January 2014

On Target

January '14 Contributors
Catherine McDonald
Matthew Bogart
Don Main
SNAP Policy Analysts
TANF Policy Analysts
SSP Training Unit
Child Care Policy
Quality Assurance

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Child Care Connection Process

There are 3 ways to search for a child care provider to see if they are actively listed in our system.

Provider Phone Number - Type: dppl,phone # (typed with no spaces and excluding the area code) Example: dppl,3785500
Provider Name - Type: dppl,last, first (typed with a space in between last and first name) Example: dppl,kennedy, bob
Provider Social Security Number - Type: dppl,SSN # (typed with no dashes or spaces) Example: dppl,555125555

Electronic Provider Connect - If the Listing Status is A (approved), the provider can be connected to the family. Send an Electronic Provider Connection request to your DPU representative.

DHS 7494 Provider Listing Form- Give the 7494 when the client knows who their provider is and;

a. the provider's name is listed on DPPL, but their list status is P, D, F, S, C or I status. To understand what the status means press F1 on the status code of DPPM.
b. the intended provider is not found on DPPL, and
c. in both scenarios you have determined the client is eligible and you will be able to code the case on UCMS within a few days.

DHS 7494d Pre-list Form - Give the client a 7494d when the client knows who their intended provider is and;

a. the provider's name is listed on DPPL, but their list status is P, D, F, S, C or I or;
b. the intended provider name is not found on DPPL and a pend notice will need to be sent out for additional information causing a delay in processing the clients application. The pre-list allows the provider's listing process to start while the client's application is still pending.

Note: There are other circumstances when the pre-listing should be used for providers who are not approved. Providers should use the pre-listing when they do not care for children receiving DHS child care benefits, but plan to in the future. This can also be given to clients who are newly applying or reapplying after a break in benefits (and they are not seeing a worker right away); or when they anticipate a change in providers. This allows time for the provider to become listed before they begin care. The pre-listing is available to providers and clients on the Oregon.Gov ERDC website at: http://www.oregon.gov/DHS/children/Pages/childcare/index.aspx

Important: When a pre-list is given to an ERDC client, let the client know that the provider or the client must contact you or DPU once the provider is approved. A connection between the parent and provider cannot be made without a follow-up phone call.

Contact your DPU representative if you need help!

The Oregon minimum wage increased to $9.10 on January 1, 2014. Please remember to convert to the new rate if you are using pay stubs prior to January.....

All screens checked?

It is always important to narrate when any of the verification screens you check shows any information that could affect eligibility. When narrating the results of screen checks, even when you find nothing, it is perfectly acceptable to narrate "checked all screens – nothing current or active at this time."

Confusion arises when a reviewer, co-worker or others read the statement "all screens checked" but they see active information on the screens, sometimes long after the eligibility determination was originally made.

Here is an example: During the eligibility determination, you check the child support screens or the wage screens and find nothing. Four months later during a review, the child support screens or the wage screen shows payments or wages from the most recent quarter, but there is no mention in the narration of receiving child support or the client working.

In these situations, narrating only "all screens checked" raises some questions for anyone coming behind you. Adding a few words to your current narration so it addresses what you found (or did not find) such as: "Checked all screens – nothing current or active at this time" will help clarify the eligibility determination. It becomes even more important to narrate how you addressed any information found. i.e. If the client is no longer working, narrate when their former job ended.

A good, quick, clean narration will save you time up front and in the long run during reviews! The key is to narrate completely once and your job is done!

SNAP Policy Analysts

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** *(example: 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, they 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

Online: Interim Change Report

The newest addition to our eLearning courses available on the Learning Center is the Online: Interim Change Report. Access this course by entering the course number C03977 or use keywords 'interim change report' or '852'. This 15 minute course walks the employee through identifying the 852, when to process changes, what actions to take, computer coding and narration with interactive activities. It details the interim change report form from the clients' view and looks at how the information received on the interim change report is entered into the FSMIS screens.

Please visit the Self-Sufficiency Training Unit's web site for several other available eLearning courses. Here is the link to our Intranet site: https://inside.dhsoha.state.or.us/dhs/self-sufficiency-training-unit.html

SSP Training Unit

ERDC Reservation List

Scenario: The client has a DOR for ERDC in December. The client is stating that they will be starting work in January. Are they subject to the reservation list?

The answer is "No". The ERDC application is good for 45 days from the DOR. If the client meets eligibility before the end of the 45 day time frame, they are not subject to the reservation list. December child care can be denied for "no child care need", but the application will need to be processed for January.

Child Care Policy

TA-DVS Program Question and Answer

Can we pay move-in costs for a survivor to relocate in the TA-DVS program? TA-DVS FSM H.

Answer: **YES.** We can pay for first and last months' rent, deposits, and other move-in costs as needed with the TA-DVS funds. (First & last months' rent are not considered on-going rent.)

