



# May 2013 On Target

## May '13 Contributors

Melanie Tavernier  
Don Main  
Charna Freehan  
SNAP Policy Analysts  
ERDC Policy Analysts  
OCCS Medical Program  
Analysts  
TANF Analysts  
Quality Control  
SSP Training Unit

### In this issue:

|   |   |
|---|---|
| Treatment of Unemployment Compensation Benefits for SNAP    | 1 |
| To Be CAWEM or Not to Be CAWEM                              | 2 |
| It's a little flag, but it says alot!                       | 3 |
| Didja Know???   | 3 |
| On The Road Again!  | 3 |
| Student Eligibility   | 4 |
| News and Upcoming Training Offered by the SSP Training Unit | 4 |
| SNAP Honor Roll   | 5 |
| We Need Your Help!  | 5 |
| Medical Honor Roll  | 6 |
| JPI Honor Roll  | 6 |



Click here to link to the Family Services Manual

## Treatment of Unemployment Compensation Benefits for SNAP

The SNAP Policy Unit has received many questions about unemployment (UC) benefits. Most questions are around how benefits should be counted during the sequestration, when changes occur and what action to take during a waiting week. Information from the Employment Department:

For clients receiving Emergency Unemployment Compensation, or EUC, the Federal automatic spending cuts, also known as sequestration, will have an effect on their benefits. Beginning the week of March 31, the weekly benefit amount will be reduced 10.7 percent. For individuals receiving regular unemployment insurance benefits, claims will not be affected by the budget cuts.

What does this mean?

When an applicant calls you and tells you their UC or EUC has been reduced by the sequestration, verify the reduction and act on the change as it will most likely increase their benefit amount.

When an applicant or client is nearing a \$0 balance on their regular UC or EUC continue to anticipate that income unless:

- The client has a letter from OED which confirms that payment has ended or been denied; or
- You see a break of a week or more on the ECLM screens;
- You are in contact with an OED worker and that worker validates that the payment has ended or been denied.

Please check ALL valid claims in ECLM for UC benefits. You can see a list of all claims by pressing {F5} from the ECLM screen, selecting a record and hitting {Enter}.

**Waiting Week:** According to the Oregon Employment Department (OED), a Waiting Week on ECLM is no guarantee of receiving UC. A disqualification can still derail benefits. Unless your client has an approval letter from OED, do not prospectively anticipate UC income when you see the Waiting Week online. When processing applications, there is no expectation to re-check ECLM after certifying or recertifying SNAP.

**Extensions:** OED can grant multiple types of extensions to UC recipients. These extensions can be granted on past valid claims as well as current claims. Although DHS cannot predict who will file and qualify, extensions are common. Approved extended UC claims can be identified on ECLM as EUC in the Prg field. (Regular UC benefits are labeled REG.) EUC denials do not show on ECLM, but the claimant does receive a denial letter. When an applicant or client is nearing \$0 balance on their regular UC, continue to anticipate that income unless an OED worker or letter confirms that the extension has been denied.

**For example:** David applies for SNAP benefits on March 20. Per ECLM, he is receiving UC of \$297 per week and has a balance of \$610. When anticipating income for April, convert the UC to \$1277.10 (\$297 x 4.3 weeks). Do not use the UCT (terminated UC) income code on FSMIS. Ask David to report when his UC ends and adjust the amount for the following month.

For more information see transmittal SS-PT-13-014.

*SNAP Policy Analysts*

Medical program applicants who are not U.S. citizens are required to declare their immigration status. Eligibility workers must determine if an individual meets the alien status requirements, thus ensuring the individual receives the correct level of benefits. Individuals who are ineligible for BCCM, EXT, MAA, MAF, OHP (except OHP-CHP), OSIPM or SAC solely because they do not meet alien status requirements are eligible for the Citizen/Alien-Waived Emergent Medical (CAWEM) program.

