



October 2012

# On Target

## October 12 Contributors

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### SSP Medical and Educational Benefits from the Veterans' Administration

SSP Medical Policy often receives questions about how to count educational income from the Veterans' Administration (VA). Educational income received by the VA is treated the same as any other non-Title IV income.

**Step 1:** Determine how much educational income is received by the student.

**Step 2:** Determine the amount of the allowable costs to be excluded.

**Step 3:** Subtract the allowable exclusions. The remaining income is considered the countable income.

Remember: For OHP consider the actual income received and actual costs paid in the budget month. For all other SSP medical programs prorate the countable income over the period it is intended to cover.

**Example:** Sarah applies for medical benefits in October. Sarah is a student who is receiving VA educational benefits under the Post-9/11 GI Bill. Her VA educational benefits include a housing allowance of \$900 paid to her monthly for each month she is in school and a \$500 book stipend paid to her in the first month of each term (September, January and April). The total tuition and fees for the entire school year are \$10,000 and are paid by the VA directly to the school. Sarah does not have a financial aid award letter so the worker consults the school's website to determine her allowable costs for the entire school year are tuition and fees of \$10,000 and books and supplies of \$1275. Sarah tells you she bought her books in September. The budget month is October. What is the countable educational income?

**Answer:**

MAA and MAF

**Step 1:** Total educational income for the school year is:

- Tuition and fees: \$10,000
- Housing Allowance: \$900 x 10 months/school year = \$9000
- Book Stipend: \$500 x 3 terms = \$1,500

Total educational income: \$20,500

**Step 2:** Total allowable costs for the school year are:

- Tuition and fees: \$10,000
- Books and supplies: \$1275
- Total allowable costs: \$11275

**Step 3:** \$20,500 total educational income - \$11275 total allowable costs = \$9225 countable income for the school year. To determine October countable income, prorate \$9225 over the 10- month school year. October countable income is \$922.50.

OHP

Total educational income received in October is \$900. Total allowable costs in October are \$0. Countable education income is \$900.



### **Bechtold Named NAPIPM President**

Susan Bechtold, manager for Oregon's Quality Control Unit, has been named President of the National Association for Program Information and Performance Measurement (NAPIPM).

NAPIPM is the national association dedicated to assisting professional government staff and other interested individuals in assessing and improving public assistance program performance and performance data collection.

Ms. Bechtold's election to the NAPIPM President position was announced recently at the NAPIPM Nation Conference. She has been a member of NAPIPM since 2005 and has served as NAPIPM's treasurer since 2008. She is committed to working with our federal partners, other states and in Oregon to improve accuracy of the programs we administer. With Susan's leadership, NAPIPM looks forward to continuing its mission, "To promote and enhance excellence and integrity in the development, collection, analysis and evaluation of program data, outcomes and performance information for use in informed decision making, planning and administration of public human service programs."

Susan has worked with the Oregon Department of Human Services for 18 years. She has held a variety of positions including eligibility worker, lead worker and trainer, Overpayment Writer, Overpayment Unit Manager and her current position as Manager of Quality Control (QC). She is responsible for the SNAP QC Program, Medicaid QC, Payment Error Measurement (PERM), Program Management Evaluations, Child Care Improper Payment Review, TANF Quality Control and Child Welfare Quality Assurance. She works collaboratively with field leadership, policy units, program trainers, community partners and the Quality Assurance team to focus on program integrity in Oregon.

Find out more about NAPIPM at [www.NAPIPM.org](http://www.NAPIPM.org)

*Office of Program Integrity*

### **October SNAP Standard Changes**

On October 1, 2012 the annual SNAP standards changed. These changes included:

- Higher countable (130% FPL) and adjusted (100% FPL) income standards
- An increase for each utility standard
- Higher standard deductions based on household size
- An increase in the maximum shelter deduction for households that do not include an elderly or disabled individual

**The maximum and minimum benefit amounts did not change this year**

See transmittal [SS-IM-12-062](#) for more information.

*SNAP Policy Analysts*

### **IMPORTANT! IMPORTANT! IMPORTANT!**

IRMS has been having widespread problems receiving scanned documents from the branch that have no date stamp. All documents should be stamped with the DOR and filing date (when different) when received by the branch office, no matter their final destination.

Thank you!

