



July 2013

On Target

July '13 Contributors

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No Provider: What do you do?

Your client is applying for ERDC benefits for her two children, age 2 and 4. You see that the child care provider section is blank and you ask, “Who is your provider?” The client answers, “Oh, I really don’t know who my provider is yet.” What should you do next?

- Give a listing form, tell the client that their case will close if they do not connect a provider, and then narrate, “Client doesn’t have a provider”.
- Pend with a 210 for provider information and do not open ERDC until the information is provided.
- Ask more questions.
- Open ERDC and pend with a 210a for the client to report their provider as soon as they find one.

The answer is C!

There are several questions that you can ask, but here is the best place to start:

- Who watches your children now?** *The client may be living with someone who can watch their children, or they are piecing together a network of multiple providers. This is important information to capture in the narration, especially when the children are too young to be left at home alone. Asking this question will help you determine if they need a listing form, pre-listing or an Electronic Provider Connect.*
- Is there a reason why you would not want to list your current provider?** *Maybe the provider doesn’t want to bother with the listing process or they know their current provider would not be eligible to become listed. This could be a good time to talk to the client about the importance of using a stable, high quality child care provider.*
- What type of provider are you considering?** *Choosing a provider can be overwhelming, but you can help the parent narrow down the search by asking this question. The parent can contact their local Child Care Resource and Referral or they can go online to www.oregonchilcare.org to get a list of referrals in their area.*

The other options above are not correct choices:

- Narrating there is no provider leaves the question unanswered.
- Provider information is not required for initial eligibility.
- Though this option is allowed, it is time and work load intensive. Central Office currently has a manual review process in place to close cases that have failed to connect a provider.

415F vs 852

Have you ever received a completed DHS 415F instead of a DHS 852 at Interim Report? Did you know that a 415F can be used in lieu of an 852 to update the SNAP case for the 7th month? It's true. All the necessary information to process the 852 is included in the 415F. However, if the changes reported on the 415F result in a decrease in benefits, a signature on an 852 is required in order to decrease the benefits without 10 day notice. In this situation, send a DHS 487 requesting a signature on the 852.

SNAP Policy Analysts

District 9 Special April Project

For April, districts were given the opportunity modify their review process for the month or do an accuracy project in lieu of their regular QA reviews. This option is provided as part of the Continuous Improvement strategies developed by each SSP district.

District 9 opted to try something different. My task, as the Reviewer for D9, was to go over basic computer screens with workers to ensure they were using the correct screens and knew what they were looking at. I did this in desk side coaching sessions.

In the past, I found workers sometimes using obsolete screens to obtain information; that there was confusion as to what to look at on a screen and that they might not know how to get to a second page. Some staff have little knowledge of certain screens and no time to try to learn how to get into or use them. I hoped to make sure that everyone was looking at the correct basic computer screens, and that they understood the information displayed.

I started every session with same request, "Show me what screens you look at when you have a cert/recert." I found that some used hot/quick keys, some used a system dubbed "ALT L," some used WEBM and some relied on memory. I found that most had some sort of issue with the system they were using; for example, system/hot key set up for an obsolete screen (e.g.: ssnx), or they were not reviewing a category of screens at all (several did not look at dppl or spvf as normal part of screen check.) Some didn't remember what screens their system/hot keys were set up to check. Some used The Work Number source frequently; others only if they thought of it. Most wanted to update their system/hot keys, but were not aware how to do so.

I reminded everyone that as part of my review process, I check the following screens on anyone 17 and older: WAGE, ECLM, WQY2, DPPL, SPVF, and SMUX; and for all children - WQY2. If the client has a lapse on WAGE, I check The Work Number, EBLU and the Oregon Business Registry. Although not commonly used, The Oregon Contractors Construction Registry is also useful in some cases. From those screens I may find that an absent parent has the same address as client; I may find that clients have potential U/C claims; that a client is babysitting for her neighbor and just forgot to mention it; and that while the client may not have an open UC claim in Oregon, the claim history list screen, ECL1, may show a potential out of state claim by an "Unauthorized Access" notation, etc.

Further, we looked at how to check for a potential claim via WAGE and how to change the dates under review to get more complete information. We looked at DPPL screens and how to check if you are looking at the client's info or the provider info, and we reviewed the SPVF screen to get a HINQ number and how to use that to see if someone is a home care provider. We also reviewed the payment screens for both the daycare provider and homecare worker. Through SMUX we reviewed for parent addresses and cash medical support.

