



June 2014

On Target

June '14 Contributors

Catherine McDonald
 Matthew Bogart
 Client Maintenance
 Quality Control
 SSP Training Unit
 Melissa Gomez
 TANF Policy Analysts
 SNAP Policy Analysts

In this issue:

You Make the Call - Decision Notices	1
When should you code JPR?	2
415F vs 852	2
Index of Previous On Target Articles	2
Reminder... Don't forget QC Panel!	2
New Client Maintenance Unit (CMU) Phone Hours	3
News and Upcoming Training Offered by the SSP Training Unit	3
Ever wish you could find more employers on The Work Number?	3
Congratulations Burns offices !!!	4
Honor Roll Hiatus	5
You Make the Call - Decision Notices Answer Key	5
Accuracy Summits Are Coming!	5

You Make the Call – Decision Notices

1. **Clients may be entitled to Continuation of Benefits when what type(s) of Notices have been sent?**
 - A. Basic Decision Notice
 - B. Continuing Benefits Notice
 - C. Timely Continuing Benefits Notice
 - D. Approval Notice
2. **True or False?** A Decision notice is still valid if the worker omits the Oregon Administrative Rule but fully explains to the client why the action is taking place.
3. **Which of the following notice situations are correct?**
 - A. A new applicant with no DHS programs has applied for medical and is not eligible for any medical programs offered by the Department. The 462A1 and 462A2 are mailed to the applicant.
 - B. A client reports and verifies on the 6th of the month that their income has gone up. They only receive SNAP benefits. They are still eligible for benefits but the amount is reduced. A timely continuing benefits notice is sent on the 10th effective for the 30th day reducing benefits and citing rules on Filing Group; SNAP, Income use; SNAP, and Income; Payment Standard; SNAP from the Frequently Used Rules in the FSM.
 - C. A client's 852 is processed late in the 6th month and the filing group reports and verifies income at 150% of the FPL. They are receiving TANF, MAA, & SNAP. This was not reported timely. A basic closure notice is sent for TANF effective the last day of the 7th month with appropriate rules, codes UCMS for EXT and closes TANF, codes SNAP with SRS, ADJ and lets the system send a SNAP Re-compute notice.
4. **Fill in the blanks:**
 "Frequently Used Admin _____ *NEW*" can be found on the "STAFF _____ Self-Sufficiency/Administrative Rules" page in the DHS Intranet. (Hint-they rhyme)
5. **True or False?** The 10 day notice deadline dates can be found in the Production Calendar from DHS Staff tools or in the FSM/Multiple Program Worker Guides/Ten-Day Notice Deadline.
6. **What is the correct effective date for a Basic Decision notice to deny a new application?**
 - A. DOR/Filing date 8/13/12, processed 8/15/12, effective date of denial notice 8/31/12.
 - B. DOR/Filing date 8/13/12, processed 8/15/12, effective date of denial notice 8/15/12.
 - C. DOR/Filing date 8/13/12, processed 8/15/12, effective date of denial notice 8/13/12.
 - D. DOR/Filing date 8/13/12, processed 8/15/12, effective date of denial notice 8/1/12.

Answer Key is located on page of 5

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, 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

415F vs 852

Have you ever received a completed DHS 415F instead of a DHS 852 at Interim Report? Did you know that a 415F can be used in lieu of an 852 to update the SNAP case for the 7th month? It's true. All the necessary information to process the 852 is included in the 415F. However, the client is still required to sign the 852.

SNAP Policy Analysts

Index of Previous On Target Articles

Ever want to find an article from a previous On Target edition but don't know where to look? An index of previous articles is now available on-line on our Office of Program Integrity (OPI) website.

Click on the link below and scroll to the bottom of the page to check it out!

<https://inside.dhsoha.state.or.us/dhs/opi/quality-assurance/qon-targetq.html>

Reminder...Don't forget QC Panel!

Every month Quality Control holds a discussion panel through VCON to discuss errors found in SNAP, TANF and ERDC reviews. Encourage your team to have a representative at each monthly panel.

