



March 2013

On Target

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Click here to link to the Family Services Manual



SNAP QC Top 10 Tips for Error Prevention

- Remember to ask detailed questions about *each* household member's work history.
- Question when employment ended for employers listed on WAGE in recent quarters.
- With IA persons, check wage stubs for the SSN they are working under, or ask what SSN they are using so WAGE can be checked (Do not pend for this). Also, check prior narratives for alias SSN used and review ENAM.
- Review each wage stub for tips, rate of pay changes, increased/reduced hours, and/or garnishments. Ask about tips when working in the types of jobs where tips are typically received such as food service, hairdressing, housekeeping, etc.
- Emphasize the importance for clients to report when their income exceeds 130% circling the amount for their HH size on the 853. Explain the difference between gross and net.
- Review the income calculations prior to updating the SNAP case.
- Review the differences between self-employment and earnings from corporations. Check the Business Registry to see if a business is a corporation.
- Remember when information is reported to one program, it needs to be addressed for all other programs. If information is not representative, narrate why. Try to align the MED end date with the SNAP end of cert if possible to prevent getting mid-cert information and verification.
- When determining student eligibility criteria regarding daycare and a two parent household, the worker needs to review which parent is the primary caretaker and narrate the reason. If the child is 6 or older (in a two parent household) you must document why there is a lack of adequate child care and remember this would be extremely rare.
- Review each question on the application at the interview regarding student status, including prior term enrollment, intended breaks, and enrollment in the following term.



Did You Notice?

In case you haven't seen it yet...the main page of the [Family Services Manual](#) (FSM) has a new look! Based on a submitted CI sheet, the new and improved FSM main page now has information and common links that are easy to find and access. Take a few minutes and check it out and let us know what you think! If you have any feedback or suggestions, please email Barbara.r.hopkins@state.or.us.

 ADDITIONAL TOOLS	 HELPFUL LINKS	 RULES AND POLICIES	 GUIDES	 FSM Search Locate FSM references by key words: <input type="text"/> <input type="button" value="Find"/>
SSP Staff Tools <ul style="list-style-type: none"> • Domestic Violence • ERDC • SNAP • SSP Medical Programs • TANF 	<ul style="list-style-type: none"> • Acronyms • APD Staff Tools • Local Offices (DHS) • Oregon Trail (EBT) Card Replacement • Transmittals 	<ul style="list-style-type: none"> • Administrative Rules • FSM Manual Letters • Previous FSM Policies 	<ul style="list-style-type: none"> • Computer Guide • DMAP Worker Guides • Field Business Procedure Manual • Self-Sufficiency field review process 	<p>This field cannot search within the DMAP Worker Guides. Open the current version of the DMAP WGs, then use Ctrl+F to access the search feature.</p>

Family Services Manual

Snap Policy Analysts

Working on the Work Number

A new, tailored report of “The Work Number” utilization was shared electronically with local managers earlier this month. Here are some big numbers from that report: In the fourth quarter of 2012, we (DHS/AAA/OHA) had 148,220 “submissions,” 84,147 “hits” and 37,725 income verifications. That means our staff were able to identify/verify income a little over 25% of the time when using The Work Number. The report shows submissions (every time a search was done), hits (every time a search matched a name/SSN on The Work Number system), and income verification (every time a hit reflected current income). One main benefit of the report is to show where The Work Number is being used frequently and where it might be used more effectively. While the report included a great deal of data, several positive responses were received within hours. One manager noted, “I appreciate this data. I’ve looked at our numbers and see a pattern of staff with good accuracy accessing this site, and those with not so good accuracy rarely accessing this site.” Field Services and the Program Accuracy Steering Committee will be determining whether modifications can or should be made to the report, what any modifications might cost, and how frequently / infrequently it should be sent out. As with all reports, the goal is to send it out only as frequently as it results in strong benefit for end users! Thanks to Melissa Clark in DHS Field Services for her work in developing this report!

Matt Bogart, QA

SNAP Tools Update

The “How to Read a Tax Form” cheat sheet has been updated with a 2011 or 2012 tax year link and reposted on the SNAP Webpage at: <http://www.dhs.state.or.us/training/foodstamps/desktop.htm>. Please recycle your previous versions to avoid confusion when using this helpful tool!

SNAP Policy Analysts



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 received between 1/15 and 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/>

Diane Niko, QC

ICM....A New System to Help Recover Overpayments....Coming Soon!

What is ICM?

Integrated Collections Management (ICM) is a new system in the Office of Payment Accuracy and Recovery (OPAR) designed to help track and recover overpayments. It will go live in May 2013. OPAR will enter and track the status of client overpayments for ERDC, Medical, SNAP and TANF. ICM has been customized to meet the needs of OPAR's Overpayment Writing Unit and Overpayment Recovery Unit. It also meets the needs of the Office of Financial Services Receiving Unit. The new system will have the ability to manage and bill liable clients; produce built-in management and "ad hoc" reports; and enhance compliance with federal requirements.

