

In the Loop

Save the date!

The 18th annual diversity conference is approaching. The conference will be offered September 27th and 28th at the Salem Conference Center. Both days have the same content, speakers and presenters so attendees should sign up for one day only.

Check with your manager to get approval, then register for either day through the special events section of the [DHS Learning Center](#). Check for your agency acronym (DHS) to sign up. First time attendees are especially encouraged.

Check out the links on the [Diversity](#) page to review the workshops offered throughout the day, the conference agenda and biographies of the presenters.



Workshops are available on a first come, first served basis and attendance is limited to room capacity. Be sure you know where you want to be before you go!

In this edition:

Save the date!	1	September 2011 calendar of events	6
NED criteria	2	CAPI tip of the month	6
Fair housing - did you know?	2	July 2011 SNAP honor roll	6
Hearings received and assigned	3	September 2011 training calendar	7
SNAP Civil Rights online training	3	Modernization program update	8
Reapplying for benefits - Is it allowed during the hearing process?	4	Don't forget - pending cases	8
ICR processing	5	5503 and EPD	9
Don't forget - FUA coding	5	Mainframe screens help	9
		Don't forget - legal documents	9



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

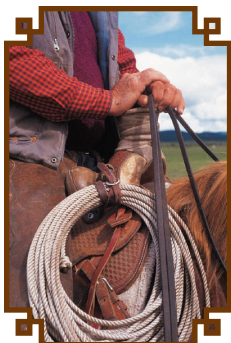
NED criteria

As we get closer to the reality of the 24 month SNAP certification and the changes in statewide Quality Control review criteria, getting NED codes on appropriate cases is even more important. Missing coding is an error issue every month at the Quality Control error panel (last Monday of the month; contact [Karen Gulliver](#) for more info). The 24 month certification, which is planned for November, will only apply to cases with an NED code – so the right code will both save time and reduce the work load.

The Food and Nutrition Service made some big changes to the statewide Quality Control reviews coming on October 1, 2011. Every SNAP case with a negative action (closure, suspension or denial) is subject to be pulled for review. Currently, if there is no loss of benefits because the agency restores the case, and issues the full month's benefit, the review is dropped. As of October, if a case closed or suspended because the NED coding was missing, the case will be cited with an error, even if the benefits were fully restored.

Here is what to remember for NED coding:

- No member of the [filing group](#) (the people applying together) can have earned income (EML, HCW, SEC, SEN or TNG);
- Adults in the filing group must be aged 60 or older; *or*
- The non 60-plus filing group members must meet the SNAP definition of [disabled](#);
- Children (under age 18) may be in a NED group without being disabled;
- Any time there is a problem adding the NED code to an eligible case, contact business analyst Lisa Stegmann by phone or email: 503-945-6725; lisa.stegman@dhs.state.or.us;
- Remember to add the NED code in the *HH Types* field – the system is not able to add it automatically.



Fair housing – Did you know?

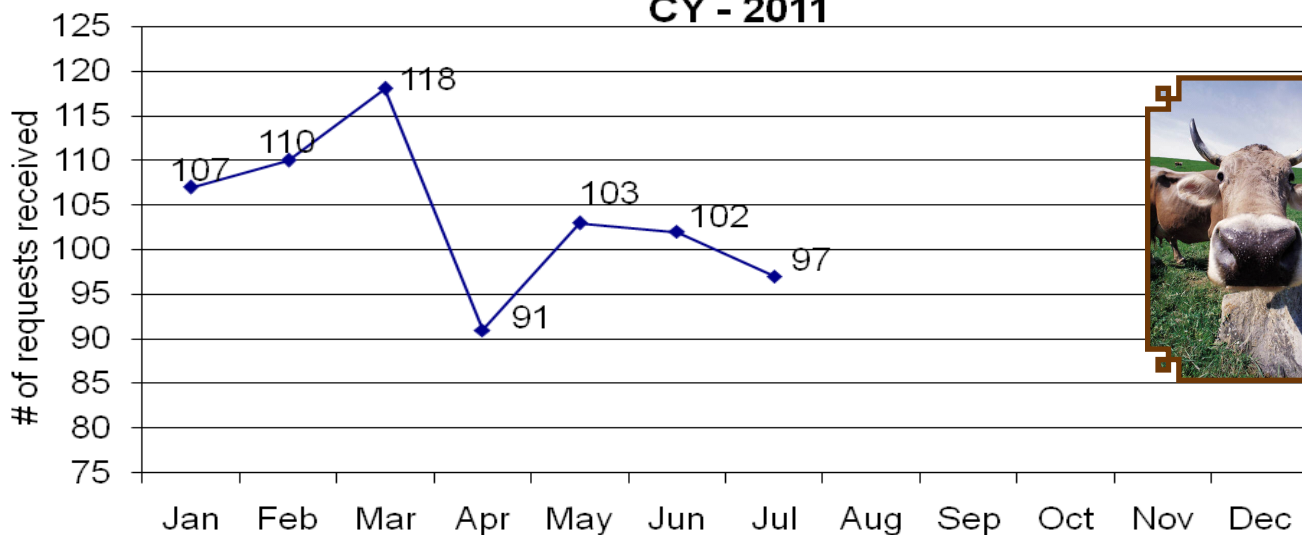
“Fair housing” is not the same as landlord/tenant law. If your clients have a housing question that is not fundamentally related to a protected class, utilize the following landlord/tenant resources:

