



District Reps:
Traci Sahlberg
Robin Benedict
Barbara Cole
Cayle Tern
Janet Scott
Kaye Hostetler
Christina Kocks
Debbie Vantassel
Schellie Eldred
Steve Fedorko
Jonathan Saylor
Debra Siegle
Rosa Mendez
Jackie Ibarra
Stephen Harris
Dan Ramirez
Ann McGranahan
Karen Alexander
Shannon Hunter
Tammy Mazon
Valentina Krichun
Melinda Compton
Chere LeFore
Carole Cole
Janette Howard
Melinda Lantz
Karen Collette
Gina Bradshaw
Matt Bogart
Diane Niko
Sandy Ambrose
Michelle Mack
Linda Weight
Christina Latham-Brown

The Business Side of Life

Alyson Vincent, SSM Field Business Analyst

OREGON, WE HAVE LIFTOFF! That's right! As of June 15, 2009 the Online Application for Food Benefits is LIVE. It is available to the pilot sites which are Multnomah County Processing Center and NorthWest Seniors and People with Disabilities in the Marion, Polk and Tillamook counties. Pilot sites are working with the Project Team to identify usability issues.

This has been an exciting journey! There has been a lot of hard work, long hours and dedication to get to this point but the rewards for the citizens of this state are huge and well worth it.

Additional enhancements to the Caseworker Application Processing Interface (CAPI) are underway. CAPI enhancements include a set of work queues, review and comment on the application electronically, based on results from the interview and copy and paste to narrative function for TRACS and ORACCESS. Enhancements in progress for the Online Application include a user registration component to allow the client to save and exit the application, and then return to complete the application at a later time. These are just a few of the highlights for the second release.

Below is a sample of one of the CAPI application queues that has been developed for field use.

Please make connection with your District Representative (see List to the Left) for more information.

Caseworker Application Processing Interface DHS

Application Routing **Application Processing** Site Administration You are logged in as Tracy Hansen at branch 2401 - South Salem [LOGOUT](#)

My Schedule [Help?](#)

List Search: Last Name: First Name: SSN: [Statewide Search](#)

My Schedule

Select	Application Tracking #	Last Name	First Name	MI	SSN	Date Submitted	Exp	Programs Applied For	Language Spoken	Filing Page Only	Appointment Date/Time	Appt Type
<input type="checkbox"/>	00001	Smith	John	L	123456789	11/08/2008	Y	SNAP,	EN		11/11/08 8:30am	FTF
<input type="checkbox"/>	00002	Mouse	Mickey		234567891	11/08/2008	Y	SNAP,	EN		12/01/08 11:00am	FTF
<input type="checkbox"/>	00003	Jones	Dan	R	345678912	11/08/2008	Y	SNAP,	SP		12/01/08 8:30am	WC
<input type="checkbox"/>	00004	Cyrus	Miley		456789123	11/09/2008	Y	SNAP,	EN		12/01/08 9:30am	CC
<input type="checkbox"/>	00005	Wright	Deb		567891234	11/08/2008	N	SNAP,	RU		12/01/08 10:30am	CC
<input type="checkbox"/>	00006	Baggins	Bilbo		678912345	11/08/2008	N	SNAP,	VI	<input checked="" type="checkbox"/>	12/01/08 2:30pm	WC
<input type="checkbox"/>	00007	Scotch	Hop		789123456	11/09/2008	N	SNAP,	EN		12/01/08 7:30am	WC
<input type="checkbox"/>	00008	Ply	Ivanna		891234567	11/09/2008	N	SNAP,	EN	<input checked="" type="checkbox"/>	12/01/08 3:30pm	HV
<input type="checkbox"/>	00009	Shue	Scott	T	564665444	12/01/2008	N	SNAP,	EN	<input checked="" type="checkbox"/>	12/06/08 8:30am	FTF
<input type="checkbox"/>	00010	Later	Cee	U	855665485	12/15/2008	N	SNAP,	EN		12/20/08 9:30pm	FTF
<input type="checkbox"/>	00011	Crombie	Abe	R	789574566	12/20/2008	N	SNAP,	EN		12/28/08 8:30am	FTF

Page 1 of 10

Inside this issue:

*A Note from
Leadership*

*The Business Side of
Life*

*Seniors and People
with Disabilities
Corner*

*A Volunteer's
Perspective*

“Having a diverse group of committee members who have approached this project from a joint perspective also ensures we create the best possible product for the consumers.”

*Executive
Steering
Committee:*

*Rick Howard
Kathryn Naugle
Marge Reinhart
Vic Todd
Belit Stockfleth
Monte Burke
Karen House*

A Note from Leadership: June 15, 2009 - The Online Application for Food Benefits was released to pilot sites. This month we highlight the SPD perspective by interviewing Donna Weaver and Carol Mauser, SPD Program Operations Managers.

What is your impression of Release One?

Carol: “I’ve heard the results of the applications that we’ve received at the senior sites and am happy to see our positive contribution to this project.”

Donna: “This first release went great! Our volunteers were ready and eager to use this method of the interview. We now have five of our sites using the electronic application.”

Can you describe the impact of the online application to the public?

Donna: “I think the public is going to accept this like other forms of technology and love it. It is a benefit to the public to be able to access the application at their home and at their own leisure.”

