



## In the Loop

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### Knitted quilt fund-raiser for the Governor's food drive

Last year SPD knitters in central office sold over \$420 in raffle tickets for a knitted quilt that was auctioned off to support the annual Governor's Food Drive. With the success of the project, SPD knitters decided to do it again this year, with some help from Addictions and Mental Health division.



L - R: Carolyn Ramus, Caryn Whatley, Margie Bibby

This year's quilt is made from twenty-five 12 x 12 inch knitted squares and measures 60 x 60 inches. Tickets are \$1 each or 6 for \$5, and are available for purchase until the drawing is held at 3:00 p.m. on February 28.



The quilt is on display in the lobby of the Human Services Building during each noon hour, and hopes are high that even more money will be raised this year to support this worthy cause. Contact Caryn Whatley, 503-947-5427 or Margie Bibby, 503-945-6836, to purchase tickets.



20% of people using food boxes are disabled adults. ~  
Oregon Food Bank

# Opportunities

## Best practices: pre-filled applications

The statewide Quality Control unit has noticed an increase in pre-filled SNAP applications sent to clients for a signature with the prior year's information printed on it instead of current information. Although the message to the client may be to review carefully and correct anything on the application before signing, the reality is most clients sign and return the application *without* reviewing.



Sending the application with old information may *seem* like a time saver, but in reality it can cost a lot of time and money. Incorrect information used for an eligibility determination can cause issuance errors which either the client has to repay or the Department loses.

Instead of printing old information and placing the burden on the client to locate and make changes, a phone call to review the current situation *before* printing is the recommended action. Most workers are already doing this and saving themselves time by not making overpayment referrals or testifying at hearings.

As part of the Lean initiative, it's good to keep in mind case corrections after the fact are more time consuming than up-front work, not to mention the confusion for the client. As a time – and money – saver, it's better to do the work on the front end instead of reworking the same application on the back end.

## March 2011

Deaf history month

Multiple sclerosis awareness month

National social work month

Mar 6 - 12: Save your vision week

Mar 20 - 26: Poison prevention week

Mar 21 - 27: Wellderly week

Mar 3: National Anthem day

Mar 4: Employee appreciation day

Mar 8: International women's day

Mar 9: Get over it day

Mar 13: Daylight saving time begins

Mar 16: St. Urho's day

Mar 17: St. Patrick's Day

**Mar 18: CLOSED**

Mar 21: Memory day

Mar 23: Kick butts day

Mar 26: Make up your own holiday day



## Food drive - Hillsboro 3411

The Hillsboro office, led by coordinators Tara Bohren, Rosemary Lane Caldwell and Susan Gardner, has some amazing activities planned for the month – including a silent auction for the manager's labor – that's a pretty great prize!

They are also hosting a silent auction, a used book sale, popcorn sales and a snack food "vending machine" along with the payroll deductions and a canned food challenge between units. Good luck Hillsboro!



Tara Bohren

# Quality assurance

## What the auditor saw....

It's too early to know the outcome of the most recent Secretary of State service payment and eligibility audit, but some trends are emerging. Here are a few of the problems found:

- Lack of eligibility narration: Clients are being recertified without any narration explaining how or why they are eligible. Instead the auditor has to use *only* the paperwork and the screens – so anything the client mentioned in an interview and any changes or updates which are not part of the application are not part of the review. We all know the interview is incredibly important to telling the story of the client's eligibility and situation, but without any narration, the auditor has literally nothing to go on.
- Lack of SSN narration: Like me, you may have thought there was no need to narrate the actual verification of the SSN if there is a “V” on the W204 screen - we are all wrong and need to at least narrate the SSN was checked.

Here is the comment from the auditor: *DHS must verify each SSN of each applicant and recipient with SSA to insure that each SSN furnished was issued to that individual and to determine whether any others were issued. (42 CFR sections 435.910(g) and 42 CFR 435.920). ... the purpose for getting the narrative, is to review documentation that indicates DHS did anything to verify the SSN.*



- Old applications: It is true that we do not need a new application for medication redetermination *if* the applicant/client has an open DHS benefit. Remember, using a recently closed case application to determine medical eligibility is not okay. And current information and verification has to be provided by the client – you can't just extend the end date without a full eligibility determination. Also, please remember to narrate the eligibility (see the first bullet).
- Citizenship verification: We know people who receive Medicare are exempt from re-documenting their citizenship, but they still need to document their identity and the coding (and narration) has to be in place.