Remember: The TA-DVS funds can be issued to meet the family's needs for shelter, food, relocation and stabilization.

For further clarification go to: http://www.dhs.state.or.us/caf/dv/tools.htm or email TANFpolicy.

TANF Policy Anaylsts

TA-DVS Program, Can We Pay Rent or Utilities?

Question: In the TA-DVS program, can we pay rent or utilities? TA-DVS FSM H. Program Benefits

Answer: It depends on the case.

If a client needs their past due rent and/or utilities paid – We need to determine if this is caused by Domestic Violence. Listed below are two scenarios.

Scenario 1: John is eligible for the TA-DVS grant and he has decided to live in his home with the children but he cannot afford the upcoming months' rent. He asked his worker if DHS would help. The worker discusses with John the reason he is unable to pay the current month rent and how he will meet ongoing months' rent. John states that his abusive partner paid all the bills and when the abuser left, they left without paying the upcoming rent.

We can see that the rent will not be paid because the abuser controlled the money and in this situation DHS can help with the rent. We would want to write on the DHS 1543 that DHS plans on helping pay the current month rent and discuss with the client how they will meet their needs for future rent. We would want to help the survivor with future planning by asking questions, such as; are they currently looking for work, and if they are, have they completed i-match, working with OED, looked online, been on interviews, etc… Or will they be looking for a roommate and if they are, have they found someone already or are they placing an ad. Once you and the survivor make a plan, we should also include this on the DHS 1543.

Scenario 2: In another situation Cindy states she can't pay last month and next month's rent. We ask her why she is unable to pay. She states, she just started a new job and can't afford rent. We need to ask if she had access to her money for rent or did the abuser control the money. If she states that she just over spent on holiday presents, we would deny the payment request with a DHS 456. In this scenario her request does not meet the TA-DVS benefit rule 461-135-130.

TANF Policy Analysts

DHS 7785

Did you know there is a DHS form to assist workers in obtaining medical documentation to verify when a client is needed in the home to care for a disabled family member. You can access the DHS 7785 on the form server; you can fill it in online, print and mail to the medical professional or clinic.

Once documentation is in the file, the client needed to provide the care is considered exempt from JOBS activities. Code the exempt client: '**D**' Jobs status and **'N'** Exempt reason.

TANF Policy Anaylsts

Expedited SNAP Class vs SNAP Basics

The SSP training unit has recently seen an increase in the number of staff taking both the Expedited SNAP class (2 days) and SNAP Basics (5 days) courses. Many wonder…what's the difference?

The Expedited SNAP course is intended for front-line staff who will be determining expedited SNAP eligibility only. This 2-day course gives them a fast and furious overview of SNAP eligibility. Due to the 2 day limitation and the amount of policy that must be covered, computer coding is somewhat limited.

The SNAP Basics course is intended for eligibility workers who will be determining initial and ongoing SNAP eligibility. This class goes into more detail and provides much more computer practice.

It is not mandatory that an eligibility worker take both courses as part of their Core training. Staff may benefit from taking both since it does reinforce the same policy and concepts, but it is not required. Typically we would expect an HSS1 determining expedited SNAP eligibility to take the Expedited SNAP course and for an HSS3 and/or case manager to take the SNAP Basics course.

SSP Training Unit

November 2013

Targeted SNAP Reviews

100% Accuracy Honor Roll

0111	Baker City APD	1311	Burns APD	3102	Enterprise SSP
0310	Canby APD	1404	Refugee Branch	3111	LaGrande APD
0401	Astoria SSP	1802	Lakeview SSP	3211	Florence AAA
0411	Warrenton AAA	2211	Albany AAA	3411	Hillsboro APD
0511	St. Helens APD	2404	Santiam Center	3415	Tigard APD
1211	John Day APD	2911	Tillamook AAA	3417	Beaverton APD

90% or Better

98.04	D4 Processing Center	2203	95.00	Baker City SSP	0101	90.00	Alberta SSP	0701
96.67	Corvallis SSP	0201	94.29	Newport SSP	2101	90.00	Integrated Services SSP	0702
96.00	Toledo AAA	2111	93.33	Woodburn AAA	1911	90.00	LaPine APD	0903
96.00	Dallas AAA	2711	93.33	Albany SSP	2201	90.00	John Day SSP	1201
96.00	N/NE Portland AAA	2818	93.33	Ontario APD	2311	90.00	Burns SSP	1301
96.00	Tillamook SSP	2901	93.10	Lebanon SSP	2202	90.00	New Market Theater	1402
96.00	Portland Mid Area AAA	3515	92.00	Medford APD SSO	1513	90.00	Cottage Grove SSP	2003
95.56	North Salem AAA	2411	92.00	Grants Pass APD	1717	90.00	Milton-Freewater SSP	3004
95.35	Klamath Falls SSP	1801	91.67	The Dalles SSP	3301	90.00	Florence SSP	3201
			90.24	South Salem SSP	2401			