- * Community Alliance of Tenants (CAT): <http://www.oregoncat.org>
- * Legal Aid Services of Oregon (LASO): <http://www.oregonlawhelp.org>

For more information on landlord/tenant information vs. fair housing law, visit www.FHCO.org/links.htm#RentalMatters.

The Fair Housing Council is a nonprofit serving Oregon and South West Washington. Anyone may call the FREE Fair Housing Hotline at 800/424-3247 Ext. 2 or [visit www.FHCO.org](http://www.FHCO.org)

Hearings Received & Assigned CY - 2011



	SNAP	Medicaid eligibility	Over-payment	PMDDT	Services	Other	DD case	UI
January	12	29	7	27	19	3	10	11
February	14	26	8	27	21	6	8	4
March	17	24	8	40	23	1	5	15
April	12	17	3	24	22	5	8	5
May	9	31	6	20	22	5	11	5
June	21	24	6	22	18	0	11	7
July	16	18	8	22	18	7	8	4

SNAP Civil Rights online training

The 2011 SNAP Civil Rights training is available as an online, self-paced course. Every DHS or AAA employee working with SNAP clients should take this course by the end of the year.

The course number is C02543 on the [DHS Learning Center](#). It's a yearly requirement – so get it done early!

Central Office Field Services team

Angela Munkers - Field Services Manager
 Sandy Hata - Transition Services Manager
 Carol Mauser - Operations Manager
 Jennifer de Jong - SPD Modernization
 Program Business Transition Manager
 Caryn Whatley - Policy Analyst

Debbie Harms - Executive Support
 Nathan Singer - Transition Services
 Karen Gulliver - Quality Assurance
 Janet Morse - Administrative/Technical
 Assistant and Hearings Coordinator

Reapplying for benefits – Is it allowed during the hearing process?

Joe Client comes into the office and applies for OSIPM claiming a disability. You begin the presumptive medical process, send all the necessary paperwork, and weeks later PMDDT instructs you to deny him because Joe didn't return the ADL questionnaires or attend the administrative medical exam. Joe calls and says he wants to request a hearing. He completes the 443, it's faxed to Salem and the process begins. Joe calls a couple of days later and says he wants to reapply. So now what? Joe's case is in the middle of the hearing process, so he'll have to wait to see what the administrative law judge says, right? Wrong!

Individuals *always* have the right to apply for benefits, regardless of the status of their last application. Is it a waste of time? Perhaps, especially if the closure or denial is a result of ineligibility rather than failure to cooperate or verify information. In the situation above, Joe could lose months of medical coverage because he didn't know he could reapply right away, regardless of his upcoming hearing. *The hearing process has no bearing on his new application for benefits and vice versa.*

Everyone who files a hearing to reapply should not be encouraged to reapply, just remember they have the right to do so. In certain situations (such as Joe's above), it might actually be a good idea to encourage a second application.

It's important to avoid denying individuals their right to apply for benefits; but workers can inform them of the situation. For example, it's acceptable to say something like, "From what you're telling me, it sounds as though you may be over income for all of our medical programs; however, I can't make an informed eligibility decision unless you apply, and you certainly have the right to do so." *Never* say "You're not eligible, so there's really no point in applying because I'm just going to deny you." Or "Go ahead and apply, but you'd just be wasting your time." Sound familiar?



We don't want to be coercing or persuading clients, or potential clients, into taking a certain action, such as withdrawing an application or opting not to apply. It's always okay to give potential clients information about programs and options, but never to make up their minds for them. This often happens to save the individual time and possible disappointment; while the scenarios are often ambiguous, the rules are not.

The hearings unit understands how busy everyone is and how tedious it can be processing unnecessary applications, but please know when these types of cases go to hearing, the administrative law judges don't care. They look at what we've done (or haven't done), compare it to the OARs, and make their decision; it's not personal, it's their job.

Heather Williams, SPD Hearing Representative

ICR processing

The ICR, or Interim Change Report (DHS 852), is automatically mailed in the middle of the certification period to SNAP recipients who are in the Simplified Reporting System (SRS) and do not qualify for the NED household type .