### Example 1:

Ivan and his 10-year old daughter, Alexei apply for medical benefits and indicate they are Lawful Permanent Residents (LPR). Their LPR status began 11/25/2009. Ivan and Alexei are determined eligible for MAA. Using the information provided by Ivan and the SAVE system, the worker consults Noncitizen Chart B and determines:

- “LPR” row is appropriate to use for both Ivan and Alexi;
- Alexi is eligible for full MAA benefits because she has LPR status and is under 19; and
- Ivan is eligible for CAWEM MAA benefits because he has had LPR status for less than five years
- LPR need/resource code is added to Ivan and Alexi

### Example 2:

Hoa and her son Binh are receiving Refugee Medical (REFM). During the last month of their eight-month REFM eligibility period, Hoa contacts her worker to request ongoing medical benefits and presents an I-551 marked AM6 for both she and Binh. Hoa and Binh are determined eligible for ongoing OHP benefits. Using the information provided by Hoa and the SAVE system, the worker consults Noncitizen Chart B and determines:

- “AMR” row is appropriate to use for both Hoa and Binh;
- Binh is eligible for full OHP-OPC benefits; and
- Hoa is eligible for full OHP-OPU benefits.

*Notes for Refugees:*

- *Individuals who have Refugee status are considered to meet the alien status requirements and should not receive CAWEM level benefits.*
- *If an individual does not request benefits prior to the end of their eight-month REFM period, they are considered new applicants for OHP-OPU.*

### Example 3:

Amari, who is 18, applies for medical benefits and indicates that she is a noncitizen. She provides an I-94 showing she is here under a B-2 visa. Amari is determined eligible for OHP-OPU benefits. Using the information provided by Amari and the SAVE system, the worker consults Noncitizen Chart B and determines:

- “NIS” row is appropriate to use for Amari. This row directs the worker to consult Noncitizen Chart C; and
- Amari is eligible for full OPC benefits because she is under 19 and B-2 is listed in the Class of Admission column in Chart C
- NCS need/resource code is added Amari

*Note: Noncitizen Chart C is only for individuals under 19 and should be used only if required by Chart B. If an individual is under the age of 19 and their immigration status meets one of the groups listed on Chart B, they are considered to have met the alien status requirement.*

Amari contacts her worker the month she turns 19 to request ongoing benefits and indicates she is still here under the B-2 visa. Amari is determined eligible for ongoing OHP-OPU benefits. Using the information provided by Amari and the SAVE system, the worker consults Noncitizen Chart B and determines:

- “NIS” row is appropriate to use for Amari;
- Amari is eligible for CAWEM OPU benefits because she has a B-2 visa and is 19.

### Example 4:

Flore and her 15-year old daughter, Chantale apply for medical benefits. The application indicates they are Lawful Permanent Residents (LPR) and their LPR status began 01/15/2010. No documentation or Immigration # is provided. Flore and Chantale are determined eligible for MAA. Based on the client’s statement the worker consults Noncitizen Chart B and determines:

- “LPR” row is appropriate to use for both Flore and Chantale;
- Chantale is eligible for full MAA benefits because she has LPR status and is under 19; and
- Flore is eligible for CAWEM MAA benefits because she has had LPR status for less than five years
- LPR need/resource code is added to Flore and Chantale
- Because there is not enough information/documentation to run a SAVE inquiry Flore and Chantale’s benefits are opened, the NOP case/descriptor and need/resource codes are added to both, and the CMNCSPD-Pend Medical; Proof of INS Status notice is sent



## It's a little flag, but it says a lot!

Did you know there is a flag on UCMS that will tell you if the case has an active child care provider? The next time you are processing a change on UCMS, look below the child care work hours. This is an easy way to review cases with one quick glance.

A = Active provider ☺

C = Closing: the situation is going to end

F = Future: a new situation is set to start next month ☺

N = No active provider



*Note: "C" or "N" means you should ask the client about their child care provider.*

The child care unit has been reviewing inactive ERDC cases since January of this year. Just under 1,100 ERDC cases are reviewed each month. Recent reviews show an increase in the amount of detail workers are narrating regarding the child care provider situations, including the provider's name and phone number. This allows the reviewer to check the DPPM provider record to see if they have started the listing process. Great job!

*ERDC Policy Analysts*

**Didja know?** There is an official ERDC pre-list? Yes, the 7494d! This can be found on the form server. Workers no longer need create their own pre-listing form, but can start using the official version right away! When using a pre-listing form, always remind clients that they will need to contact DPU to connect their provider once they have been approved.

*ERDC Policy Analysts*

## On The Road Again!

From Gold Beach to St Helens or Redmond to Burns, the PME's are on the road this year. What kinds of things have we noticed while on the road—besides some pretty "interesting" people, animals and signage?

Well the first thing we want to share is how hard everyone is working and how impressed we are with the efforts our SSP, APD and AAA are making. In every branch we have reviewed so far, we recognize a dedication to great customer service and our employees strive to be friendly and caring towards their customers. That is great thing to brag about!

