



April 2014

# On Target

## April '14 Contributors

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## Childcare reviews are underway!

Quality Control is now reviewing ERDC cases. As of October 2013 (the beginning of this federal fiscal year) QC began the process of reviewing any open child care case to ensure accuracy. QC identifies one (1) child to review where a payment has already been made to the provider. The review consists of reviewing the eligibility decision, any changes reported, case narratives, and case record documentation.

QC began reviewing the ERDC program in anticipation of the upcoming federal review. Our proactive approach to beginning the review process will assist in providing policy clarification and awareness to the field before the federal reviews begin. QC intends to continue the ERDC reviews as an ongoing, internal statewide process. ERDC cases are also discussed at the QC Error Panel on the last Monday of the month.

### A Case Study: A Child Care Application

Minnie, a single mother, sends in her application to apply for child care for her three children on 10/1/13. She reports she is working about 38 hours per week at \$10.00 per hour, paid twice per month and provided her most recent two months of pay verification.

8/5	\$760.00	76 hours		9/5	\$800.00	80 hours
8/20	\$810.00	81 hours		9/20	\$745.00	74.5 hours

What are Minnie’s allowable Max child care hours?  
 What is Minnie’s anticipated income?  
 What narration is needed to explain the eligibility decision?

*Find the Answers on page 2*

*Quality Control*



## Child Care Provider Training Delayed

New Health and Safety pre-service training for License Exempt and Registered Family child care providers is delayed. The new effective date is May 1, 2014. This training is being implemented as a soft start. This means, DPU will not hold up processing Child Care Billing forms when a provider marks “no” to question 14. C) of the Provider Listing form, or due to technical difficulties such as limited or no accessibility to the Web training. The soft start is in place through June 15, 2014. After June 15, those providers who are required to take the training and have not previously taken Oregon Kids Healthy and Safe 3 hour classroom training or do not meet an exemption must take the web based “Basic Child Care Health and Safety” training before DPU will process their provider listing form. Additional information about the training can be found on [Policy Transmittal 14-010](#)

A new version of the provider listing form DHS 7494 (rev 4/14) was sent to offices April 1, 2014. The new version of the English provider and parent guides should be sent out next week. Spanish guides will be completed soon.

If you are unable to answer a Child Care Provider’s questions about the training please refer them to the Direct Pay Unit at 1-800-699-9074.



**Remember:** Electronic Provider connects only to DPU when a provider is already approved and listed with DHS. If you aren’t sure how to verify a provider’s status on DPPM (provider data screen) contact your DPU representative for direction.

*Child Care Policy Analysts*

## Answer to “Case Study: A Child Care Application”

Minnie anticipates her weekly hours to be 38 per week. Her paystubs are also reflective of 38 hours per week to be her highest number of hours. The max allowable hours for Minnie is  $38 \times 4.3 = 163.4$  round up to 164. (**Policy clarification: child care hours need to be rounded up  $38 \times 4.3 = 163.4$  round up to 164**). *Note:  $81 \times 2 = 162$  is also acceptable.*

Minnie provided four check stubs for two months. The total gross income of the four checks equals \$3,115.00 divided by 2 months = \$1,557.50 anticipated, ongoing income.

What to narrate: “Minnie reports working 38 hrs. / wk.; pd. 2x’s per mo.; expected to continue. Her highest hours worked per paystubs provided is reflective of 38 hours per week ( $38 \times 4.3 = 163.4$  rounds up to 164) Using the four checks provided, Minnie’s anticipated income is \$1,557.50.

8/5	\$760 +
8/20	\$810 +
9/5	\$800 +
9/20	\$745 =

\$3,115 / 2 months = \$1,557.50 anticipated ongoing income.



**Note:** *The circumstances provided are very similar to a recently identified QC error for ERDC. The agency averaged the hours on the four checks provided to determine max allowable child care hours. Remember, when determining hours of child care needed, take the highest number of hours anticipated to work. Have the discussion with the client if pay verification provided does not match what is anticipated on the application and remember,*

**NARRATE, NARRATE, NARRATE!**

*Quality Control*

## Improvements to SSP Statewide Models

Throughout the process of implementing the Ongoing Paperwork Model across the state, many best practices were identified and lessons were learned that impacted the overall functionality of the model. As a result, the model has been updated to incorporate these improvements.

Most significant is the addition of a self-assessment tool which can be found in the final pages of the Ongoing Paperwork and Non-TANF Intake Models. This tool will enable branches to easily identify the individual components of each of the models and assess whether or not they are executing them correctly. The TANF Intake model has also been updated to include a usable version of the Point of Entry tool for scheduling.

All three models have been posted and can be accessed on the [Self Sufficiency Staff Tools](#) intranet page.

Many thanks to staff, managers, the Operations Improvement Committee, and the Office of Continuous Improvement for their contributions to the updated models.