Here's some more info from the auditor: *Typically in the narrative it will say “Citizenship: Verified” or something to that effect. If we wanted to use the W204 screen I'd need some indication or proof that the caseworker did insure it was verified.*

We don't know yet how we'll do with this audit, but these few changes could make a huge difference on the next one!



**Don't forget !** If you must send sensitive information by email – client names, benefit information, SSN, etc – be sure to secure your email by adding #Secure# at the beginning of the subject line. You never can tell for certain what may happen to your email – better safe than sorry!

# SNAP

## Expedited SNAP

Expedited SNAP benefits must be issued no later than the seventh day following the filing date, but what about the rest of the requirements? Did you know offices must have a process in place to make sure the expedited applicant's filing date is established *and* they have an interview within the same seven day time frame? This means if the client contacts the office by phone, the office must get the filing page to the client, complete the screening, interview, application *and* get the benefits issued before the seventh day is over.

Additionally, the screening interview to determine if the applicant is eligible for an expedited appointment *must be done on the filing date* - and don't forget to narrate the expedited decision; narration could prevent an error! Be sure to use the correct issuance code for expedited - remember those "X" issuance codes? Those are for the expedited benefits and are tracked at central office.

For more information on expedited SNAP benefits, see SNAP, Applications, B. Expedited Services. There is also a Skill Challenge for expedited SNAP on the SNAP skill challenges page which can help with policy refreshers: <http://www.dhs.state.or.us/training/foodstamps/skillchallenge.htm>.



## January 2011 SNAP honor roll

### 100% Accuracy!

0111 Baker City SPD	100%	1612 Madras SPD	100%
0310 Canby SPD	100%	1717 Grants Pass DSO	100%
0313 Milwaukie SPD	100%	1911 Woodburn ADS	100%
0913 LaPine SPD	100%	3013 Hermiston SPD	100%
1211 John Day SPD	100%	3112 Enterprise SPD	100%
1311 Burns SPD	100%	3211 Florence AAA	100%
1418 Portland South East ADS	100%		

### 90% or Better Accuracy!

1811 Klamath Falls SPD	96.00	3311 The Dalles SPD	93.33
2411 North Salem ADS	96.00	3415 Portland ADS	93.33
2518 Portland West ADS	95.83	2019 Cottage Grove AAA	92.86
2011 Eugene LCOG	95.56	1513 Medford SSO	92.00
0911 Bend SPD	94.44	3417 Beaverton SPD	92.00
2311 Ontario SPD	93.33	3518 Portland ADS	91.67
3011 Pendleton SPD	93.33		

# From the field

## Food drive - Roseburg 1017

The Roseburg DSO always comes up with a full agenda of events to support the Food Drive. The office, in addition to their month long canned goods collection (prizes to the person who brings in the most each week), they are having a bagel brunch, chili and corn bread lunch, breakfast buffet, deserts and a Feed the Animals game which sounds like lot of fun.

1017 is also raffling prizes at the end of the month. Something unique to Roseburg DSO – for \$20 you can purchase a VIP pass to get freebies all through the month. Great idea Roseburg!



## OPAR overpayment recovery

OPAR posts information on overpayment recovery on their web site: <http://inside.dhsoha.state.or.us/asd/opar/opar/opar-articles/1084-opar-data-recovery.html>.

So far, for the first four months of fiscal year 2011 (July, August, September and October), OPAR has recovered \$1,871,879.89 – in 2010 the total overpayments recovered was \$8,421,127.04.



**Don't forget!** Check out the [NED skills challenge](#) on the [SNAP web tools](#) page. Missing NED coding accounts for a large percentage of invalid SNAP closures for our elderly and disabled clients cited by QC. Take a few minutes to review the skills challenge and make sure you are up to speed! Contact the [SNAP analysts](#) if you have any questions.

*A study that focused on the experience of food insecurity among the elderly population found that food insecure seniors sometimes had enough money to purchase food but did not have the resources to access or prepare food due to lack of transportation, functional limitations, or health problems. ~ Feeding America*

## Food drive – Medford 1513

Josie Wilmoth, Andrea DelPizza, Janna Parra and Cheri Walsh are the Food Drive Committee in the Medford SSO and have set a goal this year of \$750 and three full barrels of food! To help meet their goal, each morning huddle includes a recommended item to bring in the next day for the barrels. The Committee also sent everyone in the office a letter with the most desired food for the drive, sorted by type each week.