We reviewed the WQY2 screen and how that takes you to potential claims on W204. We reviewed screens showing the different coding for verification of ssn's and how F1 can help resolve questions with the ssn provided by the client. We discussed the difference between someone getting SSD vs SSB and how to review the address section for potential California clients who may not be eligible for SNAP benefits.

In summary, key issues from my standpoint were:

Make sure to look up all adults on standard screens, not just the head of household.

Check WQY2 for all children.

Know the district/branch's expectation regarding review of the TPQY requests.

Become familiar with the Oregon Business Registry and Oregon CCB screens and EBLU.

Be sure to review DPPL and SPVF screens and understands what to count for income.

Terri L. New, Quality Assurance District 9 & 12 Reviewer

DHS Modernization - Initial Win Project

Over the last year, you may have heard about the latest Modernization IT Project called the “Initial Win”. The Initial Win Project replaces the current Online Application with a new client/customer web portal and CAPI with a new worker portal. Page 3

New Terminology-As we draw closer to the release of our new computer system, you may be hearing new terms around the office. Here are the most common:

What is Initial Win? - This is the first phase of implementation of Oregon’s new technology systems. To ensure the new system is accurate and meets the needs of the State, this product will be released in small meaningful releases over a few years. Initial Win is the name of the first phase of the release, scheduled for later this year!

What is Siebel? –Siebel is the name of the software for the Caseworker Portal. Siebel is a large, comprehensive product with many capabilities to improve the work we do.

Oracle – This is the company that owns the new product, Siebel. Oracle is one of the biggest software development companies of the world, servicing companies such as Hewlett-Packard (HP), Dell and IBM. Oracle is working with Oregon to ensure the new product meets our needs.

The Good News: Unlike our other systems which rely on manual processes; Oracle has a rules engine with program rules already built in. After worker verification, Siebel will provide a determination, allowing the worker increased accuracy, better stats, and more time to focus on the needs and circumstances of our clients/customers! Note: Not all eligibility programs will be included in the first phase, but are planned to be incorporated in a future phase.

Crystal Lehner, Business Transition-Project Coordinator, Office of Information Services, DHS/OHA

Quality Control SNAP Error Trends

Have you been wondering what the high error trends are lately? Are you looking for pointers on how to prevent errors? What about those errors caused by clients failing to report? Quality Control wants to help!

The *HOT* error trends are Wages and Salaries, Shelter and Utility Deductions, and Student Status.

- **Wages and Salary** errors are both client and agency caused. Some preventative tips include to double check your calculation before entering on FCAS. Review the clients pay dates and conversion method used in your calculation. Remember it is required to annualize self-employment income *if* the prior year’s income is reflective. Narrate clearly the decision to use *or not use* annualized income. Don’t forget to take every opportunity to discuss with the client their reporting requirements.
- **Shelter and Utility Deduction** errors have been on the rise. When a household has separate filing group members, question at the interview how the rent and utilities are shared (or not) to clarify what has been written on the application.
- **Student Status Eligibility** certainly can be a challenge to decipher during an interview. At the interview, review the student section of the application with the client. If you live in an area popular for students (such as near U of O, OSU, or PSU) ask at the interview if anyone is a student. Don’t forget to look at student eligibility criteria—the manual is your friend!

Finally, the best preventative measure is to NARRATE, NARRATE, NARRATE!

Quality Control Unit

Myths of the 7823A (Employability Screening Tool)

The 7823A is for JOBS Mandatory adults only.

False: The 7823A is for all adults in the NEED group to complete.

An Ineligible Non-Citizen (IA) does not need to complete the 7823A.

False: IA’s fall out after the need group, therefore are required to complete the 7823A.

A person receiving SSI or a Non-needy Caretaker Relative does not have to complete the 7823A.

True: These individuals fall out at the filing group and are not in the need group.

The 7823A is completed with the JOBS contractor at the JOBS appointment.

False: The 7823A needs to be completed at the initial intake prior to making an eligibility decision. A copy of the 7823A should be kept in the file.

The 7823A is a waste of my time to complete when my client is not JOBS ready.

False!: The 7823A provides an insight into your clients’ needs and will assist in how to guide your client to become self-sufficient, healthy, and safe.

Remember to complete the 7823A for each adult in the need group at the initial application. At recertification, go over the 7823A with the client and document any changes.

TANF Policy Unit

What is Direct Certification?

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One of the many benefits of being a SNAP recipient includes being eligible for free school meals as a school age child. Unfortunately, this doesn't happen automatically as soon as they are approved for SNAP.

