



Coffee Chat with Child Care

Analyst Hour
October 26, 2021

Today's Agenda

- Introductions
- Non-Representative Pay Verification
 - Rate of Pay Changes
 - Pay verification does not match reported income
- Conflicting Information
 - Entering Case Notes
- Policy Reminders
 - Household Composition
 - Student Hour Approvals
- Copays – Interim Business Process (IBP)
- ETOP and QRG's
- Reporting Provider Changes in Applicant Portal
- Questions
- Contacts





Non- Representative Pay Verifications

Non-Representative Pay Verifications (cont.)

- When an individual reports a change in their rate of pay be sure that any pay verification used reflect the new rate.

Enter a case note indicating why a pay verification is not reflective and not being used.

Income Details

Earned Income From Date *	07/01/2021	15	Date Reported *	10/18/2021	15
How is pay calculated? *	<input checked="" type="radio"/> Hourly Rate		<input type="radio"/> Amount per pay frequency		
Hourly Rate *	\$14.00		Day Of Week Paid		
Pay Frequency			Days/Month		
Gross amount per Frequency	\$		Maximum Hours/Week	40.00	
Average Hours/Week *	40.00		Verified On *	10/18/2021	15
Verification *	Client state				

Non-representative Pay Verifications (cont.)

What to do when pay verification does not match what an individual reported their income as:

- This can happen for various reasons. You may need to request new verification if what was submitted no longer supports the income that is expected to continue.

Tip: If this is due to a current change you may be able to ask if you can talk to their employer and make a phone call or request new verification.



Clarify Conflicting Information

When information reported conflicts with what is entered into ONE you will need to add a case note to address the discrepancy.



Clarifying Conflicting Information (cont.)

Example:

Immunizations are noted on an application that they are not up to date; however, ONE is completed showing they are met.

This will create a case error for Quality Control and Quality Assurance Reviews.

A case note that you spoke with the family and found new information could prevent the discrepancy and the error!





Policy Reminders

Child Care



Household Composition

Household Composition Reminder

As a reminder for ERDC, an unborn child can tie a household together.

- When a pregnant caretaker who is living with another caretaker (and possibly their children) apply for benefits, it is important to ask and complete the pregnancy details in ONE so that if the other caretaker is a parent to the unborn, they will be included in the EDG group.





Student Hour Approvals

If an ERDC caretaker is going to school as well as working, some of their student hours can be covered for child care, if the following requirements are met:

- The caretaker must be eligible due to employment before student hours can be determined.
- Coursework must lead to a certificate, degree or job-related knowledge and skills from a school able to receive federal financial aid.
- Authorized student hours cannot exceed authorized work hours (at least 50 percent of all authorized hours must be from employment).
- Total authorized hours, from work and school, cannot exceed 172 (215 including commute time).

Student Hour Approvals (cont.)

- The **financial aid award letter is required** at certification and recertification as verification of income. It should be requested along **with proof of registration and class schedule**.
- The worker should **review the financial aid award letter** to see if the child care need is covered by the caretaker's financial aid. If so, the caretaker is not eligible for student hours.
 - Any student receiving financial aid through the Office of Student Access and Completion (OSAC) is *not eligible* for ERDC benefits.

ERDC benefits do not presently cover high school student hours. In some local school districts, ERDC has teen parent contracts. If you have questions about your area, please contact your district leadership or Child Care Policy.



Child Care Copay Interim Business Process (IBP)

The ERDC Copay Restructure policy transmittal is SS-PT-21-018, which was updated and resent on 9/16/2021

Please refer to this transmittal for copay restructure details.

<http://www.dhs.state.or.us/policy/selfsufficiency/publications/ss-pt-21-018.pdf>



Child Care Copay IBP (cont.)

The Employment Related Day Care (ERDC) Copay Restructure went into place 10/1/2021.

An IBP was created as there are a couple of reasons you may see an incorrect copay being determined for a family.



Child Care IBP (cont.)

We have seen some cases in the following situations where the family copay generated incorrectly:

- **ERDC cases with a Date of Request (DOR) before 10/1/21.**

For new ERDC cases with a DOR prior to 10/1/21, the system may generate a copay for October and ongoing months. These cases should retain their \$0 copay for their entire certification period.

For cases which are new and have a DOR prior to 10/1/21, an override should be completed for October and November if needed. Any cases that had a DOR prior to 10/1 and were previously authorized with a copay should have received a fixed through another process.



Child Care Copay IBP (cont.)

TANF cases transitioning to ERDC, eligible for a Reduced Copay (RCP) may incorrectly generate a copay

- TANF to ERDC transition cases are allowed 3 months after the transition month to receive an RCP of \$0.
- These cases with a DOR of October 1st, 2021 or after may not receive the RCP under the new copay restructure.
- An override may need to be completed for any month in which a copay in any amount other than \$0 is given. An override should be completed for October and November if necessary.

Any cases previously authorized with a copay that should have received an RCP will be fixed through another process. Staff do not need to find those cases which have been previously authorized with DOR's in October.



Child Care IBP (cont.)

