



## In the Loop

### This month:

- Great news from North Bend! 1
- Public Health week - coming soon! 2
- April 2011 calendar 2
- AFH provider enrollment form 2
- Modernization - release 2.6 3
- Don't forget - forms 4
- 0311 Oregon City food drive results 5
- Knitted quilt results 5
- SNAP honor roll 5
- SNAP utility allowance - be careful! 6
- Borrowing quarters 6
- Hearings received 7
- CAPI tip of the month 7
- 0611 North Bend food drive results 7
- CAPI and Citrix - what's the deal? 8
- MMIS special conditions panel training 8
- April training calendar 9
- Stories and news welcome! 10
- Case management training available 10
- Don't forget - addresses 10

### Great news from North Bend!

The North Bend SPD office, branch 0611, recently experienced their SNAP Program Management Evaluation (PME) re-review and had no deficiencies!

To give you perspective, North Bend is the first and *only* branch to have zero re-review discrepancies since 2007. That means no other SSP, SPD or AAA office has had the same results – and this all



L -R: Cindy Hoffman, Jenny Sneddon, Sabrina Simons, Mike Marchant

happened while North Bend was dealing with staffing shortages and migrating to Outlook!

Staff were full participants in the review process. The corrective action plan was created, with full involvement of all the staff, after the initial PME review in August to fix the issues found. With a lot of hard work from everyone in the office - changing old habits, adopting new procedures and destroying “myths” - they succeeded completely!



Congratulations North Bend – we are all VERY proud of you!



Thank you to the PME review team: Diane Niko and Christine Shaw.

# Opportunities

## 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*

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>



## April 2011

Autism awareness month

National Parkinson's awareness month

Prevention of animal cruelty month

April 1 - 7: Medication safety week

April 4 - 10: Public health week

April 18 - 24: National park week

April 2: Reconciliation day

April 5: One day without shoes day

April 7: No housework day

April 11: National pet day

April 14: Bat appreciation day

April 15: Income tax pay day

April 16: Husband appreciation day

April 18: Adult autism day

April 22: Earth day

April 24: Easter

April 27: Administrative professionals day

April 29: Save the frogs day

## AFH provider enrollment form

Please remember to fill out all required fields on the DHS 0739 forms as noted in the instructions contained on each form. Beginning April 1st, any forms not completed per the instructions will be returned to the sender by Provider Payments Unit un-processed. This means more work for you and a delay in updating the system which could affect a provider's payment.

To summarize, 739A through E require you fill out **all** the fields on the forms. If a field does not apply it **must** be filled with "n/a" or "not applicable". The 739F is the only form in which you fill in only the fields you wish to be changed or updated.

