



SPD Field Services: August 2010

In the Loop

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The rollercoaster ride of the last 4 years

Carolyn Ross, Field Service Manager

As I reflect back on the last 4 years, I am amazed at the rollercoaster ride that we have all experienced. We have had highs and lows. At one time or another, I have felt queasy and upside down. Most of the time, I have had that exhilarated feeling of approaching the big hill and starting to go down and screaming and putting your hands in the air with true happiness.

I have learned so much from all of you. Everyone has been so willing to share his or her skills and knowledge. I have loved my visits to the field offices. In my entire career, I have never experienced better offices than in our SPD field. All of you are so incredible and work so hard!!!

The AAA's have included me and made me a true partner at their various meetings. The Hearings team has grown from 4 to 9 representatives during this time period. The reps are so bright, energetic and fun to work with.

My central office field service team has been so supportive. They have learned to laugh at my humor and can finally tell when I am joking. They have been there through the ride more than anyone else and they kept me calm and feeling like I was not going to fall out of the car during the ride.



Carolyn's latest birthday

The District Managers are truly the best. They are all outstanding leaders and most importantly they truly care about the clients that we serve. *continued next page*

Supporting SPD/AAA Field structure by providing efficient, timely and accurate information through superior customer service.

Transformation

continued from page 1

Their commitment to customer service is fantastic. They care about staff and are some of the best advocates in DHS.

As I leave for my new adventure to Human Resources, I will miss everyone in SPD. But, I wanted to thank the SPD Field Services staff for their constant support. Thank you: Donna, Carol, Debbie, Janet, Karen, Caryn, Tammy, Sandy, Nathan, Naomi, Sudha, Jennifer, Heather, Veneda, Loa, Lydia, Mike, Dennis, Trina, Jessie, Libby, Gene, John, Merry, Kathie, Barbara, Consuelo, Trish, Chris, Shae, Brenda, Trish, Scott, Kurt, Michael and Shannon.

Good luck Carolyn - you will be missed!!

Metric Fundamentals

First of a series

The word “metrics” seems to produce an uncomfortable feeling for many of us. The Continuous Quality Improvement Team (CQIT), along with the Transformation Office, are frequently asked what should be measured (and why) and perhaps tracked on a visual display board. This is the first of a series of articles intended to answer some of those questions.

Output/outcomes:

We are employed to accomplish specific tasks and duties. Through efforts within our work units we produce important products and services; make decisions on disability services, Medicaid, or SNAP eligibility; license facilities, investigate and report wrongdoing, register voters, update policies, greet individuals, receive calls, train individuals, and produce a variety of other important outcomes. Each unit produces some type of an outcome. For metrics, this is a great place to start. What are the outcomes or outputs from the work your unit performs? In CQIT, we track the number of hours spent on each project we work on.

Tracking your team’s output/outcomes provides a way to:

- measure your successes;
- document your workload;
- show if workload is changing, increasing or decreasing;
- aid in building a workgroup focal point and common language;
- encourage discussion and planning; and,
- determine what your customer, who receives the outcome of your work, cares about.



Make tracking output/outcomes simple. Start by identifying one output/outcome. Once your workgroup identifies one, each member may report their output/outcome as a regular part of the huddle. Reports can be manually added and included on the visual display. Most importantly, keep it fun! Celebrate each success.

Second of the series: *Time*. Contact [CQIT via email](#) or visit the [CQIT website](#).

Quality Assurance

Verbal requests

Did you know if someone calls to ask if they are eligible for medical they have established a date of request? It's true! Even if during the conversation the client decides they *don't* want to apply, a verbal request for medical or for a determination of eligibility must be treated just like a paper application.

For instance, a SNAP client calls to see if they could get medical if they applied. You explain the financial eligibility requirements and the client decides they won't bother because it sounds like they wouldn't be eligible. Even though you encourage them to try anyway, they aren't interested.

The date of the phone call is the date of request and you must act on the call. However informal or casual the "determination" was, you still gave the client enough information for them to change their mind, so you did make an eligibility determination. [461-115-0030](tel:461-115-0030)

The other verbal requests we often miss are the verbal hearings requests for the SNAP program. For SNAP, the request to appeal a decision taken on their benefits does *not* have to be in writing – an oral or verbal request is all the client needs to make. [461-025-0310](tel:461-025-0310)

Remember to document the request a client makes in these situations carefully and take the same timely action you would have taken in they had handed you a piece of paper.

For more information or clarification, contact a policy analyst!



DOR and filing dates

In the last month, there have been several reports from various sources – targeted reviews, QC reviews, ME reviews, workers – that fields for the date of request (DOR) and Filing date are not being updated.

