

On Target



March '11 Contributors

Melanie Tavernier
 Catherine McDonald
 Don Main
 Anthony Scott
 Matt Bogart
 SNAP Policy Analysts
 Scott Ciullo
 Maggie Weller
 CMU
 Christine Shaw
 Sharon Arrington

In this issue:

Benefits for Refugees	1
When Do I Check the Business Registry?	2
Time Saving Tips from Client Maintenance	2
Cont....Time Saving Tips	3
CAPI Narration	3
SNAP honor roll	4
Feedback Request	4
Didja Know???	5
Medical honor roll	5
SNAP/TANF Policy Changes to Periodic Income	5

Click here to link to the Family Services Manual



Benefits for Refugees

Refugees **are** fleeing persecution in their home country. Many times they flee to a neighboring country. The United Nations will usually assist in setting-up a refugee camp where they will be relatively safe. Once there, they can start the process to become resettled in a third country.

The U.S. accepts up to 70,000 refugees a year and a portion of these people relocate to Oregon. Most are in the Portland metro area, but the population is spread out statewide.

Refugees can access any benefit that an eligible US citizen can. For families, this includes TANF, Medicaid, and SNAP.

Single adults and married couples without children can also receive cash assistance through Refugee Assistance (REF), medical through Refugee Assistance Medical (REFM), and SNAP. Both REF and REFM are limited to the first eight months in the U.S. After that, they must apply for and be determined eligible for DHS benefits.

Remember:

- There are other alien statuses that qualify a non-citizen for refugee benefits, such as Victims of Human Trafficking, Asylees, Iraqi and Afghan SIV's, Cuban/Haitian Entrants (see OAR 461-120-0120).
- Eligibility for REFM is limited to the first eight months in the U.S. or from the date asylum status was granted.
- REFM program should be used only if individual does not meet the eligibility requirement for MAA or MAF.
- Refugees coming from another state in which they had medical coverage, who are still within their first eight months, have protected eligibility if they apply in Oregon. They are assumed eligible for REFM until the eight months end.
- The income standard for REFM is 200% of the federal poverty level. Countable income is the income received, less all medical expenses in the month of application.
- Use only the income received in the month of the DOR in determining eligibility for REFM.
- Once the eight months of REFM eligibility has been reached, the refugee is not required to be placed on and selected from the OHP Standard Reservation List to be determined eligible for OHP, as long as there has not been a break in coverage.
- Refugees applying for medical benefits should not be placed on CAWEM. They can receive any medical program benefits if they meet the program's financial and non-financial eligibility requirements.
- REFM benefits can *not* be extended with a BED code. Like all DHS clients, refugees must establish a date of request before benefits end, and are not required to submit a paper application as they have active DHS benefits.

For questions about REFM and other medical programs, please contact the Medical Policy Unit at SSP-Policy, Medical. For questions about refugees, please contact the refugee policy analyst, Anthony Scott, at Anthony.Scott@state.or.us.

When do I Check the Business Registry? – A Perspective for Targeted Reviews

As SNAP Policy Analysts and QC Reviewers remind us regularly, more and more SNAP applicants are self-employed or otherwise receiving income from a business.

The increasing frequency of self-employment puts us in a tough spot in our efforts to contain payment errors. What we know is that most clients do their best to report accurately, but some make a conscious effort to under-report and, with self-employment, some simply don't understand our rules. Some report only the portion they draw from their business each month in earnings or fail to mention the business at all. If you see any of these red flags on the case, that should lead you to ask about other household income. Follow-up includes checking the SOS site when:

- > Paychecks are always in even dollar amounts
- > Paychecks are personal or handwritten checks
- > Wages are too low to cover client's expenses
- > Applicant is working in service fields such as nail technicians, hairstylists, handymen, etc.

So, even with little time to talk with the client, our best tool is making the most of the interview. Are your questions phrased toward traditional employment or do they also solicit information about self-employment? Are there opportunities to observe those "masters of the interview" who reside in every branch? Do you always check the Work Number, and when appropriate, the business registry?

Our latest guidance to Reviewers is this: There is no requirement to check the Business Registry on every case. If a Reviewer finds an active business registered to the applicant on the registry then cite an action for the worker to request income verification. Cite an error only if there is an active business on the registry, the self-employment situation has not been addressed *and* one of the four indicators above is present.

You can follow the link to the Oregon Business Registry from the SNAP webtools page *or* go directly to registry at the link: below:

http://egov.sos.state.or.us/br/pkg_web_name_srch_inq.login

Thanks for all you do to achieve accuracy!