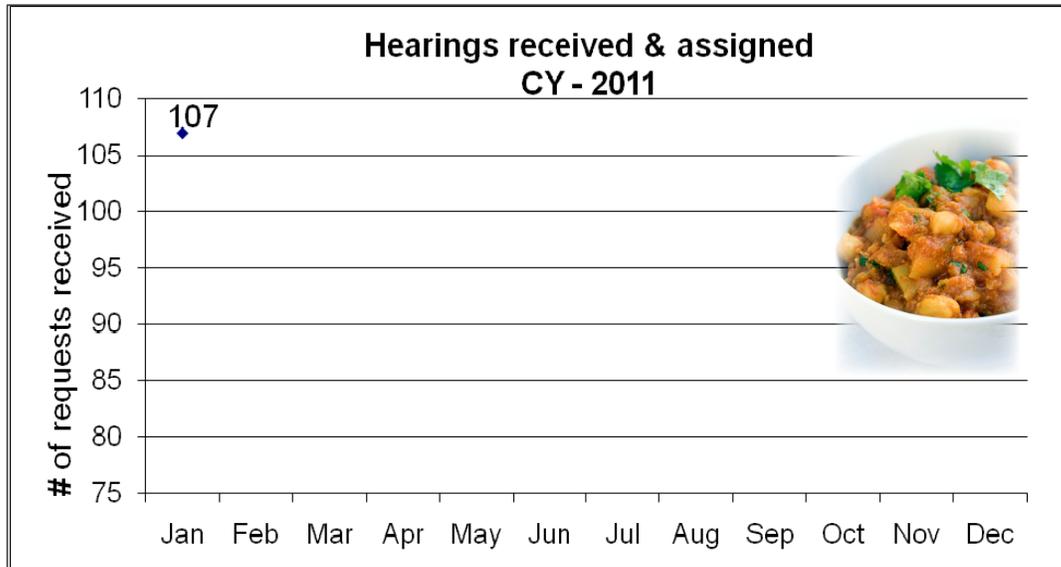
The letter included office goals, how to get a receipt for donations and all the events. Along with cash and food donations which continue all month, a couple of lunches and a silent auction are part of the plan.

Good luck Medford SSO!



L - R: Cheri Walsh, Josie Wilmoth, Andrea Del Pizzo

# Training



	Food Stamps	Medicaid eligibility	Over-payment	PMDDT	Services	Other	DD case	UI
January	12	29	7	27	19	3	10	11

## Food drive – Canby 0310

My name is Stephanie Cruz, and I am the food drive coordinator for the Canby SPD office - branch 0310. We have started a coin competition between staff. This is a competition between the CM's and APS -VS- HSS3's and Support Staff. I quickly found out that our office has a lot of competitive people. Each team wants to add their silver coins to their own jar and their pennies to the other teams jar. For every penny in our jar, that takes away the silver. The team with the most silver in their jar at the end of the month is the winner, and eventually the real winner is the Oregon Food Bank!



Stephanie Cruz, HSS3

## 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  
 Janet Morse - Administrative/Technical  
 Assistant and Hearings Coordinator

Debbie Harms - Executive Support  
 Nathan Singer - Transition Services  
 Karen Gulliver - Quality Assurance  
 Heather Williams - Training and  
 Development Specialist  
 Tammy Mazon - SNAP Outreach/ OSH  
 Financial Eligibility