Every week a secure data file is sent from DHS to the Oregon Department of Education (ODE). Staff from each school district then work the file to enroll children in the National School Lunch Program (NSLP) for free meals. This process is called direct certification. The direct certification process can take a few weeks and children are often charged for their school meals in the meantime. To help solve this problem, we need your help!

When you approve a family for SNAP with school age children, please take an extra 2-3 minutes to complete, print and **sign** the online [DHS 857](#) "Notice for Free Meals or Free Milk at School".

Give/send the signed form to the family to take to the school. This simple step will improve children's access to free meals at school until direct certification happens.

Thanks for doing your part to help children get the nutritional support they need to do well in school.

SNAP Policy Analysts

Important New Search Feature for EDMS

The Office of Imaging and Record Management Services (IRMS) has made improvements to the EDMS system! A new query called "CAF_Query All" is now available in the "Client Case File," "Oregon Health Plan" and "6608 (SNAP)" sections. This one query will show results from the Client Case File, OHP and SNAP documents in one place. This feature is not available in a document query because the Client Case File documents do not "folder." The query results are listed alphabetically by client name.

Also, the name on the "6608 queries" has been changed to "SNAP queries." The SNAP query results for folders and documents will show in alphabetical, then by date order. In the past, a query could be run multiple times using the same query information and the results were shown in a random order. We hope this improvement will help branch offices identify applications and documents that need to be assigned and processed.

We welcome any comments regarding EDMS. Please provide your feedback to: EDMS.HELP@dhsola.state.or.us.

Linda Shoemaker-Diamond, EDMS Coordinator

Didja Know?? The Quality Control unit has an intranet page! Yes, we do! Follow me... Type "*inside*" in your browser toolbar or click on the link: <https://inside.dhsola.state.or.us/index.php>.

When you get to the webpage click on *Agencies/Offices, DHS, Operations, Office of Program Integrity* and finally; "*reports and data*" in the "*quick links*".

Inside this little gem of a link you will find:

- *SNAP Active and Negative trends reports, Accuracy and Error rates
- *MEQC Active and Negative statewide trends in SSP/ APD/AAA
- *TANF trends reports
- *And monthly Quality Control Panel error reports

You can also click here: <https://inside.dhsola.state.or.us/dhs/opi.html> and add the page to your favorites to visit often...

Check us out!



SNAP Error Trend Training at the LaGrande Self-Sufficiency Branch.
June 26, 2013

True or False? An 852 is rec'd late in the 6th month with proof of income, however the client forgets to sign the form. Based on their income verification, their benefits will increase. We do not need to send a 487 to get their signature because their benefit are increasing. If benefits were decreasing, a signature would be necessary as it waives their right to a 10 day notice. **True!**

True or False? To allow a child support deduction the support must be *court-ordered* and the child(ren) *cannot* be in the same Filing group as the person ordered to pay the child support. The above information must be verified in order to get the deduction. **True!**



June 2013 Targeted SNAP Reviews

100% Accuracy Honor Roll

0111 Baker City APD	1202 Condon SSP	2911 Tillamook ADS
0310 Canby APD	1301 Burns SSP	3013 Hermiston APD
0401 Astoria SSP	2101 Newport SSP	3102 Enterprise SSP
0501 St. Helens SSP	2404 Santiam Center	3111 La Grande APD
0511 St. Helens APD	2411 North Salem ADS	3112 Enterprise APD
0911 Bend APD	2711 Dallas ADS	3411 Hillsboro APD
0913 LaPine APD	2901 Tillamook SSP	3415 Tigard APD
1011 Roseburg SSO		3417 Beaverton APD

90% or Better

97.78 Eugene LCOG ADS	2011	93.33 Cottage Grove SSP	2003	92.00 Pendleton SSP	3001
96.67 Corvallis SSP	0201	93.33 Cottage Grove ADS	2019	92.00 Washington Co Proc Ctr	3404
96.67 Lebanon SSP	2202	93.33 Albany SSP	2201	92.00 McMinnville SSP	3601
96.00 Klamath Falls APD	1811	93.33 Ontario APD	2311	92.00 McMinnville ADS	3617
96.00 Hood River SSP	3302	93.33 Florence ADS	3211	91.84 North Salem SSP	2402
95.00 Prineville SSP	1601	93.33 The Dalles APD	3311	91.67 Medford SSO	1513
95.00 Madras SSP	1602	93.18 Metro Processing Ctr	1403	91.67 East Portland SSP	3501
95.00 Milton-Freewater SSP	3004	92.86 Ontario SSP	2301	90.48 Klamath Falls SSP	1801
94.00 West Eugene SSP	2002	92.31 Keizer SSP	2405	90.00 North Clackamas SSP	0303
94.00 D4 Processing Center	2203	92.00 Medford DSO	1517	90.00 La Pine SSP	0903
93.88 Bend SSP	0901	92.00 Albany ADS	2211	90.00 Springfield SSP	1101
93.33 Woodburn ADS	1911	92.00 South Salem SSP	2401	90.00 Medford SSP	1501

Hot Topic From the Child Care Unit

Since April 1, 2013 child care policy changed to no longer allow backdated payments when families choose a provider who is not currently listed with DHS. It's important to share this information with **all** clients receiving child care benefits, whether they are new or have been receiving ongoing child care benefits.

