



# On Target

## September '13 Contributors

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## Oregon Benefits Online: Realigning Our Priorities

You may have recently heard we are slowing down the roll-out of Oregon Benefits Online, the new web-based system for SNAP application and eligibility. What does this mean to you? Starting now, the priority has shifted to support the identification and enrollment of DHS customers who will become eligible for medical coverage through the Oregon Health Plan (OHP) starting in January.

OHP is opening up to more people in 2014. Open enrollment starts October 1<sup>st</sup>, 2013 for coverage that begins in January. This is possible because the income level for qualifying for OHP is increasing to 138 percent of the Federal Poverty Limit (FPL) and Oregon is opening OHP as allowed by federal health reform. That means there will be no more reservation list. Everyone who qualifies will be able to receive OHP.

We'll be helping SNAP participants who are at or below 138 percent of the FPL use "fast-track" enrollment into OHP. We'll also be referring other customers to the right place to explore other new options for health insurance. Details about these changes are coming soon through transmittals and other communications.

This expansion of health care coverage to more Oregonians is a priority for the Governor and the Oregon Legislature. It also is a great step forward for our mission to ensure that Oregonians can be safe, healthy and independent.

Although we'll be focusing on the DHS role in the expansion of health care to more Oregonians over the next few weeks, we'll still be working toward a successful implementation of Oregon Benefits Online, but at a slower pace. A new timeline for the release of Oregon Benefits Online has not been set.

If you have questions about Oregon Benefits Online, please contact your local Business Transition Analyst for your district.

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*Crystal Lehner, Business Transition Analyst*

[Click here to link to the Family Services Manual](#)



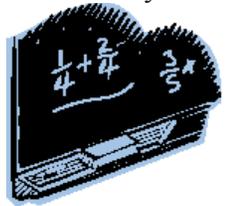
## Listing Form or Electronic Provider Connect? – A New Tool

A [Provider Status Check List](#) has been developed and an update to the Electronic Provider Connection template was made. Both of these tools will help guide staff through the steps to determine if a provider is in approved status on the Direct Pay Provider Master (DPPM) screen. When a provider is listed and in approved (A) status with DHS, the provider can be connected to the family immediately. The [Electronic Provider Connection](#) form is completed and sent to the Direct Pay Unit (DPU) branch representative via email. If the provider is not listed, a pre-headed [DHS 7494](#) form is given to the parent with instructions to have the provider return to DPU immediately to keep the ERDC case from closing. The pre-list [DHS 7494D](#) is given to parents when there is no open child care case and they have a provider who is not yet listed. The pre-list is also given to providers who want to become listed before they begin caring for a DHS child. Please remember when using a pre-listing the client must contact DPU or the worker to connect the provider once they are approved.

DPU receives several Electronic Provider Connection forms each month for providers who are not active and providers. DPU is also finding provider listing forms (DHS 7494) given to providers who are already listed and active. In both of these scenarios the wrong process is being used. This causes an increase in workload for the DPU staff and delays the approval determination of providers which causes a hardship for both the provider and the parent. The provider check list is a great tool to use to ensure the correct process is being followed in either situation.

Child Care Analysts

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## Students of Higher Education (Excerpts from: SNAP “Tiny Training”)



### It’s that time of year again....

The school year is upon us and we begin to see more students applying for SNAP benefits. This Tiny Training is going to focus on how students need to be looked at (or not) when you are determining eligibility for SNAP. We will give you the answers and explanations to some of the most common questions we get this time of year. We will also give you plenty of policy references so you can do your homework and be ready when the school bell rings.

### Do you need to even check student status?

When your applicant says they are a student there are a couple of upfront things you can do that might save you some work. *First*—how old is your applicant? Only those students, who, are between 18 and 49, need to meet special criteria. If your applicant does not fall into this age group, no need to determine student status. *Second*—Are they attending higher education at least half time? If they are not in higher education or attending at least half time, no need to determine student status. *Third*—If they are in the age range and attending higher education at least half time, do they have a meal plan (not to be confused with room and board) through the school? If yes, they are not eligible for SNAP benefits. If not, you can move on to determining whether or not they meet one of the student criteria.

### Student Criteria

Once you have determined a person is considered a student for SNAP, you must determine if they meet any of the special student criteria. Most of the criteria have remained the same for years, but there have been a few changes since 2010. Students working with Employment Department programs such as the Trade Readjustment Allowance, Self-Employment Insurance or the Apprenticeship Program, meet the special student criteria. In addition, students receiving UC also meet the criteria.

