

In the Loop

OBO

The new customer and caseworker portals have been named!

Oregon Benefits Online, or OBO, will be the name for the customer and caseworker portals. OBO was formerly known as the “Initial Win” or the “CAPI replacement” project.

The Oregon Benefits Online (OBO) project team is working on the first phase to be rolled out to AAA/APD and SS offices this fall. The first phase includes:

- A portal for customers to apply online for SNAP benefits;
- A portal caseworkers will access through Siebel to manage incoming applications;
- A new, more user-friendly online application for customers; and,
- A rules engine that assists workers in determining eligibility by cross-checking information submitted by a customer on the new online application with Oregon’s Administrative Rules (OARs).

If you have any questions about Oregon Benefits Online (OBO) or have suggestions on what you would like to hear about next, please contact the Business Transition Analyst for your area.

Crystal Lehner, Business Transition

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

Roseburg – Fighting cancer!

The Roseburg Senior Services Office (1011) and the Disability Services Offices (1017) together fielded a team for the local [Relay for Life](#) called “The Hope Fighters”. Led by managers Merry Bayly, see right, the team raised over \$1700!

The Relay for Life was a focus for the office’s Wellness Committee group they started last year. It was a big undertaking, but they did really well for our first year. They have worked hard to inspire their community and join the fight against cancer.

The Wellness Committee is also trying to get everyone involved in being healthy and had challenges throughout the year to motivate people to exercise. At the end of July, they started the [Biggest Loser](#) at our office; a great weight loss journey to help each other.



Many thanks to Jamie Perry for sending this in! Turn the page for more photos from the Relay for Life. What is *your* office up to? Let us know!

SRS returned mail

Effective September 1, 2013 SNAP cases in both SRS and CRS can be closed for Returned Mail. If you missed it, please see [SS-IM-13-023](#) for the specific policy and how to code and close these cases. In a nutshell, if you have a case in SRS or CRS and you get mail back with no forwarding address and is undeliverable, unclaimed, or has a Whereabouts unknown sticker can be closed.

Remember to ALWAYS narrate when you close/reopen a Returned Mail case. This does not apply to medical cases.

See the transmittal for the details and send your questions to snap.policy@state.or.us.



Momo - Charna Freehan, Program Integrity

Preparing for 2014

Feel like you’re in the dark about the upcoming medical changes? There’s a site for that! The *Health Care 2014* [intranet page](#) is the place to find up-to-the-moment information about the coming changes.

Use the menu on the upper left to read information on Cover Oregon, OHP in 2014, FAQs, opportunities to learn more, and a lot more.

The medical benefits associated with AAA and APD (OSIPM, QMB, etc.) will not change; AAA and APD staff will need to know what’s going on to help your customers and answer questions.



Don’t forget! The voter registration deadline for the upcoming September 17th elections is **TODAY, August 27th**. Be sure to get all your voter

registration cards ([SEL 503](#)) to your local branch site coordinator promptly! All voter registration cards postmarked by August 27 are considered on time for the September election. Contact [Karen Gulliver](#) on email, IM, or by phone 503-569-7034

September Community Based Care payment schedule

September provider service payments for the APD and DD Programs will issue the night of Sunday, September 1st and mail to providers the next business day which is the morning of **Tuesday, September 3rd**; the delay is due to the Labor Day holiday on Monday, September 2nd.

September provider service payments for the CEP Program will issue the night of Tuesday, September 3rd and mail to providers the next business day which is the morning of **Wednesday, September 4th**.

The difference in payment schedules is as follows:

- APD and DD payments process the *night of the first* of each calendar month and mail the next business day.
- CEP payments process the night of the first business day of the month and mail the next business day.



Dayzee -
Kym Lamb,
Beaverton

Direct Deposit (EFT) payments will also issue per the schedule noted above, however rather than being mailed they will be sent to the Department of Treasury and out to individual banks for processing. Banks are allowed up to three (3) banking days to process direct deposit payments, not including weekends or holidays! Please note DHS does not have control of how and when individual banks process direct deposit payments.

Per the agreement signed by the provider to begin direct deposit of their payments, the provider is required to confirm funds are available before making purchases out of their account. DHS will not reimburse providers for overdraft charges due to insufficient funds.

- EFT payments for APD and DD providers will be available on or before 11:59 pm of Thursday, September 5th.
- EFT payments for CEP providers will be available on or before 11:59 pm of Friday, September 6th.

SPD Payment Support Unit

Voter registration forms update

Please delete all copies of prior versions of these forms from your desktop and archives and use only the current version going forward. All current forms are on the [DHS forms server](#).

- MSC [503D](#) (SEL), *Oregon Voter Registration Declination cards*, is now available in an electronic format. Be sure to save these in a common file for your branch (not your own). To find the form, scroll all the way to the right; you can save this on your desktop.
- SDS [400](#), *Address Change*, is modified to include the voter registration question. Print several of these for your front desk. *IF* the customer completed the 400 when they move, you do not have to ask about voter registration again. Don't forget to watch for "yes" the answers!