## March 2011 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
	1 Basic Lean tools (8:30 - 4:30) Strengthening case management module I (8:30 - 4:30)	2	3 Cultural competency and diversity (8:30 - 4:00)	4 Cultural competency and diversity (8:30 - 4:00)
7 	8 Oregon Access basics (8:30 - 4:30) MMIS data inquiry and update (8:30 - 12:00)	9 Oregon Access basics (8:30 - 4:30) Advanced in-home service planning (8:30 - 4:30) MMIS data inquiry and update (1:30 - 4:30)	10 Advanced in-home service planning (8:30 - 4:30) MMIS data inquiry and update (1:30 - 4:30)	11
14	15 Strengthening case management module II (8:30 - 4:30) MMIS data inquiry and update (1:30 - 4:30)	16 MMIS data inquiry and update (1:30 - 4:30) MMIS plan of care for SPD case managers (1:30 - 3:30)	17 Core values (8:30 - 12:00)	18 <b>CLOSED</b>
21	22 Eligibility 101 (8:30 - 4:30)	23 Eligibility 101 (8:30 - 4:30)	24 Eligibility 101 (8:30 - 12:00)	25
28	29 Advanced Lean tools (8:30 - 4:30) Strengthening case management module II (8:30 - 4:30)	30	31	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <p><i>Dates and availability of classes are subject to change. Please review availability on the <a href="#">DHS Learning Center</a>.</i></p> </div>				

# Field news

## Food drive – North Bend 0611

We have put together a whole month's worth of activities at SPD Branch 0611 dedicated to the Food Drive.

We held a taco lunch for office staff and their families. The managers also prepared and served a soup lunch later in the month.

We tried very hard to include all of District 7 in our activities this year including a Silent Auction and Bake Sale, Annual Putt Putt (Herman Miller golf course) tournament, and for the first time ever, CUPCAKE WARS!!!! This event is later in the month and sure to draw a crowd.



Along with the fund raising events we are also having an actual food drive, where the office is divided into teams and the challenge is to bring in the most amount of food possible, winning team will have a pizza lunch.

*Christy Shipman, Case Manager*

*Nationally, 30 percent of client households with seniors indicated they have had to choose between food and medical care and 35 percent had to choose between food and paying for heat/utilities. ~ Feeding America*



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>

## Public Health week – coming soon!

The Oregon Home Care Commission (OHCC) will be offering three free safety-training classes statewide during the month of April for providers: Protecting Against Sprains and Strains; Preventing Disease Transmission; and Taking Responsibility on Personal Safety. This would be great information to share with client-employers, homecare workers, and adult foster home providers. Providers wishing to register can call 1-877-867-0077, #2.

In addition, the OHCC has 19,000 Safety Manuals for Employers (DHS 9063) they would like to distribute during the month of April to client-employers who receive in-home services. Case Managers are asked to share these manuals with client-employers during their initial visit, during reassessments, and during home visits in the month of April. The manuals can be ordered through the Office of Forms and Document Management or by calling Distribution Services at 503-373-1342.

*In-home Services Unit*

# Case management

## SPD Case Management tools update

Do you hear a beeping noise? That's the sound of the construction work happening over on the [SPD Case Management Tools web site](#). The site has a lot of updates and additions. Look for the *Recent Updated* header to keep up with the changes. You can also see the updates by linking on the titles below:

- [In-Home vs. RAFH/AFH](#)
- [Guide to Working as a Live-In Provider](#)
- [ICP FAQ - Workers' Compensation and Benefit Fund Assessment](#)
- [Transition Planning and Risk Assessments](#)
- [CAPS Override Functions and Processes](#)
- [CBC Gradual Withdrawal List](#)
- [SPD Field Services Staff Tools](#)
- [Natural Supports-Putting the Puzzle Together](#)



Some of the other pages have a new look – like the [Independent Choices](#) page. Check it out!

*Only 8% of the people who access food boxes in Oregon are 65 or older. ~ Oregon Food Bank*



## Case Manager resource

Take a look at the MedlinePlus web site: <http://www.nlm.nih.gov/medlineplus/>.

This web site is a service of the U.S. National Library of Medicine and the National Institutes of Health. It offers fantastic information on various health topics, drugs and supplements, videos and tools.

There are interactive health tutorials you can follow at your desk and learn about symptoms, diagnosis, and treatment for a variety of diseases and conditions. The site is very easy to use and understand.

*In-home Services Unit*

## 7210P applications

The 7210P application is sent to anyone who registers on the OHP standard reservation list. The applications are sent on Fridays and are an opportunity for people who are interested in receiving medical benefits to apply without waiting for a drawing.

The letter which accompanies the 7210P, sometimes called the confirmation application, tells the recipient they have been added to the reservation list and tells them, if they meet certain criteria, they may be eligible right away. If you receive a 7210P, check the reservation list database first to make sure the client has not been selected yet, then process as usual.

To help you quickly identify the 7210P, the labels and the letter will be blue. Also, both the application and the return envelope are printed 7210P.

