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*“Keep up the good*  
*work branches and*  
*continue the*  
*healthy*  
*competition.”*

## The Business Side of Life

### Fall Into Modernization

Courtney Hill, Business Transition Coordinator



Dear Oregon,

With the season's turn from summer to fall, we wave goodbye to the summer sun, say hello to the autumn breeze, and continue our journey in Modernization.

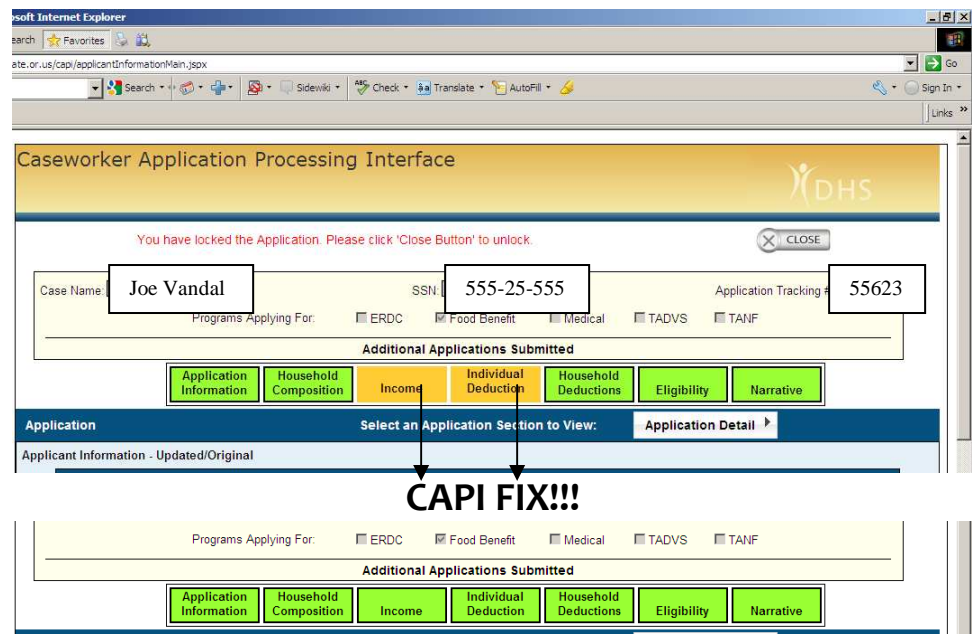
This month we put the wheels in motion and released the Online Application and CAPI 2.2! This release includes two new major features and fixes to areas suggested from field staff.

1. —The Online Application will now allow clients to change or reset their user account password:



2. —Caseworker's will be able to review an application in CAPI with a roommate and mark the *Household Composition*, *Income* and *Individual Deduction* sections as completed, prompting the tabs to turn green.

### CAPI ISSUE



### CAPI FIX!!!

We hope you enjoy the news we bring to you this month! Happy CAPI throughout the fall... winter, spring, summer and all!

# CAPI Construction Zone

Kathy Brooks, Expansion Coordinator

Due to the increase of Oregon residents applying for SNAP benefits and the growing importance of the Internet as a tool for service delivery, DHS currently has several Self-Sufficiency offices participating in the Online Application. The Online Application gives an alternate resource when applying for benefits. While clients can utilize this new online system, staff can now benefit from using CAPI to process applications online. Districts will decide the best method for giving client's access to the Online Application. Two possible avenues for Online Application access are branch lobbies and partner sites.

With construction well underway, we continue to make progress in our efforts to have the Online Application and CAPI in all 73 branches statewide.



IF ANIMATION  
DOESN'T PLAY,  
CLICK ON RED  
BOX ABOVE TO  
PLAY ON THE  
INTERNET.

\*[Click here](#) to view animation if it doesn't play within this newsletter.

The Business Transition Team (BTT) can offer assistance in the following ways:

- Branch/Site Consultation
- Training (2 hour) Online Application/CAPI
- Ongoing Support/ Troubleshooting/Post Production Support
- User Account Setup and Activation
- Signage
- Celebrating Success!

