

Is the Sponsored Non-Citizen Indigent?

SNAP Policy gets occasional questions about determining indigence for sponsored non-citizens. During the intake the worker would have the conversation necessary to determine if the customer meets the criteria of indigency.

In the Family Services Manual SNAP D.21.B you will find information about making the determination and what you need to do.

To make the determination add the following:

- All the income of the noncitizen's filing group.
- Cash given to the noncitizen's filing group from the sponsor or others.
- The value of in-kind assistance to the noncitizen's filing group.

If the sum total is under the countable income (130% of FPL) for the filing group the noncitizen is indigent.

Noncitizens who are indigent are not subject to deeming. If the noncitizen is indigent the worker must complete the DHS 1058 and send it to SNAP Policy. SNAP Policy will forward it to Food and Nutrition Services (FNS).

Please inform the noncitizen they have the option to not have an indigence determination made by DHS. If they choose to opt out the worker will need to deem the sponsor's income and will not complete the DHS 1058.

SNAP Policy

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New Online Trainings Available

SSP Training has several new e-learning modules available now in the Learning Center. Many of these were created to support “Fundamentals Training” and are pre-requisite activities for other eligibility courses.

Our newest e-learning modules are related to the Income Eligibility Verification System (IEVS). They are available for anyone who needs a “screen refresher” or is new to determining eligibility. Since course numbers are often updated, use keywords (ie. IEVS, employment, etc.) to find the courses listed below. You can take these from your desk when you have a few minutes. Check these out!

Online Introduction to Basic Employment Screens Navigation Series – Duration 2:30 Minutes

Online: WPAY Screen Overview – Duration 6:23 Minutes

Online: WAGE Screen Overview – Duration 11:27 Minutes

Online: ECLM Screen Overview – Duration 10:44 Minutes

Online: ECL1 Screen Overview – Duration 7:43 Minutes

Online: EPC2 Screen Overview – Duration 8:30 Minutes

Online: Social Security Basics –Duration 5:10 Minutes

Online: Basic Social Security Screens Navigation (Verifying Social Security Numbers and Citizenship) – Duration 7:30 Minutes

Online: Basic Social Security Screens Navigation (Locating Income and Deduction Information) – Duration 5:50 Minutes

Online: Basic Child Support Screens Navigation Introduction – Duration 3:30 Minutes

Online: SMUX Screen Overview – Duration 7:30 Minutes

Online: SMU1 Screens Overview – Duration 11:37 Minutes

Online: SMEH Screen Overview – Duration 5:22 Minutes

Online: Basic Child Care Provider Screens Navigation –Duration 5:49 Minutes

Online: Basic Child Care Provider Screens (Income and Co-Pay Information) – Duration 5:26 Minutes

Online: Basic Work Number Navigation – Duration 6:23 Minutes

Online: APD Provider Screen – Duration 6:23 Minutes

Also available are these new e-learning modules that support our new Fundamentals course!

Online: SSP Online Module Overview – Duration 5:59 Minutes

Online: How to log into DHR – Duration 5:40 Minutes

Online: Change DHR Colors for Training – Duration 5:32 Minutes

Online: Navigating WEBM Find – Duration 17:16 Minutes

Online: Basic CMS Navigation – Duration 8:50 Minutes

Online: Basic SNAP Navigation – Duration 6:46 Minutes

Online: SNAP Filing Date – Duration 2:21 Minutes

Online: SNAP Application Process – Duration 3:45 Minutes

Online: Basic TRACS Navigation Module 1 – Duration 5:34 Minutes

Online: Basic TRACS Navigation Module 2 – Duration 7:02 Minutes

Online: Basic TRACS Navigation Module 3 – Duration 8:32 Minutes

Online: Basic EBT Navigation – Duration 10:13 Minutes

Online: SNAP Civil Rights Training – Duration 20:00 Minutes

What Makes a Good Narrative?

The following qualities are hallmarks of a good narrative:

CONCISE

- Tell a story that someone can understand the actions taken, decisions made and reasons why.
- Clearly narrate information gained from the interview. If it is not narrated, the information doesn't exist.
- No unnecessary information is included. For example, if the person is not fleeing felon, no need to mention it.
- Avoid repetition.

CLEAR

- Remember that income errors are the number one source of inaccurate benefits and QC errors. A good interview and narration of earned and unearned income are by far the best ways to achieve overall accuracy.
- Provide names or descriptions of people who are referred to in the narrative.
- Be specific about information found on screens and how information was verified (pay stubs, on screens, etc.)
- If you pended for an item due to a questionable statement by the client, be sure to narrate the specifics of why it is questionable.
- Limit the use of acronyms and abbreviations.
- Use appropriate punctuation, formatting and spell-check to ensure your narrative is legible.

ACCURATE

- Write out income calculations to be sure math and logic are clear.
- Ensure all people in the household are listed on the application.
- Describe any changes in the eligibility groups. If someone in the household is not in the benefit group, explain why.
- If there are inconsistencies among the information on the application, screens or from interview, narrate how you resolved them.

OBJECTIVE

- Avoid emotionally loaded words or statements.
- Personal feelings should not be included. Narratives are legal documents.

Quality Assurance

Didja Know?

Having trouble finding the ERDC policy box? ERDC policy questions should be directed to childcare.policy@dhsosha.state.or.us.

ABAWD Questions and Answers Part 3

ABAWD Questions and Answers: Part 3 is now available on the transmittal webpage to help you answer many of your ABAWD questions. This is just a few of the Q & A you will find. [Transmittal SS-IM-16-014](#).

