

SPD Operations Committee Meeting
Thursday, May 12, 2011
1:00 – 3:30 pm

Attendees:

Angela Munkers
 Bob Weir
 Brooke Emery
 Carol Mauser
 Caryn Whatley
 Gene Sundet
 Karen Gulliver

Marci Howard
 Phil Deas
 Selina Hickman
 Terry Ford
 Tracy Villarreal
 Trina Lee

Guests/Presenters:

Bonnie Murray
 Terry Kester

Absent:

Brenda Reed
 Dale Marande
 Jeanette Burket
 Jeanette Wilson

Jenny Sneddon
 Melinda Compton
 Selina Hickman

Scribe:

Janet Morse

Announcements:

None at this time.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:
Upcoming Training Changes (Bonnie Murray, Terry Kester)	Angela work with Bonnie to determine volunteers to serve on a SS training advisory group	Angela Munkers	Next OPS mtg.

A Self Sufficiency training unit was formed in 2008. They were given the task of reviewing concerns and recommendations re: training. Due to economic circumstances, the project was put on hold. After a brief hiatus, the unit has able to regroup and begin redesigning a learning system for Self Sufficiency staff. Bonnie distributed copies of the 2008 Training

Recommendations List which includes:

- *Integrate training across all programs instead of program-specific*
- *Include support staff in many of the same trainings as eligibility workers*
- *Begin training prior to employment to avoid errors on the job*
- *Offer trainings in multiple formats, including video conference, CD and in person*
- *Implement policy changes immediately into training to increase the standardization of services*
- *Three day classroom as Standard*
- *Cohorts*
- *Competency Certification*
- *Structured Work Practice*

The Self Sufficiency Training Unit is introducing a new 3-day classroom training model starting in June. This is the first step in their new learning system design. This new model will offer many benefits to staff, including better policy retention, increased job performance, and less overtime and/or travel on weekends. Starting in June most CORE classes will be held only on Tuesdays, Wednesday, and Thursday.

The series of CORE class 3-day model is available on the Learning Center. It is highly recommended management and/or staff sign up for classes in a specific order to fully benefit from the new model. Each class builds on the next and is beneficial if taken in the proper sequence.

One of the changes is to emphasize the use of the FSM in all training classes. Instead of training each medical program separately, they will now train “all” medical programs together, except they will not include OSIPM and QMB. If the SPD worker wants to attend OHP Training, they have to sit through MAA and MAF training on a daily basis for two weeks. Non citizen training will include all TANF non citizen eligibility as part of the extended two day training. To address this issue, the committee recommended Angela work with Bonnie to determine volunteers to serve on a SS training advisory group which consists of sub workgroups by classification that give recommendations to the advisory group.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:
Train the Trainer Meeting Minutes (Terry Ford) (Referral OPS 083)	Angela will contact Dale or Lauren to discuss minutes at “Train the Trainer” meetings.	Angela Munkers	Next OPS mtg.

Terry suggested after each “Train the Trainer” meeting, the training materials, meeting minutes, etc. be posted on the Staff Tools website. This would provide everyone the same information throughout the state. Without it, you have to rely on the interpretation of the participant/presenter. Because Amy Lore attends these meetings regularly, the committee recommended that she take minutes and submit them for posting to the Staff Tools website. Angela will contact Dale or Lauren to discuss this recommendation.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:
Web Version of 539A Release (Karen Gulliver, Carol Mauser, Angela Munkers) (Referral# OPS 084 & 085)	None at this time.		

(OPS 084) SPD forms group is projected to release a web version of the 539A in June. Currently, the only packets as a group are the OACCESS forms. SPD forms group is requesting if they can remove the 539A from the current packet group so the current/web version is used instead of the out dated OACCESS version. Other packet forms are current. The forms group plans to create a web form packet in the future. The impact of this issue is workers would need to print two items for a complete packet instead of one.

