

# *In the Loop*

## **Oregon Home Care Commission Registry receives national attention**

The Oregon Home Care Commission (OHCC) was featured in a New York Times article recently praising the registry success matching Oregonians seeking home care with providers.

The article by Paula Spann focused on Marcia Watson and her mother Ethel Green of Jefferson. Both women qualified for in-home care, but had struggled to find a provider they liked. When Ms Watson called her local office, she was given information about the [Oregon Home Care Commission Registry and Referral System](#) which is a database of pre-screened providers with training to provide in-home care.

OHCC ran a search for them based on their needs and preferences to give the women a selection of providers to choose from. One provider was an experienced caregiver 5 minutes from their home – Beverly Haynie. Three years later, the relationship is going strong and all three women are happy.



*L-R: Ethel Green , Marcia Watson, Beverly Haynie*

Follow the link to the [full article](#). Thank you OHCC for providing such a great resource and thank you to every worker who helps a client get the care they need and deserve!

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## Connecting on the road

Ever need to get an email or a file from work when you are not actually at work? There is no need to go through the lengthy process of getting approval and setting up Citrix – we have alternatives!

If all you need is email and you use Outlook, <https://mail.dhs.oregon.gov>, will get you connected to your in box. Still on GroupWise? Use <https://gw-web-access.hr.state.or.us/gw/webacc> will work for the GroupWise users. These sites may look a little different, but will let you view, answer and send email without your desktop or a BlackBerry.

Need a file in your H or I drive? **Netstorage**, <https://dhsfileaccess.hr.state.or.us/netstorage>, will let you connect. Just continue through the security warning and your drive folders will appear in a menu on the left of the screen. Click on one of the drive folders and the contents will be in a menu. Easy!

The screenshot shows a web interface for NetStorage. At the top left, it says "User: .KGULLIVE". Below that is a "Folders" pane on the left with a tree view. The tree shows "NetStorage" expanded to "DriveH@KGULLIVE", which is further expanded to "DriveI@SHARED". Under "DriveI@SHARED", there is a list of folders: BCM Business Conti, CAF, CAF Exec Staff, j, ODDS, OFRA\_GIS, SCAN, SOS Audit Access, SPD, SPD CMEU, SPD DataLegislative, SPD FIELD SERVICE, SPD-POLICY, and SPD-SERVICES. The "DriveI@SHARED" folder is selected. To the right of the tree is a main content area with a "Location: /NetStorage/DriveI@SHARED" header. Below the header is a menu with "File", "Edit", "View", and "Help". Underneath is a table with a "Name" column and a list of folders, each with a checkbox to its left. The folders listed are: BCM Business Continuity Manage..., CAF, CAF Exec Staff, j, ODDS, OFRA\_GIS, SCAN, SOS Audit Access, SPD, SPD CMEU, SPD DataLegislative, SPD FIELD SERVICES, SPD-POLICY, and WEB\_DROP.



**Reminder!** Due to the July 4<sup>th</sup> holiday, payments for providers will not mail out until Tuesday, July 5<sup>th</sup>! Providers with direct deposit should have the payment posted to their account by the end of the day on July 6<sup>th</sup>.



**Don't forget!** The DHS Intranet has a helpful guide for finding alternatives to face-to-face meetings. It's called the [Alternate Communications Guide](#) and includes requirements and costs for the options. You can even print it as a brochure!

## SNAP citizenship reminder

SNAP recipients have to meet citizenship/qualified noncitizen requirements just like Medicaid recipients; but unlike Medicaid recipients, SNAP recipients can declare their citizenship. The only time a SNAP applicant would need to prove citizenship is if there is contradictory information available at the time of the certification.

In the *rare* instance when a client is required to document citizenship, please refer to the SNAP verification documents in Worker Guide 2.2 for acceptable documentation – not the Medicaid list. Remember, different programs, different guidelines.

Be sure to narrate citizenship eligibility appropriately on OACCESS. It should read something brief like *US citizenship declared*. Please don't narrate something like *Receiving SSD, meets DRA*. The DRA (Deficit Reduction Act) is about Medicaid and the receipt of SSD is a Medicaid documentation only. If the client only has one benefits program, make sure the citizenship eligibility statement is for the right program.