*Connie Rush, Office of Licensing and Quality of Care*

# Modernization

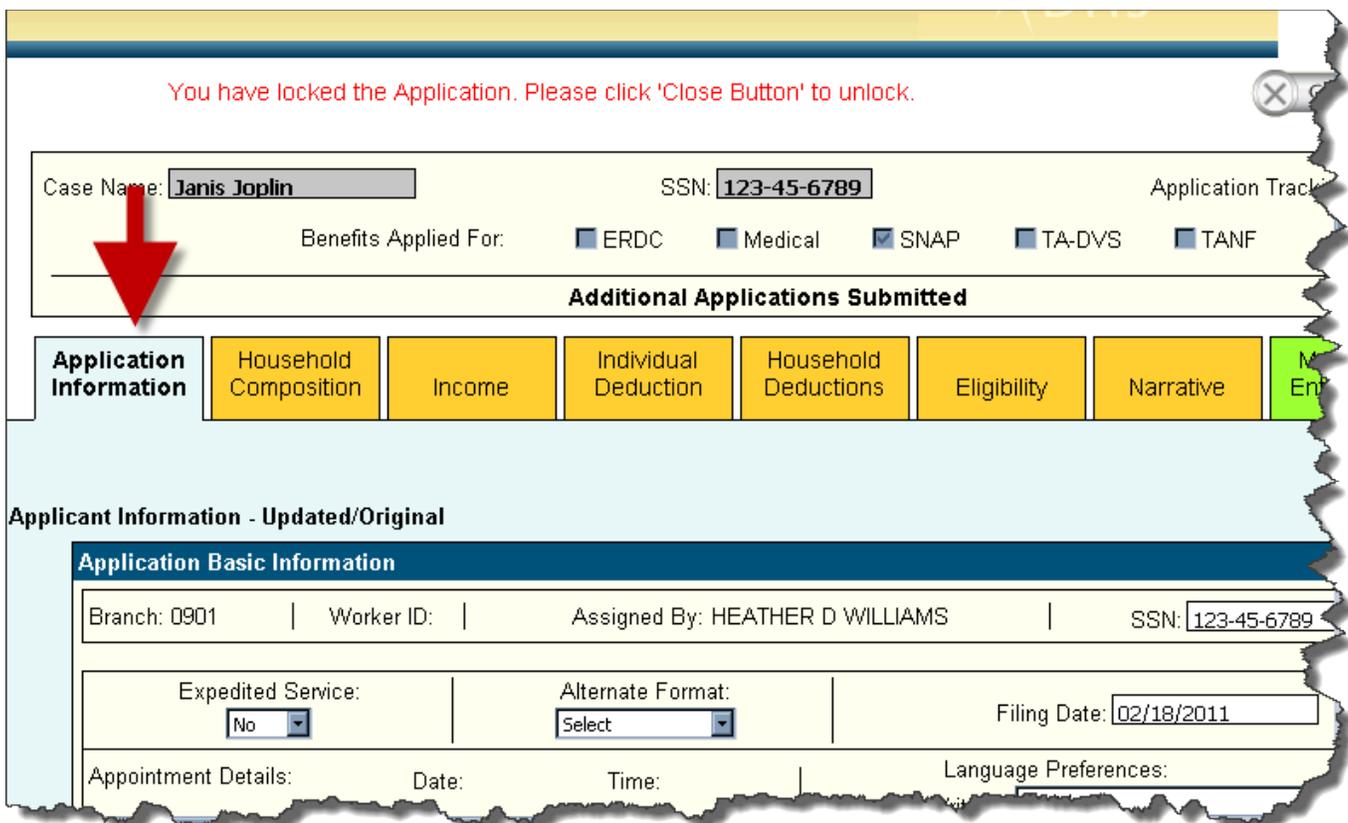
## Modernization – release 2.6

Happy Spring from your SPD Business Transition Team! Some exciting things are happening around Modernization including important changes to the Online Application and CAPI. Release 2.6 was successfully implemented on March 10 - this release is pretty significant in that it incorporates the option to apply online for medical in addition to SNAP. This means it's no longer necessary to mail the *Medical Assistance Application Information* form as the disclosures are now part of the online application; however, workers will still be required to ask the additional questions and obtain the necessary verifications needed for medical benefits. Applicants will not have the ability to apply for only medical, they may use the online application for SNAP-only or SNAP and medical. If they indicate they intend to apply for medical only, they are directed to Medical Bridge Solution (MBS) website.



- **Note:** Workers do not need to send the 539R or the DHS 9001 to clients who apply or recertify online because the Rights and Responsibilities and Discrimination Complaint Information are included in the online application. For medical applications, workers do not need to send out the Estate Administration brochure because there is a link in the Online Application to that as well.

CAPI received a facelift as well; one nice change is that now staff will be able to easily tell which tab they are working on (notice the current tab is white on the screen shot below).



The screenshot shows a web application interface with a yellow header bar. A red message at the top reads: "You have locked the Application. Please click 'Close Button' to unlock." Below this is a form with fields for Case Name (Janis Joplin) and SSN (123-45-6789). A red arrow points to the Case Name field. Below the form are checkboxes for Benefits Applied For: ERDC, Medical, SNAP (checked), TA-DVS, and TANF. A section titled "Additional Applications Submitted" contains a row of tabs: Application Information (white), Household Composition, Income, Individual Deduction, Household Deductions, Eligibility, Narrative, and Medical Entitlement (green). Below the tabs is a section for "Applicant Information - Updated/Original" with a sub-section "Application Basic Information" containing fields for Branch (0901), Worker ID, Assigned By (HEATHER D WILLIAMS), SSN (123-45-6789), Expedited Service (No), Alternate Format (Select), and Filing Date (02/18/2011). At the bottom are fields for Appointment Details (Date, Time) and Language Preferences.

