

## SSP On Target newsletter contents: 2016 - 2018

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### **ERDC**

<b>Month</b>	<b>Year</b>	<b>Page</b>	<b>Title</b>
July	2017	5	A common ERDC calculation error
August	2016	4	Additional ERDC policy reminders and tips to increase accuracy
January	2018	2	Availability of income
March	2017	2	Calculating stable income for ERDC
November	2017	5	Clarification process to request verification of program benefits
July	2016	4	Coming soon: Child care partnering with DOE to promote Vroom
July	2016	2	Did you know? CSP/PSP coding during conversion from TANF to ERDC
February	2018	1	Did you know? Vacation, sick, holiday, and PTO hours count for ERDC
September	2017	4	Didja know? Additional child care hours
January	2017	5	Didja know? Child care referrals on 211
March	2016	3	Didja know? ERDC policy box
November	2017	1	Didja know? Reservation list
March	2017	4	Direct Pay Unit (DPU)
March	2017	5	Direct Pay Unit Electronic provider connection reminder
May	2018	5	Does your participant need a child care provider?
November	2018	3	Employment Related Day Care (ERFC) quick tip
February	2017	1	ERDC hours
August	2016	2	ERDC income calculations and coding
November	2017	2	ERDC narration tip
September	2016	5	ERDC preventative tips
August	2016	5	ERDC preventative tips
April	2018	2	ERDC reservation list

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March	2016	4	ERDC reservation list and ETL
June	2016	3	ERDC self-employment
September	2018	4	How to calculate authorized child care hours for ERDC
August	2018	2	In the weeds - An update
June	2016	3	Issuing employment payments after compute deadline
December	2017	3	Prospective eligibility and budgeting for ERDC
August	2018	3	Reminder - Targeted review follow-up
July	2016	4	Replacing WPAY screen with SAPH and SAPD screens
February	2016	1	Required verification for ERDC
November	2018	4	TANF to ERDC transition reminder
May	2016	4	TANF transition to ERDC/Reduced copay
September	2017	6	Tips and preventative measures for top trends for ERDC
May	2016	4	Verification requirements/specific requirements: ERDC
March	2016	3	What makes a good narrative?
January	2017	5	Why did my ERDC case close?
September	2016	2	Work schedule requirements for ERDC

### ***Features***

<b><i>Month</i></b>	<b><i>Year</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>
April	2016	2	A letter from Lean Academy
February	2018	1	Hi! We are Quality Assurance! It's no nice to meet you!
July	2018	5	Save the Date - Eligibility summits coming this fall

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### **Forms**

<b>Month</b>	<b>Year</b>	<b>Page</b>	<b>Title</b>
January	2016	3	853 and 854 have been revised
April	2018	1	Child care form 7476 revision and 7470 obsolescence
February	2016	3	Reactivation and revision of DHS 1467
September	201/8	5	Revised DHS 7494 Child Care Provider listing form, version 7/2018

### **Non-citizens**

<b>Month</b>	<b>Year</b>	<b>Page</b>	<b>Title</b>
March	2016	1	Is the sponsored non-citizen eligible
April	2016	4	SAVE scan and upload feature
November	2017	4	Shelter costs and ineligible non-citizens
May	2016	2	Sponsored non-citizen

### **Resources**

<b>Month</b>	<b>Year</b>	<b>Page</b>	<b>Title</b>
January	2018	14	2018 Social Security Administration COLA
August	2018	4	Address coding alignment for all programs
September	2017	1	Calculating military pay for weekend drills and annual training
November	2017	4	Client Maintenance Unit (CMU) - Extended phone hours
June	2018	3	Department of Human Services food resources
June	2018	6	Did you know? Yearly personal leave for DV
September	2017	2	Didja know? Homecare workers are now paid twice a week
August	2016	5	Didja know? Program management team published FFY 2015 data

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February	2016	4	Didja know? Transmittal searches
April	2017	4	Discrepancies
August	2016	4	Do you know about 211info?
March	2018	2	HCW rate increase effective April 1st
January	2017	5	Helpful reminder: Child support screens
March	2017	5	How is CMU doing?
August	2017	4	In the weeds
July	2017	3	Income eligibility and verification screens (IEVS)
June	2018	4	Information on name change
February	2018	4	LLCs - Follow the OAR
September	2017	4	Most common program access areas cited in 2017 initial PME reviews
May	2016	3	New elements for APD targeted reviews
November	2016	2	New from Quality Assurance
June	2016	1	New minimum wage increase for July 1, 2016
September	2016	3	New quality assurance review process
August	2017	2	New way to access SSP reports
June	2016	4	Oregon selected for timeliness review
May	2018	5	Oregon's minimum wage increase July 1st
August	2017	1	Other income on the Work Number
February	2018	6	Overpayment Writing Unit: Who we are and how to refer an overpayment
June	2016	4	QC case file request
April	2017	5	Quality assurance has a new web page
December	2016	2	Quality Control (QC) panel
December	2016	2	Quality Control documents

