



August 2013

On Target

August '13 Contributors

Melanie Tavernier
 Matt Bogart
 Don Main
 SNAP Program Analysts
 Quality Control
 Marilyn Hansen
 Melissa Gomez
 Crystal Lehner
 SSP Training Unit
 TANF Policy Unit

Necessary Pend but Requested Incorrectly for SNAP

What was asked for:	Suggested Language:
<ul style="list-style-type: none"> Send us 5 paystubs Letter from your employer All March & April Paystubs 	Please provide verification of your most recent 30-days of income
<ul style="list-style-type: none"> You are self employed We need your Schedule C We need your 2012 tax information 	Please provide your 2012 Federal tax return, all schedules attached.

In this issue:

Necessary Pend but Requested Incorrectly	1
SNAP Pending at Certification and Recertification	2
The New Customer and Caseworker Portal have been named!	2
SNAP Accuracy - Most Improved!	3
Didja Know???	3
SNAP Honor Roll	4
CELEBRATE!!!	4
QC is on the hunt for the 7823A Assessment	4
Medical Honor Roll	5
News and Upcoming Training from the SSP Training Unit	5

Pending and the Program Management Evaluations:

What are the Program Management Evaluators (PMEs) looking for when they review an office in regard to pending? When you request a particular item such as a pay stub or a letter from someone, are you creating a potential barrier to completing your request from a client's point of view? How do you ask for what you really need? Think about which eligibility element you really need to verify, not how the client can prove it. You need proof of income but you don't need a paystub. Here are some examples:

Limiting

John's 1/15/13 paystub
 Mary's paystubs for Jan and Feb
 VA award letter
 Bank statement
 Employment verification form
 Picture ID

Not limiting

Proof of gross pay John received on 1/15/13
 Proof of gross pay Mary rec'd between 1/15& 2/14
 Proof of VA benefits
 Proof of interest income
 Proof of expected hours and hourly wage
 ID

Want more examples or more information about the PMEs? Check the new OPI web site. <https://inside.dhsoha.state.or.us/dhs/opi/>

From FSM: For the initial application, get a month's worth of the most recent representative income verification. If you do not use the most recent income, be sure to narrate why. Request additional verification if needed (e.g., income is highly variable or needs to be annualized).

Marilyn Hansen, OPA2, SNAP Policy Unit

SNAP Pending at Certification/Recertification

Most frequent and actual pend requests....these are items that can be clarified on the system, with a phone call and/or do not need to be verified.

- Terminated income
Have a conversation with the client regarding their job termination; verbally get the amount of gross income from this source
- Copy of Picture ID
ID can be verified using the WVIR; wage and other history screens
- Copy of SS cards for all household members and proof of citizenship?
We need the Social Security number but not a copy of the card. TPQY will verify the SS#'s and the citizenship
- Copy of Birth certificates for all household members (all born in US)
TPQY will verify the SS#'s and the citizenship
- Trade work in lieu of rent: verification of source and amount; letter from landlord
For shelter, accept the client's statement
- CAPI: client marks student; indicates no Fed Work Study and not working but is pended for award letter? (BTW, if CAPI is approved, how are branches notifying the client?)
Based on that information a denial is sent for ineligible student (No Interview Branches only).
- Out of State verifications, requesting client "prove" closure or no benefits based on out-of-state ID even though client marked did not receive benefits in another state.
Multiple Program Worker Guide #4 lists every State and how that State is contacted for verification; most responses are very fast.
- We need proof of custody to add your children/shared custody
Worker needs to determine where the child eats the majority of their meals.
- Basic needs: How are you meeting your basic needs with zero income; how are you paying for a P.O. box with no income
Worker only needs to know how a client is paying shelter that is greater than their income.



SNAP Policy Analysts

The New Customer and Caseworker Portals have been named!

Oregon Benefits Online will be the name for the customer and caseworker portals (formerly known as the "Initial Win" or the "CAPI replacement" project).

The Oregon Benefits Online project team is working on the first phase to be rolled out to AAA/APD and SSP offices this fall. The first phase includes:

- ✓ A portal for customers to apply online for SNAP benefits;
- ✓ A portal caseworkers will access through Siebel to manage incoming applications;
- ✓ A new, more user-friendly online application for customers; and,
- ✓ A rules engine that assists workers in determining eligibility by cross-checking information submitted by a customer on the new online application with Oregon's Administrative Rules (OARs).

If you have any questions about Oregon Benefits Online or have suggestions on what you would like to hear about next, please contact the Business Transition Analyst for your area.