# Modernization Update

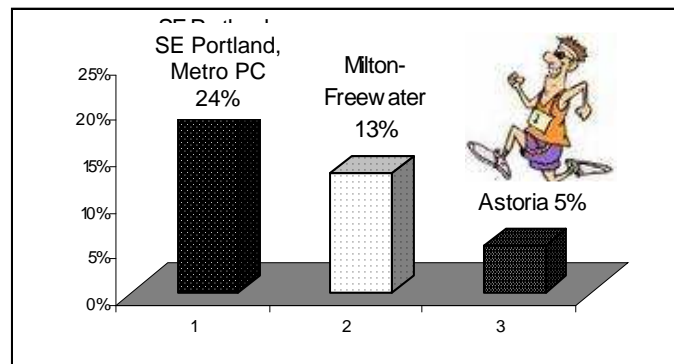
## View from the Volunteer

Matt Deming, SSM Volunteer

“Ready...set...BANG,” the shot from the starter pistol indicated it was go time for me and my competitors.

Healthy competition can bring out the best in people and push us to achieve goals that we thought were unobtainable.

This month we have three branches which are virtually sprinting towards online application processing goals. During the week of August 30 through September 3, the top three branches are the SE Portland/Metro Processing Center with 24% of their processed applications (Cert and Re-Certs) being online applications. The next two branches that are sprinting in this new expansion are the Milton-Freewater branch at 13% online applications processing, and Astoria at 5%.



This is very great news from the field! Keep up the good work branches and continue the healthy competition!

## The New Lobby Computer

Sam Gross, Business Transition Analyst

You are looking at the new 2Go PC by CTL. This is the computer that has been chosen to go into Self Sufficiency lobbies for clients to fill out the Online Application.

In an effort to have one system with a standard image and a great maintenance warranty, OIS has chosen this device. This inexpensive space saving system has a three year warranty and has enough power to run the Online Application with ease. OIS is currently creating a standard image to allow an update to each computer from central office, eliminating the need for the technician to go to each lobby.



## Helpful Hints

Peggy Pierre, Post Production Support

This month we will start a regular series of tips to help you save time.

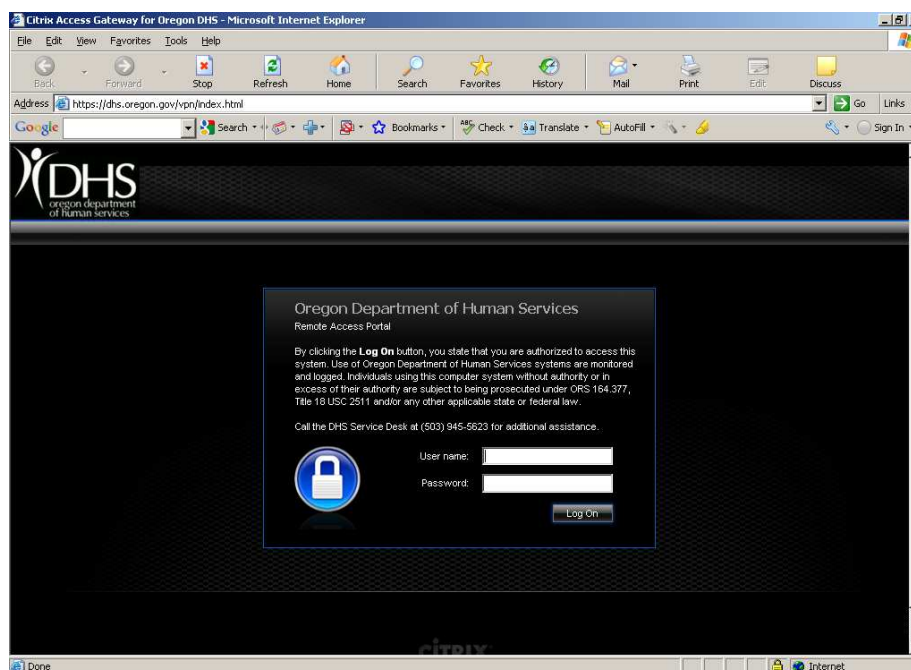
Your challenge:

**“CAPI won’t let me login – it says my password has expired.”**

Here is a very easy and quick solution:

Your CAPI login is the same as your Citrix login. To fix this issue, go to the Citrix home page at:

<https://dhs.oregon.gov/vpn/index.html>



1. Sign into Citrix, using your old password
2. A screen will appear requesting you to enter a new password - type in your new password.
3. The next screen requests you confirm your new password.
4. You are now signed into Citrix. Use your OR number and NEW password to sign into CAPI. (You do not have to be logged into the Citrix screen to log into CAPI.)

## Good NEWS

Scott Ciullo, SSP Trainer and Developmental Specialist

There are currently 5 CAPI Computer Based Trainings (CBTs) available on the Learning Center for staff to take, including the *Site Administrator* course, *Unassigned Applications Queue* course for Support Staff, and Module One, Two and Three of the Caseworker courses pertaining to the *My Schedule Queue, View & Edit* and the *CAPI Calculator*. These courses are self paced and you can take them as often as you need.

