

# In the Loop

## Central Office knitters

On Tuesdays, the APD Central Office knitting group gets together to talk and create some wonderful handmade items. Some of those items were in the annual *Scarves and Beyond* silent auction this year.

Thank you to everyone who donated handcrafted items for the 2013 auction! If you would like to donate to the auction next year, contact Caryn Whatley via email: [caryn.whatley@state.or.us](mailto:caryn.whatley@state.or.us).

The same group of knitters made the gorgeous afghan raffled off for the food drive – which was won by our own Carol Mauser from The Dalles!



Carol Mauser, winner of the 2013 afghan



L - R: Margie Bibby and Caryn Whatley sell tickets and watch over the auction.

Thank you to everyone who helped sell tickets, watched over the auction, put in tireless hours knitting, and everyone who bid and bought tickets. Here's what they raised:

- Afghan ticket sales: \$1026.75
- Scarves and Beyond: \$707.00

The total of \$1733.75 equals 6,935 pounds of food, or 5,201 meals. See inside for more Central Office food drive information.

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**Supporting APD/AAA field structure by providing efficient, timely and accurate information through superior customer service.**

## Late EPD pay-ins

Rule [461-160-0800](#), *Determining Participant Fee*, states the participant fee must be paid each month as a condition of eligibility. Clients who receive EPD (Employed Persons with Disabilities) are required to make their payments on time, or their case will be closed.

However, APD can waive the participant fee if “the individual provides verification (OAR [461-115-0610](#)) of significant economic difficulty, such as, but not limited to, homelessness, divorce, *domestic violence* (see [461-001-0000](#)), or illness.”

EPD recipients who do not pay on time cannot have their case remain open, not even if the client plans to get it paid “right away”. Participants cannot arrange to pay past due amounts – overdue cases have to be closed.

Also – cases which are not paid can be referred for an overpayment if the situation meets the overpayment criteria.

For help with EPD, contact Trevor Baker, 503-945-6139 or [trevor.d.baker@state.or.us](mailto:trevor.d.baker@state.or.us).



Darwin - Kim  
Welsh, Portland

## Communication, please

Transferring a service case to a new county and looking at SNF or ICF placement?

**Always** get in touch with the local office before transferring a service client to a new area.

TC/PAS, in receiving counties, are hoping to get contacted as early as possible from the sending county. By doing so, they can assist with identifying all the service options available for the individual. If needed, the TC/PAS can provide that face to face visit which is essential for transitional planning. Staffing cases with the new branch may prevent moves to a nursing facility; it will definitely prevent clients missing case management assistance in their new area.

The more lead time the better! CMs can ask their local TC/PAS for the name of the new TC/PAS in the receiving county. This information is located on the Transition Team Contact List provided to the TC/PAS team.

Thank you to [Roberta Lilly](#) for the info!

## Eastern Oregon food drive results

Take a look at the results from some of our Eastern Oregon offices. Burns and John Day are not big offices - 4 and 3 staff members, respectively - but look at what they did accomplished (you too, Baker!)

- Baker City APD - 320 pounds of food
- Burns APD - 167.68 pounds of food
- John Day APD - 120 pounds of food

Thank you to all the staff in these offices!

## Case manager training

Regional Case Manager Workshop, April 16-17 in Bend DHS office, 1300 NW Wall Street, Bend, OR

Regional Case Manager Workshop, April 30-May 1, Eugene - DHS McKenzie Center, 2885 Chad Dr., Eugene, OR

Sign up through the [Learning Center](#) under Course # C03613. Please also look for additional locations and dates for more Regional Case Manager Workshop throughout the year.

## HIPAA records access request - Handle with care!

A recent communications from the Office for Civil Rights (OCR) emphasized a HIPAA request for access to HIPAA records requires special handling. Incorrectly processing such a request may subject the agency to unnecessary OCR investigations and substantial fines. Whenever a request is made by a client for access to, or copies of their file, the file must be carefully reviewed to determine whether protected health information (PHI) is present.

PHI is defined very broadly under HIPAA and includes any individually identifiable information related to OHA/DHS health-related programs. Under this definition, **applications** for medical and health programs are considered PHI even if the application is denied. Most client files will contain PHI.