*SNAP Policy Analysts*

## Medical Skills Challenges

How well do you know the medical programs? Did you know all of the Medical Skills Challenges were updated and revised in August 2012? Test your knowledge. This is a good tool to bring to a staff meeting or a huddle. They are located at [Self-Sufficiency Staff Tools](#).

Here is an example of the **Date of Request Skills Challenge**:

1. What is the date of request (DOR) and why is it important?
2. List the ways a person can establish a date of request?
3. What is the date of request on a reapplication?
4. True or False: In order to maintain the original DOR on a new OHP application, the client must submit an application within 30 days.
5. True or False: The date of request and the medical start date are always the same.
6. True or False: On an ongoing medical case, a date of request could be established when the client reports a change requiring a redetermination of eligibility.



7. Based on the above question, how much time would you give the client to return the pending information?
8. A new medical applicant starts the application process for OHP by calling an office on June 11th requesting an application. The client sends it in on July 20th. We approve it on July 29th. The family is not MAA eligible. What is the DOR?  
What is the medical start date?
9. A mom whose children are presently receiving OPC calls on May 16th to report that her hours have been greatly reduced. The worker asks the client how much income she anticipates for May. Based on the information the client reports the filing group was MAA eligible in May. What is the DOR?  
What is the medical start date?
10. If a medical start date has been incorrectly updated and it must be back-dated to reflect the date the client was eligible for medical, what can be done?

To find the answers to these questions, go to [Self-Sufficiency Staff Tools](#).

SSP Medical Policy Analysts

## Effective Dates

The effective date for converting clients receiving the Plus benefit package to the OHP-OPU Standard benefit package is the first of the month following the end of the ten day notice period. Do not convert effective the first of the current month or mid-month.

*For example:* An OSIPM case needs to be closed and the client converted to OHP-OPU. Use a “Compute” action to convert the client to OHP-OPU for the first of the next month.

*Note: It is important that no further actions are taken on the case (e.g., transfer or change) until AFTER the CMS end of month processing. If further actions are taken, it will cause a mid-month loss of the Plus benefit package.”*

*Quality Control*

## Mandatory Civil Rights Training

This is a reminder to all staff to take the yearly mandatory Civil Rights Training.

This training is online and can be completed in about 10 minutes. To get to the training please visit the [Learning Center](#). Once Logged in, go to Courses & Registration then to Find a Course and Register. From there, search for Course #: C02996. This will take you to the start page.

Remember this training is MANDATORY once a year!!



# September 2012

## Targeted SNAP Reviews

### 100% Accuracy Honor Roll

0111 Baker City APD	1811 Klamath Falls APD	3011 Pendleton APD
0201 Corvallis SSP	1911 Woodburn ADS	3013 Hermiston APD
0310 Canby APD	2011 Eugene LCOG ADS	3102 Enterprise SSP
0311 Oregon City APD	2311 Ontario APD	3112 Enterprise APD
0313 Milwaukie APD	2518 West Portland ADS	3211 Florence ADS
0401 Astoria SSP	2711 Dallas ADS	3311 The Dalles APD
0411 Warrenton ADS	2901 Tillamook SSP	3415 Tigard APD
1011 Roseburg APD	2911 Tillamook ADS	3417 Beaverton APD
1211 John Day APD		3515 Portland Mid-Area ADS

### 90% or Better

96.67 Metro Processing Center	1403	95.83 East Multnomah ADS	3518	93.33 Roseburg DSO	1017
96.67 Albany SSP	2201	95.65 La Grande SSP	3101	93.33 Toledo ADS	2111
96.00 SE Portland ADS	1418	95.24 Integrated Services SSP	0702	93.10 Newport SSP	2101
96.00 Medford SSO	1513	93.75 D4 Processing Center	2203	92.00 N/NE Portland ADS	2818
96.00 Medford DSO	1517	93.33 St. Helens SSP	0501	91.67 Hillsboro APD	3411
96.00 Salem ADS	2411	93.33 St. Helens APD	0511	90.00 Ontario SSP	2301
95.83 Albany ADS	2211			90.00 NE Processing Center	2803



**Didja Know??** When a client states on the application that they are a US citizen, but states that they were born in another country this represents conflicting information and must be addressed. There are several ways this can be resolved:

1. Have a conversation with the client about how they became a US citizen.
  2. Order a TPQY request. W204 can verify citizenship for a client. Remember a 'citizenship code' of "B" indicates the person is not a citizen.
  3. Check vital statistics records. If they were adopted in Oregon, BBCN may have the information.
- Make sure you narrate how you resolved the information.