Work-study policy has changed recently as well. A person must have been awarded, have a start date and actually work in the work study position in the current term. See ([SNAP D.3](#)) for information about all of the student criteria.

SNAP Policy Analysts

# Student Verification and Interim Changes

(Q&A excerpts from: SNAP “Tiny Training”)

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In recent months, the number of policy questions about students has increased. Most of the questions are about how, whether and when to act on reported changes in student status.

The following are real life questions and the answers we have given. These are meant to help you determine how to act. Please keep in mind that *no* SNAP reporting system requires clients to inform DHS about changes to student status. For each and every answer you should also narrate for later follow up.

## Verifying Student Income

The worker has determined a student is ineligible. Should she pend for the student aid award letter to look for work study? **No. The eligibility worker should review student criteria (SNAP-D.3) with the client to determine eligibility and accept their statement about whether they are in a work study job.**

Most student income is excluded. Why can we not accept the student’s statement that they have Title IV income only? **The answer is that whether or not you can accept their statement depends. You must have a conversation with your client about the types of financial aid they have. Any potential countable income has to be verified. If there is countable income, you must verify it. Be sure to use the interactive DHS 7351 to help correctly calculate the countable educational income.**

## Processing the Interim Change Report (DHS 852)



When the DHS 852 is received, the client notes one of the household members is now a student. If they do not provide any verification of student status, does the worker need to take action? **The question has been removed from the DHS 852 because it is against federal regulations for us to ask questions about student status at Interim Report. There is not enough information to determine if the person would meet student eligibility, so no action should be taken.**

If they do provide verification of student status, does the worker need to take action? **Proof of being a student does not provide all the information needed to verify whether someone meets the student criteria, so no action is necessary. But if income is reported on the 852, it may need to be verified. If you can determine that the educational income will be excluded (loans, Title IV) then you would not need to follow up. If not, you may need to get verification.**

## Changes Reported During the Cert Period

An ineligible student client reports on a change report she is not going to school anymore. Do we change this or wait until recertification or certification? **We consider this a request for benefits. Call the former student or send a DHS 210A to collect the information needed to add her to the ongoing case.**

A client on an open case reports that he is now attending college. Based on information from the last cert, he is not an eligible student. How do we act? **Clients are not required to report anything on student status during the cert. We will not know if he is an eligible student unless we go through all the criteria in SNAP-D.3. So narrate only and do not pursue until recertification.**

A student client states she dropped out of school after the spring term and does not intend to return in the fall. Does this need to be verified before making her eligible? **No. Clients do not have to verify student status. In most cases, it is not possible to verify that someone does not intend to reenroll in college. Have a conversation with the client. If they say they are not going to return in the fall, accept their statement. If you find their statement questionable, ask yourself why. You need to have a specific, compelling and narrated reason why the statement is questionable and send a pending form that requests reasonable proof.**

A student turns in an 852 during the summer term. She previously had income from a non-Title IV work study job, but because of the summer break, she is not working and has no income right now. How do we act? **She is not required to report, nor do we need to follow up on student status. Remove the income.**

Household with an ineligible student turns in either a change or an 852 showing the ineligible student is now working. What should we do? **We are required to verify income, so you would need to follow up on student status to see if we would count it. In addition, you would need to gather verification on the income if the student is now eligible.**

# August 2013

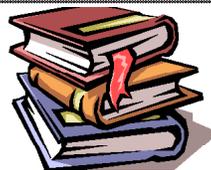
## Targeted SNAP Reviews

### 100% Accuracy Honor Roll

0311 Oregon City APD	1311 Burns APD	2411 North Salem ADS
0314 Estacada APD	1404 Refugee Branch	2711 Dallas ADS
0401 Astoria SSP	1601 Prineville SSP	2911 Tillamook ADS
0511 St. Helens APD	1603 Warm Springs SSP	3013 Hermiston APD
0913 LaPine APD	1802 Lakeview SSP	3111 La Grande APD
1011 Roseburg SSO	2111 Toledo AAA	3112 Enterprise APD
1202 Condon SSP	2211 Albany AAA	3411 Hillsboro APD
1211 John Day APD		3415 Tigard APD