Continued on the next page



# Food drive results

## 0311 Oregon City food drive results

In addition to collecting food, Oregon City had a baked potato bar, chili feed, balloons and candy for Valentine's Day, pancake breakfast, bake Sale, and a silent auction. Everyone in the office supported these events, either by making items for the auction, baking goodies for the bake sale, or participating in the various food events. We've brought in over \$1800 over the month, and collected 267 pounds of food.

*Elaine Tourville, Oregon City SPD*

## Knitted quilt results

The knitted quilt/afghan fund-raiser brought in \$652 for the Governor's food drive which is \$230 more than last year and the equivalent of 3,260 pounds of food--truly wonderful!

Janet Brattin held the winning ticket, congratulations and Bobbi Doan was runner up with the most tickets purchased! Thank you to all the wonderful knitters for your gifted fingers.

*Ann Birch*



## February 2011 SNAP honor roll

### 100% Accuracy!

0313 Milwaukie SPD	100%	1612 Madras SPD	100%
0511 St. Helens SPD	100%	1911 Woodburn ADS	100%
0913 LaPine SPD	100%	2818 North/NE Portland ADS	100%
1011 Roseburg SPD	100%	2911 Tillamook ADS	100%
1311 Burns SPD	100%	3013 Hermiston SPD	100%
1418 Portland South East ADS	100%	3111 LaGrand SPD	100%
1513 Medford SSO	100%	3112 Enterprise SPD	100%
1517 Medford DSO	100%	3417 Beaverton SPD	100%

### 90% or Better Accuracy!

2411 North Salem ADS	96.15	3011 Pendleton SPD	93.33
1717 Grants Pass DSO	96.00	3311 The Dalles SPD	93.33
1811 Klamath Falls SPD	96.00	3617 McMinnville ADS	93.33
2412 South Salem ADS	96.00	2011 Eugene LCOG	93.18
3515 Portland ADS	96.00	2311 Ontario SPD	92.86
0310 Canby SPD	93.33	2518 Portland West ADS	92.00
2711 Dallas ADS	93.33		

# Quality Assurance

## SNAP utility allowance – be careful!

A common error for SNAP cases all across the state is allowing a full utility allowance when the client's utilities are included in their rental cost. Many clients do not read the application the way workers do and indicate there is a separate utility cost when the Department cannot count it. The discrepancy will always cause errors if reviewed by the Quality Control unit.

The solution to solving the problem *is not* pending for utility costs – the last thing anyone wants is more delays. Instead, workers can try to discover the actual circumstances during the interview by asking questions in a different way. For instance:

Old way	Different way
Do you pay for utilities?	Do you get a bill for your heating or cooling costs that you have to pay every month?
Are your utilities separate from rent?	When you pay rent, do you pay for your electricity, gas or phone at the same time?
Do you pay utilities yourself?	Do you receive bills for electricity, gas, garbage or the telephone from the utility company?
Do you pay a phone bill?	Are you paying for a telephone bill every month?

Phrasing the questions is a matter of personal style, but try to expand beyond the basic and include more information in the question to help the client provide a better answer. Remember: our clients rarely speak our specialized language and may not interpret what you say in the way you meant.

## Borrowing quarters

Lawful Permanent Residents (LPRs) can meet the alien status requirement several ways. One way is to be credited with 40 quarters, or 10 years of work. Applicants who don't have a full 10-years' worth of their own work can borrow quarters from their spouse or from their parents.