## 5517 CMEU case transfers

The Children's Medical Eligibility Unit (CMEU), branch 5517 keeps Medicaid only cases for children in DD foster care, DD children in residential care and CIIS waived services children at their Salem Church Street location. But they don't keep files.

When you transfer an appropriate case to 5517, be sure to only transfer it electronically in the mainframe and on Oregon ACCESS – recently 5517 has been receiving a lot of material that is inappropriate or unnecessary. So the local offices can save themselves some work by sending just the requested information.

Also, 5517 is a paperless office – so please do not send hard files; please follow your local office retention procedure. All paper files sent to 5517 will be sent back because they have no way of storing any hard copies.

If 5517 needs to have a case transferred to them, they will send you an email and let the local office know – workers should not “decide” to transfer the case without a request. If it appears the case would be more appropriate in 5517, call first and discuss it.

Local offices can reach CMEU directly by phone or email. For the clients with last names beginning with A – K, call or email [Barbara Clark](#) 503-378-5795; clients with last names beginning with L – Z, call or email [Consuelo DeCamp](#) 503-378-5768. If the guardian or representative of a client child has a question, please direct them to the same phone numbers.



## Modernization update

Long before Modernization, DHS set forth on a mission to assist people to become independent, healthy and safe. The mission lives on within the roots of the agency, as we continue to grow with innovation in mind through the Modernization vision.

The Modernization Program's vision is to provide clients with an efficient and environmentally friendly resource that may eliminate barriers to accessing benefits. As we expand outreach through the Online Application, we support staff in utilizing CAPI to review online applications and determine eligibility. CAPI is a stepping stone to take us to the next level of Modernization, toward the Eligibility Automation project, which concluded the market research phase in choosing a vendor to provide an eligibility automation (software) solution.



To narrow down nine vendors to one, the DHS Modernization Eligibility Automation team worked along side the OHA Health Insurance Exchange (HIX) team to gather requirements from field representatives and partners to meet both our current and future business needs. Through careful consideration, DHS and OHA have entered into negotiation with Oracle.

Oracle's solution will give us the ability to provide an integrated approach to policy automation, while improving our access to clients through an automated 'No Wrong Door' customer service delivery system. It will significantly change time spent on systems work, data entry and manual processing, in addition to supporting multiple programs in compliance with the *Patient Protection and Affordable Health Care Act* for Oregonians. The *Affordable Health Care Act* allows Oregonians to access health plan cost and quality information that Exchange consumers can use in selecting plans and providers.

The selection of the Eligibility Automation project vendor will continue with the implementation of technical and business team training activities to support the requirements and design to aid the team to support the solution.

We anticipate completion of the contract negotiations with Oracle within the next week. For more DHS Modernization Program updates, please visit the Modernization website. <http://www.dhs.state.or.us/modernization/>

Courtney Hill, Business Transition Coordinator



**Don't forget!** If your exception request form has a bar down the right side – throw it away! That version of the form is more than a year out of date and is nearly guaranteed to slow the process because it is missing necessary information. If you are adding a case number to the new form – stop! Only the prime number and the client name are needed.





**CAPI tip of the month:**

**WARNING:** Do not open multiple CAPI sessions! If you have one CAPI session open and are working on an application, and then open a second session--CAPI will automatically log you out of the old session and you will lose all unsaved information in the first application.



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](mailto:karen.l.gulliver@state.or.us) and your area can be famous too!