If **ALL** of the following are present, you **MUST** process the request as a HIPAA Request for Access to Records (45 CFR 165.524):

1. The request is made by the individual client or the client’s legal personal representative.
2. The request is for access to, or copies of, the client’s own files.
3. The file requested contains PHI about the client.
4. The records are on file because of a HIPAA covered function.



Dakota  
- Christy  
Woolard,  
Medford  
SSO

If you are unable to determine the type of request contact the Information Security and Privacy Office (ISPO) for assistance: [dhsifo.security@state.or.us](mailto:dhsifo.security@state.or.us), or 503-945-6812.

### Actions for requests which include HIPAA protected records

Subject	Action
Denial or restriction of copying or review	Denials and restrictions are limited to a few specific reasons. (See <a href="#">DHHS Right of Access Summary</a> ) Repeated requests for the same information are to be treated as new separate requests.
Fees for copying or review	An initial cost estimate must be provided in writing to the client. <ul style="list-style-type: none"> <li>▪ Costs allowed for copying (supply and labor);</li> <li>▪ Costs allowed for postage to client only (not between offices);</li> <li>▪ Labor costs of preparing client requested summary.</li> </ul> Fees may not be charged for viewing or retrieving documents.
Response	Must be within 30 calendar days



**Don't forget!** All customer information has to be kept or **7 years (SSAM .IV.D)** After 7 years you can purge material which is not related to the current eligibility. You *cannot* purge identification, citizenship info, verification of a stable/unchanging income source, etc. If you have questions, contact [Karen Gulliver](#).

### April 2013

Autism awareness month  
 Parkinson's awareness month  
 Stress awareness month

Apr. 1 - 7: Laugh at work week  
 Apr. 7 - 13: National public health week  
 Apr. 14 - 20: Bat appreciation week  
 Apr: 21-27: Severe storm preparedness week

Apr. 3: National day of hope  
 Apr. 5: National walk to work day  
 Apr. 10: One day without shoes  
 Apr. 11: International Louie Louie day  
 Apr. 15: Tax day!  
 Apr. 19: **CLOSED - DHS furlough day**  
 Apr. 20: Husband appreciation day  
 Apr. 22: Earth day  
 Apr. 23: Talk like Shakespeare day  
 Apr. 26: Arbor day  
 Apr. 30: Bugs Bunny day

### What do hate crimes have to do with fair housing?

Unfortunately, it is not uncommon to hear about various hate crimes in the news, both nationally and locally. Hate crimes - be it against a particular race, national origin, religion, sexual orientation - harm individuals, families, neighborhoods, and communities. A single incident can send fear throughout an entire community.

When hate crimes are combined with housing--that is, are perpetrated at the victim's home, etc.--it's not only a criminal matter, it's a fair housing violation, as well.

If you have questions, or know someone harassed by neighbors because of a protected class reason such as ethnicity, religion, sexual orientation, etc., please let us help!

For more information on this protected class visit: [www.FHCO.org/serviceanimals.htm](http://www.FHCO.org/serviceanimals.htm).

The Fair Housing Council is a nonprofit organization serving Oregon and South West Washington. Anyone may call the Fair Housing hotline at 800-424-3247, ext. 2; or visit [www.fhco.org](http://www.fhco.org).



Stressal - Janet Morse, Central Office

Jo Becker, Education and Outreach Coordinator



**Don't forget!** PMDDT staff does not receive Oregon ACCESS ticklers. When a customer who requested PMDDT passes away, or the case is closed for non disability reasons, the customer is awarded SSI/SSDI, etc., workers need to send an email to PMDDT so they can avoid unnecessary work. Your assistance can help speed up the PMDDT decision process!

### North Bend pie safe winner...



...is Kelli McClellan! Here is Kelli with helpful cats Mogwai and Trogdor settling in with her winnings. (btw - I'm not bitter...kg)

Tickets sales for the pie safe, which were sold by APD and SS offices, raised \$407 which equates to 1,628 pounds of food for the local areas food bank, or more than 271 meal tickets for [Crossroads Community Café](#), also in North Bend.

Great job North Bend – and congratulations Kelli!