### 90% or Better

98.00 D4 Processing Center 2203	95.56 Grants Pass SSP 1701	92.22 Metro Processing Ctr 1403
97.78 Eugene LCOG 2011	95.00 New Market Theater 1402	92.00 North Bend APD 0611
97.14 Newport SSP 2101	94.74 Bend APD 0911	92.00 Klamath Falls APD 1811
96.67 St. Helens SSP 0501	94.74 Lapine SSP 0903	92.00 West Eugene SSP 2002
96.67 Santiam Center 2404	94.29 Gateway Center 1102	92.00 Tillamook SSP 2901
96.37 Cottage Grove SSP 2003	94.00 North Clackamas SSP 0303	92.00 East Multnomah ADS 3518
96.30 La Grande SSP 3101	93.33 Canby APD 0310	90.91 Burns SSP 1301
96.00 Springfield SSP 1101	93.33 Milwaukie APD 0313	90.70 Klamath Falls SSP 1801
96.00 Ashland SSP 1502	93.33 Warrenton ADS 0411	90.00 Alberta SSP 0701
96.00 Medford SSO 1513	93.33 Woodburn ADS 1911	90.00 Cave Junction SSP 1702
96.00 Grants Pass RVCOG 1717	93.33 Cottage Grove AAA 2019	90.00 Milton-Freewater SSP 3004
96.00 South Salem SSP 2401	93.33 Lebanon SSP 2202	90.00 Florence SSP 3201
96.00 Pendleton SSP 3001	93.33 NE Processing Center 2803	90.00 East Multnomah SSP 3501
96.00 Beaverton APD 3417	93.33 Pendleton APD 3011	90.00 Gresham SSP 3502
96.00 McMinnville ADS 3617	93.33 Florence AAA 3211	90.00 McMinnville SSP 3601
	93.10 Rogue Family Center 1505	



### Didja Know??



The Work Number website has thousands of companies reporting hours and wage information and more are being added all the time. If your client does not have their pay stubs, or not enough of them, remember to look on Work Number. If the company reports wage information to Work Number, you will most likely not have to pend for paystubs.

# August 2013

## Targeted Medical Reviews

### 100% Accuracy Honor Roll

0201 Corvallis SSP	1504 W. Medford Proc. Ctr	2404 Santiam Center
0401 Astoria SSP	1505 Rogue Family Center	2405 Keizer SSP
0501 St. Helens SSP	1601 Prineville SSP	2801 NE Portland SSP
0902 Redmond SSP	1603 Warm Springs SSP	2901 Tillamook SSP
0903 Lapine SSP	1702 Cave Junction SSP	3004 Milton-Freewater SSP
1101 Springfield SSP	1802 Lakeview SSP	3101 La Grande SSP
1201 John Day SSP	2003 Cottage Grove SSP	3102 Enterprise SSP
1301 Burns SSP	2201 Albany SSP	3301 The Dalles SSP
1503 D8 Processing Center	2203 D4 Processing Center	3503 ERDC Processing Center

### 90% or Better

95.00 Tigard SSP	3403	91.67 McKenzie Center	2001	90.00 Hermiston SSP	3003
93.94 North Clackamas SSP	0303	91.43 South Salem SSP	2401	90.00 Florence SSP	3201
93.33 Medford SSP	1501	90.00 Baker City SSP	0101	90.00 Beaverton SSP	3401
93.10 West Eugene SSP	2002	90.00 Woodburn SSP	1901	90.00 East Multnomah SSP	3501
92.59 Klamath Falls SSP	1801	90.00 Newport SSP	2101	90.00 McMinnville SSP	3601

### Shared Shelter Situations for SNAP Cases

When individuals share housing expenses, figuring out what to do is easy. Allow only the amount the client pays as a shelter deduction and explain in narration. Do not count the amount contributed by the roommate as income to the client, unless it exceeds the total housing costs.

First determine if the client receives money from anyone else in their household to pay their rent or mortgage. If so, how much? Is it more than the actual cost for the rent or mortgage? Most often they are sharing the actual bill for the rent and each would be allowed a shelter deduction for the portion they pay. An example would be, Mary is buying a home and her mortgage payment is \$987.50 each month. Mary splits this cost with Bob, and each one pays \$493.75 a month. Mary does not receive any money above the amount of the mortgage so she receives a shelter deduction of \$493.75 and no property income would be coded on her case.

Code income in these situations **only** if the client is collecting more than the actual billed amount from the person they share the shelter expenses with. For example, if Bob were paying \$1100 in the above situation, Mary would have \$112.50 (\$1100 - \$987.50) in income listed on her case with no shelter deduction. This income should be coded as PTY.

There are examples of shared shelter situations in the SNAP chapter in the manual, [SNAP-F-EXAMPLES 22](#) if you have additional questions.

Here are some other useful links about shelter:

[SNAP-D.3](#) For how to treat shelter costs with an ineligible student.

[NC-B.3](#) For how to treat deductions for filing groups containing an ineligible non-citizen.

[SNAP-F.23](#) For how to treat shelter costs for special situations such as an unoccupied home.