Matt Bogart, SSPAT Manager



Time Saving Tips from Client Maintenance

Using WEBM, FIND to Locate Clients:

To prevent duplicate primes and erroneous information WEBM, FIND should always be used before setting up or adding anyone to a CM or SNAP case. Workers should WEBM, FIND:

1. The client's social security number
2. The client's First and Last Name. If they have two last names search for both sets, for example:
 - o Joshua Jackson Smith - Search Jackson Smith and Smith Jackson, or
 - o Search without the space in the person's name. i.e.: JacksonSmith

This will save you an enormous amount of time in the long-run.

Using the Locate/Find Tool:

The next tip CMU offers is one that should be performed after searching with the WEBM, FIND screens, but at the same time could be considered your VERY BEST FRIEND, when adding clients or setting up new CM or SNAP cases.

Within CMUP and FSNEW case set up screens there is an Action Field (below the first name) which is the LOCATE action. Using F11, which is a Find tool, you can Locate/Find anyone by using their social security number and/or their Last, First name. Follow these easy steps:

1. Use the client's social security number or if social security number is not available search using the Last, First Name
2. Place an L in the Action field (below first name) in either CMUP or FSNEW

PL	SSN	Last Name	First Name	MI	Title	DOB	S	R							
IG	Py	Prime	Medl	Elig	MIB	TPL	JS	Exmp	Grade	Mom	Dad	Excp	FI	GC	Eth
.	A		JAMES										1		N
NO	X			0	0										
C/D															

Two yellow arrows point from the text below to the 'Action' field (containing 'N') and the 'Registered' field (containing 'R') in the table above.

Continued to page 3....

3. Hit F11 (this process is for Finding or Pulling over individuals from person list)
4. If it prompts you, select the correct person from Person List

Please note if ever trying to add someone using the social security number and you get an error message that says social security number is already in use, please don't just give them a new prime, rather WEBMFIND their social security number. CMU has seen an increase in requests to merge prime numbers recently due to the notices sent regarding missing social security numbers. These steps will ensure you are selecting the correct person and not creating duplicate primes. These are ultimately Time Saving Tips that will reduce your workload, reduce administrative costs and improve customer service. As always, if you have any questions, or need assistance CMU is here to help. CMU can be reached at 503-378-4369, Fax 503-373-0357, or E-Mail at client.maintenance@state.or.us

Sharon Arrington, OPAR Policy Analyst

CAPI Narration

There has been a lot of discussion lately about maneuvering between CAPI and TRACS. What do I have to narrate? Where do I have to narrate?

The guidelines for narration have not changed with the implementation of CAPI – but it has changed the way narration is entered. In CAPI, the information is separated into 7 different sections, or tabs:

- Application Information
- Household Composition
- Income
- Individual Deduction
- Household Deductions
- Eligibility
- Narrative

The first 6 tabs contain a text field at the bottom of the page where caseworkers narrate the results of the interview pertaining to that section. Certain features (Income calculator, Verify/Pend/Exclude) narrate for you, called auto-narration. The last tab (Narrative) contains all of the caseworker narration and auto-narration. Since the Narrative tab compiles narration from all other sections, it is not editable. CAPI also features a button which allows users to copy the completed narrative and then paste directly into TRACS.

It's true that narrating the information in the individual tabs or sections immediately after it's reviewed with the client will require some adjustment; however, many caseworkers have found that this method has made it much easier to include all the necessary elements in their narratives. And don't forget that a simple copy-and-paste using the 'Copy Narrative' button is all that's needed to also add a complete narration to TRACS (as long as all the required information is included).

Scott Ciullo, CAPI



February 2011 Targeted SNAP Reviews

100% Accuracy Honor Roll

0313 Milwaukie SPD	1404 Refugee Branch	2818 N/NE Portland ADS
0511 St. Helens SPD	1418 SE Portland ADS	2911 Tillamook ADS
0702 Integrated Srvs SSP	1513 Medford SSO	3005 Boardman SSP
0913 LaPine SPD	1517 Medford DSO	3013 Hermiston SPD
1011 Roseburg SPD	1612 Madras SPD	3111 La Grande SPD
1202 Condon SSP	1802 Lakeview SSP	3112 Enterprise SPD
1301 Burns SSP	1911 Woodburn ADS	3201 Florence SSP
1311 Burns SPD		3417 Beaverton SPD