## Seniors and People with Disabilities Corner

### Modernization

#### **SPD/AAA Pilot Sites:**

*50+ Center, Salem*

*Woodburn Senior  
Center*

### **Making Strides**

*Heather Williams, SPD Trainer and Coordinator*

SPD is making great strides in expansion of the Online Application and CAPI. Two staff members from District 10 were trained on 09/15/10 and all five branches (Bend, Redmond, Madras, La Pine, and Prineville) were activated on 09/21/10. Several Multnomah County staff members were trained on 09/16/10 and all five of their branches will go live on 10/01/10. I will be training staff in The Dalles on 10/07/10 and hopefully St. Helens soon after. We have had initial conference calls with both District 8 and District 14, so we are moving along as quickly as we could have hoped.

Jennifer and I have come up with what we call a 'soft expansion' – this entails simply activating branches without the requirement of installing a computer in either the branch office lobbies or at partner sites. We are offering this option to districts where either SSP has already expanded and/or in rural areas where clients may not wish to travel in order to apply for SNAP. In these areas, a limited release of the URL is also in the works so that they may apply from home. We have recently put forth a proposal requesting a staged release of the URL to the general public in the hopes that it will increase the volume of applications received by SPD. Also, because we recognize that less than 5% of our clients are SNAP-only recipients, we have put in place a procedure for how to facilitate requests for medical assistance that may result from an online SNAP application.

We will no doubt have much to report in the coming months, particularly some very exciting developments in the Automated Eligibility project – so stay tuned!



*"...a limited  
release of the  
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# Self Sufficiency Modernization Representation

## **Executive Steering Committee:**

Belit Stockfleth  
Jean Phillips  
Jeanette Burket  
Jerry Waybrant  
Jim Neely  
Karen House  
Kathryn Naugle  
Leo Ott  
Monte Burke  
Sandy Dugan  
Vic Todd

## **Online Application & CAPI Working Steering Committee:**

Belit Stockfleth  
Carol Mauser  
Chere LeFore  
Donna Weaver  
Jennifer Dejong  
Karen House  
Kathryn Naugle  
Kim Fredlund  
Leo Ott  
Monte Burke  
Rhonda Prodzinski  
Ron Parsons  
Xochitl Esparza  
Vivian Levy

## **Business Transition Workgroup:**

Bonnie Murray  
Bonnie Wakeland  
Carole Cole  
Chere LeFore  
Christina Kocks  
Donna Weaver  
Jennifer DeJong  
Kathy Brooks  
Kerry Muniz  
Kim Fredlund  
Matt Bogart  
Michelle Taylor  
Penney Latimer  
Ron Taylor  
Sam Gross  
Scott Ciullo  
Susan Gabay  
Traci Sahlberg  
Vicki Wyatt

## **Telephony Working Steering Committee:**

Barbara Cole  
Chrys Fiore  
Dave Flock  
Kathryn Naugle  
Monte Burke  
Stefanie Johnson

## **District Representatives:**

Ann McGranahan  
Angela Molthan  
Allison Kizzar  
Chere LeFore  
Christina Kocks  
Christy Garland  
Dan Ramirez  
Debbie Vantassel  
Debra Siegle  
Dianna Ilaoa  
Diane Niko  
Ed Klimowicz  
Gina Bradshaw  
Heather Williams  
Janet Scott  
Jonathan Saylor  
Jennifer DeJong  
Jorge Baldiviesoblanco  
Julie Cherney  
Kathy Brooks  
Kaye Hostetler  
Kate Bullard  
Kim Meacham  
Laura Neilson  
Matt Bogart  
Med Policy Analysts  
SNAP Policy Analysts  
Rosa Mendez  
Sam Gross  
Scott Ciullo  
Sherrie Burrell  
Stephen Harris  
Steve Fedorko  
Tammy Mazon  
Traci Sahlberg  
Vonda Daniels  
Yer Vue-Xiong  
Wanda Davis

If you have any ideas or questions please contact your district rep, or the program at [SSM.Program@State.OR.US](mailto:SSM.Program@State.OR.US)



# SSM Business Transition Team

## Contact Information

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<b>Matt Deming</b>	Business Transition Volunteer	

### **Technical Support:**

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<b>Tammy Mazon</b>	Volunteer Partner Outreach.....	503-373-2041