



August 2012 On Target

August '12 Contributors

Melanie Tavernier
 Catherine McDonald
 Don Main
 Matthew Bogart
 Carol Krager
 TANF Policy Analysts
 SNAP Policy Analysts
 Medical Policy Analysts
 Quality Control

In this issue:

Having Reservations about the OHP Reservation List?	1
Continued....OHP Reservation List	2
Client Questions about the TANF Time Limit	2
Medical Skills Challenges	2
Self Sufficiency Training Unit Announcement	3
Restored Access to Child Support Screen SMEH	3
SNAP honor roll	4
Keyboard Mapping Tools Available	4
Medical honor roll	5
Oops-TANF Time Limit Coding Error	5
SSPAT becomes QA	5

Having Reservations about the OHP Reservation List?

Well, here are some pointers to help you determine if a person has been selected from the Standard Reservation List (SRL), what constitutes a date of request (DOR) and what date to start eligibility.

How do I know if a person has been selected from the SRL? When you visit the SRL website and click on the "Reservationwide info" tab, you will enter the client's reservation showing their reservation number. This field tells you the Random Selection Date, the 7210R Mailed Date, the Deadline Date and if the reservation has been Deactivated and why.

The Deactivation reason tells you a couple of things and does not always mean the client has been selected. You have to look at the *reason* for the deactivation. If a Reservation has been deactivated because the client has a current active Medicaid case you will see "Active Med Case"; this is good! The agency has already determined eligibility.

If you see "Application Mailed", it means just that, an application has been mailed and we are just waiting for the client to contact the agency to establish a date of request (DOR) within 45 days of the Mailed Date (by contacting the Department orally, in writing or by submitting an application).

If you see any of the following reasons for deactivation; "Withdrawn", "Closing List", "Moved/Return Mail", "Duplicate" and "Other", the client HAS NOT been selected and cannot establish OPU eligibility through the reservation list. They must have a Selection Date *and* establish a DOR.

So, what date does the agency use to start OPU if the client meets all eligibility requirements? For the majority of cases, the start date for OPU will be the date the client contacts the agency within 45 days of the date the 7210R was mailed.

However, if the client has established a DOR within 45 days of their SRL selection date, (*even if the application was denied- see example below*) the *Selection Date* is the date to begin medical if you find them eligible. Remember to check the SRL *before* you deny an applicant to see if they have been selected.

Here are a few examples:

- John is currently in pending status through PMDDT. He is then selected from the SRL on 12/15/10. His OPU eligibility can begin on 12/15/10 as he was pending a PMDDT determination when he was selected.
- Mary establishes a DOR of 9/25/10 and her application is pending for income and resource verification. She was selected from the SRL on 10/20/10. On 11/2/10, Mary submits her income and resource verification. The earliest Mary's OPU can begin is 10/20/10- the date she was selected.

Continued on page 2...

Continued.....Having Reservations about the OHP Reservation List?

Page 2

- Billy was randomly selected on 12/15/10 and established a DOR of 1/10/11 by calling and inquiring about his medical. Since the 1/10/11 DOR is after the random selection date, but earlier than 45 days after the 7210R mail date, the earliest Billy's OHP medical can begin is 1/10/11
- Jim submits an application for medical with a DOR of 1/1/12. On 1/13/12, his application is denied for "program closed to new eligibles". On 1/30/12, Jim is selected from the SRL and mailed an application that he returns on 2/6/12. The agency reviews the case narratives and the worker notes Jim's DOR of 1/1/12 was recently denied. The agency can review Jim's eligibility based on the 1/1/12 DOR, and if eligible, open medical on the selection date of 1/30/12 (as it was within 45 days of the 1/1/12 DOR).

Being selected from the SRL "opens the door" to OPU eligibility; however, the client must meet other eligibility factors including; a \$2000.00 OPU resource limit, current premiums, pursuit of assets and must not have had private or employer sponsored major medical in the previous six months (unless it can be waived, per [461-135-1100](tel:461-135-1100)).

Links:

http://www.dhs.state.or.us/caf/caf_ss_medical/srl-field-user-guide.pdf

http://www.dhs.state.or.us/caf/caf_ss_medical/srl-training-material.pdf

OAR(s): [461-135-1125](tel:461-135-1125) and [461-135-1102](tel:461-135-1102)

QC, SSP & APD Analysts



Client Questions about the TANF Time Limit

Clients are starting to question how many countable months they have on TANF. Workers have been trying to count the months using WISH and are confused because the months on WISH don't equal the months on the CI screen. It is true - they don't match and they shouldn't. Not every payment month that is shown on WISH for a client will equal a countable month towards the Oregon time limits. Examples: Months don't count when the client has a state time limit exemption or months between July 2008 and April 2012 don't count due to the economic hardship exemption that applied to all cases with an Adult or Teen parent Head-of-Household. **Good News!** The system is counting the months for you! Workers can access the number of countable months for Oregon on the Client Index Screen off of WEBM find. Just remember we are looking at the state count, not the federal count when we are sharing months with clients. If the client has received TANF out-of-state, those months need to be added to the CI screen. The number of months will change once the out-of-state time is added and will add to both the state and federal count totals. If another state agency is asking for a client's months on TANF for time limit purposes, refer them to central office at 503-945-5600. Please don't give this number out to clients. It is for use by other states only. If you have additional questions about TANF time limits you can direct them to Carol Krager at 503-945-5931 or carol.krager@state.or.us.

