



December 2012

On Target

December '12 Contributors

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When to use CIP and CIE coding

Most medical program applicants who declare they are U.S. citizens are required to document citizenship. If the applicant has not already documented citizenship and is otherwise eligible for medical, do not delay issuing medical. Approve medical program benefits for the applicant and use the available mainframe screens to verify and document citizenship. To determine if a medical program applicant meets the citizenship requirements:

- First check the citizenship field on Person Alias/Update
- If citizenship is not already documented, check the "Citizenship Code" field on the W204 screen
- If the citizenship code field on the W204 screen is blank and the individual was born in Oregon, check the BBCN screen
- If still unable to verify citizenship after following the above steps, enter a TPQY request on the TPQY Request Screen. Results will usually display in the "Citizenship Code" field on the W204 screen the next business day. If the TPQY request was entered after 2:00 PM, the response will display in two business days.

Tip: In order to submit a TPQY request, the client must have already been added to the CI system (must have a WEBM FIND record).

If you are unable to document citizenship using the above methods:

- Send the client a pend notice (such as the CMCITPD Notice Writer notice) and add the CIP (citizenship pend) need/resource item and CIP case/descriptor to each person needing documentation.
- When documentation is provided update the Person Alias/Update and remove the CIP or CIE coding.
- If necessary to provide additional time, repond and convert the CIP to CIE (citizenship pend extended) and update the need/resource end date.
- If documentation is not provided and the client does not have good cause the CIP/CIE coding will prompt the CM system to send an 80B close notice and end benefits based on the CIP or CIE end date, and the case will be coded with CID.

SSP Medical Policy Analysts

Click here to link to the Family Services Manual



Applying Retroactive Benefits to Overpayments for SNAP and TANF

Did you know...when a client has an unpaid overpayment balance, their retroactive benefits must first be used to repay existing overpayments before any retroactive benefits can be issued to the client? This is not new policy but a reminder to help ensure existing policy is applied appropriately.

Here are a few guidelines to remember:

- Prior to issuing retroactive benefits, review overpayment records for any unpaid overpayment balance in the program in which the restoration is being considered.
- If no outstanding overpayment balance exists, issue the full amount due to client, complete the Notice of Restoration of Benefits ([DHS 0362](#)), send a copy to the client and narrate.
- When an overpayment balance is discovered, complete the [DHS 0362](#). Issue only the portion of retroactive benefits that exceeds the overpayment balance. Send a copy to the client and send a copy to the Overpayment Recovery Unit (ORU) for the retroactive payment to be credited to the overpayment. For your convenience, a “Submit” button was added at the top of the [DHS 0362](#) form. Remember to narrate the action taken.

Examples:

Scenario 1: Client has a \$300 overpayment balance. You discovered a newborn was not added to case and determined the household was under issued \$200 for the previous two months. The \$200 under issuance must be applied to the overpayment. Complete the DHS 0362, send a copy to ORU and a copy to the client. Remember to narrate. (The auto reduction will continue to occur until the balance is paid in full.)

Scenario 2: Client has a \$150 overpayment balance. A review of the case determined the household was under issued \$200 due to incorrect income calculation. Apply \$150 of the retroactive benefits to the overpayment and issue \$50 to the household. Complete the DHS 0362, send a copy to ORU and a copy to the client. Remember to narrate.

Scenario 3: Client has a \$0 overpayment balance. You realized an incorrect shelter amount was coded on the system and the household was under issued \$400 for the past 6 months. Since the client has \$0 overpayment balance, issue the full \$400 to the household and send the DHS 0362 to the client. Do not send a DHS 0362 to ORU when the overpayment balance is zero or there is no overpayment.



For more details please refer to FSM chapters [GP-c.9](#), [IB-b.2 and 3](#), [SNAP-g.15 and 16](#) and [SS-AR-12-013 Transmittal](#). For questions about identifying the correct overpayment balance, call ORU at 503-373-7772 or toll free at 800-273-0548.

OPAR Policy Analysts

Unique Training Opportunity!!

OHA Branch 5503 is offering two sessions of Self Employment refresher training for experienced DHS field staff. Staff will be trained on self-employment policy for the MAA, MAF, OHP, and HKC medical programs and be given opportunities to apply self employment policy to those programs. The training will also include an overview of 5503 operations, a short branch tour and an introduction to a number of the OHA HSS4s and managers. Sessions will be on February 5th and February 6th at the Parkway Building in Salem. Many thanks to Branch 5503 for sponsoring this training!