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December	2016	3	Quality Control information and webpage: Data and reports
February	2017	3	Quality Control panel technology change
May	2016	3	R.E.S.P.E.C.T.
January	2016	4	Reading paystubs
April	2018	3	Reminders from the Quality Control Unit
April	2016	4	SAVE scan and upload feature
February	2018	4	SSP referrals for the General Assistance Program
May	2016	4	Statewide policy workgroup
May	2018	6	The HUB - Let us know what you think
February	2017	3	Those perplexing pay stubs
May	2016	1	Using the Search feature in the Family Services Manual
July	2018	4	Verification and documents submitted electronically
November	2016	4	Verification coding for SSA records
April	2018	4	What is the QC unit?
April	2016	4	Why attend the Quality Control (QC) panel?

### ***SNAP***

<b><i>Month</i></b>	<b><i>Year</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>
January	2018	5	7280F SNAP employment and training program rights and responsibilities
January	2016	3	853 and 854 have been revised
December	2017	2	ABAWD exemptions: Code 3 mental or physical conditions
January	2016	1	ABAWD policies affect the entire state - How?
March	2016	4	ABAWD questions and answers part 3
January	2018/	5	ABAWD waiver approval information

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June	2017	1	ABAWD: UC and CTs
June	2017	3	Adding a parent on an existing case
July	2017	2	Assets quick reference chart: SNAP G.5.1 Financial Eligibility
January	2018	2	Availability of income
October	2018	3	Back to school
August	2017	2	Back to school
November	2017	3	Categorical eligibility change for October 1st
April	2017	3	Child support didja know?
February	2018	2	Clarification on non-waivered ABAWD counties
November	2017	5	Clarification process to request verification of program benefits
February	2018	5	Clarification to January On-Target article: Pending and the mysterious 30th day
September	2018	3	COLA and SUA updates effective 10/1/2018
November	2017	2	Conflict between verification, interview, and/or application
June	2017	2	Counting garnished SSDI
May	2018	4	Denying SNAP cases on DHR for over income
June	2018	3	Department of Human Services food resources
November	2016	5	Didja know: Snap customer leaving the facility
September	2016	5	Didja know? OFSET becomes voluntary
May	2017	5	Do we count the Social Security payment for SNAP?
January	2017	3	Do you own an LLC? And other important questions for LLC customers
March	2017	4	DQI and SNAP
May	2017	4	EAT coding: To add or not to add?
June	2017	3	Eligibility for person using a feeding tube
June	2017	4	Ending child support

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May	2018	4	Facilities acting as authorized representatives and form 457D
March	2018	1	Facilities as authorized representatives EBT changes and more
April	2017	3	From the PME perspective: A few things about filing dates
May	2017	5	Go-Fund Me SNAP: Resource or lump sum?
October	2018	2	Gross pay and PERS
September	2016	2	Heat and Eat program
November	2017	3	Holiday income
June	2017	2	Homeless with shelter deduction
July	2017	2	How do we deal with receiving CT3 in a month when the 852 is due?
August	2017	4	How do we find available SNAP forms
August	2017	3	I narrated the income was representative, why is that an error?
May	2018	3	Identifying an indigent non-citizen
August	2018	2	In the weeds - An update
June	2017	5	Income from commission
June	2017	4	Income: Verbal verification of income, crowd-funding, safety bonus
April	2017	5	Is it really a loan?
March	2016	1	Is the sponsored non-citizen eligible
June	2018	3	Many farmer's markets stretch the EBT dollar
January	2017	1	Medical deductions effective 2-1-17
June	2017	2	Medical: Service animals, Medicare deductions
November	2016	2	New terminated income types EMT and UMT added into system
June	2016	4	Oregon selected for timeliness review
June	2018	1	Oregon's minimum wage increase July 1st
July	2018	2	Out of state students

