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On Target

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SNAP Income Verification at Application and Recertification

At initial application and recertification, SNAP clients must verify all income. However, a recurring question is "how much verification and for what time period?"

SNAP typically requires a month's worth of income verification unless the income is changing or an employer or source (for unearned income) verifies the income in another way. To accurately anticipate income, the month's worth of verification must be recent and reflective. In the past, the rule of thumb has been 30-days prior to the filing date, but it is not a hard and fast rule – you do need a month's worth of recent, reflective verification to make a determination.

Use sound reasoning to see if the verification you receive is enough to accurately anticipate on-going income. For example, client is paid weekly. The client provides two weeks of pay verification prior to the filing date and two weeks of pay verification from after the filing date. This is acceptable and if reflective, should be used to calculate income. FSM SNAP B. 11. A. 10

SNAP Policy Analysts

When and How to Count Third-Party Payments for SNAP

Unearned in-kind income is counted if the money is court-ordered support that should go directly to the client. This is true whether the obligee or the obligor is the one choosing to divert the payment. Count as SUP on the case and allow the appropriate deductions.

Unearned in-kind income is excluded if:

- The payments are voluntary; or
- The payments are supposed to be paid to a third-party.

Example 1 – A family member or absent parent chooses to pay the client's rent directly to the landlord. This is done as a favor or a voluntary agreement; no court order. Exclude the payment and do not allow the shelter deduction.
Example 2 – The absent parent has a court-order to pay the mortgage to the bank directly. This is excluded and the client is not given a shelter deduction.

Earned in-kind income is always excluded. The most common example is an on-site manager whose rent is part of his compensation for work. Do not count the value of the rent as EML and do not allow the shelter deduction. SNAP policy does *not* consider whether the value of rent is treated as taxable income.

SNAP Policy Analysts

QC Tips

FSMIS does not issue closure notices! If a closure notice is required, the worker must issue one via NOTM or send a paper notice (DHS456 or SDS540). Always keep a copy of the paper notice in the hard file. QC must review the notice for hearing rights and what address it was mailed to. Just copying the body of the notice into the narration will not meet the needs of QC.

When issuing a notice via NOTM there is no need to copy the body of the notice into narration. All notices issued via FSMIS or NOTM are available to view on Notice Retrieval. If you do not have access and need it please ask your manager or lead.

Watch for Program Integrity's intranet site which should be launching soon!

Quality Control

Reminder to all DHS and AAA Staff

The online course for the National Voter Registration Act is now availabe. This course is required for all DHS and AAA staff. It is also required for some OHA staff, so if you are unsure, speak to your supervisor.

Title: National Voter Registration Act

Subtitle: *Required Course Now Online*

Content: The online course for the National Voter Registration Act is now available in the Learning Center under course #C03273. This course will clarify when you are required to offer the opportunity to register to vote and explain other requirements of this act. Voter registration applications from NVRA agencies have been on a decline since 2009 and you play a very important role in reversing that trend.

SSP Training Unit

What Can The Child Support Screen SMEH Do For Me?

DHS once again has access to child support mainframe screen SMEH. This screen lists child support payments made by electronic funds transfer, direct deposit and stored value card payment (i.e., child support posted to a client's ReliaCard). The information on SMEH is listed by payment (so may include multiple payments each month).

Checking SMEH will give you the amount of support a client got in their bank account or on their ReliaCard and the date the client got the support. This is helpful when you need to know how much child support a client has received in the current or past months and whether the support has been consistent and may be expected to continue.

Remember: To access some child support mainframe screens, including SMEH, you need to enter a security code. If you do not know your local area's security code, please contact your DHS Child Support Point Person or email tanf.policy.

For more information on using SMEH, as well as a complete list of child support mainframe screens currently available to DHS, see "Child Support Program Screens – Quick Reference Table" and "How to Access Child Support Program Mainframe Screens" at http://www.dhs.state.or.us/caf/ss/tanf/child-support.html.

Amy Sevdy, TANF Policy Analyst

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/OHA 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.

