Why Does Coding Matter?

When income on a SNAP case is coded as SSD instead of SSB, the SNAP system would recognize that a need member of the household is disabled, therefore coding the system with a higher shelter offset.

When the income is coded as SSB, the system doesn’t allow the higher shelter offset, because the system doesn’t recognize any need members as disabled. This is because customers can receive SSB income without being elderly or disabled.

Example: children who are not disabled are receiving survivor benefits (SSB) from a deceased parent.

As long as workers are correctly determining the correct sources of income, SSI, SSD, SSB, and coding accurately, the SNAP case should reflect the correct allotment.

There are some HH Types such as AD, AB, and VET when used appropriately, also give a higher shelter allotment.

Example: A Veteran is receiving veterans benefits, you as the worker verify that the veteran meets 100% disability, therefore we would want to code the income as VET, but also code HH Type VET in order to tell the system that someone in the need group of the household meets the SNAP definition of disabled which allows a higher shelter offset. (Reminder: Only use the VET coding if the veteran has a 100% disability.)

Remember, the way we code our cases really does make a difference.
Prorating Income and Deductions

What to Tell the Computer

It is well known that income and most allowable expenses of NC1’s (other than utility standards) are prorated on a SNAP case. The full amount is divided by the number of people in the filing group and multiplied by the number of eligible people on the case. (Don’t forget to add an NC1 line under the ineligible non-citizen to help identify eligible people on the case). The trick is knowing when to code the full amount or the prorated amount online.

**INCOME**: With income, always code the full amount on the case. The computer will prorate the income based on the number of people listed on the case and the number who are eligible. A QC error recently cited involved income that was prorated twice: first by the worker, and again by the computer.

*Example*: A family of four consists of two NC1 parents, two eligible children, and the dad earns $1500 per month. Code $1500 EML on the case so the computer will prorate it correctly to $750. The $750 will show on the bottom row of Page 1 on FSMIS confirming $750 as the earnings amount used to calculate benefits.

**SHELTER**: The shelter deduction is the opposite of income. The computer will not prorate shelter; agency staff must prorate it manually and put the prorated amount on the case.

**CHILD CARE DEDUCTION**: With a child care deduction, there is a choice. Either prorate the deduction manually and code it as CC, or code the full deduction amount and code it as CCP, in which case the computer will prorate the deduction as it does income. In either case, with the CC or CCP deduction type, the “Net CC” on the bottom row of the first page of FSMIS will show the actual deduction used to calculate benefits.

The bottom row of the first page of FSMIS is a good place to double-check whether the amount used is what was intended.

*SNAP Leads, Quality Control Unit*

Didja Know?

When you are converting from TANF to ERDC remember to look at child support and change CSP coding to SUP to have the child support count on the child care case. CSP is the pass through coding for TANF. Not updating can cause an error in the copayment calculation.

*Shannon Custer, Quality Control Unit*

Issuing JPI

There are so many issuance codes, what should we use for JPI issuance? JPI, JP2 and J82 payments of $10.00 per month must always be issued using EN or IN and never ED or ID. When we use ED or ID, the case goes on a discrepancy list and the customer must then be issued out another $10.00 because the $10.00 issued using ED or ID is not recognized by the system as being a JPI/JP2/J82 payment. We also lose out on JOBS participation until the correct issuance is sent out. Please keep this in mind for future actions and keep up the good work!

*William Picha, JPT*
Why Attend Quality Control (QC) Panel?

Want to listen in and learn from QC error staffings? You can, just by attending QC Panel!

What is QC Panel: QC Panel is a monthly venue where QC Errors are presented and discussed to find ways to prevent similar errors in the future. SNAP Errors are presented first, followed by TANF and ERDC.

Who should attend: All staff involved in SNAP, TANF or ERDC eligibility are welcome to attend. Analysts and Trainers are present to answer question and take suggestions. Branches who have had a QC Error in the previous month are asked to attend and give the background on their case. It’s all about sharing information and getting better at what we do!