The Child Care Program parent flyer (DHS 7485) is an easy way to get the word out. Include them in client mailings or have them available at your desk to hand out during office visits. Color printed flyers (double sided English/Spanish) were shipped to all self-sufficiency offices. Remember to reorder when stocks are low!

Child Care Policy Unit

Important Transmittal Clarification

On 07/02/13, [SPD-AR-053](#) was issued advising staff of a notification requirement for those with Medicaid and Medicare about Guaranteed Issue or GI rights. Unfortunately the Action Request caused some confusion because it specifically referred to adding verbiage to the SDS 540 forms rather than all closure or denial notices. The notification requirement applies to ALL Medicare recipients with certain Medicaid benefits, not just those who are served by APD. With that in mind, neither the NOTM closure/reduction notices nor the DHS 456 allow room for the added language; therefore, sending a Speedy Note (NOTM # GS00000) is probably the easiest and fastest way to meet the requirement. The required verbiage can be copied and pasted from the [Decision Notice Preparation Tips](#) section of the [APD Worker Guide](#). APD would like to thank the staff members who caught the oversight and offered a viable solution!



June 2013

Targeted Medical Reviews 100% Accuracy Honor Roll

0101 Baker City SSP	1202 Condon SSP	2201 Albany SSP
0201 Corvallis SSP	1301 Burns SSP	2203 D4 Processing Center
0501 St. Helens SSP	1406 Teen Parent SSP	2601 St. Johns SSP
0701 Alberta SSP	1501 Medford SSP	2901 Tillamook SSP
0702 Integrated Services SSP	1505 Rogue Family Center	3102 Enterprise SSP
0903 La Pine SSP	1602 Madras SSP	3201 Florence SSP
1002 South Umpqua Center	2002 West Eugene SSP	3302 Hood River SSP
1201 John Day SSP	2003 Cottage Grove SSP	3401 Beaverton SSP
	2101 Newport SSP	

90% or Better

97.06 Metro Processing Ctr	1403	93.33 Keizer SSP	2405	90.00 Astoria SSP	0401
96.92 OHP Processing Ctr	5503	93.10 McMinnville SSP	3601	90.00 SE Portland SSP	1401
96.00 Wash Co Proc Center	3404	92.86 Gateway SSP	1102	90.00 New Market Theater	1402
94.44 North Salem SSP	2402	92.86 The Dalles SSP	3301	90.00 South Valley SSP	1502
94.12 South Salem SSP	2401	92.31 Santiam Center	2404	90.00 Prineville SSP	1601
93.33 Redmond SSP	0902	91.67 McKenzie Center	2001	90.00 Cave Junction SSP	1702
93.33 D8 Processing Center	1503	90.91 La Grande SSP	3101	90.00 Milton-Freewater SSP	3004
93.33 Grants Pass SSP	1701			90.00 East Portland SSP	3501

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	8/27 Portland, 10/1 Portland
Computer Connections	9/10 Portland, 10/8 Portland
Customer Service	TBD
Expedited SNAP	9/24 Portland
SNAP Basics	8/27 Tigard, 10/8 Tigard, 10/22 Portland, 12/3 Salem, 12/3 Portland
SSP Medical	8/6 Tigard
ERDC	8/27 Salem, 9/10 Tigard
TANF Eligibility	9/3 Salem, 9/24 Tigard
TANF Case Management	10/1 Salem, 10/29 Tigard
DV Policy & Case Planning	TBD
Services to Noncitizens	8/13 Portland, 11/5 Salem, 12/3 Tigard
SNAP 201	TBD

Refresher or Review offerings and begin dates:

TANF Refresher	TBD
Non-Citizens Refresher	TBD
Self-Employment- ½ day	TBD

Upcoming Netlinks:

Interim Change Report	TBD
Medical Deductions	TBD
Self-Employment	TBD
Calculating Income	TBD
Students	9/11
TANF Time Limits	TBD

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