*April Munks, Project Manager, Office of Continuous Improvement*



### Case Transfers: When a customer moves to an area served by another branch...

Many of you have asked for a refresher on what do to when a customer moves to an area served by another branch. First, it's important that we do not put the responsibility on the customer to request the transfer from their old branch when an address change is reported. The reason is due, in part, to our standardized business process. Most importantly it is to ensure good customer service.

When a customer moves to an area served by another branch, the branch that received the notification of an address change from a customer is responsible for initiating the case file transfer process. *Remember, the customer reporting the change of address is not responsible for requesting the case transfer.*

If the notification of customer address change is received in the new branch, send an email to the branch case transfer email box where the case is currently located.

For more information on case transfers and a more detailed step by step process, visit the [Family Services Manual \(Multiple Program Worker Guide #21\)](#). Thank you for promoting great customer service and for your efforts to make the transfer process as seamless as possible on behalf of our customers!

*Courtney Hill, CW/SSP Operations Administration*

**YAY! A noticeable decrease in missing Employability Screening Tools (7823A's) errors has been identified in QC TANF reviews. This is our most improved error trend! Keep up the good work!**

## 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!



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

Our schedule, registration data, and waitlist information is available on the training unit's intranet site at [https://inside.dhsoha.state.or.us/images/stories/dhs/self-sufficiency/training-unit/docs/training\\_schulex.pdf](https://inside.dhsoha.state.or.us/images/stories/dhs/self-sufficiency/training-unit/docs/training_schulex.pdf).

This information is updated weekly. Please watch for newly added classes and keep your registration updated in the Learning Center.

**Contact the training unit if you have questions regarding offered courses.**

Core Class offerings and begin dates:

<b>Interpersonal Competence:</b>	5/27 Salem, 6/24 Salem, 7/29 Salem
<b>Essentials:</b>	5/20 Tigard, 7/22 Salem, 7/29 Portland
<b>Computer Connections:</b>	5/6 White City, 6/3 Tigard, 7/29 Salem
<b>Expedited SNAP:</b>	5/6 Portland, 7/22 Portland
<b>SNAP Basics:</b>	5/20 Salem, 6/10 Eugene, 7/8 Tigard
<b>ERDC:</b>	5/6 Tigard, 5/13 Portland, 5/13 White City, 6/17 Salem
<b>TANF Eligibility:</b>	5/6 Salem, 5/20 Salem, 6/3 Portland, 6/17 Tigard, 7/8 Salem
<b>TANF Case Management:</b>	6/3 Salem, 6/24 Portland, 7/22 Tigard
<b>DV Policy &amp; Case Planning:</b>	5/1 Salem, 5/15 Salem, 5/28 White City, 5/29 White City, 6/12 Portland, 6/26 Tigard, 7/17 Salem
<b>Services to Noncitizens:</b>	5/6 Salem, 5/13 Tigard, 6/24 Salem

Have you taken one of our online courses? View this short video, <https://vimeo.com/79249744>, to learn about all the convenient features that make learning at your desk a cinch! The video lists all the online courses currently available which each take between 10-20 minutes to complete.

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**



# March 2014

## Targeted SNAP Reviews

### Honor Roll Hiatus

Many branches are taking advantage of a temporary shift away from using our normal random samples for targeted reviews to focus on specific areas for accuracy improvement. While this will give branches much more useful information locally, it has the downside of skewing data used for determining the honor roll. Unfortunately, without a random sample as basis for our reviews, we will be putting the Honor Roll on hiatus for the next few months. While we can't recognize individual branches this month, we *can* express our appreciation for each branch's thoughtful efforts to identify and improve accuracy in new ways!

*Quality Assurance*

### When should you code JPR?

The TANF policy unit has received an increased number of questions regarding whether the JPR HH Type should be added to every SNAP case that is not JPI eligible.

Short answer: **NO**.

Long answer: **JPR** HH type is intended to be added on SNAP cases where a family **appears eligible** (*ex. high income or only one adult*) **but they are not** (*weekly hours do not equal the 20 or 30 needed or the adult is not the parent of the child on the case*), or in rare situations if the family has requested NOT to receive the JPI even though they do meet eligibility requirements.

Why does it matter?

If the case is coded as JPR, it will not appear on the JPI potentially eligible list, even if their situation has changed, causing us to miss a JPI eligible SNAP household.

*TANF Policy Analysts*

### What can you gain from attending the QC Panel?

Every month Quality Control holds a discussion panel through VCON to discuss errors found in SNAP, TANF and ERDC reviews. Branches cited with an error should make every effort 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.

So what is in it for you?

- 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 changes, examples, or discuss computer issues
- Learn what 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 3406 Cherry Ave NE (the old Fish and Wildlife building), conference room 123 on the 1<sup>st</sup> floor.**

**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 onsite visitors!**

*Quality Control*