News and Upcoming Training Offered by the SSP Training Unit

We are aware of waitlists for some of our courses. 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_schedulex.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:

Interpersonal Competence:	2/25 Salem, 3/27, 4/29 and 5/27 Salem
Essentials:	2/11 Salem, 2/25 Tigard & Portland, 4/15 Salem,
Computer Connections:	2/4 Woodburn & White City, 2/18 Salem, 3/11 Tigard, 3/25 Portland, 4/22 Salem
Expedited SNAP:	3/4 Portland, 4/1 Salem, 5/6 Portland
SNAP Basics:	2/4 Eugene, Tigard & Salem, 2/11 Woodburn, 3/11 Salem, 4/8 Tigard, 4/22 Portland
ERDC:	2/11 White City, 3/4 Tigard, 4/8 Salem
TANF Eligibility:	2/11 Portland & Salem, 3/11 White City, 3/25 Tigard, 5/6 Salem
TANF Case Management:	2/25 Salem & Woodburn, 3/11 Portland, 4/22 Tigard
DV Policy & Case Planning:	2/6 Portland & Salem, 4/3 Tigard, 5/15 Salem
Services to Noncitizens:	3/25 Salem, 4/8 Portland, 5/13 Tigard

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

December 2013

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0111	Baker City APD	1301	Burns SSP	3013	Hermiston APD
0511	St. Helens APD	1311	Burns APD	3112	Enterprise APD
1202	Condon SSP	2111	Toledo AAA	3415	Tigard APD
1211	John Day APD	2311	Ontario APD	3417	Beaverton APD
		2911	Tillamook AAA		

90% or Better

97.67	Salem AAA	2411	95.00	St. Johns SSP	2601	92.00	McMinnville AAA	3617
96.55	Lebanon SSP	2202	93.33	Canby APD	0310	91.30	Metro Processing Center	1403
96.00	D4 Processing Center	2203	93.33	Oregon City APD	0311	90.00	North Clackamas SSP	0303
96.00	Albany AAA	2211	93.33	Estacada APD	0314	90.00	Integrated Services SSP	0702
95.83	LaGrande SSP	3101	93.33	Cottage Grove AAA	2019	90.00	LaPine SSP	0903
95.24	Dallas AAA	2711	92.00	N/NE Portland AAA	2818	90.00	Santiam Center	2404
			92.00	Hillsboro APD	3411			

Quality Assurance

The Quality Assurance team exists to promote accurate and consistent program delivery. To accomplish this, our 16 field reviewers conduct on-site reviews at approximately 120 AAA, APD and SSP branches. Each reviewer is committed to being an effective member of every office they support. They work in conjunction with local leaders as mentors and coaches.

Each reviewer also conducts an exit briefing with branch leaders each month so that common themes, error trends and best practices can be discussed.

Reviewers have a large span of responsibility, normally 6 – 8 branches each, so the number of targeted reviews conducted at each branch is limited. When additional reviews ("non-targeted reviews") are requested, the local reviewer and central QA staff will make every effort to accommodate each request.

Approximately 60 days after targeted reviews are completed our QA OPA1 staff check a sample of reviewed cases to make sure necessary corrective actions have been taken. The goal is to have all actions/errors from targeted reviews corrected within 30 days. A report is published so managers can see at a glance how well their follow-up process is working.

Do you have a local strategy as part of your continuous improvement plan to improve accuracy, but don't have the resources to pull it off? The Quality Assurance team greatly values local strategies for accuracy improvement and will doing everything we can to help implement your branch plan.

Looking for timely policy information and tips to improve accuracy? Check out our "On Target" newsletter for DHS and OHA staff. APD Field Services also publishes the "In the Loop" newsletter with expanded emphasis on APD news and programs.

The Quality Assurance team also presents Error Trends training. The Team has rolled out our new training for 2014. Sessions are presented on-site at the requesting branch/district so that there will be maximum benefit with minimum travel and down time for eligibility staff. These are normally half-day sessions. Priority is given to branches with the greatest need. Requests can be submitted through our "Program Accuracy - OPA1's" e-mail group or directly to Melanie Tavernier.

QA data and graphs, sorted by branch and district, are posted monthly to SNAP web tools and to the Office of Program Integrity website: https://inside.dhsoha.state.or.us/dhs/opi/reports-data.html. Included are branch and district results by month, and data by error type and error reason, which can be extremely helpful in understanding root causes and developing improvement strategies. QA also has the capacity to develope tailored reports.

Each month the "Rolling Worker Report" is also published and sent to District Program Managers and other key leaders. This report shows worker accuracy over the previous 12 months so managers can plan for employee development.