SNAP clients who are required to return the ICR only need to report a few things: changes in their address and shelter costs; changes to who lives in the household and changes to their income. The client can choose to report changes to their expenses, but it is not required.

The ICR can cause some confusion for SPD and AAA workers due to unfamiliarity since most of our clients are NED eligible. Here are some things to remember when the ICR arrives on your desk:

- Check for changes to shelter costs even when the client reports they have not moved;
- Be sure the names and numbers of people listed in the household match the names and numbers of people on the system;
- Leave the annualized self-employment alone unless there is a drastic change such as the client is no longer self-employed. Annualizing anticipates fluctuation in income, so usually it can continue as is;
- Always mail a pending notice with at least 10-days for the client to return information if verification is missing;
- If the SNAP case closes after the suspend month and then the client turns in the ICR, they are considered a new applicant and a new application will have to be mailed;
- If a delay at the branch causes the case to close, use an *REC* code to reopen the case and carefully narrate what happened;
- Once in a while, the client completes a new application instead of an ICR; use the application to complete the ICR process but you will need the client to sign the ICR because the ICR form allows the worker to make a change without the 10-day notice.



Lots of information about the ICR and SRS is available in the [SNAP manual, F.8](#). To test yourself, try the Interim Change skill challenge: <http://www.dhs.state.or.us/training/foodstamps/skillchallenge.htm>



Don't forget! If the client is not paying for heating costs, don't code the case as FUA. If the case is eligible for LIHEAP, the system will add the \$1 and convert to FUA automatically. Anticipating the LIHEAP instead of coding the case correctly will result in QC errors. [See SNAP F.22.](#)



- Looking for past issues of *In the Loop*? Wish there was an index of articles? Find both on the SPD Field Services web page: <http://www.dhs.state.or.us/spd/tools/field/index.htm>

September 2011

Healthy aging month
Self improvement month

- Sept 1 - 10: Enthusiasm week
- Sept 11 - 17: Assisted living week
- Sept 18 - 24: Deaf awareness week
- Sept 24 - 30: Banned book week

Sept 2: V-J day

Sept 5: Labor day - CLOSED

Sept 9: Stand up to cancer day

Sept 11: Remembrance day

Sept 13: Celiac awareness day

Sept 16: DHS furlough day - CLOSED

Sept 18: Wife appreciation day

Sept 19: Talk like a pirate day

Sept 21: World Alzheimer's day

Sept 26: World heart day

Sept 29: National coffee day



CAPI tip of the month

The Online Application includes Rights and Responsibilities information (DHS 539R) and Client Discrimination Complaint information (DHS 9001) clients must receive, so you don't need to mail it out. However, you do need to send out the Information and Referral packet (DHS 3400). Don't forget!



July 2011 SNAP honor roll

100% Accuracy!

0111 Baker City SPD	100%	1612 Madras SPD	100%
0411 Warrenton ADS	100%	1811 Klamath Falls SPD	100%
0511 St. Helens SPD	100%	1911 Woodburn ADS	100%
0911 Bend SPD	100%	2111 Toledo ADS	100%
0914 Redmond SPD	100%	2911 Tillamook ADS	100%
1211 John Day SPD	100%	3013 Hermiston SPD	100%
1311 Burns SPD	100%	3617 McMinnville ADS	100%
1611 Prineville SPD	100%		

90% or Better Accuracy!

1513 Medford SSO	96.00	2711 Dallas ADS	93.33
2518 Portland West ADS	96.00	3311 The Dalles SPD	93.33
3411 Hillsboro SPD	96.00	2019 Cottage Grove AAA	92.86
3417 Beaverton SPD	96.00	0611 North Bend SPD	92.00
0310 Canby SPD	93.33	2211 Albany ADS	92.00
2011 Eugene LCOG	93.33	3515 Portland ADS	92.00

September 2011 training calendar				
Monday	Tuesday	Wednesday	Thursday	Friday
<p><i>Dates and availability of classes are subject to change. Please review availability on the DHS Learning Center.</i></p>			<p>1 CREW - Medford (8:30 - 3:00)</p>	<p>2</p>
<p>5 CLOSED - Labor Day</p> 	<p>6 Eligibility automation demo (2:30 - 4:30)</p>	<p>7</p>	<p>8 Basic Lean tools (9:30 - 12:00) Cultural competency and diversity (8:30 - 4:00) Eligibility automation demo (9:30 - 11:30)</p>	<p>9</p>
<p>12 Cultural competency and diversity (8:30 - 4:00)</p>	<p>13</p>	<p>14 MMIS data inquiry (1:00 - 4:30)</p>	<p>15 Basic Lean tools (9:30 - 12:00)</p>	<p>16 CLOSED - DHS furlough day</p>
<p>19 Netlink: Payroll reporting for new employees (1:00 - 4:00) Eligibility automation demo (1:30 - 3:30)</p>	<p>20</p>	<p>21 CREW - Salem (8:30 - 3:00) Advanced in-home service planning (8:30 - 4:30)</p>	<p>22 CREW - Salem (8:30 - 3:00) Basic Lean tools (9:30 - 12:00)</p> 	<p>23</p>
<p>26</p>	<p>27 CREW - Ontario (8:30 - 3:00) Regional transition training (9:00 - 3:30)</p>	<p>28</p>	<p>29 CREW - LaGrande (8:30 - 3:00) Basic Lean tools (9:30 - 12:00)</p>	<p>30</p>