## SNAP pointers

The PME reviewers have seen the same issues in many offices when they conduct the SNAP Management Evaluations. Here are some reminders to help you improve customer service and avoid PME citations actions:

- Send a [DHS 0411](#) NOMI (Notice of Missed Interview) postcard or notice writer FSMA411 for every missed SNAP appointment, even if the applicant did not complete the filing page. If you send the postcard, be sure to document that date the postcard was sent. [461-115-0230](#)
- Screen to see if the household is entitled to an expedited determination of eligibility *on the filing date* and narrate your decision on the same day. Waiting until a later interview date makes it appear the decision was not made timely.\* [QC Hot Tip, SNAP B.6.K](#)
- Client's whose SNAP case has expired are considered NEW applicants after the date of screening and will need to have an expedited determination on the filing date and an interview. Clients with ongoing medical or service cases and expired SNAP benefits are still treated as a new SNAP applicant.
- Narrate the reason a SNAP case (or any other type) was closed or denied to justify the action (as always, you do not have to narrate the reason for closure when the case expires.)
- Always, always, always narrate on the same day you take action or make a decision. Narrating later is almost guaranteed to result in additional work work because you must review the case to remember what to narrate. Plus, narrating an interview two weeks after it happens is error prone as you may forget some details.

\*An expedited decision is not an eligibility decision; the household can be entitled to an expedited determination of eligibility but at the interview you can discover the HH is not entitled to receive expedited benefits.

If you have questions, please see the [SNAP program manual](#) or contact the [SNAP policy analysts](#).



Snowy - J.Scott Burman,  
Estacada

## Voter registration reminders

Please remember to date stamp all voter registration forms on the same day they are completed – applications and declinations both. If you don't have a date stamps, print the date on the form in a contrasting color or some way to make your writing stand out.

Also, voter registration material have a federally protected status – treat them with care and keep the applicants information secure!

Need more information or have a question about voter registration? Contact Karen Gulliver, 503-569-7064 or [karen.l.gulliver@state.or.us](mailto:karen.l.gulliver@state.or.us).

### APD Central Office food drive activity

Central Office APD not only participated in the Food Drive fund raising knitting (see the front page), we also had other activities going on.

Janice Castle organized a goodie and bake sale – almost all on her own! – and raised \$20 in one day, which is 80 pounds of food or 60 meals.

APD Field also had a cubicle sale - like a yard sale but indoors and square shaped – which raised \$319, which is 1,276 pounds of food or 957 meals. Left over items from the cube sale were donated to the Salem Union Gospel Mission.



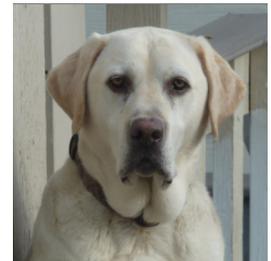
And last, but hardly least, APD and DD Central Office created gift baskets and organized for the Silent Auction – many thanks to everyone who donated to the baskets! The silent auction baskets raised \$1,162 which is 4,648 pounds of food or 3,486 meals!

Altogether, APD and DD Central Office raised a total of \$3,234.76 – the equivalent of 12,939 pounds of food or 9,704 meals for people in need.

### February 2013 SNAP honor roll

#### 100% accuracy!

0111 Baker City APD	100%	2019 Cottage Grove AAA
0313 Milwaukie APD	100%	2111 Toledo ADS
0411 Warrenton ADS	100%	2211 Albany ADS
0511 St. Helens APD	100%	2311 Ontario APD
1311 Burns APD	100%	2711 Dallas ADS
1418 Portland South East ADS	100%	3112 Enterprise ADS
1517 Medford DSO	100%	3211 Florence AAA
1911 Woodburn ADS	100%	3415 Tigard APD
2011 Eugene LCOG	100%	3617 McMinnville ADS



Morgan - Diana Bartholomew, Pendleton

#### 90% or better accuracy!

1717 Grants Pass DSO	96.00	0811 Gold Beach APD	93.33
1811 Klamath Falls APD	96.00	3311 The Dalles APD	93.33
3411 Hillsboro APD	96.00	1513 Medford SSO	92.00
2411 Salem ADS	95.56	3417 Beaverton APD	92.00
0310 Canby APD	93.33	3518 East Multnomah ADS	91.67