For more information, see [SS-IM-11-008](#) or talk to a Medicaid analyst.

# Transformation

## Continuous improvement basics

*First in a series*

*“If I had an hour to solve a problem and my life depended on the solution, I would spend the first 55 minutes determining the proper question to ask, for once I know the proper question, I could solve the problem in less than five minutes. “*

*Albert Einstein (1879 - 1955)*

### Define the problem

Many of us see our day filled with activity. A problem surfaces, we deal with it. The phone rings, we deal with it. Someone asks to see us, we deal with it. Another e-mail and we deal with it. Frequently while attempting to address one problem we get interrupted with another. Before completely addressing either, we get yet another. No wonder we feel stressed and out of control. What's the solution?

Jumping to solutions may be part of the problem. Our swift reactions are often guided by instinct and defensiveness which may not produce the best solution, especially a good long term solution. We may be unable to stop today's problems, but we may be able to impact them over time.

The first step is to define the problem. Often we think we do this, but frequently we hurry to the “obvious” solution. So give yourself permission to stop or slow down a bit and spend some time identifying and understanding the problem. Why is it a problem? What is the impact of the problem? What are the possible causes of the problem?



Once you've begun to look at the possible causes of the problem, don't stop. Continue asking “why”. Why is this causing the problem? How does it impact the problem? What are the possible causes?

Continuing to ask questions begins to reveal possible root causes of the problem. We recommend continuing to ask why up to five times for each possible cause/impact. This is referred to as the “5 Whys.” Through this process we can identify a better problem statement and with that, a better solution.

*“It isn't that they can't see the solution. It's that they can't see the problem.” G.K. Chesterton*  
*SPD Continuous Process Improvement Team*



### **CAPI tip of the month:**

*Instead of scrolling up and down in CAPI to return to the top or bottom of the screen, use your 'Home' and 'End' buttons (thank you Esther Reed).*

# Modernization

## CAPI updates

Hello from your Modernization Business Transition Team! We have been working on activating and training the last two remaining districts and hope to have all 47 SPD branches using CAPI by March 1. We are also working on follow-up training in many districts so everyone will be ready when the Online Application web address appears on the auto-generated SNAP recertification letters, tentatively scheduled for April. Another reason to get all eligibility staff trained and activated is because applicants will have the ability to apply for medical benefits once the check-boxes and disclosures are added to the Online Application. These changes will occur in Release 2.6 scheduled for March 10. This release may result in increased new applications directed to SPD, although we all know many of our clients are not computer savvy, their children and grandchildren definitely are. If you would like to see the complete list of changes to the Online Application and CAPI slated for Release 2.6, visit the Modernization web site and click on 'Updates to CAPI & Online Application' under 'Release Notes' on the right: <http://www.dhs.state.or.us/modernization/>

Jennifer and I would also like to relay some information about a decision regarding how SPD staff use CAPI. Unless there is a local management decision to the contrary, staff are allowed to utilize CAPI as a view-only tool. There is no requirement to update tabs or sections in CAPI; simply view the screens when interviewing the client and update ACCESS and FSMIS as you normally do. HOWEVER – there is a minimum requirement for processing applications in CAPI.

- You MUST select the disposition of the application in the Eligibility tab to match the actual action taken. For example, if you approved, denied, or withdrew the application on the mainframe, you must approve, deny, or withdraw it in CAPI.

**AND**

- You MUST narrate somewhere in CAPI (we recommend the Eligibility tab) that the information can be found in Oregon ACCESS.



See the CAPI section in the SPD Worker Guide for more information: <http://www.dhs.state.or.us/spd/tools/additional/workergd/b.9.htm>

I'd like to remind everyone about the Computer Based Trainings (CBT) in the Learning Center. These are a convenient (and quick) way to obtain hands-on training in CAPI. There are also GoToMeeting training sessions in the Learning Center for eligibility staff (this includes case managers) and support staff. You may participate in these from your desk computer (or any other computer which has internet access) with either your phone or a headset similar to what you use with Netlinks. If there is enough interest, I may add a session or two for Site Administrators, though the site administration CBT has been sufficient for most staff.

As always, please contact me or Jennifer de Jong if you have any questions, concerns, comments, or suggestions for the Business Transition Team. Thank you!

*Heather Williams – SPD Business Transition Coordinator/Trainer*