*** Because of a suggestion from the field, we are currently working on a client brochure related to time limits. We are also working with OIS to create reports related to time limits. A worker will be able to get an individualized time limit count for a client or reports of how many months each client in their case load has accrued. We are also working on reports for managers.

Medical Skills Challenges

Feeling a little rusty on dates of request? How about effective dates or deprivation? Thanks to our Training Unit and Medical Policy Analysts, updated skills challenges are now available on the Medical Staff Tools webpage on these and other topics. Some of the older skills challenger are still accurate and of high value as well. Check them out. [Medical Team Skills Challenges](#)





DHS Children, Adults, and Families Self-Sufficiency Training Unit Announcement

Self-Sufficiency Training Unit (SSTU) Intranet Site

We have lots of resources and class information to share with staff on the SSTU intranet.....CHECK IT OUT!!

<https://inside.dhsoha.state.or.us/dhs/self-sufficiency-training-unit.html>

The main page features the Mission and Goals of the Self-Sufficiency Training Unit, contact information, and a “What’s New with SSTU” section, a right navigation menu and a left navigation menu.

The right navigation menu consists of **Quick Links** or shortcuts to Web based Outlook, Citrix Access, the DHS|OHA Learning Center and OIS Technical Training and Latest News.

The left navigation window features links to the content areas of the SSTU intranet, such as **Training Schedules**, **Training Resources**, **Computer Rooms**, **SSTU staff Contact list** and a suggestion/comment email link. There are also links to SSP related Laws and Policies (Family Services Manual, Administrative Rules, and the Computer Guide) and SSP Staff Tools internet sites.

The **Training Schedules** page has upcoming schedule of classes, the recommended sequence that classes should be taken to get the most benefit and an outline of the courses SSP eligibility workers should take.

The **Training Resources** page is a repository of valuable information you can download or print. Content consists of class and reference materials for SSTU courses, core training sequence and outline, HSS3 training plan, complete listing of SSTU Review and Refresher class options for 2012, and informational video. We have also included a variety of resources provided by other DHS|OHA units such as: Program Accuracy meeting notes, Leadership Model and Keyboard Mapping. Time Management Foundations course materials from the Department of Consumer & Business Services (DCBS) are located here as well.

Restored Access to Child Support Screen SMEH

In January 2012, DHS, OHA and AAA workers lost access to the child support mainframe screen SMEH. Effective immediately, DHS, OHA and AAA workers once again have access to SMEH.

SMEH is used to view Electronic Funds Transfer (EFT), Direct Deposit (DDP) and Stored Value Card (SVC) payments that have been sent to a child support case.

Note: If you are a DHS, OHA or AAA worker and you cannot access SMEH, please contact SECURITY-REQUESTS CAFRACF.

The complete list of child support mainframe screens DHS, OHA and AAA have access to is:

SMU1 SMIC SMUX SMRI SJ7F SMUA SESR SOPA SMCL WPAY SMEH

For a quick reference guide on what information is included in the screens above as well as how to navigate each screen, go to [Child Support Screens – Quick Reference Table](#).

[Transmittal SS-IM-12-039](#).



July 2012 Targeted SNAP Reviews

100% Accuracy Honor Roll

0201	Corvallis SSP	1017	Roseburg DSO	2412	S Salem ADS
0313	Milwaukie APD	1211	John Day APD	2711	Dallas ADS
0401	Astoria SSP	1311	Burns APD	2911	Tillamook ADS
0411	Warrenton APD	1404	Refugee Branch	3004	Milton-Freewater SSP
0501	St Helens SSP	1802	Lakeview SSP	3102	Enterprise SSP
0511	St Helens APD	2019	Cottage Grove ADS	3111	LaGrande APD
0811	Gold Beach APD	2201	Albany SSP	3112	Enterprise APD
		2203	D4 Processing Center		

