On the Horizon

End of Summer 2011   Volume 4, Issue 4

"Let's use the thoughts of the past and the 'here and now' to guide us in the future."

The Business Side of Life
Looking at the Here and Now...

During the past few decades, modern technology, with radio, TV, air travel, and satellites, has woven a network of communication which puts each part of the world into almost instant contact with all the other parts. –David Bohm

Dear Oregon,

As a part of the DHS community, we learn and discover together during times of inquiry and research. We celebrate together during times of triumph; we face challenges together as they arise; and we move forward together to what we hope will be a brighter tomorrow.

In Modernization, we are looking at the 'then', the 'here and now', and the' what could be', to move forward. Our vision is to expand access to clients, and to improve compliance with technology to bring us to a brighter tomorrow. This is one of many reasons to be proud of where our organization is headed. Leadership, transformation and personal development through service and civic action, and preparation for work in the future are all key points.

Many of you may have heard, with much research and conversation, we have acquired software from Oracle to take us to the next level of Modernization, Eligibility Automation (EA). "This gives us the opportunity to be involved in creating something that involves both ends, the client and the worker, to deliver a higher quality of service and spend less money," says Spencer Soderlind, former EA Project Manager.

Field Services Analyst, Cheré LeFore, shares, "I am most excited about automating our complex rules. This will be a huge relief for the workers who currently have to store those rules in their head, stay on top of the rules that constantly change and do multiple calculations to determine eligibility."

Rob Midtun, EA Project Manager adds, "We have the opportunity to be the trend-setter, not only for Oregon, but for other states, as well."

"The project team has spent some time in field offices gathering requirements for the new system. Additional office visits will be conducted to validate the field needs. In addition, regular communication and demos with Line Managers, Program Managers, District Representatives and the Business Transition Workgroup will continue to be a priority to keep the field informed of where we are in the process, as well as to solicit input and feedback," says LeFore.

Like any transition or change, we anticipate challenges. "Anytime you're looking at something new, it can cause difficulty. You're looking at changing the way we do business. The more people we involve now, the more knowledgeable and the less fear we will have about the unknown," says Soderlind.

As a lasting thought and in reference to the quote listed prior to this article, *technology puts each part of the world into almost instant contact with all other parts.* With Eligibility Automation in our midst, the possibility of 'what could be' is at our finger tips.

Think back to the time before email, faxes and instant messenger. Can you imagine not having those and how it would impact your current work? Let's use the thoughts of the past and the 'here and now' to guide us into the future.

Stay tuned for the next newsletter, we will be in touch with more details soon. If you would like to read more about what's happening in Modernization now, [click here](#).

Modernization SKILL CHALLENGE
Strengthening Knowledge in 15 Minutes

Summer 2011

The Modernization Program has a website to provide you with project updates, training material and helpful hints. It is now time to test your knowledge to see how well you know your stuff. All of the questions are True or False questions.
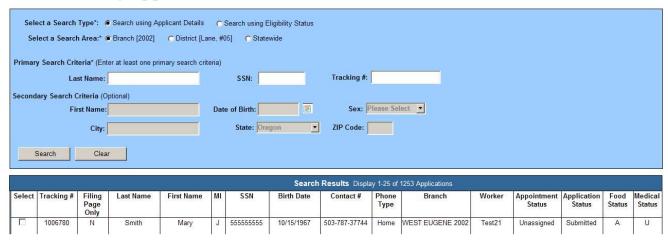
Score	T or F	Question	Points
		1. The Telephony project has finished the assessment phase of the project.	10
		2. Telephony is a project dealing with ways to get rid of the telephones in our offices.	10
		3. The EA in the EA project stands for Eligible Applicants.	10
		4. The State has chosen Oracle as the vendor for the EA project.	10
		5. You can find information about the status of the projects that the Modernization Team is involved with in the On the Horizon Newsletter.	10
		6. CAPI is the final product in the EA project.	10
		7. DHS worked with the OHA Health Insurance Exchange team to choose Oracle as a vendor for the EA project.	10
		8. Policy automation is part of Oracle's solution as well as an automated "No Wrong Door" customer service delivery system.	10
		9. CAPI is the acronym for Caseworker Application Processing Interface.	10
		10. The newsletter is the only way you can get information about the Modernization projects.	10
←—————		**Your Score Total Score** ————→	100