How do we know this? Well, we get to observe the branches for three days and we see it. We call clients from each branch and ask them about how they have been treated. Clients are asked to rate their customer service on a scale of 1-5 and so far not one client has rated any branch below a 4! Our community resource partners such as food banks and crisis centers fill out a survey for our branches and every single one has reported no issues with the way our clients are treated. So far, so good – keep it up!

What do we see as one of the most common issues our branches face that affect the outcome of a PME review?

Less than full staffing can create issues with processing timeliness: getting those SNAP applications denied ON the 30<sup>th</sup> day, issuing expedited benefits and contacting our recertification clients early enough to pend and process their applications before their cases close.

We have also heard reports that a lot of the branches don't have procedures in place to catch those deadlines for short-term or unexpected absences. Don't despair; there are a few branches that have tackled these issues with aplomb. In the Woodburn SSP branch (and others as well) the Worker of the Day or On-Deck worker checks all pending buckets for apps that have reached their deadline and takes the actions. Eugene McKenzie Center reports great teamwork and those who finish their work early or are at a stopping point, help others to clear those pends.

So, just remember, if the PME's are coming to your branch – it's not a bad thing. We get to review things that are not covered a lot in training, because we look at branch processes not individual policy issues. We examine how these branch-wide processes affect the Agency's ability to meet federal requirements. Making suggestions, brainstorming and offering solutions other branches have devised is also part of what we do. We hope to get a feel for the culture and atmosphere that is created by staff at each branch we visit. Best of all, we get to meet so many different workers from all over the State and parts of DHS. And you guys are AWESOME.

*Charna Freehan, PME*

# Student Eligibility

Two changes were made to Student Eligibility Criteria effective May 1, 2013. These changes are reflected in SNAP-D.3 and OAR 461-135-0570.

## 1. Work Study Criteria

A change was made to student eligibility work-study criteria as follows:

- a) In order for a higher education student to be eligible based on work-study criteria, they must:
  - i) Be awarded state or federally funded work study; and
  - ii) Have a work-study assignment; and
  - iii) Have a start date in the current term or semester.

This policy change will no longer allow a student who has been awarded work study, but is unable to start work because the school has no work-study jobs available, to be considered an eligible student.

Verification of the work-study job may be necessary if the client has not started the job and the student cannot provide sufficient information to determine they actually have a position, or the information provided is questionable.

## 2. Reducing hours to less than half-time

A policy clarification is also being made to clarify when an individual's student status ends for the SNAP program. This would include when a higher education student withdraws from their classes or reduces their credit hours to less than half time during the school term. Although they may still be enrolled in school, we would no longer consider the person a student for the SNAP program. These individuals would not be required to meet any additional student criteria to be eligible. Verification of class drops or withdrawals would be required if questionable.

*SNAP Policy Analysts*

## News and Upcoming Training Offered by the SSP Training Unit

A new full day version of the course "Customer Service" is now available upon request. This class is aimed at entry level support and reception staff from SSP, APD and AAA's. The training provides a comprehensive set of interpersonal competencies including customer service, communication skills, conflict resolution and being able to effectively manage difficult conversations.

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

Core Class offerings and begin dates:

|                                       |                                     |
|---------------------------------------|-------------------------------------|
| <b>Essentials:</b>                    | 6/4 Salem, 8/27 Portland            |
| <b>Computer Connections:</b>          | 6/11 Salem, 9/10 Portland           |
| <b>Expedited SNAP:</b>                | 9/24 Portland                       |
| <b>SNAP Basics:</b>                   | 6/18 Salem, 7/9 Tigard, 8/27 Tigard |
| <b>SSP Medical:</b>                   | 7/30 Salem, 8/6 Tigard              |
| <b>ERDC:</b>                          | 6/4 Eugene, 8/27 Salem, 9/10 Tigard |
| <b>TANF Eligibility:</b>              | 6/18 Tigard, 7/16 Salem, 9/3 Salem  |
| <b>TANF Case Management:</b>          | 7/23 Portland                       |
| <b>DV Policy &amp; Case Planning:</b> | 6/27 Salem, 8/20 Tigard             |
| <b>Services to Noncitizens:</b>       | 8/13 Portland                       |

Refresher or Review offerings and begin dates:

|                  |               |
|------------------|---------------|
| <b>SNAP 201:</b> | Roseburg 6/11 |
|------------------|---------------|

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

|                           |           |
|---------------------------|-----------|
| <b>Self-Employment</b>    | 6/5       |
| <b>Calculating Income</b> | 6/6       |
| <b>Students</b>           | 9/11      |
| <b>TANF Time Limits</b>   | 7/9, 7/10 |



We could learn a lot from crayons... Some are sharp; some are pretty; and some are dull. Some have weird names; and all are different colors; but they all have to live in the same box.