**58% of all the APD and AAA offices are on the honor roll**

### April 2013 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
1	2 CBC: 512 (8:30 - 4:30)	3 CBC: 512 (8:30 - 4:30)	4 Cultural competency and diversity, (8:30 - 4:00)	5
8 Eligibility 201 (1:00 - 4:30)	9 Eligibility 201 (8:30 - 4:30) eXPRS user lab (1:30 - 4:30)	10 Eligibility 201 (8:30 - 4:30)	11 Eligibility 201 (8:30 - 4:30) Ask diversity, 8:30 - 12:00)	12 Eligibility 201 (8:30 - 12:00) Cultural competency and diversity, (8:30 - 4:00)
 Mazie and Pepsi - Laurie Giessinger, Albany	16 DD and mental health eligibility for OSIPM (8:30 - 4:30) Basic Lean concepts, Portland (8:30 - 12:00) Regional case manager training (8:30 - 4:30)	17 DV 101 (8:30 - 5:00)	18	19 <b>CLOSED - DHS furlough</b>
22 APS core competencies, Grants Pass (8:00 - 5:00)	23 APS core competencies, Grants Pass (8:00 - 5:00) Oregon ACCESS basics (8:30 - 4:30) APD Field Leadership meeting (8:30 - 4:30) Advanced eligibility calculations and trusts (8:30 - 4:00)	24 APS core competencies, Grants Pass (8:00 - 5:00) Oregon ACCESS basics (8:30 - 4:30) EPD (8:30 - 4:30)	25 APS core competencies, Grants Pass (8:00 - 5:00) Presumptive Medicaid training (8:30 - 12:00)	26 Cultural competency and diversity, (8:30 - 4:00)
29 Ask diversity, 8:30 - 12:00)	30 Eligibility 101 (8:30 - 4:30) Regional case manager training (8:30 - 4:30)	1 Eligibility 101 (8:30 - 4:30)	2 Eligibility 101 (8:30 - 12:00)	3

## April Community Based Care payment schedule

April payments for the APD, DD, and CEP Programs will issue the night of Monday April 1<sup>st</sup> and mail to providers the next business day, which is the morning of **Tuesday, April 2<sup>nd</sup>**.

Regular payment schedules are as follows:

- APD and DD payments process the night of the first of each calendar month and mail the next business day.
- CEP payments issue the night of the first *business day* of the month and mail the next business day.

Direct Deposit (EFT) payments will also issue on the night of April 1<sup>st</sup>, but rather than being mailed on Tuesday April 2<sup>nd</sup>, they will be sent to the Department of Treasury and out to individual banks for processing. *Banks are allowed to use up to three (3) banking days to process direct deposit payments which does not include weekends or holidays!* Please note DHS does not have any control of how and when individual banks process their direct deposit payments.

Per the agreement signed by the provider to begin direct deposit of their payments, the provider is required to confirm funds are available before making purchases out of their account. DHS will not reimburse providers for overdraft charges due to insufficient funds.

EFT payments should be available in provider accounts on or before 11:59 pm of **Thursday April 4<sup>th</sup>**. Direct Deposit information and sign-up form: [Click here](#).

Kristen Hutton, SPD Payment Support Unit



Maximus - Mandy Trippett, Klamath Falls

Past issues of *In the Loop* and the yearly indexes are on the Field Services web page: [www.dhs.state.or.us/spd/tools/field/index.htm](http://www.dhs.state.or.us/spd/tools/field/index.htm)

### Klamath Falls food drive activity

Klamath Falls ran a 50/50 drawing in their office to raise money. They are sending \$16.50 to their local food bank.

This is the equivalent of 66 pounds of food, or almost 50 meals. Thank you Klamath Falls and Shari Whitely for sending in the information!



Blu - Janice Castle, Central Office



**Don't forget!** The effective date for a new OHP-OPU case - i.e., when the medical benefit starts - is no sooner than the date of request. OHP does not go back to the first of the month, [461-180-0090](tel:461-180-0090). Also, OHP does not have retroactive medical benefits, [461-135-0875](tel:461-135-0875). Need a handy reference for OHP rules? Check out the OHP [Quick Reference Guide](#)! Be careful not to mix up the OHP-OPU and the QMB rules and effective dates.

## Forms updates

Please delete all copies of the prior versions of these forms from your desktop and archives and use only the current version going forward. All current forms are available on the [DHS forms server](#).

