

Newsletter

This month:

Field Services Manager Update	1
SFG households	2
Avoiding the error: Net vs. gross	2
New Food Stamp self-employment form	3
SNAP honor roll	3
Verifying income for OHP budgeting	4
LPR changes	4
H1N1: Spread the Word Not the Germs upcoming web-based training	5
SPD training calendar for November 2009	5
New QC reviews	6
Don't forget!	6
QC Accuracy	6
Tips for theft prevention	6
Win a prize!	7
Calendar	7
Feedback?	7

Field Services Manager Update

I am very excited by this first edition of our newsletter. One of my goals for the last three years was putting together a newsletter for the field staff. Communication is key to the work we do and finding ways to have that connection between central office and the field is absolutely essential. In our central office field service team, it is our goal to provide excellent customer service.

I believe this newsletter will assist us all towards becoming successful teams. Successful teams are infused with an energizing spirit that draws the participants together into a cohesive unit and has everyone pulling together to reach a common goal. The ultimate result is an organization where the whole truly adds up to more than the sum of its parts.

Each month, we will share the latest in Quality Assurance, Training, Policy, Hearings and Diversion/Transition. We will provide you the statistics and the tips and tools to assist you all to achieve the best possible results.

I have three simple principles that apply to everything that I do. They are:

1. All work is teamwork
2. Anything worth doing is worth measuring
3. Be your own toughest competitor

Thanks,

Carolyn Ross

Supporting SPD/AAA Field structure by providing efficient, timely and accurate information through superior customer service.

Quality Assurance

SFG households

There has been a lot of discussion in accuracy meetings about the use of the “SFG” household type. Increasingly, narrations are declaring SFG, (Separate **Financial Group**), without an explaining how the status was determined.

For instance, a client living with their child is narrated and coded as SFG but the narration does not address the age of the child or if the family purchases and prepares food separately. Or, the application indicates the client and another person in the home purchase and prepare together but the client is coded SFG without explaining the discrepancy.

There are a lot of reasons why the client could be separate but when the narration does not explain the situation, there is no way anyone but the worker who made the eligibility decision will know. This is an increasing concern as the flu season approaches and the potential for absences increases.

Remember to support your SFG decision with a brief explanation of how it was determined – your clients and coworkers will thank you.



Avoiding the error: Net vs. gross

- SSA income accounts for a large portion of the Targeted review errors each month. One of the primary causes is the unexplained use of net instead of gross SSA income.
- Every rule has exceptions but generally, if the client has an overpayment in the same program, you can disregard the amount of the overpayment and code the remainder; you cannot disregard a garnishment for something like child support.
- For instance: Total SSI on W204 is \$674 but on W205, there is a Pay Type 5 of \$2; Pay Type 5 indicates an overpayment for SSI. The overpayment is in the same program (SSI benefit, SSI overpayment), so the worker will code the remainder after the overpayment, or \$654.
- Currently, we cannot view SSB or SSD overpayments on our screens. If the gross and net SSB or SSD amount differ and the difference is NOT a Medicare premium amount, ask the client why. If the client indicates it is due to an overpayment, ask if the client has a verifying letter from SSA. If not, a call to SSA is in order. Since all income must be verified, we cannot take the client’s word for an SSA overpayment.
- If you discover a valid reason to use the net income that would not be obvious to whomever comes behind you, include the reason in your narration and how you discovered it.
- Remember: if you didn’t narrate it, it never happened - a quick narration is all it takes.

SNAP

New Food Stamp self-employment form



Some self-employed clients do not keep records for their business. For several years, FS policy has allowed these clients to be certified once without income verification.

At the time of certification, explain to the client - in writing - that they must begin keeping income records. If they reapply without income verification, they will be denied. Narrate the conversation and notice given.

The FS Unit has created a new form, *Notice of Proof Needed for Self-Employment Income (DHS 858)*, to tell clients about this requirement. The form is available on the DHS form server and NOTM,FS. Russian, Spanish and Vietnamese translations have been requested.

[Counting Client Assets Worker Guide 1](#), Identifying and Budgeting Self-Employment Income, will be revised in January to reference this new form.

Food Stamp Policy Analysts

October 2009 SNAP honor roll



100% Accuracy!