How will this affect field staff?

Field staff will use the new ICM system much as they do the current Overpayment Display System (OPDS), as view only. Field staff will not require formal training to access the new screens. Instructions will be made available through a transmittal before the new screens go live.

Questions?

Contact Barbara Zharkoff at 503-378-3299 or barbara.zharkoff@state.or.us

Barbara Zharkoff, OPAR



Didja Know?? If a homeowner pays property tax and homeowner's insurance separately from their mortgage, these amounts are annualized for SNAP benefits. The annualized amounts are added to the monthly mortgage for the total shelter amount. If the property tax and homeowner's insurance are included in the mortgage, no additional amount for these items is added to the shelter amount. Client statement may be accepted for mortgage, property tax and homeowner's insurance unless the amounts are questionable.



Have a SNAP policy question?
Contact our SNAP Analysts in
Outlook:SNAP POLICY



Have an SSP medical policy question?
Contact our SSP Medical Analysts in
Outlook: Medical SSP-Policy.

ERDC Says “Let’s Get Listed!”

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Have you noticed an ERDC case that has recently been closed by Central Office? In early January, Central Office started reviewing and closing inactive ERDC cases. What’s an inactive ERDC case? It’s a family that does not use a DHS-approved child care provider.

Reasons why cases are inactive:

- Provider information is reported; provider is not on DPPL or not in active status;
- No provider information reported; no provider connected;
- Provider was failed or denied;
- Provider stopped billing and the situation went inactive;
- Child care cost was lower than the copayment.

Remember, it’s very important to speak to the client about their provider and document this information in TRACS. Narrate the provider’s full name, phone number, or as much information as the client has about their provider. You can also check the following Direct Pay (PPS) screens to check the status or payment history of a provider.

DPPL (Direct Pay Provider List)

DPPL,Last,First; phone number (not including area code, press enter twice); SSN.

DPPM (Direct Pay Provider Master)

DPPM,provider number (example: ABC00099);

From DPPL, select the provider (any character) and press {F17}

DPCS (Direct Pay Claim Summary)

DPCS,case number (example: HC1010)

This displays a list of all claims paid, suspended or denied for this client.

WCCS (Child Care Situation)

WCCS,SC,case number

This shows when a provider is connected to the case, the begin and end dates for each provider, percentages and other information.

Remember to refer!

Families that don’t currently have a provider can contact their local Child Care Resource and Referral (CCR&R). They can help the family by providing information on high quality, stable child care and referrals to local child care providers to fit their needs. Remind families to get their provider listed as soon as possible! Policy changes that go into effect April 1st will only allow payments to child care providers on or after the date the provider is in approved status. This means we will no longer backdate child care payments unless the provider was in approved status. Child care parent and provider guides have been updated to reflect all April 1st policy changes. These will be delivered to the branch offices around the beginning of the month. Please provide these updated guides to families re/applying for ERDC. The listing form (DHS 7494) has been updated and is available for use on the form server. Start using the new form now. For additional information regarding the listing process, view the policy transmittal ([SS-PT-13-008](#)).

Questions?

Email ERDC Policy [CHILDCARE POLICY](#)

Kelly Wilfong, ERDC Policy Analyst



Washington State “BVS”

Did you know that Washington State has a Benefit Verification System? OPAR, QA and QC staff names have been submitted for access to Washington’s BVS. We are unsure if or when this system will be made available for field staff. We see this as an opportunity to test out the system and to assess its value for Oregon before a decision to roll it out is made. Don’t worry! Information found on BVS will only be used for FYI’s on Targeted Reviews. Normal expectations for verifying out of state benefits will still apply.

Quality Assurance



February 2013 Targeted SNAP Reviews

100% Accuracy Honor Roll

0111 Baker City APD	1418 SE Portland ADS	2203 D4 Processing Center
0201 Corvallis SSP	1517 Medford DSO	2211 Albany ADS
0313 Milwaukie APD	1603 Warm Springs SSP	2311 Ontario APD
0411 Warrenton ADS	1802 Lakeview SSP	2711 Dallas ADS
0511 St. Helens APD	1911 Woodburn ADS	3102 Enterprise SSP
0903 Lapine SSP	2011 Eugene LCOG	3112 Enterprise APD
1202 Condon SSP	2019 Cottage Grove ADS	3211 Florence ADS
1311 Burns APD	2111 Toledo ADS	3415 Tigard APD
1404 Refugee Branch		3617 McMinnville ADS