Carol: “Offering a potential 24 hour service for anyone to be able to apply for benefits assists many people. Those who can’t get into an office during work days or are unable due to other reasons will eventually be able to request benefits at any time of the day. This is a great way to deliver customer service.”

How has the partnership between SSP and SPD grown throughout the project?

What enhanced value have you seen come out of this partnership?

Carol: “This has been a great partnership with SSP and SPD. We have had the opportunity to learn more about each other’s work and the clients we serve. Having a diverse group of committee members who have approached this project from a joint perspective also ensures we create the best possible product for the consumers. SPD is fully vested in the results and the final product of this project and the benefits it will have on all of the DHS clients we serve.

Donna: “The partnership between SSP and SPD has grown considerably through this project. We both realize the need to work together to achieve the best outcome.”

What is the most exciting piece of the modernization program from your perspective?

Donna: “Having this new tool available for our clients. Accessing new technology and emphasizing the need to keep up with that technology is also exciting.”

Carol: “I’m looking farther ahead to the future possibilities and how much difference this project can have in how we do our work and serve citizens with better efficiency. This is only the beginning of what will be an improved system for all Oregonians.”

Carol and Donna have been serving on the SSM Business Transition Team and the SSM Working Steering Committee this past year. **THANK YOU BOTH!**

Self Sufficiency Modernization (SSM) Program Purpose: *The SSM program was established to enable improved delivery of human services to Oregon citizens in need. This will be done by: providing online access to services and benefits processing, improving caseworker effectiveness, primarily through a series of case management systems improvement and modernizing existing Self Sufficiency systems.*

Seniors and People with Disabilities Corner

Working Steering Committee:

*Belit Stockfleth
Monte Burke
Karen House
Donna Weaver
Carol Mauser
Chere LeFore
Debbie McCullough
Leo Ott
Katherine Sherman
Shannon Glasscock*

“My experience with UAT was a wonderful opportunity to familiarize myself with the upcoming Online Application for Food Benefits. Applicants, volunteers and workers alike, will find this electronic version to be more user friendly, easy to understand and a time saver when applying for benefits”

Business Transition Team

*Traci Sahlberg
Sandra Chase
Christina Kocks
Susan Gabay
Dave Flock
Misty Dvorak
Chere LeFore
Bonnie Murray
Christina Latham-Brown
Carol Mauser
Donna Weaver
Audrey Brown
Bonnie Wakeland
Brandis Standridge
Katherine Sherman
Shannon Glasscock*

User Acceptance Testing (UAT) of the Food Stamp Electronic Application

My experience with UAT was a wonderful opportunity to familiarize myself with the Online Application for Food Benefits. Applicants, volunteers and workers alike, will find this electronic version to be more user friendly, easy to understand and a time saver when applying for benefits.

Applicants will have the ability to print a receipt or a summary of the application upon completion. Another key benefit is the ability for applicants to receive any forms that are part of the current intake procedure. Several links to additional services and resources are also available.

District Field Representatives have been meeting once or twice a month, to provide input into the Caseworker Application Processing Interface (CAPI) System. This interface will be the receiving entity for the application and in the future have more functionality to benefit field staff.

The focus of the UAT was to test the electronic application and the CAPI system for recommendations and improvements. The electronic application and the CAPI system will change the way we are currently doing business in assisting individuals and families applying for benefits.

Both the Online Application and the CAPI system will move us as a state closer to providing and achieving “World Class Customer Service.”

A special thank you to all of those individuals and agency partners who have worked so hard in the past couple of months to bring this new technology to existence in such a short period of time.

Tammy Mazon
Seniors and People with Disabilities
Food Stamp Resource Coordinator
Senior Food Stamp Pilot Project



A Volunteer's Perspective (NWSDS provides volunteers at pilot sites for the online application to assist applicants with the application process):

“Using the old method of taking applications for Food Stamps was a chore. It was hard to have clients sit down and fill in the answers because the answers for everybody were different. I often made mistakes because I was never sure how to answer them. Some people have different types of incomes. How do I not scribble all over the page leaving different notes so DHS will understand what I'm trying to tell them? I could not go back and edit because I had no choice but to scribble or start the application over again. Sometimes the senior's had trouble understanding the questions. There were a few questions that the volunteers had trouble explaining and we even wondered why the questions were asked.

Now we have the Electronic SNAP Application. Using the computer for this task is simple. We go to the website and we type in the answer. If we make a mistake we can edit it. The questions are simple and there are no questions that the client does not want to answer. The questions are clear and precise and we complete the application in half the time. We can then hit the send button and DHS has it immediately. Now the job the volunteers do is more relaxing and we are all on the same page. No more phone calls from DHS telling us they cannot read what we wrote.

I believe the Electronic SNAP Application is a great success.”

*Sincerely,
Darrell Gilbert
Volunteer*



Thank you to the following volunteers for their commitment and dedication to this project; this could not be accomplished without you!

*Darrell Gilbert = Monmouth Senior Center
Karon Gilmore = Monmouth Senior Center
Ann Montague = St. Vincent DePaul Catholic Church
Karyl Carlson = Center 50+
Frank Hodges = Keizer/Salem Senior Center
Carol Fitzgerald = Tillamook Library*



If you have any ideas or questions please contact your district rep, or the program at SSM.Program@State.OR.US