



March 2014

On Target

March '14 Contributors

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Medical Deductions: The Who and What

SNAP policy receives many questions about medical deductions each month. Here is a basic breakdown of who can receive this deduction and what is allowable.

WHO – The Who is simple: people who meet the SNAP definition of elderly or disabled.

The SNAP definition of elderly is anyone who is aged 60 years or older. The SNAP definition of disabled (regardless of age) is a bit more complex. Here are some of the most common ways we identify disability for SNAP.

A person receiving:

- o OSIPM (including Presumptive Medical)
- o SSI, SSD, SSB based on blindness
- o Railroad or governmental benefits based on disability
- o VA disability rated at 100% (this can be service or non-service) related
- o Veteran receiving Aid and Attendance benefits by the VA

There are other ways to meet the definition of disabled for SNAP. See [461-001-0015](#) for more.

WHAT – If you are wondering what types of things are allowable as medical costs, here is a rule that I am sure will make things clear: “461-160-0055 (2) Medical costs are deductible to the extent a deduction is authorized in OAR 461-160-0415 and 461-160-0430 and in this rule.

Basically what this is saying is that two things need to be happen, the client needs to be eligible (the Who’s) and the cost needs to be allowable. Rule #461-160-0055 gives you very generalized lists of the types of things that would be eligible for deductions.

To find out more, click here to view the full “SNAP Tiny Training Medical Deductions.” <http://www.dhs.state.or.us/training/foodstamps/webtools.htm>

Have a Question?

E-mail SNAP Policy at: SNAP.POLICY@dhssoha.state.or.us

Coding for moving a JOBS Disqualification from DQ4 to DQR

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When TANF and Medical cases were split, it was discovered that the coding for DQ4 and DQR JOBS disqualification is dependent on the client having open medical benefits on the case. The TANF policy unit, business analysts and the Office of Information Systems are working on a permanent solution to resolve this.

The temporary solution is to put the case into NA status when the DQ4 is applied. When changing the disqualification to a DQR, a SUSPEND transaction code should be used. The effective date on the SUSPEND action will be the day you are taking the action on the case, not the effective date of the DQR. For example, a case manager is moving a case to a DQR on 04/05. The DQR will begin 05/01. The effective date on the SUSPEND action is 04/05.

TANF Policy Analysts

Program Accuracy in District 16

The staff and leadership team in District 16 have implemented several continuous improvement strategies aimed at improving program accuracy and overall customer service in the last several months. Accuracy issues and policy transmittals are routinely discussed at daily huddles and unit meetings. Local reviewers also attend unit meetings to discuss district error trends in person and answer staff questions about challenging cases. In addition, we held an error trends training focused on local issues. These sessions were well attended and staff enjoyed the opportunity to interact with their reviewers and learn from them in the moment.

In addition to building relationships and benefiting from shared learning, staff in Washington County are also using available technology to help improve accuracy. We recently started using a computer based income calculator to reduce calculation errors and quick keys have been mapped on everyone's keyboards to save time when determining eligibility while ensuring that all available screens are checked for important information.

Our processing center has used these strategies to augment the training they provide all of their new staff. Their HSS4's use a combination of group learning modules and individualized desk side coaching after workers have returned from training to help them succeed. Currently, the processing center takes all CAPI applications for the district and we use EDMS to share and assign work across the district. This has helped to nearly eliminate all lost applications and paperwork as well as move us closer to our goal of becoming paperless. All of these efforts have helped staff to develop a sense of pride in their work and accomplishment knowing that they have made an accurate eligibility decision and issued benefits timely.

Kristina Wells, Assistant Program Manager and Pamela Waffle, HSS3 Washington County Processing Center



Didja know??? When staff are verifying time on TANF in California, the process has changed to phone calls only. The State of California has verified with central office that they are not receiving emails from Oregon staff consistently and that staff should contact them via phone only. When verifying California time on TANF for time limit purposes only call 1-877-365-7378.

TANF Policy Analysts

Didja know ??? A new cheat sheet was posted to TANF staff tools: [TANF Clients Who Obtain Employment, Step by Step Instructions for CM and TRACS system](#)  **New**

Pursuing Injury Claims for TANF

You may have recently noticed that the *Application for Services* (DHS 415F) has been updated with the following question:

Have you or a member of your family been injured in an accident that you are making a claim for money? Yes No

In order to receive TANF, individual must pursue all assets that are available to them. This includes when someone has been injured and is filing a claim for money.

When an individual indicates that they are pursuing an injury claim, they must complete either a Vehicle Related Personal Injury form (MSC 451) or a Non-Vehicle Related Personal Injury Form (MSC 451NV) if the injury occurred within the last two years. The completed form is then mailed to Personal Injury Liens.

At application or redetermination, if the individual needs to complete the MSC 451 or MSC451NV, pend the individual to complete the form and mail it to Personal Injury Liens. If needed, they can bring the completed form in and DHS can mail it. You should accept the clients statement that they have mailed it in.