90% or Better

98.00 D4 Processing Center	2203	95.00 Corvallis SSP	0201	92.00 West Portland ADS	2518
96.67 Lebanon SSP	2202	94.74 Cave Junction SSP	1702	92.00 Hermiston SSP	3003
96.15 North Salem ADS	2411	93.33 Canby SPD	0310	91.84 West Eugene SSP	2002
96.00 Grants Pass DSO	1717	93.33 Dallas SSP	2701	90.00 North Clackamas SSP	0303
96.00 Klamath Falls SPD	1811	93.33 Dallas ADS	2711	90.00 South Umpqua Center	1002
96.00 South Salem ADS	2412	93.33 Pendleton SPD	3011	90.00 Gateway Center	1102
96.00 La Grande SSP	3101	93.33 The Dalles SPD	3311	90.00 Rogue Family Center	1505
96.00 Ptld Mid-Area ADS	3515	93.33 McMinnville ADS	3617	90.00 Albany SSP	2201
95.00 Baker City SSP	0101	93.18 Eugene LCOG ADS	2011	90.00 Ontario SSP	2301
		92.86 Ontario SPD	2311		

Feedback Request -- OHP 7210 Medical Application

As you know, a revised version of the OHP 7210 medical application was released in late December, 2010. We know that new forms and policy changes can be hard to adopt. As the people who process the new application every day, we want to hear what you think about it. How can we make it better for you and our clients?

If you would like to share your feedback on which components of the new application you find helpful or what you would like to see added/changed, please e-mail me at maggie.weller@state.or.us.

Thank you again for your tireless work and for your continued input on how to improve the OHP 7210 medical application.

With gratitude,

Maggie Weller, Internal Systems Coordinator, Office of Healthy Kids



Didja Know??

When verifying Social Security benefits you should start with **WQY2,SSN#** to search for social security information. When starting at **W204**, this will only show one claim when actually most elderly/disabled folks can have a minimum of 2 claims and sometimes even 3 or more! Without viewing all the claims (starting from **WQY2**) you won't get the complete benefit information!





February 2011 Targeted Medical Reviews 100% Accuracy Honor Roll

0401 Astoria SSP	1503 D3 Processing Center	2801 NE Portland SSP
1002 South Umpqua Ctr	1603 Warm Springs SSP	3001 Pendleton SSP
1201 John Day SSP	1702 Cave Junction SSP	3003 Hermiston SSP
1202 Condon SSP	1802 Lakeview SSP	3004 Milton-Freewater SSP
1402 New Market Theater	2001 McKenzie Center	3005 Boardman SSP
1404 Refugee Branch	2003 Cottage Grove SSP	3201 Florence SSP
1406 Teen Parent SSP	2101 Newport SSP	3301 The Dalles SSP
1502 South Valley SSP	2201 Albany SSP	3502 Gresham SSP
	2202 Lebanon SSP	

90% or Better

96.67 Woodburn SSP	1901	93.33 Rogue Family Center	1505	90.00 Alberta SSP	0701
96.43 Klamath Falls SSP	1801	93.33 Dallas SSP	2701	90.00 Integrated Srvs SSP	0702
95.12 Metro Processing Ctr	1403	91.67 La Grande SSP	3101	90.00 LaPine SSP	0903
95.00 Gateway Center	1102	91.43 D4 Processing Center	2203	90.00 Prineville SSP	1601
94.44 N. Clackamas SSP	0303	90.91 Springfield SSP	1101	90.00 Tillamook SSP	2901
94.29 Oregon City SSP	0302			90.00 Hood River SSP	3302

SNAP/TANF Policy Changes to Periodic Income

Effective April 1, 2011, there has been a change to SNAP/TANF policy in Rule 461-140-0110 and CAA-6. For those cases that do not have a member working under a TANF JOBS Plus agreement, periodic income will now be averaged over the months the income is intended to cover. While this change applies to any SNAP or TANF client receiving periodic income, the group who may be most affected by this change are tribal members receiving countable tribal income, as an example, from casino profits.

The option for the client to count the income in the month it is expected to be received has been removed. The option for clients to have this choice was not required in federal policy. The state determined that allowing the option created problems with reporting systems which resulted in errors and a loss of benefits to clients who may have had their case closed for a month and not requested continuation of benefits timely. The policy unit looked at actual cases before making the final decision and determined that about 80% of households received an increase in benefits using the averaging method.

SNAP Policy Analysts

CONGRATULATIONS!

Congratulations to N. Bend SPD (0611) for being the first office to achieve a "No Deficiencies" rating at re-review during their SNAP Program Management Evaluation (PME) since 2007! The PME review looks at the processes and procedures around program access, accuracy and civil rights.

The staff in N. Bend participated fully in the initial review process, beginning in August, and worked together to develop an effective corrective action plan - changing old habits, adopting new procedures and destroying "myths" - which allowed them to achieve this remarkable goal. The PME reviewers wish to send a big **Thank You!** to the staff at N. Bend for all their hard work.



QC PME Reviewers