See page 5 for answer key
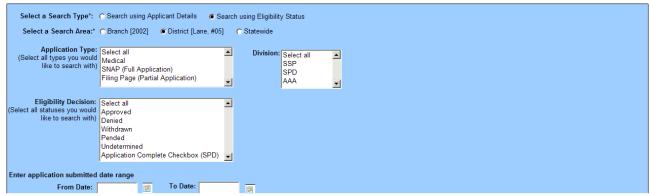
CAPI Helpful Hints

As you may have noticed in the past month, the Statewide Search has changed in design and functionality. The new Statewide Search has two functionalities: **1)** The ability to search Application Details (default search) and **2)** The ability to search using Eligibility Status. These capabilities will allow flexibility to search individual applications or broaden your search based on eligibility programs and/or their statuses within a given date range.

1) Search Using Application Details

You can narrow your search with specific applications by selecting Area (Branch, District or Statewide), Primary Search details (Name, SSN or Tracking #) and by entering information in the Secondary Search Criteria section.

2) Search Using Eligibility Status

If you're looking to broaden your search, select Area, Application Type (Medical, SNAP or Filing Page), Division (SPD, SSP, AAA), Eligibility Status (Approved, Denied, Pended, etc.) and/or use Application Submitted Date Range.

Using the Statewide Search is a quick and easy process:

1. First, go to the Statewide Search page
2. Select Search Type (Application Details or Eligibility Status—shown at the top of the page)
3. Select an Area (Branch, District or Statewide)
4. Enter available search criteria (if using Application Details Type) or select available options by clicking in scrollable area of Application Type, Division and or Eligibility Decision (if using Eligibility Status Type—use the control key to select multiple options to search).
5. Click on the search button.

If you would like more information, please email the DHS Modernization Program at SSMPROG@dhs.state.or.us.

Frequently Asked Questions

Support Staff

Question: Will CAPI send out the missed appointment notice (NOMI) if I select an application in the **Missed Appointments** *queue and click the* **@NOTICE SENT** *button?*

Answer: No, that button is actually used to record or document that the notice has been mailed. CAPI will not send notices of any kind.

Missed Appointment Notice Sent successfully

Missed Appointments

Select	Tracking #	Last Name	First Name	Mi	SSN	Date Submitted	Exp	Benefits Applied For	Lang Spoken	Worker	Appointment Date/Time	MA Sent	Food Status	Medical Status
☐	68703	K	Roland		446890983	04/18/2011	N	Medical, SNAP	EN	CRAIG MCGRATH	04/28/2011 09:15 AM	N/A	D	U
☐	88555	ssnno	nossn		555332222	07/19/2011	Y	Medical, SNAP	EN	DENA DAVIS	07/31/2011 01:30 PM	N/A	U	U
☐	95757	A	Mary		123456789	09/06/2011	N	SNAP	EN	COURTNEY M HILL	09/09/2011 09:15 AM	09/09/2011 09:59 AM	U	N/A

3 Applications found, displaying 3 Application(s), from 1 to 3. Page 1 / 1.

REASSIGN | TRANSFER OUT | @ NOTICE SENT | ✔ DENIAL | CONTACT DETAILS | REFRESH

First Page   Last Page
Previous | Next

Caseworkers

Question: I made several changes to an Online Application in CAPI, is there any way to access the original information entered by the applicant?