**May 2011 SNAP honor roll**

**100% Accuracy!**

0310 Canby SPD	100%	2111 Toledo ADS	100%
0411 Warrenton ADS	100%	2211 Albany ADS	100%
0511 St. Helens SPD	100%	2411 North Salem ADS	100%
0911 Bend SPD	100%	2911 Tillamook ADS	100%
0913 LaPine SPD	100%	3112 Enterprise SPD	100%
0914 Redmond SPD	100%	3211 Florence AAA	100%
1017 Roseburg DSO	100%	3311 The Dalles SPD	100%
1211 John Day SPD	100%	3411 Hillsboro SPD	100%
1513 Medford SSO	100%	3415 Tigard SPD	100%
1611 Prineville SPD	100%	3417 Beaverton SPD	100%
1612 Madras SPD	100%		

**90% or Better Accuracy!**

0611 North Bend SPD	96.00	2019 Cottage Grove AAA	93.33
1418 Portland South East ADS	96.00	2311 Ontario SPD	93.33
1811 Klamath Falls SPD	96.00	2711 Dallas ADS	93.33
2412 South Salem ADS	96.00	3013 Hermiston SPD	93.33
2518 Portland West DSO	96.00	3617 McMinnville ADS	93.33
0111 Baker City SPD	93.33	2818 N/NE Portland ADS	92.00
0313 Milwaukie SPD	93.33	3515 Portland ADS	92.00
0314 Estacada SPD	93.33	3518 East Multnomah ADS	92.00
0811 Gold Beach SPD	93.33	3111 LaGrande SPD	91.67
2011 Eugene LCOG	93.33		

### July 2011

Disaster education month  
Social wellness month  
Wheelchair beautification month

July 4 - 10: Freedom week

July 1: Stay out of the sun day

**July 4: CLOSED - Independence Day**

July 7: Tell the truth day

July 8: Savor the comic, unplug the drama

July 13: Embrace your geekness day

July 13: Gruntled workers day

July 18: Hug your kid day

July 23: Gorgeous grandma day

July 24: Parents day

July 27: Korean War veterans armistice day

July 30: Father-in-law day



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>

### Fair housing protections and resources

“Fair housing” refers to a set of federal, state, and local laws that deal with civil rights in housing .These laws protect all of us and may prove useful to you in assisting your clients.

Watch here for more information in future editions of this paper or visit [www.FHCO.org](http://www.FHCO.org) in the meantime.

The Fair Housing Council is a nonprofit serving Oregon and SW Washington.

Anyone may call our free Fair Housing Hotline at 800/424-3247 Ext. 2 or visit [www.FHCO.org](http://www.FHCO.org)

### Hearings reminder

When submitting a hearing request to Field Services, please remember to fully complete the portions of the 443 that are designated for the branch to complete and include the hearings rights/instructions.

Also, please be sure that you include all decision notices pertinent to the case including the page of hearings rights/instructions. This will help make the hearings process move more smoothly.

*SPD Hearing Reps*

### 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 - Business Transition/ Training and Development Specialist  
Tammy Mazon - SNAP Outreach/ OSH Financial Eligibility

July 2011 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
4 	5	6	7 Basic Lean tools (9:30 - 12:00) MMIS data inquiry and update (8:30 - 12:00) MMIS plan of care for SPD case managers (1:30 - 3:30)	8
11	12 Advanced eligibility calculations and trusts (8:30 - 4:00) Basic Lean tools (9:30 - 12:00)	13 Cultural competency and diversity (8:30 - 4:00) Employed persons with disabilities (8:30 - 4:30)	14 Presumptive Medicaid training (8:30 - 12:00) MMIS data inquiry and update (8:30 - 12:00) Cultural competency and diversity (8:30 - 4:00) Basic Lean tools (9:30 - 12:00)	15
18 eXPRS user lab (1:30 - 4:30) Basic Lean tools (9:30 - 12:00)	19 Netlink: Payroll reporting for new employees (1:00 - 4:00) MMIS navigation basics (10:00 - 12:00) MMIS data inquiry and update (8:30 - 12:00) Metric and benefits workshop (1:30 - 3:00) CREW - Roseburg (8:30 - 4:30)		21 Basic Lean tools (9:30 - 12:00) MMIS plan of care for SPD case managers (1:30 - 3:30) CREW - Coos Bay (8:30 - 4:30)	22
25	26 Basic Lean tools (9:30 - 12:00)	27	28 Basic Lean tools (9:30 - 12:00)	29

*Dates and availability of classes are subject to change. Please review availability on the [DHS Learning Center](#).*