Don't forget! Get those newborn children added to the SNAP case! This is a recurring error for SNAP quality control reviews each month. You do not have to wait until the following month to add the baby, or get proof the baby is home – those are both outdated (and erroneous) ideas. Unless you have a specific reason to assume the baby did not come home, like the baby has a medical condition needing care or the baby went to foster care, add them as soon as you are notified, effective the following month.
[SS-IM-12-040](#)



Lanie -
Christine Maciel,
Central office

September 2013

Happy cat month
 Healthy aging month
 Hunger action month

Sept. 1 - 7: National nutrition week

Sept. 8 -16: Assisted living week

Sept. 15 - 21: Love your files week

Sept. 22 - 29: Banned book week

Sept. 2: CLOSED - Labor Day

Sept. 8: International literacy day

Sept. 11: Patriot day

Sept. 13: Celiac awareness day

Sept. 17: VFW ladies auxiliary day

Sept. 19: Talk like a pirate day

Sept. 21: World Alzheimer's day

Sept. 22: Autumnal equinox

Sept. 24: National voter registration day

Sept. 29: VFW day

What is Direct Certification?

***NOTE:** Grandparents who have kids living with them and D4 parents will be VERY appreciative of this! You can print a few of these out so you have them ready.*

One of the many benefits of being a SNAP recipient includes being eligible for free school meals as a school age child. Unfortunately, this doesn't happen automatically as soon as they are approved for SNAP.

Every week a secure data file is sent from DHS to the Oregon Department of Education (ODE). Staff from each school district then works the file to enroll children in the National School Lunch Program (NSLP) for free meals. This process is called direct certification. The direct certification process can take a few weeks and children are often charged for their school meals in the meantime. To help solve this problem, we need your help!

When you approve a family for SNAP with school age children, please take an extra 2-3 minutes to complete, print, and **sign** the online DHS 857 "Notice for Free Meals or Free Milk at School".

Give/send the signed form to the family to take to the school. This simple step will improve children's access to free meals at school until direct certification happens. Thanks for doing your part to help children get the nutritional support they need to do well in school.

SNAP Policy Analysts

Medicaid Long Term Care trainings for September.

- Service Priority Levels (SPL): Sept 10– 12;
- Regional Case Management Workshop: Sept 17 – 18;
- Advanced Case Management Skills Sept: 23 – 24;
- CAPS Basic: Sept 25 – 26.



Dante - Brian
Kirk, SFPSS

Please look at the Learning Center Website for additional information on these trainings and for future ones

NVRA V – NVRA reloaded

Here are more questions and answers about the National Voter Registration Act (NVRA) procedures. If you have a question, contact Karen Gulliver by phone, 503-569-7034, email: karen.l.gulliver@state.or.us, or IM.

Q: My customer left the voter registration question blank. Do I have to call her?

A: No! You do not have to contact your customers to get an answer for voter registration when they leave it blank; the lack of a response is considered a “no” answer. The NVRA states customer forms must say *“If you do not check either (box) you will be considered to have decided not to register to vote at this time.”* The customer had a chance to indicate they wanted to register to vote and chose not to when they don’t fill in a bubble.

Q: When the customer turns in an application or a form that has the voter registration question on it, do you want me to fill out a 503D for them also?

A: No I don’t! DHS and AAA has permission to use the forms with the voter registration questions in place of the SEL 503D, *Voter Registration Declination*. The page in the application with the question IS the declination – please don’t fill out another one, Also, please don’t copy and file the application page; the customer file is the right place for it. If the case moves to another branch and the person who moved is included in a branch audit, we have your narration showing you asked and what the customer’s response was.

Q: How do I use the electronic 503D when I do group orientation?

A: First, you don’t *have to* use the electronic SEL 503D, *Voter Registration Declination*; it’s optional. The electronic 503D was created by the Secretary of State’s office to help DHS and AAA move towards a paperless process. However, we will always have paper so use the paper and the electronic versions in a way that makes sense to you. For group orientations, you can either ask the people who attend to help you by filling out the paper 503D if they don’t want to register to vote or wait until after orientation and fill the 503D out electronically for the attendees who did not register to vote and save them in your branch centrally located electronic file folder. *btw –the electronic version is preferred.*

The NVRA flow charts are on the [APD Field Services webpage](#) as Voter Registration flowcharts. *If you think of other tools you would like, let me know! kg*

The end of lotteries and the SRL

More low-income Oregonians will have access to health coverage beginning January 1, 2014. This means no more OHP Standard Reservation List (SRL) waiting or lotteries for the Oregon Health Plan (OHP). The Oregon Health Authority (OHA) will stop accepting names for the SRL on August 31. After that date, people already on the list will receive information about health care coverage options available to them through [Cover Oregon](#), including the Oregon Health Plan.