# April 2013 Targeted SNAP Reviews

## 100% Accuracy Honor Roll

|                     |                        |                     |
|---------------------|------------------------|---------------------|
| 0310 Canby APD      | 1211 John Day APD      | 2201 Albany SSP     |
| 0401 Astoria SSP    | 1301 Burns SSP         | 2911 Tillamook ADS  |
| 0501 St. Helens SSP | 1311 Burns APD         | 3112 Enterprise SPD |
| 0903 LaPine SSP     | 1404 Refugee Branch    | 3411 Hillsboro SPD  |
| 0913 LaPine APD     | 1911 Woodburn ADS      | 3415 Tigard APD     |
|                     | 2019 Cottage Grove ADS |                     |

## 90% or Better

|                              |      |                            |      |                             |      |
|------------------------------|------|----------------------------|------|-----------------------------|------|
| 97.14 Newport SSP            | 2101 | 94.29 Gateway Center       | 1102 | 92.00 Dallas APD            | 2711 |
| 96.67 Corvallis SSP          | 0201 | 94.00 Springfield SSP      | 1101 | 92.00 N/NE Portland ADS     | 2818 |
| 96.55 Redmond SSP            | 0902 | 93.33 Oregon City APD      | 0311 | 92.00 E Multnomah ADS       | 3518 |
| 96.00 Medford SSO            | 1513 | 93.33 Warrenton ADS        | 0411 | 91.67 North Bend APD        | 0611 |
| 96.00 Grants Pass DSO        | 1717 | 93.33 St Helens APD        | 0511 | 91.67 Warm Springs SSP      | 1603 |
| 96.00 West Portland ADS      | 2518 | 93.33 Lebanon SSP          | 2202 | 91.25 NE Processing Center  | 2803 |
| 96.00 Pendleton SSP          | 3001 | 93.33 Santiam Center       | 2404 | 90.91 Cave Junction SSP     | 1702 |
| 96.00 Beaverton APD          | 3417 | 93.33 Dallas SSP           | 2701 | 90.91 La Grande APD         | 3111 |
| 96.00 McMinnville SSP        | 3601 | 93.33 Hermiston APD        | 3013 | 90.48 Florence SSP          | 3201 |
| 96.00 McMinnville ADS        | 3617 | 93.33 The Dalles SSP       | 3311 | 90.00 Bend SSP              | 0901 |
| 95.92 D4 Processing Center   | 2203 | 92.80 Metro Processing Ctr | 1403 | 90.00 W Medford Ext Office  | 1504 |
| 95.56 Salem ADS              | 2411 | 92.00 SE Portland ADS      | 1418 | 90.00 Rogue Family Center   | 1505 |
| 95.00 Prineville SSP         | 1601 | 92.00 Medford DSO          | 1517 | 90.00 W Eugene SSP          | 2002 |
| 95.00 Milton-Freewater SSP   | 3004 | 92.00 McKenzie Center      | 2001 | 90.00 South Salem SSP       | 2401 |
| 95.00 D2 ERDC Processing Ctr | 3503 | 92.00 Toledo ADS           | 2111 | 90.00 Keizer SSP            | 2405 |
| 94.74 Bend APD               | 0911 | 92.00 Albany ADS           | 2211 | 90.00 Hermiston SSP         | 3003 |
| 94.44 St Johns SSP           | 2601 |                            |      | 90.00 East Self-Sufficiency | 3501 |

### We need your help!

Every month Quality Control holds a discussion panel through VCON to discuss errors found in SNAP, Medicaid and TANF reviews. We encourage branches cited with an error to *participate* in the panel discussion. Even if your branch does not have an error cited, your participation in the discussion remains pertinent to the work that you do every day. We need YOUR help to get more branch involvement. Encourage your team to have a representative at each monthly panel.

What will you gain from attending the QC Panel?