Answer: Changes made in CAPI will not effect the original application submitted by the client. To review the original information reported, there is a button on the bottom left of each tab labeled **VIEW ORIGINAL APPLICATION**. This button will open up a separate window showing the original information for that tab. *Note: The window will be immediately minimized to your task bar or task tray; therefore, you must click on the icon to open it for viewing*

VIEW ORIGINAL APPLICATION | PRINTABLE APPLICATION | ✕ CLOSE | SAVE

✔ Trusted sites | 🔍 100%

For more frequently ask questions, [click here.](#)

More Helpful Hints

Summer Spotlight
CAPI Conference Call

Every Wednesday at 10:00 AM, field staff have the opportunity to participate in a statewide conference call to ask CAPI questions and receive answers. This open forum will give you the option to take away tips to make CAPI work best for you and share any practices that you may be using in your own branch. We have also opened the floor to any questions you may have around EDMS. The conference call generally lasts 30 minutes and is a great opportunity to hear what other areas around the state are doing to make CAPI work for them.

In addition, there are generally representatives from (SNAP & MED) policy units, as well as technical support to address any questions or concerns you may have about CAPI. We frequently give brief updates on the progress we are making with Modernization and future releases in CAPI. The conference call is open to any and all staff who are interested in finding out more about how to use CAPI as efficiently as possible.

Conference Call-in Information:
1) Dial: 1-877-214-5637
2) Enter Participant Code: 229986

Modernization Skill Challenge Answer Key

1. **True** - *The initial assessment has been finished and the recommendations are being looked at to determine how we can utilize our phones more efficiently.*
2. **False** – *The Telephony project will enhance the way we use our phone systems not eliminate them.*
3. **False** – *The EA in the EA project stands for Eligibility Automation.*
4. **True** – *Oracle was chosen from nine contending vendors because it offered the best solution for the State and our clients.*
5. **True** – *The On The Horizon Newsletter is published every other month and each edition will have a project update to keep staff aware of the status of all of the projects.*
6. **False** – *CAPI is a first step toward our automation project and is a way for our staff to start the change process with time to assess branch processes and to give workers a chance to see how work can be done with little or no paper.*
7. **True** – *Because the State got an Early Adopter Grant to get the Health Care Exchange up and running we have had DHS and OHA work on finding the best solution for a single entry system.*
8. **True**– *The Oracle solution will include all of the eligibility rules being built into the system and offer a "No Wrong Door" option to our clients.*
9. **True** – *The Case Worker Application Processing Interface (CAPI) is used to aid the worker in determining eligibility for Online Applications entered into CAPI.*
10. **False** - *The Modernization Team offers updates on the projects in the Newsletter and also on the Modernization website http://www.dhs.state.or.us/modernization/. There is also information shared at the Program Managers meetings and the Modernization District Representative meetings that can be shared with staff.*

Modernization Representation

Executive Steering Committee:

Cathy Cooper
Jean Phillips
Jerry Waybrant
John Koreski
Kathryn Naugle
Marge Reinhart
Monte Burke
Sandy Dugan
Sandy Wood

Eligibility Automation Working Steering Committee:

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Chere LeFore
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Matt Bogart
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Sandy Olivas
Sandy Day
Scott Ciullo
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George Green
Jennifer DeJong
Karen House
Kathryn Naugle
Kim Fredlund
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Ann McGranahan
Angela Molthan
Brian Yarnell
Carol Berg
Chere LeFore
Christina Kocks
Courtney Hill
Dan Ramirez
Dawn Myers
Debra Siegle
Dena Davis
Diane Niko
Dianna Ilaoa
Emily Armstrong
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Samantha Brookshire   Business Transition Coordinator…………………

More Information on Modernization:

If you have any questions, comments or suggestions regarding this newsletter or Modernization in general, please email SSM.Program@state.or.us.

Don't forget to checkout our Modernization website!
http://www.dhs.state.or.us/modernization/
It include updates, training material, past newsletters and quick links to the Online Application & CAPI!!!