Modernization program update:

Hello and happy summer! Here in Modernization Land, August has been a busy month! On the Eligibility Automation project, the process of sorting through the hundreds of rules related to eligibility determinations to get them organized and ready to be added to the Oracle software has begun. It'll be awhile yet before demos and sandboxes are available to the field, but keep sending those future DHS technology ideas to me at samantha.s.brookshire@state.or.us so we can address them in future articles!

CAPI is going to steal the spotlight for this month's message; during August we have been doing performance testing to isolate the slowness issues many of you have reported with the application, so new features have been put on hold. While we're waiting for shiny new things from CAPI, here are a few Frequently Asked Questions.

Q: When I open an application, there is a message on the top of the screen that says the application is locked by another user. What happened?

A: That message will appear when another user either has the application open for editing or did not close the application properly (i.e. clicked 'X' at the top right of the internet browser window to close the application instead of *Close*). The application will be available for editing after the other user either reopens the application and exits properly, or 60 minutes pass between the time of the last activity (whichever comes first).



Q: My service client recertified his/her SNAP online, how do I review the application during the home visit without printing the application?

A: You could save a PDF version of the application to your laptop. To do this, open the application and click on the *Printable Application* button on the bottom right of the *Application Information* tab. Save by either using clicking *File, Save* at the top, or left-click the floppy disc icon which appears on the floating toolbar when you move your mouse anywhere on the document. (From the July 2011 CAPI FAQ, available on the [Modernization website](#))

As always, if you have problems with CAPI, you can contact [Samantha Brookshire](#) via email samantha.s.brookshire@state.or.us or by phone at 503-947-5278 or [Jennifer de Jong](#) via email jennifer.d.dejong@state.or.us or by phone at 503-945-5856. See you next time!

Samantha Brookshire, SPD Business Transition Coordinator



Don't forget! Before opening an OHP Standard case, check WEBM FIND to look for a pending case. Applications which go through 5503 will have a pended case that workers should use instead of opening a new one.

5503 and EPD

5503 receives a number of applications for medical benefits from working people who have or claim to have disabilities. Staff at 5503 will refer these individuals to local SPD offices for an OSIPM eligibility determination.

5503 will refer the following types of employed applicants to the local SPD office:

- Individuals who are working and claim on their medical application form that they are disabled; and
- Individuals who receive SSDI and are working.



SPD staff will then review the application for OSIPM and QMB eligibility. This review will include the Employed Persons with Disabilities (OSIPM-EPD) program, as well as all OSIPM and QMB sub-programs. SPD offices will refer these applicants to PMDDT as necessary. For more information on the OSIPM-EPD program, please see [SPD Worker Guide 11](#).

For more information, please refer to the following OHP procedural transmittal: <http://www.dhs.state.or.us/spd/tools/program/ohp/epd.doc>

If you have question, please contact [Jeff Stell](#) at (503) 945-6834 or by email; jeff.stell@state.or.us.

Mainframe screens help

The old Mainframe screens training is being revamped by the training unit and will not be available again until closer to the end of the year. In the meantime, if you need help reading and using the DHR Mainframe screens, there is a guide located on the [SPD Field Services](#) web site.

Click on the [Mainframe income screens explained](#) link under the *Desk tools* to open the screens tool. The PDF shows the screens used for checking income and explains many of the fields; at the end is a reference guide to accessing all of the screens.

The tool will not replace the actual training class, but while we are waiting for the new and improved version, it may help with the basics. If you find errors, see something confusing, or just have a question about the tool, contact [Karen Gulliver](#).

Want to see your area featured in *In the Loop*? Its easy! Gather your photos and story then contact Karen Gulliver with SPD Field Services karen.l.gulliver@state.or.us and your area can be famous too!



Don't forget! Legal documents that come into the local office need to have a date stamp on the front as soon as you receive them. Some of the documents you might see are summons, subpoenas, law suits, etc. A lot of action is based on the stamp - see [SPD-AR-11-059](#) for more information!