- An opportunity to review the case with a group of your peers statewide
- Clarified policy on common errors and a better interpretation of rules
- Provide Policy Analysts with suggestions for policy clarification, examples, or discuss computer issues
- Learn about other branches office procedures are
- An opportunity to provide training recommendations
- Provide and learn preventative measures

**QC Panel is scheduled the last working Monday of the month starting at 1:15pm. The originating site location is at 3541 Fairview Industrial Drive SE, in the Day conference room.**

The time invested in attending and participating in the QC Panel is a training opportunity for all staff. Don't miss out on this great opportunity! You may attend by VCON or visit in person—we would love to have more onsite visitors!

## Targeted Medical Reviews 100% Accuracy Honor Roll

|                          |                        |                             |
|--------------------------|------------------------|-----------------------------|
| 0401 Astoria SSP         | 1601 Prineville SSP    | 2203 D4 Processing Center   |
| 0501 St. Helens SSP      | 1602 Madras SSP        | 2405 Keizer SSP             |
| 0902 Redmond SSP         | 1603 Warm Springs SSP  | 2901 Tillamook SSP          |
| 1002 South Umpqua Center | 1802 Lakeview SSP      | 3001 Pendleton SSP          |
| 1102 Gateway Center      | 2002 W Eugene SSP      | 3004 Milton-Freewater SSP   |
| 1301 Burns SSP           | 2003 Cottage Grove SSP | 3501 East Multnomah SSP     |
| 1404 Refugee Branch      | 2101 Newport SSP       | 3503 D2 ERDC Processing Ctr |
|                          | 2202 Lebanon SSP       |                             |

### 90% or Better

|                            |      |                               |      |                          |      |
|----------------------------|------|-------------------------------|------|--------------------------|------|
| 96.67 Bend SSP             | 0901 | 93.33 Springfield SSP         | 1101 | 90.00 New Market Theater | 1402 |
| 96.67 Woodburn SSP         | 1901 | 93.33 Dallas SSP              | 2701 | 90.00 Teen Parent SSP    | 1406 |
| 96.67 McMinnville SSP      | 3601 | 91.25 Metro Processing Center | 1403 | 90.00 McKenzie Center    | 2001 |
| 95.00 Hermiston SSP        | 3003 | 90.00 LaPine SSP              | 0903 | 90.00 St. Johns SSP      | 2601 |
| 95.00 Wa Co Processing Ctr | 3404 |                               |      | 90.00 Florence SSP       | 3201 |

### Job Participation Incentive (JPI) Honor Roll for May 2013

The "Monthly JPI Potential Eligibles" list identifies SNAP cases most likely to meet JPI eligibility. Your goal is to have 0%! This indicates you are working the case, making coding updates and preventing it from showing up again. Any branch receiving 30% or less receives honor roll status... Yahoo!

#### 0% from previous month's list

|                     |                   |                    |
|---------------------|-------------------|--------------------|
| 0101 Baker City SSP | 1202 Condon SSP   | 2701 Dallas SSP    |
| 0701 Alberta SSP    | 1301 Burns SSP    | 2901 Tillamook SSP |
| 1102 Gateway Center | 2002 W Eugene SSP | 3001 Pendleton SSP |
| 1201 John Day SSP   | 2201 Albany SSP   | 3201 Florence SSP  |
|                     | 2601 St Johns SSP |                    |

#### 30% or less from previous month's list

|                      |      |                              |      |                         |      |
|----------------------|------|------------------------------|------|-------------------------|------|
| 4.35 Springfield SSP | 1101 | 8.33 Lebanon SSP             | 2202 | 18.18 East Portland SSP | 3501 |
| 6.25 D4 Procng Ctr   | 2203 | 11.11 Cottage Grove SSP      | 2003 | 18.18 Ontario SSP       | 2301 |
| 6.45 McKenzie Center | 2001 | 14.29 NE Processing Center   | 2803 | 18.75 Newport SSP       | 2101 |
| 6.98 South Salem SSP | 2401 | 14.29 Corvallis SSP          | 0201 | 27.27 Oregon City SSP   | 0302 |
| 8.33 NE Portland SSP | 2801 | 15.38 D2 ERDC Processing Ctr | 3503 | 28.57 Milton-Freewater  | 3004 |
| 8.33 Gresham SSP     | 3502 | 16.67 Rogue Family Center    | 1505 | 30.00 SE Portland SSP   | 1401 |
|                      |      | 17.65 Metro Processing Ctr   | 1403 |                         |      |