Requests are being accepted from management for these refresher courses. Contact the training unit to request a class to be scheduled in your area.

Core Class offerings and begin dates:

Essentials:	10/23 Salem
Computer Connections:	10/30 Salem
Expedited SNAP:	11/6 Salem
SNAP Basics:	11/27 Salem
SSP Medical:	10/23 Tigard
ERDC:	10/9 Portland, 11/27 Tigard
TANF Eligibility:	10/23 Portland, 12/11 Tigard
TANF Case Management:	12/4 Portland
DV Policy & Case Planning:	11/8 Salem, 12/20 Tigard
Eligibility for Non-Citizens:	10/9 Salem

Refresher or Review offerings and begin dates:

SNAP 201:	Bend 10/2 & 10/16, Coos Bay 10/9 & 10/23, Portland and Tigard 10/16
ERDC Netlink – Eligibility Rvw:	11/20
SSP Medical Checkup:	10/2 Eugene, 10/16 Salem, 10/18 Portland
ERDC Refresher:	Scheduled with Request Only
TANF Refresher:	Scheduled with Request Only
Svcs to Non-Citizens Refresher:	10/2 Roseburg

August 2012

Targeted SNAP Reviews

100% Accuracy Honor Roll

0111	Baker City APD	1202	Condon SSP	2203	D4 Processing Center
0310	Canby APD	1301	Burns SSP	2211	Albany ADS
0511	St Helens APD	1311	Burns APD	2404	Santiam Center
0911	Bend APD	1404	Refugee Branch	2411	North Salem ADS
0913	LaPine APD	1517	Medford DSO	3013	Hermiston APD
1011	Roseburg APD	1717	Grants Pass DSO	3111	La Grande APD
1017	Roseburg DSO	1802	Lakeview SSP	3411	Hillsboro APD
		1811	Klamath Falls APD		

90% or Better

96.67	Rogue Family Center	1505	94.12	Corvallis SSP	0201	93.33	Tigard APD	3415
96.67	Newport SSP	2101	93.33	Milwaukie APD	0313	92.86	Lebanon SSP	2202
96.55	Cottage Grove SSP	2003	93.33	Estacada APD	0314	92.00	S. Umpqua Center	1002
96.00	Springfield SSP	1101	93.33	Astoria SSP	0401	92.00	N/NE Portland ADS	2818
96.00	Medford SSO	1513	93.33	St Helens SSP	0501	92.00	McMinnville ADS	3617
96.00	McKenzie Center	2001	93.33	Gold Beach APD	0811	91.67	West Portland ADS	2518
96.00	Beaverton APD	3417	93.33	Woodburn ADS	1911	91.11	D8 Processing Center	1503
96.00	Portland Mid-Area ADS	3515	93.33	Cottage Grove ADS	2019	90.91	North Bend SPD	0611
95.00	South Valley SSP	1502	93.33	Toledo ADS	2111	90.48	The Dalles SSP	3301
95.00	Cave Junction SSP	1702	93.33	Albany SSP	2201	90.00	Teen Parent SSP	1406
95.00	Milton-Freewater SSP	3004	93.33	Dallas ADS	2711	90.00	Medford SSP	1501
95.00	D2 ERDC Proc Center	3503	93.33	Tillamook ADS	2911	90.00	W. Medford Ext Office	1504
94.74	LaPine SSP	0903	93.33	Pendleton APD	3011	90.00	Ontario SSP	2301
94.74	New Market Theater	1402	93.33	Florence ADS	3211	90.00	Tillamook SSP	2901
94.29	Gateway Center	1102	93.33	The Dalles APD	3311	90.00	Pendleton SSP	3001

Didja Know?? A new TANF time limit quick coding guide has been added to the TANF staff tools web page under TANF time limits. This tool might be helpful for workers who are looking at time limit exemptions or who need to code individuals who have reached their 60 months. For more information, contact Carol Krager at 503-945-5931.

