

Erika Miller, APD Collaborative Disability
Determination Unit Manager

Authorized Signature

Number: SS-AR-12-004

Issue Date: 04/16/2012

Topic: Cash Payments

Due Date: 04/16/2012

Subject: Requests from SSA for verification of TANF

Applies to (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): Self-Sufficiency |

Action Required - Branch Offices:

Districts 3 and 4: Effective April 16, 2012: Fax all requests from SSA for verification of TANF benefits to the attention of the *TANF Verification Specialist* at (503) 393-1867 for processing.

All Other Districts: We plan to expand the pilot to include all Self Sufficiency offices statewide in June of 2012. We will send a second Action Request to notify you of the expansion date once it is confirmed.

Action Required - TANF Verification Specialist:

1. Receive and process requests for verification of TANF.
2. Notify SSA with results of verification.
3. Contact the client's branch office via email, when Social Security disability benefits are approved. Emails will be sent to the "(Branch #) SSP Case Transfers" email address. The subject line will read, "Information Regarding an SSA Decision: Possible Case Action Needed."

Action Required – Branch Office:

1. Check the "(Branch #) SSP Case Transfers" email address for notifications from the TANF Verifications Specialist.

2. Update the CM case and send notices, as applicable.
3. Continue processing all other verification requests received, including requests from:
 - SSA for other information (e.g., income verification);
 - Other agencies (e.g., HUD/housing).

Reason for Action:

A Continuous Improvement (CI) action sheet was submitted recommending centralization of the processing of TANF verification requests received from the Social Security Administration (SSA) when an individual is being approved for Supplemental Security Income (SSI).

Information was presented to the Operations Improvement Committee (OIC) regarding the complexity of completing the requests, lack of standardization in receiving requests and reporting of information, and lack of data available. Based on the information presented, OIC approved a 12-month pilot for centralization of the SSA/TANF verification process within the SFPSS program/unit.

During the pilot, data will be collected and evaluated to determine the efficiency and cost-effectiveness of continuing a centralized verification process.

Field/Stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this action request, contact:

Contact(s):	Kathy Perez, TANF Verification Specialist Patrick Ring, TANF/SFPSS Policy Analyst		
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