If someone on the list is also receiving Supplemental Nutrition Assistance Program (SNAP) benefits and are within the new income guidelines, they may be eligible for the Oregon Health Plan beginning January 1, 2014. They will receive a letter with more information about OHP and next steps.

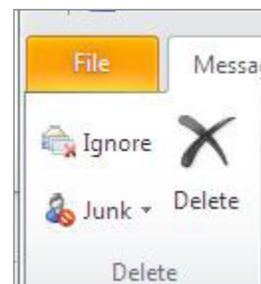
OHP 2014



Don't forget!
Outlook users! -

Instead of getting annoyed and deleting all those mass email - the ones with the "take me off this list" demands - just ignore it! Look at the top LEFT

corner of the email for the *Ignore* option, click it, and all the rest of the chain will land in your deleted box.



July 2013 SNAP honor roll

100% accuracy!

0111 Baker City APD	100%	2311 Ontario APD	100%
0310 Canby APD	100%	2411 Salem ADS	100%
0313 Milwaukie APD	100%	2711 Dallas ADS	100%
0411 Warrenton ADS	100%	3013 Hermiston APD	100%
0511 St. Helens APD	100%	3112 Enterprise APD	100%
0911 Bend APD	100%	3211 Florence AAA	100%
0913 La Pine APD	100%	3415 Tigard APD	100%
1011 Roseburg APD	100%	3517 Beaverton APD	100%
2111 Toledo ADS	100%	3518 East Multnomah ADS	100%

90% or better accuracy!

1513 Medford SSO	93.00	1717 Grants Pass DSO	92.00
3411 Hillsboro APD	96.00	2211 Albany ADS	92.00
0314 Estacada APD	93.33	2518 Portland West ADS	92.00
2019 Cottage Grove AAA	93.33	3515 Portland ADS	92.00
2911 Tillamook ADS	93.33	3617 McMinnville ADS	91.67
3311 The Dalles APD	93.33		

69% of all the APD and AAA offices are on the honor roll

September 2013 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
2 CLOSED	3	4	<i>Dates and availability of classes are subject to change. Please review availability on the DHS Learning Center.</i>	
9 APS core competencies, Joseph (8:00 - 5:00)	10 APS core competencies, Joseph (8:00 - 5:00) SPL rule training (8:30 - 4:30) Ask diversity - Beaverton (8:30 - 12:00) Cultural competency and diversity, Salem (8:30 - 4:00) DV 101 (8:30 - 4:30)	11 APS core competencies, Joseph (8:00 - 5:00) SPL rule training (8:30 - 4:30)	12 APS core competencies, Joseph (8:00 - 5:00) SPL rule training (8:30 - 4:30) Ask diversity - Salem (8:30 - 12:00) Cultural competency and diversity, Woodburn (8:30 - 4:00)	13
16 Cultural competency and diversity, Portland (8:30 - 4:00)	17 Diversity Conference, Salem (8:00 - 5:00) Oregon ACCESS basics (8:30- 4:30) Regional case manager workshop, LaGrande (8:30 - 4:30) Basic Lean concepts, Salem (8:30 - 12:00)	18 Diversity Conference, Salem (8:00 - 5:00) Oregon ACCESS basics (8:30- 4:30) Regional case manager workshop, LaGrande (8:30 - 4:30)	19 	20 <i>Cosmo - Terry Sutton, North Bend</i>
23 Advanced case management skills (8:30 - 4:30)	24 Advanced case management skills (8:30 - 4:30)	25 CAPS basics (8:30 - 4:30) Netlink: Payroll reporting for new employees (1:00 - 4:00)	26 CAPS basics (8:30 - 4:30) Ask diversity - Salem (8:30 - 12:00)	27
30				

About senior housing....

Families with children are protected from illegal discrimination in housing. This includes ads which say “no children” or charging more for families with children than for those without. There is an exemption for senior housing in which:

- Everyone is 62 or older, *OR*
- 80% of the households have at least one person who is 55 or older,
 - *AND* the community demonstrates an intent to house older people
 - *AND* the community complies with rules established by the Department of Housing and Urban Development

It should be noted that there are publicly funded housing programs which offer “senior and disabled” housing; this is allowed under the law. The most common violations we see related to senior housing are communities advertising housing for adults over 18; this is also illegal.

For more information about senior housing and fair housing law visit: www.FHCO.org/#SrExemption.

The Fair Housing Council is a nonprofit organization serving Oregon and South West Washington. Anyone may call the Fair Housing hotline at 800-424-3247, ext. 2; or visit www.fhco.org.

