

On Target

February 2016

Required Verification for ERDC

Applicants must provide verification of the following at initial certification and recertification:

- Income from the last month (paystubs, employer letter, phone call to employer, or the work number)
- Work hours per week (paystubs, employer letter, phone call to employer, and work number)
- Work schedule that clearly shows the customer's name. Work schedule should have enough information to be reflective of their CC Wrk Hrs and can include:
 - ⇒ Copy of posted work schedule from the customer's job
 - ⇒ Printout or copy of schedule from work internet site
 - ⇒ Scanned copy of work schedule, including picture taken from smart phone
 - ⇒ Calendar completed by customer with their manager's signature
 - ⇒ Letter from employer or phone call to employer
- If child receiving subsidy is non-citizen, verification of non-citizenship status
- Second parent/spouse in home not able to provide adequate care; this includes situations that Child Welfare has determined the second parent should not be left alone with the child
- Why a child 12 or older needs care, or why a child needs special care

FEBRUARY 2016 CONTRIBUTORS

Catherine McDonald
Susan Becktold
Kris Rash
Nancy Estrada
SSP Training Unit
SNAP Policy Analysts
TANF Policy Analysts
Child Care Policy Analysts
Quality Control
Quality Assurance

INSIDE THIS ISSUE

Required Verification for ERDC	1
Transferring ABAWD households in and out of Multnomah or Washington Counties	2
Transferring ABAWD Questions and Answers	2
Reactivation and Revision of DHS1467	3
TurboTax to Discontinue SNAP Applications	3
News and Upcoming Training Offered by the SSP Training Unit	4
Didja Know you can search for a transmittal by text?	4
Reminder to code NED households	4
100% Accuracy Honor Roll	5
90% Accuracy Honor Roll	5
Worker Honor Roll	5
SNAP Preventative Tips	5

Transferring ABAWD households in and out of Multnomah or Washington Counties

The recent SNAP policies regarding the ABAWD time limits impact the transfer of SNAP cases between offices statewide. This is particularly true as SNAP households move in and out of the waiver areas.

When the ABAWD is moving outside of Multnomah or Washington Counties:

Send an email to the new office with the term “ABAWD” in the subject line. The receiving branch should closely look at the case. If the ABAWD is currently being disqualified due to exceeding the SNAP time limit, the disqualification should be lifted. Follow existing policy on the effective date to lift a disqualification. Check their mandatory or exempt status to ensure it is still accurate. Possibly refer the individual for OFSET.

Note: If the ABAWD has completed eight weeks of work activities during the current certification, they have met the OFSET requirements for the year.

When the ABAWD is moving into Multnomah or Washington counties:

Send an email to the new office with the term “ABAWD” in the subject line. The receiving branch should closely look at the case. Check the ABAWD’s mandatory exempt status. You may want to make contact to further clarify their status. Refer the mandatory ABAWD to the contractor for work-related services as quickly as possible. Send the DHS 854 to the ABAWD and possibly the *Frequently Asked Questions* (DHS 867) to assist them with understanding the new requirements for ABAWDs living in Multnomah or Washington counties. The mandatory ABAWD must be performing the 80 hours a month in work-related activities starting the month following the move. Failure to do this will result in the receipt of counting months or possibly disqualification for exceeding the time limit.

Transferring ABAWD Questions and Answers

Question: The ABAWD lives in Portland and earns CT3 in March. At 10-day notice deadline, it does not appear they are doing the work requirements and notice is sent to close the benefits 3/31/16. On 3/28/16 they report they have moved to LaGrande. What action should the worker take?

Answer: The ABAWD reported the move before the close effective date. Restore the benefits for 4/1 as they are no longer living in Multnomah or Washington County. So, the time limit does not apply. If they reported the move 4/1 or later, take a new application and determine eligibility because the report is after the closure date. Also, lift the CT3 coding for March as the ABAWD moved to a waived area during the month of March. Remember to send an email to the Service Desk to request the CT3 be removed from the SNAP time limits screen.

Question: When a customer leaves Multnomah or Washington County, will the transferring branch extend the four-month cert out to a full, 12-month cert prior to transferring the case to a county that does not impose SNAP ABAWD time limits?