TANF Policy Analysts

ERDC Reservation List

Selection 04/01/14		Deactivation 05/01/14	
DOR 01/01/14 – 03/14/14 Families have the opportunity to apply for April ERDC benefits <i>without having to meet</i> reservation list criteria.		DOR of 03/17/14 – 04/30/14 must be reviewed first for reservation list criteria, then reviewed for May 1 benefits without having to meet reservation list criteria.	
Was the client on the reservation list by 03/14/14?		Does the family meet the reservation list criteria?	
<p>Yes</p> <p>A selection letter will be mailed inviting the client to reapply for ERDC in April.</p> <p>The application will be processed in April without applying the reservation list criteria.</p> <p>The ERL C/D will be added to UCMS whether ERDC is approved or denied.</p>	<p>No</p> <p>Client was not added to the reservation list.</p> <p>The client should be notified that they can reapply in April.</p> <p>A new application is not required if the DOR is within 45 days of April 1st.</p>	<p>Yes</p> <p>Process for ERDC eligibility for March or April, depending on the DOR.</p> <p><i>Remember to code the ETL case descriptor for families meeting the TANF transition criteria.</i></p>	<p>No</p> <p>Hold the application and review for May eligibility.</p> <p>Additional information can be gathered by phone or through the pend process.</p>

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:	4/29 and 4/30 Salem, 5/27 Salem
Essentials:	4/1 Salem and Eugene, 4/15 Salem, 4/22 Gresham, 4/29 Essentials, 5/20 Tigard
Computer Connections:	4/8 Salem, 4/15 Eugene, 4/22 Salem, 4/29 Gresham, 5/6 White City
Expedited SNAP:	4/1 Salem, 4/15 Salem, 4/22 Eugene, 5/6 Portland
SNAP Basics:	4/8 Tigard and Gresham, 4/22 Portland and Salem, 4/29 Eugene, 5/20 Salem
ERDC:	4/1 Portland, 4/8 Salem, 5/6 Tigard, 5/13 Portland, 5/20 White City
TANF Eligibility:	4/22 Salem, 5/6 Salem, 5/20 Salem
TANF Case Management:	4/8 White City, 4/22 Tigard
DV Policy & Case Planning:	4/3 Tigard, 4/8 Roseburg, 4/9 Eugene, 4/17 Tigard, 5/1 Salem, 5/15 Salem
Services to Noncitizens:	4/8 Portland, 4/22 Medford, 5/6 Salem, 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, each take between 10-20 minutes to complete.

Look for Webcasts and other Online courses for:

SNAP Civil Rights – C02996: This course is required 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





February 2014

Targeted SNAP Reviews

100% Accuracy Honor Roll

0111 Baker City APD	0913 LaPine APD	1911 Woodburn AAA
0310 Canby APD	1011 Roseburg SSP	2019 Cottage Grove AAA
0311 Oregon City APD	1202 Condon SSP	2411 Salem AAA
0313 Milwaukie APD	1404 Refugee Branch SSP	2911 Tillamook AAA
0411 Warrenton AAA		3415 Tigard APD

90% or Better

96.00 Toledo AAA	2111	93.33 St Helens APD	0511	92.31 Dallas AAA	2711
95.83 Albany AAA	2211	93.33 The Dalles SSP	3311	92.00 Medford SSO	1513
95.00 Milton Freewater SSP	3004	93.33 Ontario APD	2311	92.00 Grants Pass DSO	1717
94.44 Metro Processing Ctr	1403	93.33 Estacada APD	0314	92.00 E Multnomah AAA	3518
93.75 Bend APD	0911	93.33 Florence AAA	3211	90.00 Astoria SSP	0401
93.33 Lebanon SSP	2202	93.33 Hermiston APD	3013	90.00 Rogue Family Center	1505
		92.86 D8 Processing Ctr	1503		

TANF Related Courses and Registration Information

Cherry Avenue Training Center would like to share some updated course information for the TANF Eligibility, TANF Case Management, and Domestic Violence Policy & Case Planning for SSP workers courses.

TANF Eligibility, previously referred to as TANF Week 1, is a five day class over a two week period. In the TANF Eligibility class, students review the financial and non-financial criteria focusing on forming eligibility groups, employment separation, time limits, deprivation, and income calculation.

TANF Case Management, previously referred to as TANF Week 2, is a six day class over a two week period. In the TANF CM class, students use TRACS to create and modify PDP's, narrate case activity and explore ways to manage their caseload with attendance shortcuts, JAS alert lists, and list filtering techniques. Participants will also explore the Learning Needs Screening Tool and referrals for a Learning Disability Assessment, examining any potential accommodations or modifications related to learning disabilities.

Enhanced Case Management 101 is a one day course that expands upon essential aspects of traditional case management and with emphasis on engaging families in a more holistic way to help them achieve stability. Participants will engage in active learning to deepen their awareness of structural challenges experienced by DHS customers. This training will also incorporate opportunities to practice specific skills related to communication and collaborative case management processes.

Domestic Violence Policy & Case Planning is now a separate, interactive class that includes practice with case scenarios. This course, plus completion of DV101 meets the federal domestic violence training requirements.

Recommended order: TANF Eligibility, DV101, Domestic Violence Policy & Case Planning, TANF Case Management and Enhanced Case Management.