90% or Better

96.67 Astoria SSP	0401	95.00 Integrated Srvs SSP	0702	92.00 Beaverton APD	3417
96.67 St. Helens SSP	0501	95.00 South Umpqua Center	1002	91.67 East Multnomah ADS	3518
96.67 Newport SSP	2101	95.00 New Market Theater	1402	90.24 Gateway Center	1102
96.43 Albany SSP	2201	95.00 East Portland SSP	3501	90.00 Burns SSP	1301
96.00 South Valley SSP	1502	94.44 Alberta SSP	0701	90.00 W Medford Ext Office	1504
96.00 Grants Pass DSO	1717	93.33 Canby APD	0310	90.00 Prineville SSP	1601
96.00 Klamath Falls APD	1811	93.33 Gold Beach APD	0811	90.00 Lebanon SSP	2202
96.00 South Salem SSP	2401	93.33 Rogue Family Center	1505	90.00 Santiam Center	2404
96.00 Hillsboro APD	3411	93.33 Cottage Grove SSP	2003	90.00 Dallas SSP	2701
95.65 The Dalles SSP	3301	93.33 The Dalles APD	3311	90.00 Milton-Freewater SSP	3004
95.56 North Salem ADS	2411	92.00 Medford SSO	1513	90.00 Tigard SSP	3403
95.24 Klamath Falls SSP	1801	92.00 Hood River SSP	3302	90.00 Gresham SSP	3502
95.00 Baker City SSP	0101			90.00 McMinnville SSP	3601

ERROR PREVENTION TIP ON TIPS

Whenever someone is working in a service industry, the likelihood they are receiving tips in addition to their wages increases. What types of businesses would you find in the service industries? There are quite a few. Restaurants, coffee stands or shops, pizza delivery, hair and beauty salons, in-home housekeeping and motel/hotel housekeeping. That's right! Don't forget that people who work in the hospitality business can receive tips. Tips are also counted differently depending on the employer. Some tips are included in their paystubs and some are not. Tips can be in cash or added to credit card payments. Be sure to ask your client if they receive tips. If they do, be sure to ask how much they receive in cash and on credit card payments. And, finally, remember to code tips as EML and not OTH.

Leslie Jennings, QA





February 2013

Targeted Medical Reviews

100% Accuracy Honor Roll

0201 Corvallis SSP	1404 Refugee Branch	2203 D4 Processing Center
0903 Lapine SSP	1603 Warm Springs SSP	3001 Pendleton SSP
1201 John Day SSP	1702 Cave Junction SSP	3004 Milton-Freewater SSP
1301 Burns SSP	2202 Lebanon SSP	3102 Enterprise SSP
1402 New Market Theater		3301 The Dalles SSP

90% or Better

97.50 North Salem SSP	2402	93.33 W. Medford Ext Offc	1504	90.00 Integrated Srvs SSP	0702
97.06 North Clackamas SSP	0303	93.33 Albany SSP	2201	90.00 South Umpqua Center	1002
96.67 Bend SSP	0901	93.33 Keizer SSP	2405	90.00 Rogue Family Center	1505
96.67 Woodburn SSP	1901	92.86 Hillsboro SSP	3402	90.00 Cottage Grove SSP	2003
96.43 Springfield SSP	1101	92.31 Beaverton SSP	3401	90.00 Santiam Center	2404
96.30 Klamath Falls SSP	1801	92.31 Oregon Health Plan	5503	90.00 St. Johns SSP	2601
96.30 West Eugene SSP	2002	91.67 LaGrande SSP	3101	90.00 Tillamook SSP	2901
96.00 McKenzie Center	2001	90.00 Astoria SSP	0401	90.00 Hermiston SSP	3003
94.29 South Salem SSP	2401	90.00 St. Helens SSP	0501	90.00 East Portland SSP	3501
93.33 Medford SSP	1501	90.00 Alberta SSP	0701	90.00 Gresham SSP	3502
93.33 D8 Processing Center	1503			90.00 D2 ERDC Proc Ctr	3503

Are You a Food Hero?

As we all know, nutrition is a key component of the Supplemental **Nutrition** Assistance Program (SNAP). The Food Hero website, developed by OSU Extension Service (ES) is a great resource with a wealth of information for both you and our SNAP recipients. OSU ES is Oregon’s implementing agency for nutrition education, also known as SNAP-Ed.

Food Hero provides both easy and healthy recipes along with helpful tips on stretching your food budget and adding healthy foods and nutrients into your family meals. All the recipes and tips are also available in Spanish.

Next time you’re looking for a new, healthy recipe to try at home, check out this very user-friendly and informative website at: <https://www.foodhero.org/>.

Spread the word! Feel free to share this information with your clients.

We can all benefit from being ‘food heroes!’



SNAP Policy Analysts

“OVERS”

Oregon Vital Events Record System (OVERS): All QA and QC staff have access to the new system and report no problems. We hope that is true for all of our DHS/AAA/OHA eligibility staff as well! Should access or system issues occur, contact the OVERS Help Desk directly at 1-971-673-0279. See SS IM 13-001 for more information. <http://www.dhs.state.or.us/policy/selfsufficiency/publications/ss-im-13-001.pdf>

Quality Assurance Team