Crystal Lehner, Business Transition-Project Coordinator

SNAP Accuracy - Most Improved

To get a clearer picture of where improved accuracy is taking place, we've compared data from 1st quarter 2013 to 2nd quarter 2013. As we all know, its one thing to have a good month, but much tougher to sustain that improvement for consecutive months. Branches with over 10 reviews, with improvement of 5% or better for the second quarter of 2013 are shown in the chart below. Congratulations to those branches for significant and sustained improvement!



Comparison of SNAP Accuracy Rates by Branch - Quarter 1 & Quarter 2 2013

Dist	Branch	Qtr1 Cases	Qtr1 AccRate	Qtr2 Cases	Qtr2 AccRate	<i>Improvement!</i>
SPD Dist 13	3111 La Grande APD	33	81.82%	34	97.06%	15.24%
SSP Dist 01	2901 Tillamook SSP	75	81.33%	75	94.67%	13.33%
SSP Dist 10	0901 Bend SSP	149	79.87%	149	91.28%	11.41%
SSP Dist 14	2301 Ontario SSP	90	80.00%	87	90.80%	10.80%
SSP Dist 14	1201 John Day SSP	30	73.33%	25	84.00%	10.67%
SSP Dist 16	3403 Tigard SSP	60	80.00%	99	89.90%	9.90%
SSP Dist 03	3601 McMinnville SSP	149	83.89%	150	92.67%	8.77%
SSP Dist 03	2402 N. Salem SSP	150	83.33%	148	91.89%	8.56%
SSP Dist 05	2002 W. Eugene SSP	151	84.11%	150	92.00%	7.89%
SPD Dist 07	0611 North Bend APD	75	77.33%	74	85.14%	7.80%
SPD Dist 13	3112 Enterprise APD	12	83.33%	11	90.91%	7.58%
SSP Dist 09	3302 Hood River SSP	75	86.67%	50	94.00%	7.33%
SSP Dist 05	1102 Gateway SSP	111	85.59%	104	92.31%	6.72%
SSP Dist 03	2404 Santiam SSP	90	88.89%	90	95.56%	6.67%
SSP Dist 12	3001 Pendleton SSP	75	88.00%	75	94.67%	6.67%
SSP Dist 12	3004 Milton Freewater SSP	60	90.00%	60	96.67%	6.67%
SPD Dist 12	3013 Hermiston APD	45	91.11%	45	97.78%	6.67%
SSP Dist 16	3404 Washington Cty PC	270	81.11%	189	87.30%	6.19%
SSP Dist 02	3501 E. Portland SSP	60	85.00%	64	90.63%	5.63%
SSP Dist 05	3201 Florence SSP	60	83.33%	63	88.89%	5.56%
SSP Dist 02	3503 Ptl'd ERDC PC	47	82.98%	60	88.33%	5.35%
SSP Dist 02	2601 St. Johns SSP	57	85.96%	57	91.23%	5.26%
SPD Dist 10	0913 LaPine APD	20	95.00%	19	100.00%	5.00%

Matt Bogart, Quality Assurance

Didja Know???

In the 2nd quarter of 2013 DHS did 161,980 searches on "The Work Number." A little over 50% resulted in hits (i.e. the client was on the system but maybe not currently employed). Almost 25% (38,988) of the searches resulted in income verifications.

Melissa Gomez, SSP Manager





July 2013

Targeted SNAP Reviews 100% Accuracy Honor Roll

0311 Baker City APD	1201 John Day SSP	2711 Dallas ADS
0310 Canby APD	1202 Condon SSP	3004 Milton-Freewater SSP
0313 Milwaukie APD	1602 Madras SSP	3013 Hermiston APD
0411 Warrenton ADS	1603 Warm Springs SSP	3102 Enterprise SSP
0511 St. Helens APD	2111 Toledo ADS	3112 Enterprise APD
0903 LaPine SSP	2311 Ontario APD	3211 Florence AAA
0911 Bend APD	2404 Santiam Center	3415 Tigard APD
0913 LaPine APD	2411 Salem ADS	3417 Beaverton APD
1011 Roseburg SSO		3518 E Multnomah ADS

90% or Better

98.00 Bend SSP	0901	95.00 Prineville SSP	1601	92.00 Grants Pass DSO	1717
98.00 D4 Processing Center	2203	95.00 Florence SSP	3201	92.00 Albany ADS	2211
98.00 McMinnville SSP	3601	93.88 West Eugene SSP	2002	92.00 West Portland ADS	2518
96.67 Astoria SSP	0401	93.33 Corvallis SSP	0201	92.00 Tillamook SSP	2901
96.67 Cottage Grove SSP	2003	93.33 Estacada APD	0314	92.00 Ptl'd Mid-Area ADS	3515
96.00 Springfield SSP	1101	93.33 St Helens SSP	0501	91.67 Burns SSP	1301
96.00 Medford SSO	1513	93.33 Rogue Family Ctr	1505	91.67 McMinnville ADS	3617
96.00 Pendleton SSP	3001	93.33 Cottage Grove ADS	2019	90.74 D8 Processing Center	1503
96.00 Hillsboro APD	3411	93.33 Dallas SSP	2701	90.00 Albany SSP	2201
95.24 Grants Pass SSP	1701	93.33 Tillamook ADS	2911	90.00 South Salem SSP	2401
95.24 Cave Junction SSP	1702	93.33 The Dalles APD	3311	90.00 Keizer SSP	2405
		92.00 North Clackamas SSP	0303		