To register: Go to course C03429 in the Learning Center or look for course title, “Medical Self Employment Refresher for Field Staff”

Quality Assurance

TANF Time Limits -Why doesn't "my" count of months on TANF match the Client Index Screens?

There are many reasons months on TANF may not be counted towards either the Federal or Oregon State TANF Time Limit (see OAR 461-135-0075). Most reasons are outlined below. What is important to know is that the Client Index time limit screen takes all these exemptions into account. Payment and history screens do not and therefore provide you with inaccurate counts of time on assistance. Except Federal Indian Country exemptions, all reported out of state TANF is considered countable months in making our eligibility decision. We cannot retroactively apply Oregon exemptions to out of state TANF.

- **Individual hardship exemptions:** The State time limit clock stops when an adult moving to Oregon, or living in Oregon, is unable to obtain or maintain employment due to domestic violence, having a certified learning disability, or has other exemptions that must be verified including alcohol and drug, mental health conditions, having a child with a disability or providing care for a family member with a disability or being deprived of medical care. This is indicated by the time limits N/R on the UCMS case.
- **Statewide exemptions:** These are exemptions, such as economic hardship, that stop the clock for all Oregon TANF clients. The economic hardship exemption applied between July 2008 and April 2012 due to the poor economy. Even if the case was coded TLY N/R, no months counted. The economic hardship exemption does not apply to people moving to Oregon from out of state.
- **Prior state law:** From July 2003 to October 2007, Oregon months only counted when people didn't cooperate or weren't offered the opportunity to participate in JOBS (i.e. people who were disqualified). We do not count months of TANF receipt from out of state towards the time limit prior to July 2003. The client index screen programming takes this into account.
- **Federal Indian Country exemptions:** Another reason your count might be different, even if a TLY N/R has been present the whole time, is if the client lives in a county that Bureau of Indian Affairs (BIA) deems Indian Country and 50% or more of the adults are unemployed in that county. We get those counts after the fact and then remove those months from both the Federal and State count. In 2011, the counties identified as Indian country by the BIA and the Oregon State Employment Division were Coos, Crook, Curry, Douglas, Jefferson and Josephine. In these counties, no months counted for the whole year. Frequently this designation continues from year to year.
- **State funded programs:** Clients participating in state funded programs including Pre-SSI/SSDI, Jobs Plus, JPI or Post TANF do not accrue months towards the State or Federal time limit. As of July 2012, two parent households, where deprivation is based on un/under employment, are now subject to state time limits.



If you have questions about TANF time limits, you can contact Carol Krager at 503-945-5931 or through the TANF Policy mail box.

Didja Know? If you're getting calls from another state asking about how many months someone has on TANF, you should refer those calls to Central office at 503-945-5600. We've learned that Washington state has been asking for information on the time children have been on assistance. Please do not provide them this information. Refer them to the phone number above and we'll take care of it. If they've called that number and want to talk to someone in policy about this...have them call Carol Krager at 503-945-5931





November 2012 Targeted SNAP Reviews 100% Accuracy Honor Roll

0111 Baker City APD	1311 Burns APD	2901 Tillamook SSP
0411 Warrenton ADS	1404 Refugee Branch	3102 Enterprise SSP
0511 St. Helens APD	1911 Woodburn ADS	3111 LaGrande APD
0911 Bend APD	2003 Cottage Grove SSP	3112 Enterprise APD
0913 LaPine APD	2201 Albany SSP	3201 Florence SSP
1011 Roseburg APD	2311 Ontario APD	3211 Florence ADS
1202 Condon SSP	2404 Santiam Center	3411 Hillsboro APD
1211 John Day APD	2411 Salem ADS	3415 Tigard APD
1301 Burns SSP		3417 Beaverton APD