- Oregon ACCESS 003N, *CAPS 2 Client Details Form*, has been updated to no longer display stopped medication and the “Stop” and “Stop Date” columns were removed;
- SDS 219H, *Business Practice Review – HCW Program*, now has updated language and form numbers related to background checks;
- SDS 445, *Application for Benefits*, updated with the federally required language on voter registration, the agency name. and current rights and responsibilities.
- SDS 454D, *Report on Deceased Person*, (Oregon ACCESS version) has been updated to allow the entire zip code to print in the *Real Property* section, the instructions are updated to match current policy, and the correct contact information for Estates Administration Unit has been added;
- SDS 539C, *Redetermination of Eligibility*, (Oregon ACCESS version) has been updated to include the federally required language on voter registration. *Note:* the radio buttons on the form need to be manually filled. The web version will be posted with the same additions soon.
- SDS 752, *Long Term Care Community Nursing Services Summary*, is a new form which is intended to provide the case manager with current information about the services provided by the nurse and a description of the services for which the nurse has submitted a claim.
- SDS 754, *Long Term Care Community Nursing Services Service Plan*, has been updated by the program analysts to be more complete and up-to-date.



Curious - Kelsey Weigel, Central Office

Watch for upcoming translations for all appropriate forms. If you have questions, contact Karen Gulliver.

### Send in your pet’s picture!

Send in photos of your pet to Karen Gulliver ([karen.l.gulliver@state.or.us](mailto:karen.l.gulliver@state.or.us)) and see your best friend in the APD newsletter. Share the pet you love, the one you lost, the furry friend who is always happy to see you.

All newsletter recipients are welcome to send in photos - every furry, hairy, scaly, feathery, two, four, or no legged friend is welcome!



### Enterprise food drive

The APD, Child Welfare, and Self Sufficiency offices in Enterprise teamed up to raise 34 pounds of food!

Thanks Enterprise - love the teamwork!

Send your photos and/or your stories to [karen.l.gulliver@state.or.us](mailto:karen.l.gulliver@state.or.us) and make the other branches envious!

## 5517 CMEU case transfers

*This is a repeat and update from June 2011 as a helpful reminder.*

The Children's Medical Eligibility Unit (CMEU), branch 5517 keeps Medicaid only cases for children in DD foster care, DD children in residential care and CIIS waived services children at their Salem Church Street location. But they don't keep files.



Lilly  
Amala -  
Teresa  
Bailey,  
Gresham  
(SSP)

When you transfer an appropriate case to 5517, be sure to only transfer it electronically in the mainframe and on Oregon ACCESS – 5517 receives a lot of material which is inappropriate or unnecessary. The local offices can save some work by sending just the requested information.

Also, 5517 is a paperless office – so please do not send hard files; please follow your local office retention procedure for hard files. All paper files sent to 5517 will be sent back to the originating office because 5517 has no way of storing any hard copies.

If 5517 needs to have a case transferred to them, they will send you an email and let the local office know – workers should not “decide” to transfer the case without a request. If it appears the case would be more appropriate in 5517, call first and discuss it.

Workers can reach CMEU directly by phone or email. For the customers with last names beginning with A – K, call or email [Barbara Carroll](mailto:Barbara.Carroll@state.or.us) 503-378-5795; customers with last names beginning with L – Z, call or email [Consuelo DeCamp](mailto:Consuelo.DeCamp@state.or.us) 503-378-5768. If the guardian or representative of a customer child has a question, please direct them to the same phone numbers.

*Have a question about Voter registration? Ask your local coordinator or call, IM, or email Karen Gulliver: 503-569-7034. [karen.l.gulliver@state.or.us](mailto:karen.l.gulliver@state.or.us)*

## Medical deduction reminders

Remember to update the SNAP medical deductions for clients who are elderly and clients with disabilities at every certification and recertification. [SNAP manual, F.19](#); [461-160-0415](tel:461-160-0415)

- All costs must be verified along with the frequency of the payment and a copy of the expense must be in the client file.
- Medical expenses reported after the cert period started can be deducted *either* the month after reporting, or spread over the rest of the cert period. The client gets to choose!
- Special diet costs are *not* an allowed medical deduction because the client can purchase those items with their SNAP benefits – not even if the client has a prescription.
- Medical costs paid via a credit card are considered paid in full and the expense and/or ongoing credit card payments are not allowed.



Fifi - Mary  
Horton,  
Medford SSO

Use the [DHS 221](#), SNAP medical expense worksheet to help you get to the right amount.