90% or Better

96.67	Rogue Family Center	1505	95.00	South Valley SSP	1502	92.31	LaGrande SSP	3101
96.67	Newport SSP	2101	95.00	Pendleton SSP	3001	92.00	S Umpqua Center	1002
96.55	Lebanon SSP	2202	95.00	Florence SSP	3201	92.00	Grants Pass DSO	1717
96.00	SE Portland ADS	1418	94.74	LaPine SSP	0903	92.00	West Eugene SSP	2002
96.00	Medford SSO	1513	94.00	N Salem SSP	2402	92.00	S Salem SSP	2401
96.00	Medford DSO	1517	93.62	Klamath Falls SSP	1801	92.00	McMinnville SSP	3601
96.00	Albany ADS	2211	93.48	D8 Processing Center	1503	92.00	McMinnville ADS	3617
96.00	Beaverton APD	3417	93.33	Baker City APD	0111	91.67	Alberta SSP	0701
96.00	E Multnomah ADS	3518	93.33	Oregon City APD	0311	91.11	Eugene LCOG ADS	2011
95.83	N Salem ADS	2411	93.33	Estacada APD	0314	90.00	WMedford Ext Office	1504
95.83	West Portland ADS	2518	93.33	Woodburn ADS	1911	90.00	St Johns SSP	2601
95.83	Portland Mid-Area ADS	3515	93.33	Hermiston APD	3013	90.00	Tillamook SSP	2901
95.24	Bend APD	0911	93.33	Tigard APD	3415	90.00	Hood River SSP	3302
			93.18	Grants Pass SSP	1701			

Keyboard Mapping Tools Available

You've probably been hearing a lot about support for keyboard mapping lately. The Office of Program Integrity also encourages the use of keyboard mapping. Many staff find that it allows them to scroll through many income screens more efficiently, reducing the risk that important information might be overlooked. Many also find that it saves time while improving timely and correct sending of client notices.

Instructions and tools for installing Keyboard Maps for HSS-1's, HSS-3's and HS Case Managers are now available on Self Sufficiency Training Unit's intranet site at <https://inside.dhsoha.state.or.us/component/content/article/2863-keyboard-mapping>. The Operations Improvement Committee (OIC) determined these tools should be made available as an optional workload support tool for Self-Sufficiency staff while awaiting the support SSP Modernization will provide.

The direct link to the Self-Sufficiency Training Unit's intranet site is: <https://inside.dhsoha.state.or.us/dhs/self-sufficiency-training-unit.html>

The Office of Program Integrity's intranet site is in development and should be available by late Fall.





Targeted Medical Reviews 100% Accuracy Honor Roll

0401 Astoria SSP	1601 Prineville SSP	2601 St. Johns SSP
0501 St Helens SSP	1602 Madras SSP	3001 Pendleton SSP
0701 Alberta SSP	1702 Cave Junction SSP	3201 Florence SSP
0903 LaPine SSP	1801 Klamath Falls SSP	3301 The Dalles SSP
1201 John Day SSP	1901 Woodburn SSP	3302 Hood River SSP
1404 Refugee Branch	2002 West Eugene SSP	3401 Beaverton SSP
1406 Teen Parent SSP	2003 Cottage Grove SSP	3403 Tigard SSP
1504 D8 Processing Center	2101 Newport SSP	3501 East Self-Sufficiency
1505 Rogue Family Center	2202 Lebanon SSP	3503 Tigard SSP
	2404 Santiam Center	

90% or Better

97.14 D4 Processing Cntr	2203	94.29 S Salem SSP	2401	90.00 S. Umpqua Center	1002
97.14 N Salem SSP	2402	93.33 Albany SSP	2201	90.00 New Market Theater	1402
96.67 Springfield SSP	1101	93.33 NE Processing Center	2803	90.00 South Valley SSP	1502
94.74 Gateway Center	1102	93.10 McKenzie Center	2001	90.00 D8 Processing Center	1503
94.74 Hermiston SSP	3003	90.00 Corvallis SSP	0201	90.00 Tillamook SSP	2901
94.29 Metro Proc Center	1403	90.00 N Clackamas SSP	0303	90.00 Milton-Freewater SSP	3004

Oops – TANF Time Limit Coding error

A mistake was made in the TANF Time Limit Transmittals that were sent out on May 1, 2012 and June 15, 2012. Incorrect information was provided on how to code client cases when they have reached 60 months on TANF and have no exemptions. The transmittal's have been updated and are now correct. Here's the correct way to code those cases:

If the adult or minor parent head-of-household who has reached 60 months on TANF is not exempt, add a need/resource code of TRJ (Time-Limit Reached) the N/R date should be C for continuous. Also change the in-grant code to "NO" and make sure there is a TLY (subject to Time Limits, Yes) N/R code is added to the individual.

If you have questions on time limit coding please contact Leslie Potter at 503-945-6293. For questions on time limit policy please contact Carol Krager at 503-945-5931.

SSPAT becomes QA

Many times in conversations with other states, with federal partners or even within DHS, we get the question, "Now what is SSPAT?" We answer, "We do branch cases reviews to promote accuracy, we conduct error trends training and we publish the "On Target," our accuracy newsletter." Then they say, "Oh, you do quality assurance." And we say, "Well, yes we do."

Then along comes the Central Office restructure which moved our accuracy team (SSPAT), along with the Quality Control Unit, the APD QA Waiver Review Unit and the CW Quality Assurance Team to the new DHS Office of Program Integrity. Since we support Adults and Persons with Disabilities, the Oregon Health Authority and the Office of Self-Sufficiency Programs, we needed a name change. So it is official, **SSPAT is now Quality Assurance (QA).**