Jo Becker, Education and Outreach Coordinator

STEPS customer satisfaction survey

The STEPS to Success with your Homecare Worker program provides information and assistance to support participant direction among consumers of in-home services. A recent survey of participants indicated 84% rated the program as good or excellent, and 94% felt the services were person-centered.

Fifty-three consumers, 15% of those receiving services in FY 2012-2013, participated in the survey. Responses to open ended questions were scored on a five-point scale. Comments indicated that some consumers wanted STEPS Specialists to select HCWs for them and two believed that they already knew how to hire and did not need STEPS. Several consumers described negative experiences with HCWs.

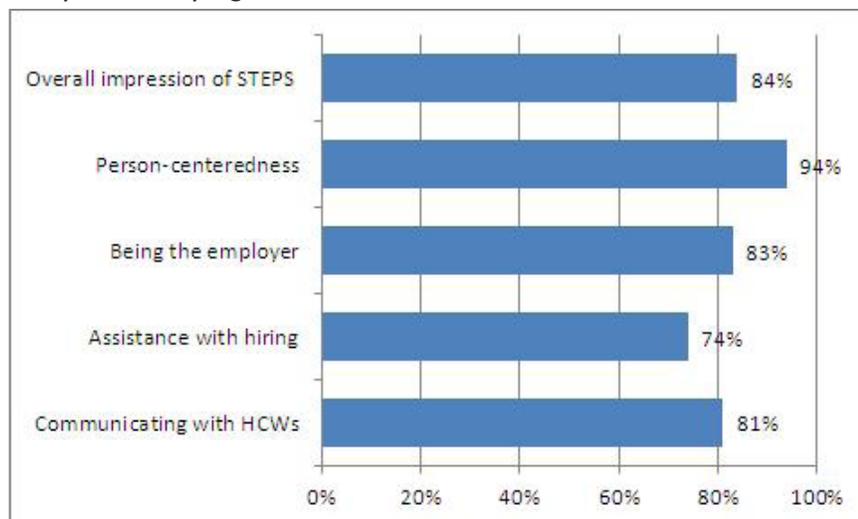


Cha Cha - Dianne Holmes, OPAR

Interviewers also asked whether consumers knew how to contact Specialists if additional services were needed, and 88% said they did. Phone numbers were offered to those who needed them.

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Comments from participants included:

It was very helpful because I'm depressed. So, therefore, I was reluctant with the hiring process and I got confidence from the program.

She provided me with the tools, suggestions on what kind of questions to ask.

It was a pretty good program. Originally, I didn't have the information I needed and I needed someone to help me. I didn't know how to hire.

Well, I was very impressed with them. This whole thing is new to me. I really am not prepared to handle these situations. It was very helpful in teaching me to handle them.

She was a lovely, wonderful person. I was impressed with the care taken to present the materials. I couldn't imagine the amount of care that went into that. I think it's absolutely the right way to go. The steps were all there.

[He] was really informative, covered a lot of questions that I had -- top notch service.

Yes everything I've asked for came about. I had no problem asking and receiving what I needed. [She] answered my questions.

Yes she did [explain about being the employer.] My book also explains to me my position as the employer

She explained a lot of it to me: how to hire, how to interview. She sent more information. It was done really well, really good, very clear explanations.

She reinforced the fact that I was able to ask that HCWs follow through with what I asked and, if it wasn't adequate, explain what was wrong and ask them change what was going on. It was positive for me.

It was a good experience. I'm glad to know that it's there so that I don't have to search and search. I'm so glad the case manager sent her.

Suzanne Huffman, STEPS Coordinator

Diversity Conference?

Are you headed to the Diversity Conference this year? The Conference is September 17 and 18 at the Salem Conference Center. If you do go, please send in your experience at the Conference to share with others and encourage future attendance. We'd love to hear from you!



The power of narration

It's getting closer to audit season, so please remember good narration will very (VERY) often save us from an error while skimpy narration will almost guarantee one.

Please explain why the person is eligible – not just that they are. If you make a calculation, please include it in the narration, also. And – this is the biggie – if you take an action on a case you MUST narrate what you did and why you did it.

Seems obvious, right? Narration is really the first thing to get skipped when you're in a hurry and the one thing you can't do without. Your efforts are appreciated!



Gracie - Annie Comfort, North Bend



Don't forget! Be mindful of your customer's privacy at the front desk and don't violate their privacy rights. If the person at the d-esk needs to explain a situation at the front desk, they may need to be taken into an interview room. Remember, signs explaining privacy is not guaranteed do not prevent HIPAA violations, so do your very best to protect our customers right to privacy.

More photos from the Roseburg Relay for Life team:



Michelle Reading, Roseburg receptionist and cancer survivor, with her husband, Mike



Roseburg crew finishing the day at 2:00 a.m. (way to bring the drama ladies! ;)



Thank you so much for sending these wonderful photos! Very inspirational wellness work! kg