90% or Better

97.78 D8 Processing Center	0401	95.00 Milton-Freewater SSP	3004	92.00 McKenzie Center	2001
97.14 Corvallis SSP	0201	95.00 The Dalles SSP	3301	92.00 Albany ADS	2211
96.67 Newport SSP	2101	94.00 West Eugene SSP	2002	92.00 North Salem SSP	2402
96.67 Lebanon SSP	2202	93.33 Canby APD	0310	92.00 N/NE Portland ADS	2818
96.00 Bend SSP	0901	93.33 Estacada APD	0314	92.00 East Portland SSP	3501
96.00 South Umpqua Center	1002	93.33 Roseburg DSO	1017	90.00 Baker City SSP	0101
96.00 SE Portland ADS	1418	93.33 W Medford Ext Office	1504	90.00 Redmond SSP	0902
96.00 D4 Processing Center	2203	93.33 Toledo ADS	2111	90.00 LaPine SSP	0903
96.00 West Portland ADS	2518	93.33 Tillamook ADS	2911	90.00 South Valley SSP	1502
95.00 New Market Theater	1402	93.33 Hermiston SSP	3003	90.00 Rogue Family Center	1505
95.00 Cave Junction SSP	1702	92.31 SE Portland SSP	1401	90.00 Ontario SSP	2301
95.00 Pendleton SSP	3001	92.31 Prtlnd Mid-Area ADS	3515	90.00 Hood River SSP	3302

Scheduling SNAP Error Trends Training

The Quality Assurance team has rolled out our new SNAP Error Trends Training and we're ready to schedule additional branches!

This is a comfortably paced ½ day training focused on activities and tips to reduce SNAP errors. Presenters have attended SNAP 201 and worked closely with trainers and analysts in preparation for this training. They also have completed many, many targeted reviews themselves so they can give you the reviewer's perspective.

This is a mobile training which can be presented at your branch. Managers interested in scheduling Error Trends Training should contact Melanie Tavernier, (503)373-7929, in the Quality Assurance office.



November 2012

Targeted Medical Reviews

100% Accuracy Honor Roll

0401 Astoria SSP	1404 Refugee Branch	2201 Albany SSP
0701 Alberta SSP	1505 Rogue Family Center	2404 Santiam Center
0903 LaPine SSP	1603 Warm Springs SSP	2901 Tillamook SSP
1002 South Umpqua Center	1702 Cave Junction SSP	3001 Pendleton SSP
1202 Condon SSP	2001 McKenzie Center	3004 Milton-Freewater SSP
1301 Burns SSP	2003 Cottage Grove SSP	3102 Enterprise SSP
1402 New Market Theater	2101 Newport SSP	3201 Florence SSP

90% or Better

95.00 Corvallis SSP	0201	92.86 Springfield SSP	1101	90.00 South Valley SSP	1502
95.00 D8 Processing Center	0201	92.31 McMinnville SSP	3601	90.00 St. Johns SSP	2601
94.29 D4 Processing Center	2203	92.00 Bend SSP	0901	90.00 Hermiston SSP	3003
94.29 North Salem SSP	2402	91.67 LaGrande SSP	3101	90.00 Hood River SSP	3302
93.33 East Portland SSP	3501	90.00 St. Helens SSP	0501	90.00 Hillsboro SSP	3402
93.10 West Eugene SSP	2002	90.00 Integrated Services	0702	90.00 Tigard SSP	3403
		90.00 Gateway Center	1102		

News and Upcoming Training Offered by the SSP Training Unit

[Contact the training unit](#) if you have questions regarding offered courses.

Core Class offerings and begin dates:

- Essentials:** 2/5 Portland, 3/19 Tigard
- Computer Connections:** 1/22 Salem, 2/12 Portland, 3/26 Tigard
- Expedited SNAP:** 3/12 Portland
- SNAP Basics:** 1/8 Tigard, 2/26 Portland
- SSP Medical:** 1/29 Salem, 3/26 Portland
- ERDC:** 3/12 Salem
- TANF Eligibility:** 2/12 Tigard
- TANF Case Management:** 1/29 Tigard
- Services to Noncitizens:** 1/29 Portland, 3/12 Tigard



The "Services to Noncitizens" class is changing from a two-day class to a three-day class. The new three-day format provides time to put online SNAP, medical, ERDC, and TANF cases involving noncitizens. The calculation and coding of income for situations with NC1s and NC2s with income is put into practice. In addition, learners consider and discuss the importance of equity and multicultural concerns pertinent to serving noncitizens. The new class format will begin with the first "Services to Noncitizens" class, January 29, 30 and 31, 2013.

Refresher or Review offerings and begin dates:

- SNAP 201:** 1/9 Hood River
- SSP Medical Checkup:** 1/8 Portland