With the extra stress on every worker, it can be really easy to forget to update the fields on Access or the mainframe – or even to choose not to do it as a “time saver”, but it only saves a few seconds and actually increases work when the system is unhappy with the data and starts sending out discrepancy reports.

So take the time to learn where the DOR and the Filing dates fields are located on Access and the mainframe – or reacquaint yourself if you haven't seen them in a while – and take just a few seconds to make sure these two important fields are up to date.

September 2010

Healthy Aging Month
Self Improvement Month

Sept 1 - 8: Enthusiasm Week
Sept 12 - 18: Assisted Living Week
Sept 19 - -25: Deaf Awareness Week
Sept 20-24: Love Your Files Week

Sept 6: Labor Day CLOSED

Sept 8: World Physical Therapy Day
Sept 9: Wonderful Weirdos Day
Sept 10: Stand Up to Cancer Day
Sept 11: Remembrance Day

Sept 17: State offices CLOSED

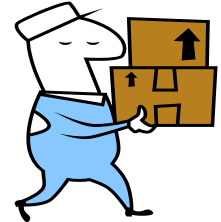
Sept 19: Talk Like a Pirate Day!
Sept 22: Autumnal Equinox
Sept 25: Fish Amnesty Day

SNAP

Updating changes

When a client becomes ineligible for services or medical, don't forget to update the SNAP case with the changes – remember when a client reports and verifies for one program, they report and verify for all programs.

A recent, limited review of closed medical cases revealed a number of clients who had moved out of state or died, yet continued to receive SNAP benefits. While narrations clearly explain the reason for the closure of “benefits”, the worker failed to take action on the SNAP case.



Oregon Access changes which are integrated with the mainframe (UCMS) do not affect FCAS. Workers must manually end SNAP benefits when closing medical or service benefits if the reported change necessitates closure.

Thanks to the SNAP Policy Analysts

July 2010 SNAP honor roll

100% Accuracy!

0111 Baker City SPD	100%	1811 Klamath Falls SPD	100%
0314 Estacada SPD	100%	2911 Tillamook ADS	100%
0911 Bend SPD	100%	3211 Florence AAA	100%
0913 LaPine SPD	100%	3112 The Dalles SPD	100%
1311 Burns SPD	100%	3415 Tigard SPD	100%
1611 Prineville SPD	100%	3617 McMinnville ADS	100%
1612 Madras SPD	100%		

90% or Better Accuracy!

1513 Medford DSO	96.00	3011 Pendleton SPD	93.33
2111 Toledo SPD	96.00	3013 Hermiston SPD	92.86
2411 North Salem ADS	96.00	2011 Eugene LCOG	92.50
3411 Hillsboro SPD	96.00	3515 Portland ADS	92.50
2211 Albany SPD	95.00	0611 North Bend SPD	92.00
0310 Canby SPD	93.33	1418 Portland South East ADS	92.00
0313 Milwaukie SPD	93.33	2412 South Salem ADS	92.00
0411 Warrenton ADS	93.33	3417 Beaverton SPD	92.00
1911 Woodburn ADS	93.33	3518 East Multnomah ADS	92.00
2311 Ontario SPD	93.33	3111 LaGrande SPD	90.91
2711 Dallas ADS	93.33	2818 N/NE Portland ADS	90.00

Train the Trainer

TTT Highlights

Below are some of the highlights from the August 2010 Train the Trainer (TTT) meeting. More is discussed in the meeting, so please regard this as *only* the basic information.

For more information on these issues or any others, please contact the SPD Policy Analysts. To find out more about the TTT meetings, contact [Lauren Mitchell](#).

- **HIG is current; turn around time for a request is approximately one week.**
 - Contact HIG, not CES, for any disenrollment or exception issues associated with third party insurance.
 - HIG's new process to add new exemptions and disenroll from managed care has saved the state \$45 million in capitation payments in the last 10 months.
 - Use the new HIG "rush" form [DHS 0156](#) for rush processing for clients with urgent/emergent TPL needs. It can be emailed from the form server and is very user friendly.
 - Best practice: send a new 415H at certification or annually so HIG can re-verify TPL and check for potential changes or updates.
- **When requesting assistance with CBC payments, please specify if the change is an adjustment or a late payment.**
 - A CBC audit showed a 42% error rate for late payments and adjustments which can be avoided by working the suspends list.
- **The two View Direct reports, 1) Assessment Due and Past Due and 2) Assessments Coming Due, will be updated to be triggered by the SELG Service Category End date. Currently it is triggered by the Valid Until date. Once the View Direct reports are updated, these two reports and the 70B Buckley Notice will use the same date. It is recommended to use the View Direct reports, rather than the CAPS2 Assessment Review report.**
- **Every HCW should have a *Safety Manual for Homecare Workers* [DHS 9062](#). If you have not handed them out previously, they can be distributed at orientation and made available at the front desk. No need to mail.**
- **Workers do not need to send all trusts to central office for approval. Contact [Bill Brautigam](#) with questions.**