Didja Know?? For help in correcting eligibility that workers cannot correct them themselves, send a MSC 0148 to the Client Maintenance Unit (CMU). The link provided here will allow you to complete the form and email directly to CMU. You can also contact CMU for other system issues including merges, splits, deleting SNAP cases or help with mainframe coding problems. You can contact CMU by phone; 503 378-4369, fax; 503 373-0357 or email; maintenance.client@state.or.us

TANF Time Limit Brochure

A new brochure has been developed to tell clients about TANF time limits. A distribution will be sent to branches in the next few weeks. You can now download the brochure off the form server. The publication number is DHS 9942. Feel free to share with clients and partners as appropriate. If you have question direct them to the TANF Policy mail box.

August 2012

Targeted Medical Reviews

100% Accuracy Honor Roll

0501	St Helens SSP	1503	D8 Processing Center	2003	Cottage Grove SSP
0702	Integrated Srvs SSP	1601	Prineville SSP	2202	Lebanon SSP
1102	Gateway Center	1603	Warm Springs SSP	2404	Santiam Center
1202	Condon SSP	1802	Lakeview SSP	3001	Pendleton SSP
1402	New Market Theater	2001	McKenzie Center	3004	Milton-Freewater SSP
1404	Refugee Branch	2002	West Eugene SSP	3102	Enterprise SSP
1502	South Valley SSP			3502	Gresham SSP

90% or Better

97.14	D4 Processing Ctr	2203	91.18	Metro Processing Ctr	1403	90.00	Grants Pass SSP	1701
96.43	Springfield SSP	1101	90.91	Woodburn SSP	1901	90.00	Cave Junction SSP	1702
96.00	Coos Bay SSP	0601	90.63	Oregon City SSP	0302	90.00	St Johns SSP	2601
93.33	W. Medford Ext Off	1504	90.00	Baker City SSP	0101	90.00	Tillamook SSP	2901
93.33	Rogue Family Ctr	1505	90.00	Corvallis SSP	0201	90.00	Florence SSP	3201
93.33	Newport SSP	2101	90.00	Astoria SSP	0401	90.00	Hillsboro SSP	3402
92.86	Klamath Falls SSP	1801	90.00	Gold Beach SSP	0801	90.00	Tigard SSP	3403
92.00	Bend SSP	0901	90.00	Roseburg SSP	1001	90.00	WA Co Proc Center	3404
92.00	SE Portland SSP	1401	90.00	South Umpqua Center	1002	90.00	D2 ERDC Proc Center	3503

Using Temporary Assistance for Domestic Violence Survivors (TA-DVS) funds when it's not about safety

TA-DVS payments address safety risks but are also used to help the survivor and children stabilize their living situation as they flee or strive to stay free from domestic violence. We know that often the survivor returns to the abuser because they don't have resources to make it on their own. TA-DVS cannot be used for on-going or recurrent needs but can be used to help stabilize a family after domestic violence.

The most common use of TA-DVS is for housing as someone is escaping domestic violence, but we can also help someone stay in their home. We can provide new locks or other security items such as motion detectors and security lights. We can help with a month's rent if the reason the client didn't pay the rent was related to the domestic violence or actions of the abuser.

We can also help replace personal and household items that are left behind when someone is escaping. Replacement of items should focus on essential items and community resources should be explored before we purchase new items. Though storage is not something we usually cover with TA-DVS, when a client has fled the abuse and put their items in storage, we could pay a month's (not on-going) storage because it would likely be less than replacing items if they were left behind.

For more information on how TA-DVS funds can be used, check out the Family Service Manual under TA-DVS H. Program Benefits. If you have questions about the appropriate use of TA-DVS funds, contact Carol Krager at 503-945-5931.

TANF Policy Analysts

Update!!! As a result of some field requests and a Continuous Improvement (CI) sheet, revisions have been made to the following closure notices:
The MSC 456 (formally DHS 456) and the closure Notice Writer (NOTR GSC1F01) have been revised to include the option of checking off a box to close just the Job Participation Incentive (JPI) benefit.
Please begin using the (07/12) revision of MSC 456 when you need to send closure notice for JPI.