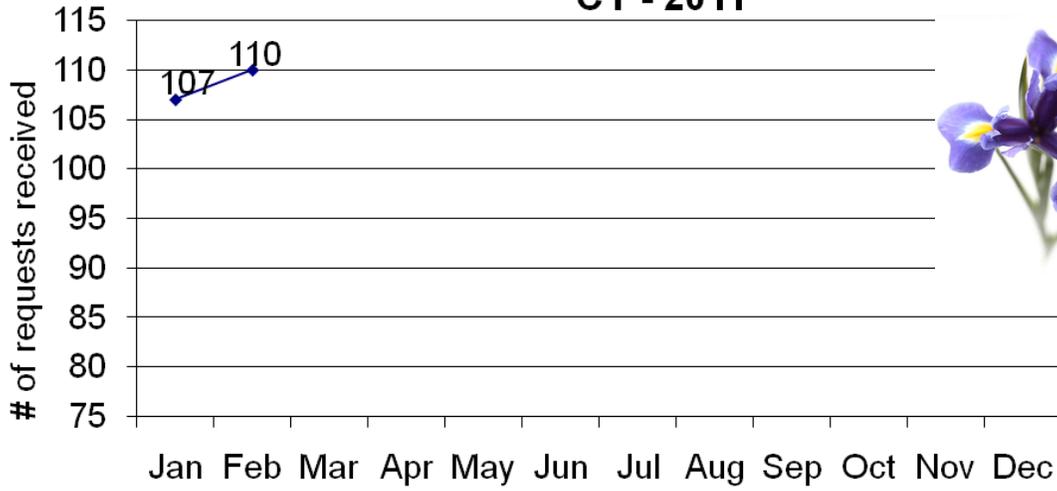
Quarters worked by either parent while the applicant was under the age of 18 can be added to the applicant's own quarters – even if the applicant wasn't born at the time the quarters were earned. Also, any quarters worked by the applicant's spouse during the time they have been married can be added – as long as the marriage has not ended in divorce.

Work quarters can be verified on QCHS through TPQY on the mainframe; workers will need to get a signed [SSA-3288](#) release for anyone outside the filing group whose quarters will be reviewed. See [SPD Worker Guide D.4 Qualifying Quarter of Work](#) for information on how to read QCHS and rules related to borrowing quarters. For more help, contact a program policy analyst.



# Hearings

**Hearings received and assigned  
CY - 2011**



	Food Stamps	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

## CAPI tip of the month

Don't forget to assign applications before processing, you should always open an application to review with the client from 'My Schedule' queue, and not the 'Unassigned Applications' queue.

## 0611 North Bend food drive results

The North Bend SPD office – this is the office that staged the Cupcake Wars – brought in 850 pounds of food and raised \$1362.16 for the food drive this year. Great job!

*Thank you to everyone who participated in the 2011 Governor's Food Drive - you really have made a difference!*



## 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

# Field news

## CAPI and Citrix – what’s the deal??

There has been a lot of confusion around the CAPI/Citrix relationship, especially now that more and more staff require CAPI access and have had to contact the Service Desk for help with obtaining a Citrix password. I have put together a list of Frequently Asked Questions which will hopefully alleviate some of the confusion.

### What is Citrix?

Citrix is technically a secure web internet portal; however, it may be easier to think of it as just a vehicle – it will get you where you need to go. Citrix maintains the CAPI login information, which means that you will need to obtain a Citrix password in order to access CAPI. You will then use your Citrix username (your ‘OR’ or ‘P’ number) and password to login to CAPI.

### So I login to Citrix to access CAPI?

No, unless you work remotely from home or another location, you will probably only visit the actual Citrix web site when you first receive your password from the Service Desk and then later when you are prompted by CAPI to change your password.



### How do I get a Citrix account?

Everyone who has a ‘P’ or ‘OR’ number has a Citrix ‘account’. If you have never logged in to the actual Citrix web site or checked the OHP Reservation list (this site also uses Citrix login information), then you will most likely need to call or e-mail the Service Desk to request a password. They will give you a temporary password, which you should change immediately on the Citrix website (they will provide a link). As mentioned above, you most likely will never return to this site until CAPI notifies you that your password has expired.

### How can I find the Citrix web site when my CAPI password expires?

There is a link to Citrix on the CAPI login page which you can click when CAPI notifies you that your password has expired.

*Heather Williams – SPD Business Transition Coordinator/Trainer*

## MMIS special condition panel training

Online training is available on through the [DHS Learning Center](#) for SPD and AAAs called *Adding Managed Care Enrollment Exemptions*; course number C02173.