0310 Canby SPD	100%	1811 Klamath Falls SPD	100%
0314 Estacada SPD	100%	2117 Toledo DSO	100%
0411 Gearhart ADS	100%	2412 South Salem ADS	100%
0811 Gold Beach SPD	100%	3112 Enterprise SPD	100%
1311 Burns SPD	100%	3311 The Dalles SPD	100%
1611 Prineville SPD	100%	3518 East Multnomah ADS	100%

90% or Better Accuracy!

3617 McMinnville ADS	96.67	3011 Pendleton SPD	92.31
0111 Baker City SPD	95.00	2011 Eugene LCOG	92.00
0914 Redmond SPD	95.00	3515 Portland ADS	92.00
1911 Woodburn ADS	95.00	2111 Toledo SSD	90.91
3013 Hermiston SPD	95.00	0511 St. Helens SPD	90.00
2019 Cottage Grove AAA	94.74	0611 North Bend SPD	90.00
3111 LaGrande SPD	93.75	0913 LaPine SPD	90.00
1017 Roseburg DSO	93.33	1011 Roseburg SPD	90.00
1517 Medford DSO	93.33	2411 North Salem ADS	90.00
2518 Portland West ADS	93.33	2911 Tillamook ADS	90.00
2711 Dallas ADS	93.33	3417 Beaverton SPD	90.00
3411 Hillsboro SPD	93.33		

Policy Changes

Verifying income for OHP budgeting

The October 1, 2009 changes to OHP allow workers to use income from the budget month plus one month prior to calculate income – see transmittal [SS-PT-09-031](#) or the power point [Healthy Kids and October 1 Changes](#) on the SSP Medical web page.


All income received in the prior month and all income received to-date in the budget month should be verified. Income not yet received in the budget month can be anticipated with the client's help and using income already received. Do not request verification of anticipated income unless it is questionable. When the client is ineligible in the budget month and the DOR allows the worker to “float” the budget month (which will always be the case), the income can will be anticipated. For example:

Client's medical ends in October and reapplies in the same month. Using income for the budget month (October) and the month prior (September) they are over the limit for OHP-OPU. The worker “floats” the budget month to November making November the new budget month and October the month prior. Instead of having all income verified for the month prior and anticipating only the budget month, the worker will need to anticipated income not yet received in October and all of November.

An OHP-OPU applicant/recipient cannot use budget month income only unless the A/R is in a domestic violence (DV) situation.



LPR changes

 Effective October 1, Lawful Permanent Residents (LPR) under age 19 do not have a five-year waiting period from the date their LPR status is approved to receive Plus medical benefits. This means children who would otherwise qualify for EXT, MAA, MAF, OHP or SAC benefits if they were citizens of five year LPRs will be eligible immediately, regardless of the length of time they have legally resided in the country.

This change *does not* apply to undocumented non-citizens – only LPRs and only children. Adult LPRs still have to meet the five year residency requirement.

Workers will need to check SAVE to document the child's - and everyone else's – entry dates and track the date on the CM system with the new LPR need/resource code. For example: *N/R LPR 09/2009*.

If the LPR child becomes an adult and still does not meet the five year residency requirement, treat them the same as any other LPR adult.

For more information on this change, and all other October 1 OHP changes, please see the [Healthy Kids and October 1 Changes](#) PowerPoint.

Training opportunities

H1N1: Spread the Word Not the Germs upcoming web-based training!!!

With the current onslaught of H1N1 related information, one might see this as more of the same at first. A closer look at the web-based training module sponsored by the Office of Licensing and Quality of Care / Health Support Unit quickly puts that assumption to rest.

This training was initially developed primarily for the providers and partners who come into contact everyday with people who receive our services. It's relevance, immediacy and not to mention humor, however, makes it useful and interesting for any of our staff interested in taking the course.

This web-based training is currently in beta testing and should be on the Learning Center before the end of the week. Watch for it and be sure to check out the Fifth Guy video clips generously shared with us by the Florida Department of Health!!!



