

# Information Memorandum Transmittal Aging and People with Disabilities



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***Authorized signature***

**Number:** APD-IM-20-100

**Issue date:** 9/15/2020

**Topic:** Other

**Due date:**

**Subject:** Print Plant issue sending checks, resolution

## **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: Type B     | <input type="checkbox"/> Health Services   |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input checked="" 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:**

DHS was made aware of an issue where checks authorized in the ONE system were sent to the Print Plant, but the Print Plant did not print and mail out the checks. This is affecting checks authorized starting 8/6 until the issue was identified on 9/13. Please Note: this was not a system issue in an eligibility system or an issue with worker action. Also note that EFT payments were not affected by this issue.

Checks were reprinted/reissued on 9/13 and mailed to consumers on 9/14.

If a consumer contacts the office reporting that they have not received a check, local staff should look in either the ONE system or the mainframe JV system to see if the payment was among the affected payments prior to manually issuing a check out of the office. For the affected payments, the ONE Benefits Management screen and the JV screen will be updated display the following message: "The mailing of this check was delayed until 09/14/2020."

The ONE system should be updated on 9/16/2020 with these details.

If there is an emergent need and the payment MUST be reissued from the local office as a Revolving Fund payment, please do the following:

- Only emergent needs should be requested.
- If during business hours, 6:00am – 4:00pm, send an IM to Ginger Upton (6:00am-2:30pm) or Joanna Earl (7:00am-4:00pm).
- If not during business hours, send an email to [Business.Security@dhsosha.state.or.us](mailto:Business.Security@dhsosha.state.or.us).

The underlying issue with the Print Plant is being resolved on their side so this shouldn't occur again.

Background:

674 checks were identified where a check was authorized, but not printed. In reissuing the checks, DHS made every effort to ensure the following:

- \* Checks were not sent for reprint/reissuance as part of the correction if the payments were re-issued via revolving fund.
- \* Check reissuances that were processed by OFS were not sent for reprint/reissuance as part of the correction.

The majority of checks were related to medical related payments (MRP). 628 of 674 payments were MRP. The majority of these were ISS, NF/PIF, R&B. Very few were K plan or ICP. The rest were related to TANF Support Services or Domestic Violence Payments.

For TANF and TA-DVS, the breakdown is as follows.

Number of records	Pay Reason Code	Description
30	71	Gas Payment
1	72	Clothing
11	75	Moving Expense/Relocation
2	84	Professional Fees
2	22	TA-DVS

For MRP, the breakdown is as follows:

Number of records	Pay Reason Code	Description
17	13	CBC Facility R&B
35	14	NF/PIF
460	3E	ISS
1	42	Moving Cost
3	B6	ICP
77	B8	MAGI Facility R&B
10	G6	GA Utility
10	G7	GA PIF
3	H3	Accommodation Allow
1	H4	Assist Animal Food
1	H6	Laundry Allow
8	H7	CRB
1	W3	K Plan: Trans – Move In cost
1	W4	K Plan: Trans – HH purchase

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

Contact(s): OIS Service Desk	
Phone: 503-945-5623	Fax:
Email: <a href="mailto:dhs.servicedesk@dhsoha.state.or.us">dhs.servicedesk@dhsoha.state.or.us</a>	