

SPD Operations Committee Meeting
Thursday, February 10, 2011
1:00 – 4:00 pm

Attendees:

Angela Munkers	John Filar
Brenda Reed (teleconferenced)	Marci Howard
Bob Weir	Nancy Sargent-Johnson
Carol Mauser (teleconferenced)	Phil Deas
Gene Sundet	Terry Ford
Jeanette Wilson	Trina Lee

Absent:

Dale Marande	Melinda Compton
Jeanette Burket	Selina Hickman

Guests/Presenters:

Brook Emery
 Kathie Young
 Jennifer DeJong (teleconferenced)
 Hillary Erickson, Linda Burleson
 Lauren Mitchell
 Caryn Whatley
 Tina Taylor, Kay Roley, Emerance Berger

Scribe:

Janet Morse

Announcements:

Jeanette Wilson, District 14, is the newest member of the committee replacing Lydia Dale. Effective January 31st, Dennis Conley retired and Trina Lee will serve as Interim District Manager for District 10 thru June 2011.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:
Processing of applications at 5503 (Linda Burleson, Hillary Erickson) (Referral# OPS064)	None at this time.		

There is a concern 5503 does not process any 6-month redeterminations on persons over the age of 60. They do not take the clients current application status into consideration. Linda shared an agreement was set up with Donna Weaver and Veneda Frank in September 2010. It was suggested to add to the agreement clarification if a review is due in 30 days, it will be

processed in the same month it is received before it is transferred. Linda will revise the language in the agreement and meet with Lauren, Gene, Marci and Karen on March 21st to update and improve the current processes.

Different zip code links were being used to make sure the case was referred to the proper office or client. A new zip code link was not working properly and has been fixed. There is a concern some of the zip codes, especially in the tri-county areas, are overlapping zip codes that are served by more than one location. According to their procedures, the DHS zip code directory is being used to locate the appropriate SPD contact office to transfer the case to. After discussion, Lauren Mitchell offered to update the zip codes directory.

Case transfers and processing Presumptive referrals are different activities that have different sets of staff processing them. A draft AR will be distributed for review which states the “GroupWise SPD CASETRANSFERS” will replace the SPD Presumptive Contact List. Nancy requested these lists remain separate. It was agreed to try one mailbox with multiple owners, so they can go in and check the box. In general, it was thought to be more confusing to have multiple email boxes with the branch numbers, and then updating the lists would be a greater task. This is a test drive and after a month or two of use, the committee can reevaluate the issue.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:
AFH Licensing QA (Trevin Butler)	Send a request from field offices asking for input re: QA.	Angela Munkers	2-25-11

Trevin discussed how he sends out a summary of the technical assistance provided to the local offices and recommendations. He distributed copies of sample forms e.g. date needed by, divided between best practice recommendations and also things that need to be addresses because they are not in compliance with policy.

The committee was interested in trends or outcomes. Trevin shared that gathering the data has not happened yet. He is waiting for feedback from the local offices to determine outcomes. Generally, there are issues with 517s not being documented with the correct information appropriately, civil penalties not being requested when they are mandatory, exceptions being issued outside of OAR/ORS, monitoring visits not occurring, challenges when offices make corrections as identified during QA visits, but the resolutions are outside of policy, and challenges when they have been approved for a long time.

After a discussion, Trevin suggested forming a workgroup to discuss issues that have been considered, some training issue and options, and then develop a QA plan. Angela will send a request for staff to provide input from the field offices.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:
Section 8, Effects of SSA Decisions on Active PM Cases (John Filar) (Referral# OPS 073)			

Section 8, Effects of SSA Decisions on Active PM Cases, in the Worker Guide appears outdated and requires lots of work by staff to monitor regularly. With increased workloads, tracking such items so frequently is unlikely to occur and is made more difficult due to the lack of access to the necessary screens. John stated it is more reasonable to allow staff to review this action yearly at redetermination, or when otherwise notified if sooner, unless a more efficient tracking system can be developed. Erika Miller attended the OPS meeting two years ago and shared a report that was to be distributed monthly. Since then, the report was only sent out once. Lauren will contact Erika and see if the report can be redistributed.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:
DMAP – Weekly list of those hospitalized (Angela Munkers) (Referral# OPS 074)			