(OPS 085) SPD forms group is projected to release a web version of the 539A in June and would like the committee to decide if the OACCESS version needs to remain or if it can be removed. The OACCESS version has outdated language and incorrect calculations; it will not be fixed. The web version will have approximately 10 fields which will complete manually, primarily related to SNAP. SPD forms is moving towards using only web based forms and the 539A will be the first of the major forms to have the majority of fields filled. The impact of this issue will potentially increase the time spent completing the 539A if the client is also applying for SNAP.

The committee agreed the forms group should remove the OACCESS forms after the web forms are available to prevent workers from using outdated forms.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:
POC and Nursing Homes (Terry Ford) (Referral# OPS 086)	Full month authorization is to be put on and NF should be billing correctly.		

This referral is re: a Medicaid fraud issue. Terry asked provider services if they need to close the Plan of Care (POC) on a nursing facility client when they, for example, go home for a weekend. Also, she asked them does it matter if POCs are closed every Friday and reopened when they return. Provider services state that it is up to the provider to bill correctly. This is a huge workload issue for the case managers who have, for example, Providence Children's nursing facility as many of them go home each weekend. She asked since it is the nursing facility's responsibility to bill correctly, does the POC need to be closed each week? The advantage would be it would decrease the workload. The disadvantage is it would increase the possibility of incorrect billing. The full month authorization is to be put on with the expectation the provider is billing correctly within the month.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:
DPU (Direct Pay Unit) Method of Communicating with Field Offices (Karen Gulliver, Angela Munkers) (Referral# OPS 087)			

DPU (Direct Pay Unit) would like to change the way they communicate with field offices and send an email with a letter to the last worker on OACCESS for SPD clients who apply to be child care providers. The letter would request a response regarding the client's ability to care for a child based on information the worker has already received. Currently, DPU adds a narration to OACCESS and reports no response. DPU wants to notify the field offices because 1) there is potential income received, and 2) if the client is a disabled individual, should the client really be providing child care. The committee recommended sending an email from DPU with the proposed change and draft proposed letter. Angela will research and discuss this issue with the DPU then report back to the committee next month.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:

Email Distribution Groups			
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(Karen Gulliver)

The case transfer email groups were created and it was discovered the participants had to be monitored and changed through the DHS Service Desk. Karen will be contacting Glenda Gunderson to determine who can or cannot make changes and send her a new list. 5503 and PMDDT were to use this mailbox. The OPS committee's previous proposal was to make the PMDDT a separate box of which it never has been. The committee agreed everything should remain in one mailbox. After the state offices migrate to Outlook, Field Services will take ownership of the AAA mailboxes so they can be changed easily. Karen will provide an update on the status of this project at the meeting next month.

MISCELLANEOUS ITEMS:

1. **DRAFT Operations Referral Form** (Angela) - An area for 'metric tracking' has been added to the referral form. If the referral needs metric tracking, you can choose which quadrant of metric; service, quality, people and/or cost. Angela asked the committee to review and forward to her suggested phrases or verbage to use for metrics, cost savings, etc.
2. **MMIS Special Conditions Update** (Carol) - SPD had a meeting with MMIS staff and OHA staff to address the access issue to the special conditions panel. SPD was not made aware of any defect and when the transmittal was sent out, we had the green light that this group of rights was working. Apparently they discovered there was a rights issue after the transmittal went out, but we were not brought into the loop. The messages of concern and frustration received were all valid. It is expected that on May 16th rights will be given to two staff to test in branch 2211 to determine if there is any additional conflicts. If no conflicts are seen over the two week period, it is expected all IUP forms submitted to the Service Desk will be granted rights. Once the rights are assigned, and if staff submit any service desk tickets, please cc: Angela.
3. **Special Conditions Course in the Learning Center** (Carol) There used to be the ability to review the Special Conditions course after you completed it. It was discovered it is not longer there and cannot be put back on. Carol has a created a PowerPoint and will send it to be added to the Staff Tools page as a resource.
4. **New Screening for New Applicants for Intake** (Carol) – Carol shared copies of 'New Screening for New Applicants for Intake'. This included screening for 'walk-in' clients, phone screenings, and modifications for service cases. The committee reviewed the 'Client Review Process – RPI April 2011 Staff Procedure.