When: QC Panel is at 1:15 (login 1:00 to 1:15) on the last Monday of each month.

How: Three great ways to participate:

  - In person at 3406 Cherry Ave NE, Salem
  - By V-con at approximately 20 designated sites across the state
  - By “iLine” right from your computer and phone!

More Important Info: QC maintains a list of branch contacts who receive the case list and other information each month. If you are not getting the information and would like to be added to the contact list, simply send a request to the QC Unit mailbox. We are listed as “Quality-Control Unit” in the Outlook address book.

Help Oregon continue its long tradition of making available a Quality Control Panel each month for staff to hear and provide input about actual QC errors and error prevention!

Matthew Bogart, Quality Control Manager

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**REMINDER**

Food and Nutrition Services (FNS) has given us the annual Cost-of-Living Adjustment (COLA) increases for the SNAP income eligibility standards and deductions. These increases will be effective October 1, 2015.

The new standards will be reflected in FSUP, Family Services Manual and APD Staff Tools effective October 1, 2015. In addition, the MSC 5530, DHS 221, DHS 853, DHS 854, FS Calculator, FS Benefits Estimator, Non-Citizen (NC1/NC2) Calculator and CAPI will be updated. See transmittal SS-IM-15-019

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**Didja Know?**

The WAGE screen must be checked as one of the Income Eligibility and Verification System (IEVS) screens and should not be used as a sole source of earnings or paid employment. The WAGE screen is an indicator of potential employment and income. The worker will need to ask additional questions and/or obtain income verification. All income (earned and unearned) must be verified. Please see FSM, MP-2, Verifying Client Information for examples of what can be used to verify income.
Enhanced TANF Case Management

If you haven’t heard yet, they’re finally here! Enhanced Case Management 201 sessions are scheduled and posted in the Learning Center. These 2 1/2 day sessions target Case Managers but anyone whose work is directly supporting families can attend with manager approval. We also encourage supervisors and managers to attend the first day. Each session has an expanded capacity but don’t wait to register for the dates that work for you. Questions? Contact Mollie Janssen at mjanssen@pdx.edu.

September 15-17 Portland
September 22-24 Klamath Falls
October 6-8 Portland
October 14-16 Oregon City
October 21-23 Bend
October 27-29 Eugene
November 18-20 Salem
December 1-3 Woodburn
December 8-10 Roseburg

NEWS AND UPCOMING TRAINING OFFERED BY THE SSP TRAINING UNIT

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:

**Essentials:** 10/6 Salem
**Computer Connections:** 10/13 Portland, 10/20 Salem
**SNAP Basics:** 10/27 Portland, 10/27 Salem
**ERDC:** 10/20 Tigard
**TANF Eligibility:** 10/13 Tigard, 10/27 Tigard
**TANF Case Management:** 10/6 Salem
**DV Policy & Case Planning:** 10/1 Salem, 11/5 Tigard
**Enhanced 201:** 10/6 Clackamas, 10/14 Oregon City, 10/27 Eugene,

**Services to Noncitizens:** 10/13 Tigard

Look for Webcasts and other Online courses for:

2015 SNAP Civil Rights – C04948
SNAP NED Eligibility and Coding – C03279
Job Participation Incentive (JPI) – C04877
SNAP Transitional Benefit Alternative (TBA) – C04708
Oregon Vital Event Registration (OVERS) Update Training – C03682

Quality Control Panel – Join by iLine!

The next QC Panel will meet on Monday, September 28th, at 1:15 (log in between 1:00 and 1:15). Did you know you can attend from your desk or conference room via “iLine” and your phone?

You can, and here is how to join the September meeting:

**Join:** https://oregonconnect.ilinc.com/join/tyfpffj
**Primary Dial-In:** 1-888-450-5996
**Passcode:** 992263

Quality Control Unit
AUGUST 2015
TARGETED SNAP REVIEWS

100% ACCURACY HONOR ROLL

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Accuracy Matters!

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.

Accuracy Matters!

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 which each take between 10-20 minutes to complete.