**Don't forget!** Always check for other open cases when converting from OSIPM to OHP (or any other benefit) instead of automatically opening a new case. For example, an OSIPM man converts to OHP-OPU. A quick check on WEBM tells you he is a NO on his child's OHP-OPC so his new OHP-OPU is opened *on the same case* as his child's – always do your best to keep parents and children on the same case! A few seconds checking prevents a lot of rework for you if the case fails to open and the client loses medical coverage . CMU has a helpful guide to searching: [Time Saving Tips from CMU](#).

## New and upcoming training from the SSP Training Unit

The Oregon Vital Events Registration System (OVERS) search screens will change this spring. Staff needing to verify birth and/or death records as part of their work will be affected. In order to prepare staff to use the upgraded OVERS system, training is being provided starting late March through early April via. Training announcements will be communicated via email from the Oregon State Library ListServe email service and the individual training units. After implementation, a recorded version of the training will be available on the [Learning Center](#) by searching for keywords: OVERS Update.

Contact the [training unit](#) if you have questions regarding offered courses. Look for the updated OVERS recording in early April!

### Core class offerings and begin dates:

- Essentials: 6/4 Salem
- Computer Connections: 6/11 Salem
- Expedited SNAP: 4/23 Tigard
- SNAP Basics: 4/2 Tigard and Eugene; 6/18 Salem
- Services to Noncitizens: 5/14 Salem

### Refresher or review offerings and begin dates:

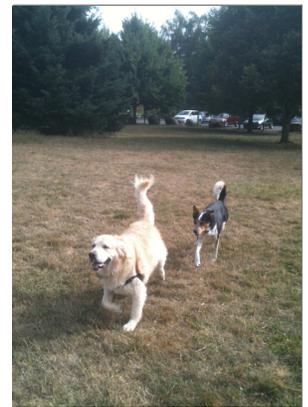
- SNAP 201: 5/21 Roseburg, 5/29 Medford; Roseburg 6/11
- Non-Citizens Refresher: 4/16 Salem; 5/14 Hermiston; 5/16 Bend
- Self-Employment- ½ day 4/25 Tigard; 5/29 Medford

### 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

### Upcoming netlinks

- Self-Employment 4/10
- Calculating Income 4/24



*Jake and a buddy  
- Trisha Baxter,  
Central Office*

### District 15 food drive activity

We are happy to report that we had another great food drive this year. Activities included:

Before we began with all, we sat together with CAF/D-15 and decided that we would challenge each other. Both groups did a great job! As the picture shows below APD won the challenge and brought the “Pig” home.

- Penny Drive - several units competed against each other and this alone brought in \$359.16!
- Our 2nd annual “online auction” - nifty and slick designed by our very own DM, Genevieve Sundet. Auction items were posted on the shared drive allowing the whole district to bid on items. All I can say is “this group gets sneaky and very competitive”. Not to mention how creative everyone was with wonderful items like the “redneck basket”.
- Valentine’s Day was a big sale day with balloons, cupcakes, and handmade cards - total of \$78.
- Another fun activity was our ongoing “yard sale” in the lunch room where staff brought in treasures for others, bringing in \$31.69.
- District 15 had a total of \$1,750.00 in payroll deductions (up from last year’s \$1,080; and
- Collected approximately 70 pounds of actual food, and
- Were able to donate \$927.44 to our local food banks -Clackamas & Canby.



That makes a total of \$2,677.44 in dollars, or almost 11,000 pounds of food.

Thanks to everyone who helped to make this a success; the number of payroll deductions increased tremendously from last tremendously, which is so impressive!



*Special thanks* to the site coordinators: Melodie Kozol, Stephanie Cruz, and Robert Burleigh who made room in their busy schedules to make this year so successful.

Times are tough and regardless of where we stand on many issues this is evidence that we have a big heart that is willing to feed many people.

*Thank you to Nadja McConville!*

### Ontario food drive activity

Ontario APD held a silent auction, a valentine and car basket raffle and two separate food sales to raise money for the 2013 food drive.

The folks way out East raised \$684 in cash and another \$480 in payroll deductions for a total of \$1,164.

This equates to 4,656 pounds of food, or 3,492 meals. Thanks Ontario!



**Don't forget!** A recent audit showed

many data entry error for SSNs. Watch your fingers and double check - the SSN is vital!

