

DMAP honors staffers, holds 'dialogue'

Farmers market cont.

Mitchell said about 43,000 Oregon seniors are eligible for this season's program, which begins June 1 and continues until Oct. 31.

In early May, DHS sent a bright yellow application to eligible seniors. If they choose to participate in the program, they must return the bottom portion of the application to the state.

Beginning in June, each eligible senior who signs up will receive 10 coupons for \$3 each, which they can spend on local produce at eligible markets.

In 2006, \$1.1 million dollars went to local farmers whose produce fed nutritionally at-risk families and seniors. For the 2007 season, \$1.04 million has been allocated for the program. Oregon has more than 70 participating farmers markets and 412 farm stands located throughout the state.

To be eligible, seniors must meet the following requirements.

- 60 years or older as of April 1, 2007.
- Enrolled in food stamps and/or Medicaid as of April 1, 2007.
- Living in a situation where food is not provided.
- Monthly income does not exceed \$1,149 for a single person or \$1,541 for a couple.

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Tanya Allen received her award from Jim Edge and Sandy Wood, interim manager of the DMAP research, education and development



Jean Rasmussen, center, received her award from Jim Edge and John Pelkey, DMAP medical section manager.



Mary Reitan received a lifetime achievement award from Jim Edge and Lynn Read.



Linda Kessel received her award from Jim Edge and Alice Labansky, manager of DMAP health financing operations.

Service Distinction Awards were presented May 3 to three DHS Division of Medical Assistance Programs employees as part of the division's first quarterly all-staff "dialogue."

Interim Administrator **Jim Edge** said the awards, like a dialogue seeking employee suggestions, are part of his desire to promote a spirit of family and morale-building that includes mutual support, enjoying work and feeling part of a team.

The three recipients of the division's Service Distinction Awards, whose selection criteria included outstanding work helping move DMAP toward its vision, were:

- **Tanya Allen**, for going the extra mile to produce an appealing, accurate and meaningful Ways and Means presentation for the division, collaborating well with DMAP and Director's Office staff, asking the important questions and meeting tight deadlines.
- **Linda Kessel**, a 37-year state employee, who was recognized for delivering high-quality program and procedures training, expanding expertise with train-the-trainer workshops, serving as her unit's technical expert and readily embracing new technology.
- **Jean Rasmussen**, recognized for her work ethic, thoroughness,

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Awards cont.

organizational skills, collaboration and sense of humor in producing large quantities of work on often tight deadlines for DMAP's Delivery Systems Unit and Quality Improvement and Medical Section.

Edge and deputy **Lynn Read** presented a Lifetime Achievement Award to Mary Reitan, executive assistant to the administrator who is retiring after a 30-year career with DHS. She was recognized for her professionalism, excellent communication and ability to produce high-quality results.

DHS Director **Bruce Goldberg** presented a Director's Excellence Award to Read, who joined DHS in 1979, was key to 1994 Oregon Health Plan start-up, and whose duties have included heading the division. Goldberg described Read as "someone I knew was excellent or outstanding before I came to



Lynn Read received a director's excellence award from Bruce Goldberg.

DHS and before I came to state government."

Length of service awards were presented to Kimberly Miller for 10 years' service and Lori Papenfus for 30 years.

During a 30-minute "open discussion," Edge asked employees to share ideas they would like the DMAP executive staff to consider. Edge and his managers heard from

a dozen staff members.

Suggestions included delivering improved new-employee orientation; providing more effective job training; putting in writing job duties to help staffers assuming duties after a former long-time employee has left; identifying ways to help providers reflect DMAP's commitment to customer service; getting back to employees who identify errors to tell them how the issue was resolved;

and encouraging newly assigned managers to learn the experience and expertise of their employees.

"We want to know what you think is working and not working," said Edge, who encouraged employees to continue making suggestions until the next all-staff dialogue this summer.

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Simplified password news applauded

Rarely is an e-mail message from the Director's Office greeted with such enthusiasm as one in late April dealing with multiple passwords.

The memo was sent under the name of **Clyde Saiki**, deputy director for operations. It concerned the phase-in of a simplified sign-on solution that will ultimately lead to a single-password log-in for all DHS network applications. It began in April with a pilot in the CORE/TRIPS application.

Saiki received more than a dozen responses from ecstatic employees. Some samples:

"Thank you so much from someone that consistently has called help desk for this problem."

"This is probably the best news I've heard all day."

"Thanks for the breath of fresh air."

"This is wonderful news — thank you!!!!"

Saiki said he wanted to make sure those who actually did the work got the credit.

"This project drew on the work of individuals in the

see Kudos, page 3

Kudos cont.

Thank you

Office of Information Services, Information Security Office, Financial Services, Human Resources and the State Data Center,” Saiki said. “Their professionalism and customer service are making it easier for people across the department to pursue the DHS mission.”

Here are the names of the persons who contributed to this project:

OIS – **Jim Simpson, Tom Homewood, Nathan Nichols** (Application Maintenance and Support), **Rich Grace, Nick Wallace (Release Management), Kate Kirkland, Don Landaker, Linda Kilgore, Savena Sanz, Connie Morrill, Jake Murray, Chris Wilch, Terrence**

Woods (Customer Service and Support), **Gary Jones** (Database Resource Management).