Answer: Upon receipt of a case transferring out of a branch in Multnomah or Washington County, the receiving branch needs to look at the case. If the ABAWD is serving a time limit disqualification, the DQ needs to be lifted. If the ABAWD is not exempt, they may need an OFSET referral. If there are no changes, or the ABAWD is exempt, the certification period may be extended to the 12 months.

Question: In St Helens Branch, we sometimes have a client applying for benefits who lives in Multnomah County. What do we do with this application when they are a mandatory ABAWD?

Answer: This may also occur in branches in Clackamas County. Complete the courtesy intake. Explain they are an ABAWD and what that means to them. Share the *Simplified Reporting System for Able-Bodied Adults Without Dependents (ABAWD)* form (DHS 854) and the *Frequently Asked Questions* (DHS 867). This will assist them with understanding the new requirements for ABAWDs. Explain they will need to go to an orientation session in Portland to find out what work-related activities they are expected to do. Immediately share the case information with the new branch in Portland. The Portland branch will need to send the ABAWD the information about their orientation session. When complete, transfer the case to the new office. *SNAP Policy Analysts*

Reactivation and Revision of DHS1467

The “Employment Assessment: OFSET and ABAWD Determinations” (DHS1467) form has been reactivated and revised. This form is to assist staff with determining if someone is subject to OFSET work requirements and/or ABAWD time limits.

Why would the entire state use the form? Although customers residing in Multnomah County and Washington County are the only people subject to the ABAWD time limits, the OFSET and ABAWD policies affect the entire state.

All SSP, APD and AAA offices are required to do the following:

- Determine if customers are subject to OFSET work requirements
- Determine if someone is an ABAWD or not and, if so, are they exempt from the time limits
- Determine if an ABAWD received any countable months in another state after 1/1/16
- Correctly code Work Reg codes and countable months on the SNAP case
- When transferring a case which includes an ABAWD, alert the receiving office by typing ABAWD in the subject line

The DHS1467 is now available on the form server as a fillable form. The form will be available in print (ordered through FBOS) soon. There are sections to indicate such things as: the Work Reg codes, exemptions determined, current employer, referral to contractor, and any additional notes.

The use of the DHS1467 is not mandatory but is available for use in all SSP, APD and AAA offices. It has been reactivated and revised at the request of field staff. The form should be completed by staff during a conversation with the customer. This form is not to be given to customers to complete as it does not meet the requirements of a customer form.

See Transmittal SS-IM-16-001 for more information.

SNAP Policy Analysts

TurboTax to Discontinue SNAP Applications

TurboTax has notified the Department of Human Services that on February 12, 2016, it will indefinitely suspend (stop) faxing SNAP applications to all state agencies. They will begin to direct potentially eligible customers to the state SNAP website on February 13.

Branch offices should continue to process SNAP applications received from TurboTax. It is important to note that there is usually a few days between the date the application is faxed and the date it is scanned into the EDMS SNAP Folder.

If any Turbo Tax applications are submitted after February 17, IRMS/EDMS will notify the receiving branch of the application to be processed through the HELP EDMS email address. If your branch is notified of an application to be processed, continue to follow the application process outlined in transmittal: SS-AR-15-019.

SNAP Policy Analysts

News and Upcoming Training Offered by the SSP Training Unit

The first SSP cohort training started on February 8th, 2016. The cohort begins with our new class, “Fundamentals”, which covers basic DHS program information, customer service expectations, and basic technical and computer skills. This course is intended for new SSP employees. It will provide a strong philosophical foundation for our work in the DHS programs to provide a higher level of service for participants. This redesigned training combines classroom activities with required on the job training activities. The training schedule for students in the cohorts is changing. Most courses will run from Monday through Friday (Monday 1-4:30, Tue, Wed, Thu 8:30-4:30 and Fri 8:30-12). To enroll in the next cohort, managers must email the new Training Referral Form to [Training Referrals – SSP](#). The training unit will enroll students in their prospective courses and provide them a Welcome Letter with their schedule.

Thank you so much for your continued patience and support through our redesign efforts!