After completing this course, staff can be granted access to make exemption changes for physical health plan exemptions without contacting Client Enrollment Services (CES). Managers can complete an IUP form DHS 0787 to give staff rights after completion of the training has been verified – see [SPR-AR-11-022](#) for more information.

Staff will not be able to make retro disenrollments or exemption to non physical health plans.

## April 2011 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4 Eligibility 201 (1:00 - 4:30)	5 Eligibility 201 (8:00 - 4:30) Strengthening case management module I (8:30 - 4:30)	6 Eligibility 201 (8:00 - 4:30) Basic Lean tools (8:30 - 4:30)	7 Eligibility 201 (8:00 - 4:30)	8 Eligibility 201 (8:00 - 12:00)
11	12 Oregon Access basics (8:30 - 4:30) Fatal four and 911 (1:00 - 3:30) Metric and benefits workshop (1:30 - 3:00)	13 Oregon Access basics (8:30 - 4:30)	14	15
18 Advanced Lean tools (8:30 - 4:30) Cultural competency and diversity (8:30 - 4:00) eXPRS user lab (1:30 - 4:30) eXPRS user lab (1:30 - 4:30)	19 Advanced eligibility calculations and trusts (8:30 - 4:00)	20 Employed persons with disabilities (8:30 - 4:30) SPD quarterly field supervisor's training (8:30 - 4:30) Cultural competency and diversity (8:30 - 4:00) Core values (12:30 - 4:00)	21 Presumptive Medicaid training (8:30 - 4:30)	22
25	26 CBC: 512 (8:30 - 4:30) DD and mental health eligibility for OSIPM (8:30 - 4:30)	27 CBC: 512 (8:30 - 4:30)	28	29
			<p><i>Dates and availability of classes are subject to change. Please review availability on the <a href="#">DHS Learning Center</a>.</i></p>	

# Opportunities

## Stories and news tips from Field Offices welcome!

You may have noticed the DHS home page now has seven stories rotating through at any given time: <http://www.oregon.gov/DHS/index.shtml>. These stories help tell the public about the work we do at DHS and particularly in SPD. One of the goals is to keep these stories fresh, interesting and timely. To do this, we need your help!

You are the best sources for what is going on out in the field...all the great work, great successes and wonderful human interest stories. I am always looking for story ideas, great photos and story tips to keep loading the home page with our SPD features. Please send me your ideas, your photos and stories and I will follow up with you to write the story and be sure it gets top billing on the DHS home page.

Please email me at [Nelsa.Brodie@state.or.us](mailto:Nelsa.Brodie@state.or.us) or call me at 503-945-5690. Thank you!

*Nelsa Brodie, Communications Officer DHS-SPD*



**Don't forget!** When updating an address in Oregon ACCESS, remember to integrate with the mainframe *and* update the FSUP screen/SNAP case. Integrating with the mainframe will not change the address for SNAP.

## Case management training available

New dates have opened for registration on the Learning Center for the **Strengthening Case Management** series. Some sessions are in the Portland area and others in Grants Pass/Medford for staff in any southern OR/south coast offices. If you have previously taken this series, you have already heard this material: these are additional sessions to allow more people to learn the concepts.

***Please remember, participants must take Module I before taking Module II.*** Please register through the Learning Center at: <https://dhslearn.hr.state.or.us>.

New sessions are as follows:

**Strengthening Case Management: Module I - A PSU/SPD Collaborative Offering -Course number CO1133**

- Tuesday, April 5th in Grants Pass

**Strengthening Case Management: Module I I - A PSU/SPD Collaborative Offering -Course number CO1134**

- Tuesday, March 29th in Portland- Mid-County Aging Services office
- Tuesday, May 17th in Medford- Senior Services office
- Tuesday, May 24th in Portland- Mid-County Aging Services office

For any questions or if you wish to attend a Module I class and don't see one you can attend, please email Naomi Sacks: [Naomi.E.Sacks@STATE.OR.US](mailto:Naomi.E.Sacks@STATE.OR.US)

