

Q: Are overpayments withheld on UC coded as unavailable income?

A: *No, because the UC they are eligible for is paying their arrears, which is a bill they owe.*

Q: Should we be using SOLQ over DHR?

A: *SSA screens in ONE should be checked for SSA information first. If there is no information available on these screens, then use the Legacy screens for SSA information.*

Q: What about WVIR? (We recently received an error for different program for not checking it.)

A: *Yes. You still want to check WVIR. There is a question within the ONE system asking if you have verified the Oregonians vehicle information. You will mark Yes or NO to that question after checking WVIR.*

Q: Can we add it to the training since it is required? we feel a lot of staff do not know how to use it

A: *We will add WVIR to future IEVS screen trainings*

Q: Getting a job can also include being a CC provider- DPPL, or a HCW- HINQ...why only check the Work Number if someone reported a job with no info provided?

A: *If someone reported they have unemployment compensation then we should not check outside that income source. Because all the different programs are within the ONE system, every time we check different screens, we impact all the different programs which have their own federal guidance. To accommodate all Federal guidance, we need to stick with the guidance in the IEVS QRG. If someone reported a job but did not provide enough information to enter a record, then worker should contact the participant and or send a missing information notice*

Q: If there is a case note that says all IVES were checked - but no mentioned of an asset to pursuit - as a coach, do we just assume there was none?

A: *We do have a question in the ONE system that is asking if there is unemployment compensation if you pursued assets. Please go into the ONE system to check those questions about pursuit of assets. Use your one system screens and check all the appropriate screens.*

Q: What do we really say when calling them about the discrepancy, since we must reach out to them first? Do We ask them if what we found is correct or not? If they say no, then pend them to provide the info themselves? What does "reaching out to clarify discrepancy" entail?

A: *Call to say we have received other information and ask if they can provide clarification or further verification so we may issue the correct benefits.*

Q: How do we balance pursuit of assets with Family Coaches not checking IEVS? Are we only looking at pursuit at intake/renewal and possibly periodic report?

A: *Reminder at application when we request them to pursue the asset, we do take client's statement they have pursued it. We would not check the IEVS screens outside of the approved times based on that transmittal. If we find out during engagement, or at the next renewal, they haven't been following through, then going forward we would no longer be allowed to take that client's statement of pursued asset.*

Q: When we are doing renewals and a client has not reported they have been working for the entire past year, are we responsible for reporting that income back to the date that we found it in work number?

A: *Yes. If you are checking the IEVS screens during the timeframe that is allowed and you find that information, then you do want to report that as possible overpayments for the entire time you are seeing that income.*

Q: Can't we check work number once a job is reported to try and avoid over pending if we're able to verify on our own.

A: *If we have received information about the income, but we have not received all the information, we do want to contact the individual first and then clear that pend internally before sending that pend out to the individual.*

- *Contact an individual first to try to get clarifying information.*
- *See if it is possible to clear the pend in house by checking that work number.*
- *Use our resources to clear a pen before we send out an RFI to the individual.*

Q: People are saying that there are no changes when there really are and this is the issue we are finding with the IEVS guidance at the PR -

A: *It is important to remind participants about their reporting requirements and how reporting changes timely can help prevent them from receiving an overpayment.*

Q: Are we just defining pursuit of assets as application rather than following through with the process in full?

A: *Technically if they have applied for the asset, they have met the requirement. It is helpful to explain to the participant the benefit of pursuing and following through with a UC claim. They typically will receive more money via UC than they would through TANF and they will save their TANF months for when they have no other resources.*

Q: Can we check EBT card spending to see if customer has spent the benefit in another cities in Oregon or out of state?

A: We should not be checking EBT card spending. Please see further information in t Returned Mail and Whereabouts Unknown Transmittal SS-PT-22-015

Q: Couldn't a "C" on the claim also indicate a child receiving benefits from a parent who is receiving SSB or SSDI (not necessarily a disabled child)?

A: *A "C" at the end of the claim number indicates that this is a child receiving on a parents claim. It could be a minor child or a disabled adult child.*