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 1st 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.

Quality Control

New Client Maintenance Unit (CMU) Phone Hours

To provide better customer service, CMU is making changes to their business hours. Starting July 1, 2014 the main CMU phone line (503 378-4369) will be available:

- Monday, Tuesday, Wednesday and Friday from 8:00 AM – 5 PM
- Thursday from 8:00 – 11:00 AM and 1:00 – 5:00 PM

On occasions the phones may be down during the new business hours due to training or other business needs. On Tuesday, July 22nd the phones will be on from 1:00 – 5:00 PM.

CMU is committed to providing the best possible customer service. We want to thank everyone who participated in the CMU Customer Service Survey. We value and appreciate your suggestions.

Client Maintenance Unit

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_schedule.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:	7/29 Salem, 8/26 Salem, 9/30 Salem
Essentials:	7/22 Salem, 7/29 Portland, 8/26 Tigard, 9/23 Salem
Computer Connections:	7/29 Salem, 8/5 Portland, 9/23 Tigard
Expedited SNAP:	7/22 Portland, 8/19 Tigard, 9/30 Salem
SNAP Basics:	7/1 Gresham, 7/8 Tigard, 8/26 Portland, 9/9 Salem
ERDC:	7/15 Gresham, 8/12 Tigard, 9/9 Portland
TANF Eligibility:	7/8 Salem, 9/9 Tigard, 9/30 NE PDX
TANF Case Management:	7/22 Tigard, 8/12 Salem
DV Policy & Case Planning:	7/17 Salem, 9/18 Tigard
Services to Noncitizens:	7/15 Salem, 8/5 Tigard, 8/26 Salem, 9/23 Portland

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

SSP Training Unit

Ever wish you could find more employers on The Work Number?

We've got good news for you. If there are employers you'd like to see listed, you can submit those company names to Melissa Gomez in CW/SS Operations Administration. Melissa will pass employer names on to "The Work Number" for possible inclusion.

Based on a staff suggestion, employer "Harry and David" now has their employee wage information listed on "The Work Number!"

Congratulations Burns offices!!!

The Program Management Evaluation team would like to extend enthusiastic congratulations to both the Burns APD and SSP offices.

The two offices from Burns were both found to be free of deficiencies during their follow-up reviews in June 2014. The review encompasses over 60 review elements, making it very challenging to get through without any citations.

Way to go!



The Burns SSP staff, back row; Melanie Whitaker, Jennifer Yekel, John Briscoe. Front row: Kim Needham, Traci Weil



The Burns APD staff, Debi Quant, Darcy Patterson, Jeannette Wilson, Shauna Hammon

Program Management Evaluation Team



May 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

Decision Notices Skills Challenge-Answer Key

1. **Answer: B & C** If you don't know if a certain notice is classified as a Continuing Benefit Notice or a Timely Continuing Benefit Notice, then a useful help is to read the language of the notice. The language will state if there is a continuing benefit provision.
2. **Answer: False**
It is always necessary for all Decision Notices to cite a rule that supports the action. OAR 461-175- 0010(1)(i)
3. **Answer: Correct : A & C**
B. Incorrect: A reduction in benefits notice is always effective on the 1st of the next month.
4. **Answer: Rules, Tools**
5. **Answer: True**
Production Calendar link: <http://www.dhs.state.or.us/tools/calendar/index.html>
Multiple Program Worker Guide link:
<https://apps.state.or.us/cf1/EligManual/EMnlFrame.htm?Page+ID=13-toc>
6. **Answer: B**
The effective date of a notice can not be earlier than the date the Department takes the action.

Quality Assurance

Accuracy Summits Are Coming!

If you've been with DHS more than five years, you remember when we had annual accuracy summits. They're back! Accuracy summits, primarily focused on SNAP, are in development. These will be one day events. Sessions will be conducted in August through October. Locations will be: Springfield, Clackamas, Salem, Grants Pass and La Grande. Watch for more information in the coming weeks!