Question: Since we are in a "waiver" county are we supposed to still be determining if the customer is ABAWD or not and if they meet an exemption? Are we expected to narrate this information? Does the time limit continue even though this county is not doing the SNAP time limit currently? It's my understanding if they come from another state we are supposed to document any time limit months on the WEBM find screen.

Answer: Yes, statewide we must determine if each person age 18 and not yet 50 is an ABAWD. If an ABAWD, please narrate as this will be needed if the case moves from your branch to another branch. ABAWDs are a subgroup of the same persons who could be in OFSET. As with OFSET, you need to determine if they meet an exemption, code and narrate. Always give preference to the number reason codes first. Only use code J, K or L if there are no other exemptions for the person. This is because J, K and L are not valid exemptions in areas where the time limits are applied. The SNAP time limit is statewide. It is just that your clients live in an area where the time limit is waived. It will kick in if they move to Multnomah or Washington Counties.

Question: ABAWD in Multnomah and Washington counties. The client lost eligibility 4/30 for being over the time limit and not doing the work-related activities. They reapply 9/30. If the person meets expedited, would that supersede the SNAP time limits?

Answer: No, this person is ineligible due to the time limit. They may only have expedited service if they are now exempt or they have regained eligibility by working 80 hours in 30 days since their benefits ended 4/30.

Question: We are reviewing ABAWDs coded as exempt with earned income less than \$935.25 for the counting month determination. We have found some worker confusion and ABAWDs were incorrectly coded as exempt because the income was incorrectly converted to 20 hours a week and the worker narrated they are participating and therefore exempt.

Answer: You are correct to review these cases as they could result in QC errors if selected for review. They are only exempt if they are working for pay 30 hours a week or have earned income at the \$935.25 level. Meeting the work requirements does not make a person exempt. Actual work hours are required to determine if a mandatory ABAWD is meeting the work requirements. Do not convert earned income to work hours to show the ABAWD is meeting the work requirements. This is because we can include unpaid hours worked in the work requirements decisions

SNAP Policy Analysts

ERDC Reservation List and ETL

The ETL case descriptor does not change the benefit level or the copay for the family. ETL is used for data tracking purposes only. One of the most common reasons for a family to bypass the ERDC reservation list is when a family is transitioning from TANF.

How is a family considered a TANF Transitioner?

TANF Transition Policy – If a member of the ERDC *filing group* has received a partial or full month of REF, SFPSS or TANF program cash benefits from the State of Oregon in at least one of the preceding three months, the *filing group* is not subject to the Reservation List. The case is coded with a case descriptor of ETL, whether it is approved or denied.

Child Care and TANF Policy

FEBRUARY 2016 TARGETED SNAP REVIEWS

100% ACCURACY HONOR ROLL

0111	Baker City APD	1601	Prineville SSP	2711	Dallas AAA
0310	Canby APD	1611	Prineville APD	2911	Tillamook AAA
0511	St Helens APD	1612	Madras APD	3102	Enterprise SSP
0914	Redmond APD	1802	Lakeview SSP	3111	La Grande APD
1202	Condon SSP	2003	Cottage Grove SSP	3112	Enterprise APD
1211	John Day APD	2311	Ontario APD	3211	Florence AAA
1311	Burns APD	2404	Santiam Center	3505	N Employment SSP
1408	Sun School Project			3617	McMinnville AAA

90% OR BETTER

97.44	North Salem AAA	2411	93.33	Tigard APD	3415
96.67	N/NE Portland AAA	2818	93.33	East Multnomah SSP	3501
96.00	North Bend APD	0611	93.33	Gresham SSP	3502
96.00	SE Portland AAA	1418	93.10	Albany AAA	2211
96.00	Klamath Falls APD	1811	92.70	Metro Processing Center	1403
95.83	Ashland SSP	1502	92.00	Beaverton APD	3417
95.74	Medford SSP	1501	91.67	Roseburg SSP	1001
95.00	Gold Beach SSP	0801	91.49	District 8 Processing Ctr	1503
94.44	Hillsboro APD	3411	91.49	Klamath Falls SSP	1801
94.00	McMinnville SSP	3601	90.00	St. Helens SSP	0501
93.33	Oregon City APD	0311	90.00	Roseburg APD DSO	1017
93.33	Milwaukie APD	0313	90.00	Cave Junction SSP	1702
93.33	Brookings/Gold Beach APD	0811	90.00	McKenzie Center	2001
93.33	Cottage Grove AAA	2019	90.00	Family Stability and Employment SSP	2403
93.33	Lebanon SSP	2202	90.00	Milton-Freewater SSP	3004
93.33	Pendleton APD	3011	90.00	Tigard SSP	3403
93.33	Hermiston APD	3013	90.00	Gresham/East Mult AAA	3518

WORKER HONOR ROLL

Quality Assurance is publishing a Worker Honor Roll to call attention to the outstanding work done by so many of you in the field.

The workers on the list will have SNAP targeted review accuracy rates of 95% or better in the past six months.

Is your name on the list?

[You can find out here.](#)

SNAP PREVENTATIVE TIPS

- Carefully ask specific questions about how rent and utilities are divided, when a household reports both expenses while living with someone else.
- At cert and re-cert, ask clarifying questions on how shelter costs are met with minimal income.
- Remember to count ongoing cash gifts paid to the customer as an income source.
- Check for all potential SSB claims beginning with WQY2.
- Be sure to clarify base rent, household composition and any shared shelter expenses.
- Remember to address pay periods from a terminated source, this will help you anticipate any pay stubs still expected by the recipient.