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June	2017	3	Parent leaving the country over 30 days without the children
January	2018	1	Pending and the mysterious 30th day
December	2016	3	Pending not needed for SNAP
March	2018	2	Proof of work hours for an ABAWD - form 7450
February	2018	5	Quality assurance ABAWD review project
February	2016	3	Reactivation and revision of DHS 1467
January	2016	4	Reading paystubs
December	2016	5	Reduced work hours for SNAP
February	2016	4	Remember to code NED household
August	2018	3	Reminder - Targeted review follow-up
December	2017	4	Representative income verification overview
November	2016	1	Restart of ABAWD weekly question and answer teleconferences
August	2016	1	Return of the Students
September	2016	1	Revision of ABAWD questions and answers located on staff tools
May	2017	1	School employees and contracted income. How do you know?
April	2016	1	SEBTC Summer Electronic Benefit Transfer for Children for 2016
November	2018	2	Shelter and utilities deductions for SNAP
November	2017	4	Shelter costs and ineligible non-citizens
February	2017	5	Shelter deductions for housing and utilities
August	2018	1	SNAP and child support that must be assigned to maintain TANF eligibility
February	2016	5	SNAP and TANF preventative tips
January	2018	4	SNAP application processing timeframes
February	2017	3	SNAP benefits outside of Oregon
December	2017	3	SNAP best practices



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June	2018	2	SNAP CLO and DEN actions
October	2018	2	SNAP error prevention tip: Processing the Interim Change Report (ICR) 852
June	2018	4	SNAP filing date
March	2018	2	SNAP guidance for individuals using tube feeding
December	2016	2	SNAP home visits and Quality Control
December	2016	2	SNAP home visits and Quality Control
May	2017	5	SNAP household comp question and answer
February	2018	3	SNAP household members who opt out
January	2016	2	SNAP New definition of chronically homeless as a work explanation
January	2016	5	SNAP preventative tips
March	2016	5	SNAP preventative tips
March	2016	5	SNAP preventative tips
April	2016	5	SNAP preventative tips
May	2016	5	SNAP preventative tips
June	2016	5	SNAP preventative tips
July	2016	5	SNAP preventative tips
November	2016	5	SNAP preventative tips
December	2016	5	SNAP preventative tips
April	2017	5	SNAP preventative tips
May	2017	3	SNAP preventative tips
September	2017	5	SNAP preventative tips
September	2018	2	SNAP Quality Control error rate and what it means to you
February	2017	3	SNAP shelter deduction
December	2016	1	SNAP Terminated income and the new income types

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December	2016	4	SNAP tip on representative income
December	2016	4	SNAP tips and representative income
November	2018	5	SNAP what's in the box?
June	2018	3	SNHAP SRS change in returned mail policy
January	2017	4	Students are employees too
June	2018	5	Summer meal program 2018 has started SEBTC project
May	2017	3	TBA questions and Answer
February	2018	2	TBA timelines and SNAP
February	2018	3	Terminated income: What should we be pending for?
February	2017	3	Those perplexing pay stubs
March	2018	4	Time limits for TANF vs SNAP
November	2016	3	To TBA or not to TBA, that is the question
February	2016	2	Transferring ABAWD households in and out of Multnomah and Washington counties
February	2016	3	Turbo Tax to discontinue SNAP applications
April	2018	3	Use of VET coding for income and HH type fields for SNAP
May	2018	2	Weekly ABAWD conference calls continue
December	2016	5	Weekly Q&A teleconference for ABAWDs schedule
February	2017	4	Weekly Q7A teleconferences for ABAWD schedule
April	2018	2	What is prospective budgeting for SNAP?
March	2016	3	What makes a good narrative?
August	2018	3	What's in the box?
September	2018	5	What's in the box?
October	2018	4	What's in the box? Deductions for service animals
December	2017	4	When can I grant a COS deduction for a SNAP case?

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December	2017	2	When do I change the DQI amount on SNAP
January	2017	5	When your SNAP customer is an employee of a school district
March	2018	5	Work programs for TANF vs SNAP

### **TANF**

<b>Month</b>	<b>Year</b>	<b>Page</b>	<b>Title</b>
January	2018	2	Availability of income
April	2017	3	Child support didja know?
July	2018	3	Child support disregard and coding Reducing child support income TANF error4s
November	2017	5	Clarification process to request verification of program benefits
January	2018	3	Clarification/Did you know? TA-DVS pending
August	2017	3	Correction to July's front page: TANF filing date and interview
May	2017	2	Deprivation. It's long gone
June	2016	4	Did you know? California does not disclose TANF closure with a general call
July	2016	2	Did you know? CSP/PSP coding during conversion from TANF to ERDC
December	2018	4	Did you know? JPI bypass code for high hours
December	2018	3	Did you know.... Proof of pregnancy and TANF
November	2016	4	Didja know: SSP cannot remove good cause for non cooperation on TANF
November	2016	4	Didja know? SSP cannot remove good cause for non cooperation on TANF
July	2017	3	Didja know? TANF income adjustments
March	2017	4	Direct Pay Unit (DPU)
April	2017	2	Disqualified income (DQI) for cash recipients
March	2017	4	DQI and SNAP
July	2017	4	Eligibility groups and the TANF grant calculation