If you have a case where the family copay was determined incorrectly, please follow the IBP below:

<https://dhssoha.sharepoint.com/teams/Hub-DHS-ET/Known%20Issues%20%20Interim%20Business%20Processes/Forms/AllItems.aspx?id=%2Fteams%2FHub-DHS-ET%2FKnown+Issues++Interim+Business+Processes%2FIBPs%2FIBP+-+20-223.pdf&parent=%2Fteams%2FHub-DHS-ET%2FKnown+Issues++Interim+Business+Processes%2FIBPs&OR=Teams-HL&CT=1634754583946>

As needed, refer to the Overrides QRG for more details on Overrides. The begin date of the override should be the day you are doing it, and the end date should be 10/27. A case note should also be added to reference this IBP and explain why the override was used.



Quick Reference Guides (QRG's) and Eligibility Transformation Operational Processes (ETOPS)

- QRG's and ETOP's are developed to help you with ONE processes and eligibility.
- QRGs and ETOPS are created, updated and retired as needed.
Remember as a best practice you should not save these documents as they could change.



Quick Reference Guides (QRG's) and Eligibility Transformation Operational Processes (ETOPS) - cont.

- The most current versions can be found on the OWL at:
<https://dhsoha.sharepoint.com/teams/Hub-DHS-ET/SitePages/ET-Operating-Procedures.aspx>

TIP: Did you know that QRGs and ETOPS on Our Work Link (the OWL) are searchable. You can use ctrl +F and enter the topic you are looking for.



Reporting a change (RAC) of provider in ONE

Families can now report a
provider change through
their applicant portal!

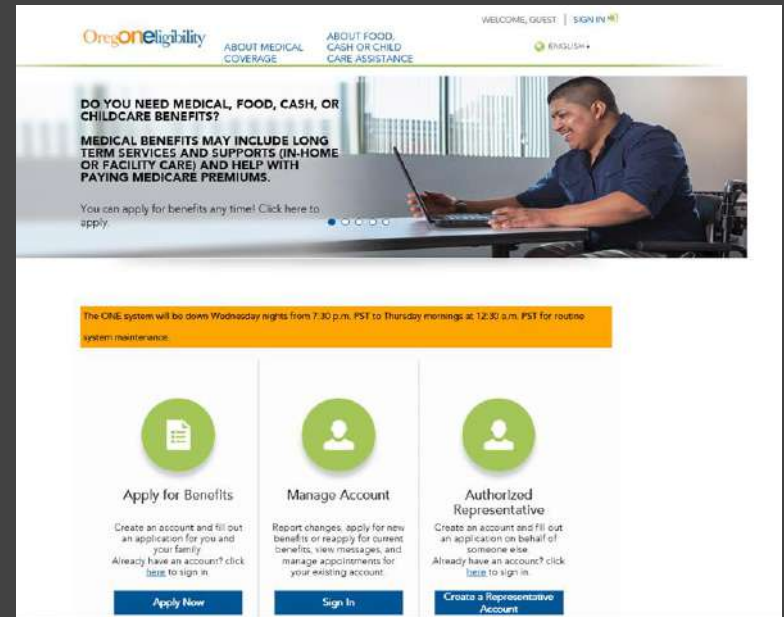
**Effective 10/27/21*



Provider RAC (cont.)

A family can enter their provider change information by choosing “*Someone in my household has a reason to report a change that is not listed in the reasons shown above.*”

- This will allow the family to enter their change in free form text.
- A task will be created for staff to process.
- Staff gather all necessary information and send a provider connection email to the Direct Pay Unit to make the update.



Oregon Eligibility ABOUT MEDICAL COVERAGE ABOUT FOOD, CASH OR CHILD CARE ASSISTANCE WELCOME, GUEST | SIGN IN ENGLISH

DO YOU NEED MEDICAL, FOOD, CASH, OR CHILDCARE BENEFITS?
MEDICAL BENEFITS MAY INCLUDE LONG TERM SERVICES AND SUPPORTS (IN-HOME OR FACILITY CARE) AND HELP WITH PAYING MEDICARE PREMIUMS.

You can apply for benefits any time! Click here to apply.

The ORE system will be down Wednesday nights from 7:30 p.m. PST to Thursday mornings at 12:30 a.m. PST for routine system maintenance.

- Apply for Benefits**
Create an account and fill out an application for you and your family. Already have an account? click [here](#) to sign in.
[Apply Now](#)
- Manage Account**
Report changes, apply for new benefits or reapply for current benefits, view messages, and manage appointments for your existing account.
[Sign In](#)
- Authorized Representative**
Create an account and fill out an application on behalf of someone else. Already have an account? click [here](#) to sign in.
[Create a Representative Account](#)





Policy Questions and Answers



Contacts

For policy related questions, e-mail Child Care Policy with questions (and suggestions for future agenda topics!) at ChildCare.Policy@dhsosha.state.or.us.

For payment related questions, call Direct Pay Unit at 1-800-699-9074 Monday through Friday 8:30am-4:30pm or e-mail at DPU.Childcare@dhsosha.state.or.us.

DPU e-mail addresses for families and providers:

Billing forms and listing forms: DPU.childcarebilling@dhsosha.state.or.us

General questions: Customerservice.DPU@dhsosha.state.or.us



Happy
Fall Y'all!