Our schedule, registration data, and waitlist information is updated weekly, and is available on the training unit's intranet site at <https://inside.dhsoha.state.or.us/dhs/self-sufficiency-training-unit/self-sufficiency-training-unit-resources.html>

For more information regarding the SSP Core Training Outline: <https://inside.dhsoha.state.or.us/dhs/self-sufficiency-training-unit/self-sufficiency-training-unit-resources.html>

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

Core Class offerings and begin dates:

SNAP Basics:

ERDC:	3/1 Salem
TANF Eligibility:	3/7 Portland
TANF Case Management:	3/8 Tigard
DV Policy & Case Planning:	Look for new sessions in 2016
Services to Noncitizens:	3/29 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:

2015 SNAP Civil Rights – C04948 Job Participation Incentive (JPI) – C04877

SNAP Transitional Benefit Alternative (TBA) – C04708

Oregon Vital Event Registration (OVERS) Update Training – C03682 Online: ABAWD – C05311

Did you know you can search transmittals by text? When you are on the STAFF TOOLS transmittal page, you just need to press the ‘control’ and ‘F’ keys at the same time, then you will see a ‘find’ text field appear in the upper left corner of your menu bar. There you can enter the text you want to search by. [Finding a transmittal.pdf](#)

Remember to code NED household

NED households are not required to complete the DHS 852. They are filing groups with:

- No earned income (EML, HCW, SEC, SEN or TNG income types); and
- Every adult member is either 60 or older; or
- Meets the SNAP definition of clients with disabilities.

Identify these cases on FSMIS using HH Type NED.

JANUARY 2016 TARGETED SNAP REVIEWS

100% ACCURACY HONOR ROLL

0111	Baker City APD	1311	Burns APD	2411	Salem AAA
0313	Milwaukie APD	1404	Refugee Branch SSP	3011	Pendleton APD
0701	Alberta SSP	1612	Madras APD	3102	Enterprise SSP
0913	LaPine APD	1802	Lakeview SSP	3112	Enterprise APD
1202	Condon SSP	2311	Ontario APD	3211	Florence AAA
1211	John Day APD	2403	Family Stability & Employment SSP	3403	Tigard SSP
				3505	North Employment & Training Office

90% OR BETTER

96.67	East Multnomah AAA	3518	92.59	Hillsboro SSP	3402
96.30	Rogue Family Center SSP	1505	92.45	North Clackamas SSP	0303
96.00	Medford APD DSO	1517	92.31	Medford APD SSO	1513
96.00	Klamath Falls APD	1811	92.31	Cottage Grove AAA	2019
96.00	Cottage Grove SSP	2003	92.00	New Market Theater SSP	1402
95.45	West Eugene SSP	2002	92.00	Grants Pass APD	1717
95.45	Santiam Center SSP	2404	92.00	Washington Co. Proc Ctr	3404
95.00	West Medford Proc Center	1504	92.00	McMinnville SSP	3601
95.00	St. Johns SSP	2601	90.91	LaGrande APD	3111
95.00	Portland Mid-Area AAA	3515	90.00	Baker City SSP	0101
93.75	Canby APD	0310	90.00	St. Helens APD	0511
93.33	Gold Beach APD	0811	90.00	Gold Beach SSP	0801
93.33	Redmond APD	0914	90.00	Prineville SSP	1601
93.33	Roseburg APD DSO	1017	90.00	Cave Junction SSP	1702
93.33	Springfield SSP	1101	90.00	McKenzie Center SSP	2001
93.33	Albany AAA	2211	90.00	Lebanon SSP	2202
93.33	West Portland AAA	2518	90.00	Pendleton SSP	3001
93.33	Dallas AAA	2711	90.00	Milton-Freewater SSP	3004
93.33	Tillamook AAA	2911	90.00	LaGrande SSP	3101
92.86	NE Portland SSP	2801	90.00	McMinnville AAA	3617

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 and TANF PREVENTATIVE TIPS

- Review paystubs closely and if there is unclear information, contact the household and/or the employer to clear up any questionable information.
- Remember the Employability Screening Tool 7823A is an eligibility requirement for all adults in the TANF need group. This includes IA's and both parents in a program 82 case.
- Make sure the address on the application is the same listed on screens. Don't forget to list any apartment #'s.
- Review the case record in comparison to newly reported information from the household. Ask clarifying questions to determine correct eligibility.
- Remember to set SNAP cases in PEN status to ensure denial on the 30th day. If not able to set in PEN, use TRAC's or Outlook Tickler as reminders to deny on the 30th day.