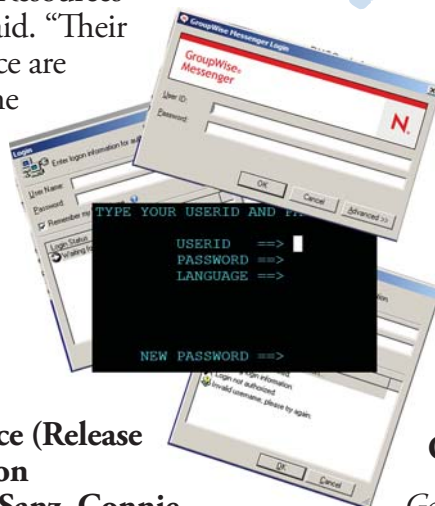
Financial Services (travel unit)
– **Jerry Berg, Karen Williams, Barbara Rector, Barbara West, Tami Woodward, Kaino Dionne.**

Office of Human Resources – **Pat Bouchie, Bob Ake.**

Information Security Office – **Matt Betts, Kyle Miller.**

State Data Center – **Robert Barker, Rick Quendun.**

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Reminder: Register at Learning Center

Have you registered for training with the new DHS Learning Center? If not, you should.

Go to the DHS Learning Center at <https://dhslearn.hr.state.or.us>

The Learning Center improves individual identification, tracking and reporting of employee training records.

From your homepage in the Learning Center Web site, you can register for training, take on-line computer based training courses, add outside learning events, see your own training records, participate in team information forums, communicate with the training management, and link to learning resources.

For staff who post classes, do batch enrollment, or have trainer permissions, there are many LC Course Admin training sessions on the schedule, and more to come. If you haven't yet registered for one of these training sessions, please do so as soon as you can, so that you can assist

your local offices with registration and training needs.

Setting up your Profile

Go to the Learning Center login page

What you need to know before you begin:

- Your last name as it appears on the pay stub. Your login ID is usually first initial and last name (or first seven letters of last name): Sclaus.
- Your Employee ID number on pay stub
- Your DHS state e-mail address (to find your state e-mail address, go to this Web site: www.state.or.us/cgi-bin/employee.html)

Click here for full instructions (PDF) on logging in to the Learning Center for the first time: www.dhs.state.or.us/training/learningcenter/lcloginsheetb.pdf



Starting a dialogue around Core Values

DHS is intentionally creating a values-driven environment with high ethical standards. The intention is not to catch anyone or create an atmosphere of suspicion, but one that supports learning and dialogue about everyday situations that face each of us.

For the past couple of months in this column, we have been posing dilemmas or situations any employee may face at work. The intention is to create a dialogue of how the Core Values and related policies guide our behaviors at DHS. Another purpose of these articles is to put into a context the values' intent and their application.

Last month, our scenario described an employee's need for some supplies for her son to finish a school project. Clearly, taking

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Core Values cont.

these home from work was not an acceptable action. Those who took time to respond agreed wholeheartedly – even though it involved only a small quantity of materials.

According to ORS 244, we are not permitted to gain financially from our work at DHS (beyond our pay and benefits), and these supplies technically represent a gain. There are many things that this employee could do to remedy the situation without having to

resort to pilfering, such as adjusting her schedule, working with other parents or friends to assist in getting materials, working with her son to be responsible for acquiring the materials and so on.

This month, take a moment to consider the following:

You are well-known in your community and respected for your work on behalf of members of the community. You have been asked to speak to a community organization about your personal insights into the work that you

do. You have not been asked to represent DHS, but your role in the community. Are you able to accept this speaking engagement? How should you approach this? What if the organization offers you nominal compensation?

Let us know how you would approach this situation. Send your responses to core.values@state.or.us. Next month we will consider some of the responses and look at another situation.

Lisa Harnisch, DHS core values manager, 503-945-6304; lisa.s.harnisch@state.or.us

TRAINING

During the current transition to the Learning Center, the following training is available, although on a reduced schedule. Space is available at the time of this publication.

Employees should work with their managers to determine if participation in training is approved. Each division has its own criteria for these decisions.

Some managers may have unique needs for team development or change management resources; please contact Judy Gerrard, judy.l.gerrard@state.or.us, 503-945-6436 to explore if services may be brought to your work unit.

To register: NEW INFORMATION! Click here: [DHS Learning Center](#) and go to **Courses & Registration/Find A Course** and type in the course title in the keyword search. If you need help with registration, please contact DHS Training & Development, 503-947-5457 or DHS.Training@state.or.us

May and June 2007

Required new manager training

Log-in to register through the DHS Learning Center.

DHS New Manager Orientation

June 6

VCON: Creating a Legal Work Environment (Managers only)

June 19

Managing Resources: Budgets, Contracts, Risks

May 24

General employee training

Log-in to register through the DHS Learning Center.

New Employee Orientation

June 28

Coaching Excellence

June 21

Conflict Resolution

May 30, June 28

Facilitating Effective Meetings

May 22, June 6

Diversity: Disability Culture & Awareness

May 22, June 19

Introduction to Project Management

May 23, June 20

NetLink: NEO Responsibilities and Resources For Managers

June 21

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