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September	2017	3	Eligibility groups and the TANF grant calculation
August	2018	5	Employment payments - Did you know?
March	2017	5	Employment separation and pursuit of assists
June	2018	5	Error trend: How to calculate JPI hours
August	2018	2	In the weeds - An update
April	2017	5	Is it really a loan?
July	2016	3	Issuing employment payment after compute deadline
June	2016	3	Issuing employment payments after compute deadline
May	2018	1	Job participation incentive - Common errors
August	2017	5	Job separations and TANF eligibility
May	2018	6	JOBS support services
March	2017	3	Let's talk time limits
March	2018	3	Looking at good cause when pursuing child support
April	2016	3	Medical conditions, exemptions, participation, and function limits assessments
April	2018	5	New employability screening: DHS 415A and who is required to complete the form
May	2018	6	New family assessment protocol ready for implementation
June	2018	1	Oregon's minimum wage increase July 1st
January	2016	3	Primary Wage Earner (PWE) coding on CMS
July	2017	4	QC JOBS participation reviews
October	2018	3	Quality Control JOBS audits
February	2017	2	Remember to complete the 7823A for each adult in the TANF need group at initial app
August	2018	3	Reminder - Targeted review follow-up
July	2016	4	Replacing WPAY screen with SAPH and SAPD screens
July	2016	2	Revised TA-DVS safety screening DHS 7802

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November	2018	3	Security cameras and TA-DVS
August	2018	1	SNAP and child support that must be assigned to maintain TANF eligibility
February	2016	5	SNAP and TANF preventative tips
May	2016	2	Sponsored non-citizen
January	2018	4	TA-DVS application requirements - Applying for more than one person
April	2018	4	TA-DVS did you know?
April	2016	2	TA-DVS Family Services Manual restructure
July	2016	4	TA-DVS payment not allowed via SPOTS Visa or EBISS
June	2018	6	TA-DVS recurrent expenses
December	2017	1	TA-DVS: Fraud and IPV
December	2018	3	TANF and motor vehicles
December	2018	4	TANF and vehicle related personal injury form
October	2018	1	TANF benefits and foster care placement
July	2018	1	TANF closure effective date when participant obtains employment
March	2018	3	TANF did you know?
February	2017	2	TANF disregard and 3rd part payments in lieu of support
March	2017	5	TANF error trends and preventative tips
July	2017	1	TANF Filing Date and Interview
November	2016	5	TANF home visit and the re-engagement process
November	2016	5	TANF preventative tips
February	2017	5	TANF preventative tips
August	2018	5	TANF review element change for September 1st
November	2018	4	TANF to ERDC transition reminder
July	2017	4	TANF to ERDC transitions

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May	2016	4	TANF transition to ERDC/Reduced copay
December	2018	4	TANF whereabouts unknown
April	2017	1	TANF: Date of request vs. filing date
May	2017	3	TBA questions and Answer
February	2018	2	TBA timelines and SNAP
November	2018	4	Tea time with TA_DVS
August	2018	5	Texting and DV is a no go
March	2017	3	The big 3, to pend or not to pend when a change of employment is reported
March	2018	4	Time limits for TANF vs SNAP
September	2017	6	Tips and preventative measures for top trends for TANF
November	2016	3	To TBA or not to TBA, that is the question
December	2018	2	Transitional Benefit Analysis (TBA)
February	2017	4	UC overpayments penalty weeks, and TANF eligibility
September	2018	3	Update TANF JOBS Plus documents
July	2016	3	Updated air travel process for TA-DVS program
December	2018	1	Using employment verification forms for WO and JPI
March	2017	1	Verification of earned income for the TANF program
July	2016	1	Vocational rehabilitation plans and the JOBS program
May	2017	3	What happens when adding a person to an ongoing TANF case other than a newborn?
April	2017	2	What happens when we do not get a TANF out-of-state response?
December	2017	5	What is a safety need?
March	2016	3	What makes a good narrative?
March	2017	3	What to do when the TANF grant reduces SNAP benefits
December	2017	2	When do I change the DQI amount on SNAP

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June	2016	2	When do I open TANF?
April	2018	5	When it is important to create a separate E2 case for TA-DVS
March	2018	5	Work programs for TANF vs SNAP

### *Training*

<i>Month</i>	<i>Year</i>	<i>Page</i>	<i>Title</i>
January	2017	2	iLearn trainings
November	2018	1	Continue your learning - Try an SSTU eLearning course
April	2018	4	Introducing the lead training HUB
December	2016	4	New accuracy lab schedule
March	2016	2	New online trainings available
May	2016	4	News from SSTU!
November	2016	2	Presenting new accuracy labs
September	2018	1	Register now for eligibility summits
October	2018	2	Register now for November eligibility summits
September	2016	4	SSP training unit updates
July	2018	5	What's new with the HUB