Currently, DMAP provides a weekly listing of those hospitalized throughout the state. It is a mandatory reporting by all hospitals to report to DMAP for their case management component of who has been hospitalized. Field Services can break the list down by branch to distribute weekly. The list began being distributed the week of 1-24-11. A discussion will be held at the next OPS meeting to decide if this is a useful report and should continue.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:
OPAR closes cases of individuals who have been incarcerated (Phil Deas, Tina Taylor, Kay Roley, Emerance Berger and Lauren Mitchell) (Referral# OPS 075)			

OPAR closes cases of individuals who have been incarcerated. They use a program called “Vine Watch” which gives the name and incarceration date. Unfortunately, more often than not, it does not give a release date so cases have been closed on the day or day after release. Recently there were two SNAP cases closed on the same day. When the case is closed, it could impact managed care enrollment, SNAP benefits and create an additional cost to the program in that the person could go on fee for service until reenrolled in managed care. It not only causes a workload issue for staff, but for OPAR staff as well. If they had a program showing the release dates, then they would not necessarily have to do the work to close a case.

Lauren shared “Vine Watch” is mainly for individuals who have been incarcerated. Typically, it does have a release date. SB 913 mandated benefits be suspended for those who are incarcerated. This is done for the SSI clients. For everyone else, benefits were closed. The reason OPAR was asked to do it is because field staff were not taking action. It had been done for CAF about two years. In 2010, there was a savings of over \$2 million dollars as a result of closing these cases that were not getting closed in the field. This is still being continued with deceased clients.

If OPAR is notified the person is released, they won’t close them. Data is only being released every two weeks. Anyone who comes in within the two week period, and is released within those two weeks, data is not received. Based on the discussion, the committee came to the conclusion there may not be a work around solution to this issue.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:
Training Workgroup Report (Caryn Whatley)			

An OPS referral was submitted to the committee on July 15, 2010. The issue is re: staff training of ADL and IADL rules that are not applied consistently across the state and particularly with interpretation by local office staff vs. SPD hearing representatives. The committee determined a workgroup should be formed to research this issue. It was recommended the workgroup consist of representatives from SPD Hearings, Policy, QA and In-Home units, as well as representatives from SPD and AAA offices.

The first workgroup session was held in Salem on October 8, 2010. The workgroup focused primarily on identifying training issues, although some potential solutions were discussed. The top five training issues identified were then sent to the workgroup to prioritize. After responses were received and tallied, the prioritized list of issues is:

1. Need more specific definitions for ADLs and IADLs
2. Natural supports
3. Hearings
4. Application of 411 rules
5. Training

The workgroup requested the prioritized list be sent to District Managers, Supervisors and Train the Trainer participants. They were asked to review and comment on the prioritized list, and in addition, were asked to submit any best practices or local training tools for the workgroup to consider when making recommendations. Some comments were received from management. No best practices or local training tools were offered.

The second and final meeting was held on January 12, 2011 in Salem. This meeting focused on reviewing feedback and submissions received from the field and developing recommendations to the Operations Committee. The workgroup reviewed the prioritized list and proposed solutions.

MISCELLANEOUS ITEMS:

1. Three ARs were sent to the committee prior to the meeting for review: 1) OTM local authorization, and 2) OTM Continuous Payment Requests. The third AR, Special Contracted Rate Facilities Approval and Renewal, was withdrawn. The discussion at Central Office is there is five words difference. The local office authorizations have been retracted on OTM payments and reoccurring payments will not happen. The question is whether to combine

two ARs and use bullet points. The committee agreed the two ARs should be combined and resent to the committee for review.

2. Trina is unable to attend the March meeting and asked permission if she could send a representative in her place.
3. Carol asked for suggestions who would be a good resource that could conduct a brief training for the hearing reps on CAPS and possibly how if we're going to have that discussion at a hearing, how can we go about it in a more effective manner without asking questions that might not be the same answer the second time around. Gleaming more than the direct question. Angela can talk with Carol re: the in-home and CAPS side.