status changes from SNAP cash-out to regular SNAP, policy requires the case manager to explain to the client how this change will affect their benefits. No 10-day notice is needed because this is not a reduction in benefits. However, explaining the change will help your client use their benefits and avoid later calls to your office.



For information on cash-out, refer to [SNAP G 2](#).