

Information Memorandum Transmittal

Office of Self-Sufficiency



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Number: SS-IM-21-015

Issue date: 08/03/2021

Topic: Child Care

Due date: 07/30/2021

Subject: ERDC income and child care hours calculations

Applies to (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: {Select type} | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental
Disabilities Services (ODDS) |
| <input checked="" type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In
Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

A recent Secretary of State (SOS) audit of the Oregon Department of Human Services (ODHS) child care program identified a few error trends from the 2020 fiscal year review. The most common errors were found in calculations of income and child care hours.

Audit corrective action:

It is very important for all staff determining child care program eligibility to ensure income calculations and child care hours approved in the ONE system are correct before authorizing benefits. If you find an income calculation or hours calculation that is incorrect, please reach out to a lead worker to review the case or file a CA ticket as appropriate.

Please review available ODHS guidance through existing Quick Reference Guides (QRGs) and Eligibility Transformation Operational Processes (ETOPs) when entering family information into ONE.

QRGs and ETOPs can be located at <https://dhssoha.sharepoint.com/teams/Hub-DHS-ET/SitePages/ET-Operating-Procedures.aspx>

The table below references common ERDC QRG's

ERDC Application - Future Employment Date	Describes processes and examples of what to do if an ERDC application is received with a future-effective employment start date.	ERDC, Application, Future Employment, Future Effective Date	11/17/20	ERDC Policy
ERDC: AWS/AML/AMT	Provides guidance on how ONE applies system logic and how to identify Authorized Work Search/Authorized Medical Leave/Authorized Military Transition.	ERDC, AWS, AML, AMT, Authorized Work Search, Authorized Medical Leave, Authorized Military Transition	4/13/21	ERDC Policy
ERDC: No Provider Connection	Provides guidance to workers when a case is denied for No Provider Connection and steps to resolve the issue.	ERDC, No Provider Connection	4/13/21	ERDC Policy
ERDC Schedule	Provides steps for how to enter a caretaker schedule and add additional caretaker schedules.	ERDC, Caretaker, Schedule, Multiple/Single Caretaker, Graveyard, School, Split Shift, Commute Time, Self Employed Child Care Provider, No Set Schedule, Fluctuating Hours	2/23/21	SSTU/Training
ERDC Special Cash Payments in Legacy	Covers special cash payments made in Legacy, what they are and how to use do them.	ERDC, Child Care, Enrollment Fees, Employment Related Day Care, MSC437, JSCP Screen	4/27/2021	ERDC Policy

In addition, OPEN (formerly Family Services Manual) provides examples for reference when determining eligibility including income and child care hour calculations at:

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/de2818.pdf>

As a reminder, eligible child care hours should be based on the participant's highest verified hours through paystubs, employer verification or from the Work Number/Equifax portal.

The child care policy team conducts a monthly Coffee Chat with Child Care presentation addressing specific child care topics. Staff are encouraged to attend to learn about error trends, deep dive into different policy topics and learn about upcoming program updates.

The Coffee Chat presentation always ends with time for attendees to ask the policy team questions. The meetings occur on the fourth Tuesday of each month from 8:30 am to 9:30 am and all are welcome!

Coffee Chat presentations are posted afterwards on the ERDC staff tools webpage located at: <http://www.dhs.state.or.us/caf/ss/erdc/index.html>

You can find OregONEligibility training information as well as the "Take Time for

Training: 60 minutes to increase accuracy trainings” at:
<https://dhsoha.sharepoint.com/teams/Hub-DHS-ET/SitePages/Training-Project-Updates.aspx>

These virtual trainings, also known as TT4T, are 60-minute sessions offered twice each week on Tuesday 1:30 pm – 2:30 pm, and Wednesday 10:00 am – 11:00 am.

Child care policy can help troubleshoot any issues related to the calculation of hours or income. Please continue to send your child care questions to the child care policy box at CHILDCARE.POLICY@dhsoha.state.or.us.

If you have any questions about this information, contact:

Contact(s): Child Care Policy Unit	
Phone:	Fax:
Email: Childcare.policy@dhsoha.state.or.us	