SPD training calendar for November 2009

Nov 2:

SPD Eligibility 201 (Introduction) (1:00 – 4:30)

Nov 3:

SPD Eligibility 201 (Introduction) (8:30 – 4:30)

Strengthening Case Management: Module II – Gresham (8:30 – 4:30)

Transition Coordinator Technical Assistance Training – Salem (8:30 – 4:30)

Nov 4:

SPD Eligibility 201 (Introduction) (8:30 – 4:30)

APS Screening (8:30 – 4:30)

Nov 5:

SPD Eligibility 201 (Introduction) (8:30 – 4:30)

APS Screening (8:30 – 12)

APS Training for APS Managers and District/Program Managers (9:00 – 3:00)

Nov 6:

SPD Eligibility 201 (Introduction) (8:30 – 12)

Nov 10:

Transition Coordinator Technical Assistance Training – LaGrande (8:30 – 4:30)

Nov: 12:

SPD Lean Practitioner Training (8:30 – 4:30)

Nov 16:

Strengthening Case Management: Module II – Salem (8:30 – 4:30)

Nov 17:

SPD Oregon ACCESS Basics (8:30 – 4:30)

Advanced In-Home Service Planning (8:30 – 4:30)

Nov 18:

SPD Oregon ACCESS Basics (8:30 – 4:30)

Advanced In-Home Service Planning (8:30 – 4:30)

News

New QC reviews

Beginning November, the statewide Quality Control (QC) unit will pull 25 QMB/SMB or SMF cases for an internal review. For the branch staff, the request will look and be treated like any other QC review; the difference lies in how the results are handled. Instead of reporting review results at a Federal level like the PERM reviews, these results will be reported at the agency level only and will be included in the monthly QC Panel error staffing.

QC will be working with the SPD policy analysts to ensure the findings returned to the branch are accurate and clearly presented. This is a rare opportunity to take a closer look at this occasionally overlooked group and should be very helpful. If you have any questions, please take a look at the October 23 transmittal: [SPD-AR-09-046](#).



Don't forget!

Be careful about leaving information on a client's answering machine.

There is no way we can be sure ONLY our client will hear it.

QC accuracy

For the SPD and AAA branches no citable errors were found in the June reviews. For SPD that means the accuracy rate through June is now 94.92%; through May the rate was 93.87%. The AAA cumulative error rate now is 97%; in May it was 97.81%.

QC reviews are the statewide SNAP and medical reviews.

Tips for theft prevention

There are several things we can do to reduce “smash and grab” thefts from vehicles:

- Leave confidential information and files in the office, unless it is absolutely necessary to remove them.
- When transporting confidential information in any medium keep it with you whenever possible.
- If it must be left in the vehicle, place it in the trunk or covered in the back of a vehicle without a trunk.
- Take it in from the vehicle overnight
- Create an office procedure for taking confidential information offsite.
- Review policy DHS-090-010 Transportation of Information Assets. This policy provides guidelines for proper security controls when transporting of confidential, sensitive information.
- If a theft includes confidential information, report the incident to the Information Security Office: 503-945-6812 or dhs.privacyhelp@state.or.us.



Finally...

Win a prize!



Name our newsletter and win a prize. A winner will be chosen by the central office Field Services Team. All entries must be received no later than November 10, 2009.

Send your entry to: GroupWise: *Gulliver, Karen L*; or *karen.l.gulliver@state.or.us*. Several will enter - one will win! In the event of a duplicate, the person who sent it in first will be the winner.

Winner will be announced to the jealousy of all others in the November Field Services Whatever-we-call-it Newsletter!

November 2009

National Home Care and Hospice Month

Nov 1-7: Patient Accessibility Week

Nov 8-15: Fraud Awareness Week

Nov 15-21: Hunger Awareness Week

Nov 1: Daylight Savings Time Ends

Nov 4: Use Your Common Sense Day

Nov 8: Cook Something Bold Day

Nov 11: **Veteran's Day - CLOSED**

Nov 14: World Diabetes Day

Nov 19: Great American Smokeout

Nov 26: **Thanksgiving - CLOSED**

Nov 27: **Black Friday - CLOSED**

Comments on
the newsletter?
Ideas for
improvement?

Send them to Karen
Gulliver with Field Services:
karen.l.gulliver @state.or.us
or GroupWise to: Gulliver,
Karen L.

Your feedback is
welcome!



Central Office Field Services Team:

Carolyn Ross - Field Services Manager

Carol Mauser - Operations Manager

Donna Weaver - Program Manager

Sandy Hata - Diversion Manager

Naomi Sacks - Project Manager

Sudha Ramakrishnan -SPD Training Coordinator

Karen Gulliver - Quality Assurance

Debbie Harms - Executive Support

Janet Morse - Hearings and Exceptions