

## Select originating cluster

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Office of Self-Sufficiency Programs

**Authorized Signature**

**Number:** SS-PT-08-010

**Issue Date:** 02/06/2008

**Topic:** Agency-wide Policy

**Transmitting (check the box that best applies):**

- New Policy   
  Policy Change   
  Policy Clarification   
  Executive Letter  
 Administrative Rule   
  Manual Update   
 Other: Notification

**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        | <input type="checkbox"/> Health Services                                 |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers               | <input type="checkbox"/> Other (please specify):                         |

Policy/Rule Title:	Systems Problems at CMS EOM Processing		
Policy/Rule Number(s):	461-145-0410, 461-160-0060, 461-160-0400, 461-160-0430, 461-155-0190, 461-165-0060	Release No:	
Effective Date:	2/1/08	Expiration:	N/A
References:			
Web Address:			

**Discussion/Interpretation:** On Monday, January 28, 2008 there was a system error which caused problems with CM (ERDC, Medical and TANF) cases. Food Stamp (FS) clients who also have a TANF case received an incorrect allotment for February because of this error. Because this was a system error, the cases will be fixed centrally.

**TANF**

All TANF payments for February 2008 were listed on the CM Issuance History file (WISH) with benefit month 2/2007.

Approximately 131 TANF cases were issued a TANF grant that was twice the allotted amount. All of these cases were direct deposit. For TANF, the threshold for pursuing agency error overpayments is \$200. If the extra allotment is below \$200, we will not

pursue an overpayment. For cases that received an amount above \$200, we will send clients a letter informing them that they received twice their grant in error and it is considered an overpayment.

Branch offices will receive a list of TANF clients who received duplicate direct deposits. DHS Financial Services, Account Receivable Unit will process a bill that includes a postage paid envelope for client use. This is for client's check or money order only. For branch offices that receive the duplicate funds from the client, please mail checks or money orders to: DHS Receipting Unit, P.O. Box 14006, Salem, OR 97309-9899. If cash is received, please process according to your Business Integrity Manual. If you have questions, please contact your Business Integrity expert. Further guidance will be provided to branch offices regarding the collection of the duplicate payments.

The other TANF problem is that cases containing an active DQ\*, MQ\*, or CS\* disqualification (coded on N/R and C/D) did not increment to the next level. These cases will be fixed next week so that they reflect the correct level of disqualification.

### **Medical**

All medical cases that were scheduled to close January 31, 2008 have remained open. OIS staff are in the process of reviewing the master file against EOM actions to determine which transactions were impacted (e.g., future effective medical start dates). Medical corrections will be addressed under a separate transmittal.

### **ERDC**

Due to systems issues *Child Care Billing* forms were issued about 4 days later than usual.

DPU was unable to process emails and Provider Listing forms Tuesday through Friday and were able to give only limited information to callers due to computer system down time. Payments for child care were delayed by a day or two.

Both issues have been taken care of.

### **Food Stamps**

FS benefits were issued incorrectly for all clients who received a TANF grant in February, because FSMIS did not read a 2/2008 grant. For FS, the threshold for pursuing an agency error overpayment is \$100. If the extra allotment is below \$100, we will not pursue an overpayment. For cases that received an amount above \$100, we will send clients a letter informing them that they received more FS benefits than they were eligible for and that it is considered an overpayment. To avoid this, they can return the extra benefits that they received. Refer to the Business Integrity Manual for instructions.

**Local/Branch Action Required:** Clients may be coming to the branch office to return cash or FS benefits that they were overpaid. See instructions above.

**Central Office Action Required:**

**ERDC**

Actions already completed.

**Medical**

To be covered in a future transmittal.

**Food Stamps**

By federal regulation, we must notify the affected clients that their benefits will be reduced to their normal allotment next month. Central office will identify these households and send notification to them. Attached is the notice that will be sent.

**TANF**

Central office will send a list of affected cases to branches. A notice and payment envelope will be mailed to clients who have a collectable agency-caused overpayment. The notice text is attached.

**Field/Stakeholder review:**      Yes      No

*If you have any questions about this policy, contact:*

<b>Contact(s):</b>	ERDC	Shiela Carter	503-945-6110
		Rhonda Prodzinski	503-945-6087
	FS	Sarah Lambert	503-945-6220
		Eliza Devlin	503-947-5105
		Anne Hilgers	503-945-6105
		Dawn Myers	503-945-7018
		Rosanne Richard	503-945-5826
	Medical	Sandy Ambrose	503-945-6092
		Carol Berg	503-945-6072
		Joyce Clarkson	503-945-6106
TANF	Michelle Mack	503-947-5129	
	Xochitl Esparza	503-945-7016	
	Paulina Layton	503-945-6542	
<b>Phone:</b>	See Above		<b>Fax:</b> 503-373-7032
<b>E-mail:</b>			

February 6, 2008

## General Notice

This is about your Food Stamp benefits for March 2008.

In February we issued you the wrong amount of Food Stamp benefits. This happened because of a system error. We have found the problem and we have fixed the system. Your March benefits may be lower than the amount you got in February. You will need to repay this money if you got more than \$100 more than you were eligible for. To do this, you can return the extra benefits to your local office.

Oregon Administrative Rules: 461-145-0410, 461-160-0060, 461-160-0400,  
461-160-043

If you disagree with this action, you have the right to a hearing. You also have the right to continued benefits. Read the back of this form for more information.

February 6, 2008

You may have noticed that you received twice the Temporary Assistance for Needy Families (TANF) cash benefit this month. This was because of a computer system mistake. The Department of Human Services (DHS) has fixed the problem and apologizes for any problems it may cause you.

You will need to return the additional money. DHS will be sending you a bill with a prepaid return envelope for the amount of the duplicate payment. Please send only a check or money order.

Or you can also bring in the amount in cash, check or money order to your local branch. If you have already turned in this additional money, thank you.

If we do not receive the payment, this may affect the amount of your future TANF cash benefit.

Please call or stop by your local office if you have any questions regarding this duplicate payment.

OAR 461-195-0501, OAR 461-025-0310

If you disagree with this action, you have the right to a hearing. You also have the right to continued benefits. Read the back of this form for more information.