## Pending and the Program Management Evaluations

What are the Program Management Evaluators (PMEs) looking at when they review an office in regards to pending? Is there a potential barrier to completing the request from a client's point of view when you request a particular item be submitted such as a pay stub or a letter from someone instead of just telling the client what you really need? How do you ask for what you really need?

Think about which eligibility element you really need to verify, not how the client can prove it. You need proof of income but you don't need a paystub. Here are some examples.

Limiting	Not limiting
John's 1/15/13 paystub	Proof of gross pay John received on 1/15/13
Mary's paystubs for Jan and Feb	Proof of gross pay Mary received between 1/15 & 2/14
VA award letter	Proof of VA benefits
Bank statement	Proof of interest income
Employment verification form	Proof of expected hours and hourly wage
Picture ID	ID

Want more examples or more information about the PMEs? See the new Office of Program Integrity [web site](#).

*PME Review Team*

## Sponsored noncitizens for SNAP

**To deem or not to deem for sponsored SNAP noncitizens...That is the question!**

*Thank you Sherri Devlin, Multnomah County AAA!*

After much review of SNAP materials and a pleasant conversation with the SNAP Policy Unit, I feel I have reached some clarity on the deeming issues for sponsored citizens. Here's the scoop on this complicated topic.

First look at whether or not we need to think about deeming at all. We can find guidance in OAR [461-145-0830](#). The noncitizen must first meet the alien status requirement before deeming is considered. Deeming may apply to LPRs with certain admission codes. However, deeming is not considered in the following situations:



Swagger - Tonya Vokral, Ontario

- The sponsor has not signed a legally binding affidavit of support (I-864 or I-864A);
- The sponsor receives SNAP, SSI or TANF;
- The sponsor is deceased;
- The sponsored noncitizen is a battered immigrant spouse;
- The sponsored noncitizen does not meet the alien requirement for the program they are applying for (example: undocumented noncitizens);

*Continued on the next page*

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- The sponsored noncitizen becomes a naturalized citizen;
- The sponsored noncitizen can be credited with 40 work quarters;
- The sponsored noncitizen is under 18 years old;
- The sponsor establishes indigence\*.

\* When determining indigence you add up the noncitizen's income for the household including in-kind income plus any cash, food, housing, or other assistance provided by individuals including the spouse. For example if the sponsor pays the applicant's rent of \$400 then this equals \$400 unearned income. If the total of all these incomes is under 130% FPL we do not look at the sponsor's income. We require the applicant to fill out a Declaration of Indigence form [DHS 1058](#). The 1058 form must be sent to Central Office.

**PLEASE NOTE:** Many of our clients will fall into one of the above categories and deeming will not be necessary. The rare situation will be a sponsored noncitizen that is applying for benefits and does not meet the definition of indigence!

If none of these apply, deem income from the noncitizen's sponsor and the sponsor's spouse using the [DHS 1058A](#). Compare to 185% of FPL; if under, do not deem resources. If the income is over 185% FPL deny for SNAP.

*Sherri Devlin, Multnomah County AAA and SNAP Policy Analysts*

## **ICM....Coming soon!**

**What is ICM?** Integrated Collections Management (ICM) system was designed as a management collection system for the Office of Payment Accuracy and Recovery (OPAR). ICM will manage client overpayment collection activities which were previously handled in the Overpayment Display System (OPDS) for ERDC, Medical, SNAP and TANF program overpayments. The new system will have the ability to manage and bill multiple liable clients; produce built-in management and "ad hoc" reports; and enhance compliance with federal requirements.

**When?** ICM is scheduled to go-live in May 2013.

**Who will use the new system?** OPAR will enter and track the status of client overpayments. ICM has been customized to meet the needs of OPAR's Overpayment Writing Unit and Overpayment Recovery Unit. It also meets the needs of the Office of Financial Services Receiving Unit. Field staff will use the new ICM system as they do the current OPDS system, as view only.

**Training** Field staff will not require additional formal training to access the new screens. However, instructions will be made available to staff via transmittal before the new screens go live.

**Questions?** Contact Barbara Zharkoff at 503-378-3299 or [barbara.zharkoff@state.or.us](mailto:barbara.zharkoff@state.or.us).



*Pixie and Peanut -  
Nadja McConville,  
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