*SNAP Policy Analysts*

### EBT Card Replacement Project Centralization Update

A test period for the new, centralized process for replacing lost or stolen Oregon Trail (EBT) Cards is taking place. Several local SSP and APD/AAA offices across the state have volunteered to participate in the test period. The goal of the test period is to identify and resolve any issues with the new process before requiring all local offices statewide to use it. A date has not been set for when all offices statewide will be required to switch to the new process.

Centralizing the EBT card replacement process will eventually reduce workload and decrease traffic in our busy local branch offices. It also is expected to reduce the overall number of EBT cards we replace which will reduce the risk for fraud.

Under the new process, clients will call the toll-free Oregon Trail Card Replacement Line to request a replacement card. A four-person work unit in Salem will staff the Replacement Line, cancelling client EBT cards and sending replacements to clients by mail. The central work unit will handle calls in English and Spanish, and use the Language Link to help clients who speak other languages. Clients will receive replacement cards by mail within five days.

If you would like to learn more about the centralized EBT card replacement process, information is available online at <http://www.dhs.state.or.us/caf/ebt-card-replacement.htm>.

If your office is not participating in the test period, please continue telling clients that this change is coming soon. Having those client conversations now will make the transition for your office easier when the time comes. If you have questions, please contact your supervisor.

*Christy Sinatra, Communication Officer*



# September 2012

## Targeted Medical Reviews

### 100% Accuracy Honor Roll

0201 Corvallis SSP	1301 Burns SSP	2202 Lebanon SSP
0401 Astoria SSP	1404 Refugee Branch	2801 NE Portland SSP
0701 Alberta SSP	1406 Teen Parent SSP	3102 Enterprise SSP
0702 Integrated Services SSP	1802 Lakeview SSP	3501 East Portland SSP
1201 John Day SSP		3503 D2 ERDC Proc Center

### 90% or Better

97.14 D4 Processing Center 2203	91.67 Bend SSP	0901 90.00 St. Helens SSP	0501
92.86 Albany SSP 2201	91.67 La Grande SSP	3101 90.00 St Johns SSP	2601
92.00 Gresham SSP 3502		90.00 Tillamook SSP	2901

### Upcoming Training Offered by the SSP Training Unit

The **SSP Medical Checkup** course offers advanced discussion and practice regarding the error prone areas of SSP Medical eligibility including: income calculation, pursuit of assets, due process and deprivation.

**SNAP 201** provides discussion and practice for advanced eligibility workers regarding error prone areas including: eligibility groups, calculating and narrating income, income deductions, self-employment and acting on changes.

The **ERDC Refresher/Review** course offers experienced workers the chance to refresh their skills and challenge their knowledge around acting on changes, CCB's, authorizing extra hours and determining copays.

**TANF Refresher** classes are designed to fit the needs of the district requesting the review. Common segments requested are time limits, jobs loss, deprivation, eligibility groups, financial and non-financial requirements, and effective dates.

The **Services to Non-Citizens Refresher** course offers experienced staff the chance to review usage of the Non-Citizen charts, deeming sponsor income, 40 quarters, and policy for the SNAP, Medical, ERDC, and TANF programs.

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

Core Class offerings and begin dates:

<b>Essentials:</b>	TBD
<b>Computer Connections:</b>	TBD
<b>Expedited SNAP:</b>	11/6 Salem
<b>SNAP Basics:</b>	11/27 Salem
<b>SSP Medical:</b>	TBD
<b>ERDC:</b>	11/27 Tigard
<b>TANF Eligibility:</b>	12/11 Tigard
<b>TANF Case Management:</b>	12/4 Portland
<b>DV Policy &amp; Case Planning:</b>	11/8 Salem, 12/20 Tigard
<b>Services to Noncitizens:</b>	11/13 Salem



Refresher or Review offerings and begin dates:

<b>SNAP 201:</b>	11/6 Hermiston
<b>ERDC Netlink – Eligibility Rvw:</b>	11/20
<b>SSP Medical Checkup:</b>	11/8 Hermiston
<b>ERDC Refresher:</b>	TBD
<b>TANF Refresher:</b>	TBD
<b>Non-Citizens Refresher:</b>	11/27 Medford, 11/29 Coos Bay