

Ryan Vogt, Assistant Administrator, Field
Services Administration, DHS

Authorized Signature

Number: SS-AR-12-007

Issue Date: 06/15/2012

Topic: Other

Due Date: 06/15/2012

Subject: Issuing an Oregon Trail Card by mail

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Action Required

Branch staff – Do not assign a personal identification number (PIN) when issuing an Oregon Trail Card to a client by mail. The “PIN-proxy” step is being eliminated.

When issuing an Oregon Trail Card to a client by mail, follow the procedure located in the *Field Business Procedures Manual, Section B – Oregon Trail Card, Item.9: Issuing an Oregon Trail Card – in person or by mail* ([FBPM-B.9](#)) (and duplicated in the *Family Services Manual, Chapter 12 – Issuing and Restoring Benefits, Section A: Issuing Benefits, Item 8: Card Issuance and PIN Selection; EBT* ([FSM-12.A.8](#))). Clients may select a PIN by calling eFunds or through a website.

The *Oregon Trail Card Issuance Log* ([DHS 248](#)) will be revised to remove the PIN-proxy signature line and language.

Reason for Action

The PIN-proxy procedure delayed access to client benefits. A client who needed to have an Oregon Trail Card mailed had to wait a couple of days to receive the card, then a couple of additional days to receive the PIN. This eliminates an unnecessary step and assists the client in quicker access of benefits.

Field/Stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this action request, contact:

| | | | |
|--------------------|--|-------------|----------------|
| Contact(s): | Tracey O'Donnell, Business Integrity Manager | | |
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