CELEBRATE!!! We want to give all of you an opportunity to send us success stories regarding "ACCURACY" so that we can celebrate with everyone. So, if you accomplish something great or want to tell us a story about a co-worker doing something great regarding accuracy, drop us a line and we'll get it in the On Target!

Quality Control is on the hunt for the 7823A Assessment

If you haven't heard by now, Quality Control is reviewing TANF Cases. QC has been reviewing TANF Eligibility since October 2012. So far, the largest trend has been the 7823A-assessment. We have heard from many, "Why should my client complete the form, they are not JOBS Mandatory?" "My client is an ineligible non-citizen, why do they have to complete the assessment?" Well, the answer is simple:

The Employability Assessment (Screening Tool) is an eligibility requirement for TANF. So remember at each intake, for every adult in the NEED GROUP, complete the 7823A- (A is for assessment).

We can use the 7823A to help with determining the appropriate JOBS activity. But most importantly, the assessment is an opportunity for us to help our clients!

The *Assessment* is an asset to your "toolbox" to help our clients find the right resources to fit their needs and help our families reach success!



Targeted Medical Reviews 100% Accuracy Honor Roll

0101 Baker City SSP	1301 Burns SSP	2405 Keizer SSP
0201 Corvallis SSP	1404 Refugee Branch	2601 St. Johns SSP
0501 St. Helens SSP	1406 Teen Parent SSP	3102 Enterprise SSP
0702 Integrated Svcs	1504 W Medford Ext Office	3201 Florence SSP
1102 Gateway Center	1702 Cave Junction SSP	3501 East Self-Sufficiency
	2003 Cottage Grove SSP	

90% or Better

96.67 NE Processing Ctr	2803	93.33 D8 Processing Ctr	1503	90.00 Ashland SSP	1502
96.00 WA CO Proc Center	3404	93.33 Woodburn SSP	1901	90.00 Newport SSP	2101
95.83 McKenzie Center	2001	93.33 Albany SSP	2201	90.00 Santiam Center	2404
95.38 Oregon Health Plan	5503	93.33 Dallas SSP	2701	90.00 Tillamook SSP	2901
94.29 N Clackamas SSP	0303	93.10 Bend SSP	0901	90.00 Pendelton SSP	3001
94.29 D4 Processing Center	2203	93.10 West Eugene SSP	2002	90.00 Milton-Freewater SSP	3004
94.29 South Salem SSP	2401	91.43 Metro Processing Ctr	1403	90.00 Gresham SSP	3502
93.55 Grants Pass SSP	1701	90.00 Astoria SSP	0401	90.00 D2 ERDC Proc Center	3503
93.33 Medford SSP	1501	90.00 Coos Bay SSP	0601	90.00 McMinnville SSP	3601
		90.00 S. Umpqua Center	1002		

News and Upcoming Training Offered by the SSP Training Unit

Most classes are filling up quickly and many have current waitlists. If you know you will not be able to attend a class, please cancel your registration so others can attend.

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

Core Class offerings and begin dates: **Bolded dates/locations are recently added classes**

Essentials:	10/1 Portland, 11/12 Tigard, 12/17 Tigard
Computer Connections:	9/10 Portland, 10/8 Portland, 12/17 Salem
Customer Service:	TBD
Expedited SNAP:	9/24 Portland, 11/25 Portland
SNAP Basics:	10/8 Tigard, 10/22 Portland, 11/5 Portland
ERDC:	8/27 Salem, 9/10 Tigard, 9/24 Salem
TANF Eligibility:	9/4 Salem, 9/24 Tigard, 10/22 Salem
TANF Case Management:	10/1 Salem, 10/29 Tigard
DV Policy & Case Planning:	9/3 Tigard, 11/13 Salem
Services to Noncitizens:	11/5 Salem, 12/3 Tigard

Look for Webcasts and other Online courses for:

SNAP Civil Rights – C02996: This course needs to be completed annually.

SNAP NED Eligibility and Coding – C03279

Job Participation Incentive (JPI) – C03468

SNAP Transitional Benefit Alternative (TBA) – C03472

Oregon Vital Event Registration (OVERS) Update Training – C03639

Upcoming Netlinks

Students 9/11

