DHS Oregon Department of Human Services

Children, Adults and Families

Information Memorandum Transmittal

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Number: SS-IM-12-002

Authorized Signature

Issue Date: 01/06/2012

Topic: Systems Issues

Subject: Incorrect JOBS Child Care Billings (JCCBs)

Applies to (check all that apply):

☐ All DHS employees
☐ Area Agencies on Aging
☒ Children, Adults and Families
☐ County DD Program Managers

☐ County Mental Health Directors
☐ Health Services
☐ Seniors and People with Disabilities
☐ Other (please specify):

Issue:

Some billing forms have been found to have an incorrect number of hours or zero hours in the billing hours field. DPU has been correcting the JCCBs when notified by providers, but we are unable to determine exactly how many billing forms are affected. This error affected a small number of providers; however, it is important that workers are aware of the problem and use the process below to send accurate JCCBs to providers. We are sorry for any inconvenience this has caused.

Background: JCCBs are issued based on the activities in the TRACS case plan. JOBS activities connect to the child care situation screen (WSIT). This displays the child care hours and includes 25 percent for travel and break periods. Workers can change the number of child care hours for each child, in the authorized field. Some issues have been recently discovered on the WSIT screen that caused incorrect JCCBs to go out to providers. Please note that not all JCCBs are affected.

➤ WSIT did not recognize a zero in the authorized field. The system read this as "no change" so the original child care hours were sent out on the billing form. This has been corrected.

➤ WSIT did not update the child care hours when an action key, other than the "F9-save" was used while updating the screen. For example, if you press the enter key while updating WSIT, the information you changed will not update when you press "save." The billing form will go out with the wrong hours.

What workers need to do: WSIT must now be used to adjust the authorized child care hours to keep JOBS spending within the district caps for support services.

➢ When creating JOBS child care situations (WSIT), **it is important that you only use the F9 key to save any data that is entered**. Do not use any other action keys such as "enter" or other PF keys. In the event that you receive an error when creating the situation, you must go back, **re-type ALL** the information and press F9 again.

➢ The same is true when creating and issuing a JCCB. In the event that an error is received, you must go back, **re-type ALL** the information and **only** hit the F9 key to save.

➢ If you update a TRACS plan and the child care hours associated with that plan are different, you must go into WSIT and update the authorized hours and save the data with F9.

How billing forms are being corrected: Central Office is working to correct the system and reissue December JCCBs that went out with incorrect hours.

The Direct Pay Unit (DPU) is working with providers to correct JOBS child care hours for October and November. DPU will work with the provider to determine the best method for correction: either a payment adjustment or reissued JCCB.

You may receive phone calls from DPU to verify the child care hours that were authorized on vouchers for certain time periods as they are being corrected. To speed up the correction process through DPU, **please narrate any modified JOBS authorized hours on TRACS.**

DPU is available to assist both workers and providers to answer any questions that may arise. They may be contacted by phone at 503-373-0727, or by email at CAF-SPA-DPU.

If you have any questions about this information, contact:

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