Don't forget! If the total countable resources of the financial group in OSIPM, OSIP and QMB are less than \$1250 altogether, you *do not need to verify* the value. Remember to add all the reported liquid resources together before you determine if the amount is below \$1250. If the reported resource value seems questionable, you can pend for verification – just be sure to narrate why the client's statement wasn't enough! [461-115-0700](tel:461-115-0700)

The SNAP policy group has a new email box. OnGroup-Wise: [Policy_Snap](mailto:Policy_Snap@state.or.us); for email use: Snap.Policy@state.or.us.

September 2010 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
		1 MMIS Data Inquiry & Update (8:30 - 11:30)	2 MMIS Data Inquiry & Update (1:30 - 4:30) New Employee Orientation (8:00 - 5:00) CREW - Oregon City (8:30 - 12:30)	3
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> <p><i>Dates and availability of classes are subject to change. Please review availability on the DHS Learning Center.</i></p> </div>				
6	7	8	9	10 Cultural Competency & Diversity (8:30 - 4:30)
13	14 MMIS Data Inquiry & Update (8:30 - 11:30) MMIS Plan of Care (1:30 - 3:30) Core Values (8:30 - 12:00)	15 MMIS Data Inquiry & Update (1:30 - 4:30)	16	17 
20	21 Eligibility 101 (8:30 - 4:30)	22 Eligibility 101 (8:30 - 4:30) Advanced In-Home Service Planning (8:30 - 4:30) MMIS Data Inquiry & Update (8:30 - 11:30) MMIS Plan of Care (1:30 - 3:30)	23 Eligibility 101 (8:30 - 12:00) Advanced In-Home Service Planning (8:30 - 4:30) MMIS Data Inquiry & Update (1:30 - 4:30) Cultural Competency & Diversity (8:30 - 4:30)	24
27 Eligibility 201 (1:00 - 4:30)	28 Eligibility 201 (8:30 - 4:30) CAPS Basics (8:30 - 4:30)	29 Eligibility 201 (8:30 - 4:30) CAPS Basics (8:30 - 4:30)	30 Eligibility 201 (8:30 - 4:30) MMIS Data Inquiry & Update (1:30 - 4:30)	<i>Eligibility 201 (8:30 - 4:30)</i>

Field notes

6th annual Native Caring conference

The [Native American Caregiver Training Conference](#) (*click link for details*) became and is a collaborative effort between the Oregon State Units on Aging, several local Area Agencies on Aging and six of the nine Native American Tribes in Oregon.

This conference is intended to be a culturally appropriate educational experience for elders and caregivers in their roles as family caregivers. Native American caregivers are an underserved population with specific needs.

Topics and sessions at the conference are tailored around key issues in the Native American Community and include, but are not limited to, elder abuse, medication management, nutrition and diabetes, depression, grandparents raising grandchildren, self-care for the caregiver, communicating with health care professionals, Alzheimer's and dementia.

The conference also provides an atmosphere of fun, laughter, camaraderie, and an opportunity to network with other Native American caregivers; and gives them a break from their everyday care giving responsibilities.

Judy Bowen, State Unit on Aging

SPD outreach continues

How surprised I was when I opened my email message on the morning of August 2nd from a lady I had spent a short time with over the phone the week before. The lady called me to explain her monthly living expenses were so high the income she received each month from her Social Security Disability check was not enough to purchase food. Due to her high shelter costs and out of pocket medical expenses, her only food income came from the \$16 she received in SNAP benefits each month.

During our conversation I reviewed her current SNAP case, and realized no out of pocket medical expenses were listed on the case. After a 10 minute conversation I asked that she gather her expenses and take them to the worker as soon as possible.

What is gratification? Webster's New Collegiate Dictionary has one definition which says, *A source of satisfaction or pleasure*. I agree with Webster. The pure pleasure of watching someone's monthly food benefits go from \$16 to \$200 per month will place a smile on your face. Below is the message she sent to me last week.

"Hi Tammy: I just received a call from the South Salem office letting me know my food stamp allotment was increased as of today. I need to thank you for your help and assistance. Your postings around town are such a benefit to seniors as myself who were in need of assistance, but had no where to turn for lack of knowledge. Living in a senior mobile home park allows me to come in contact with many who are on limited budgets. It's so worth while to at least see if they do qualify for help. I'm so grateful for finding your posting at the day old bread store. Thank you for all your help"

Tammy E. Mazon, SNAP Resource/Volunteer Coordinator



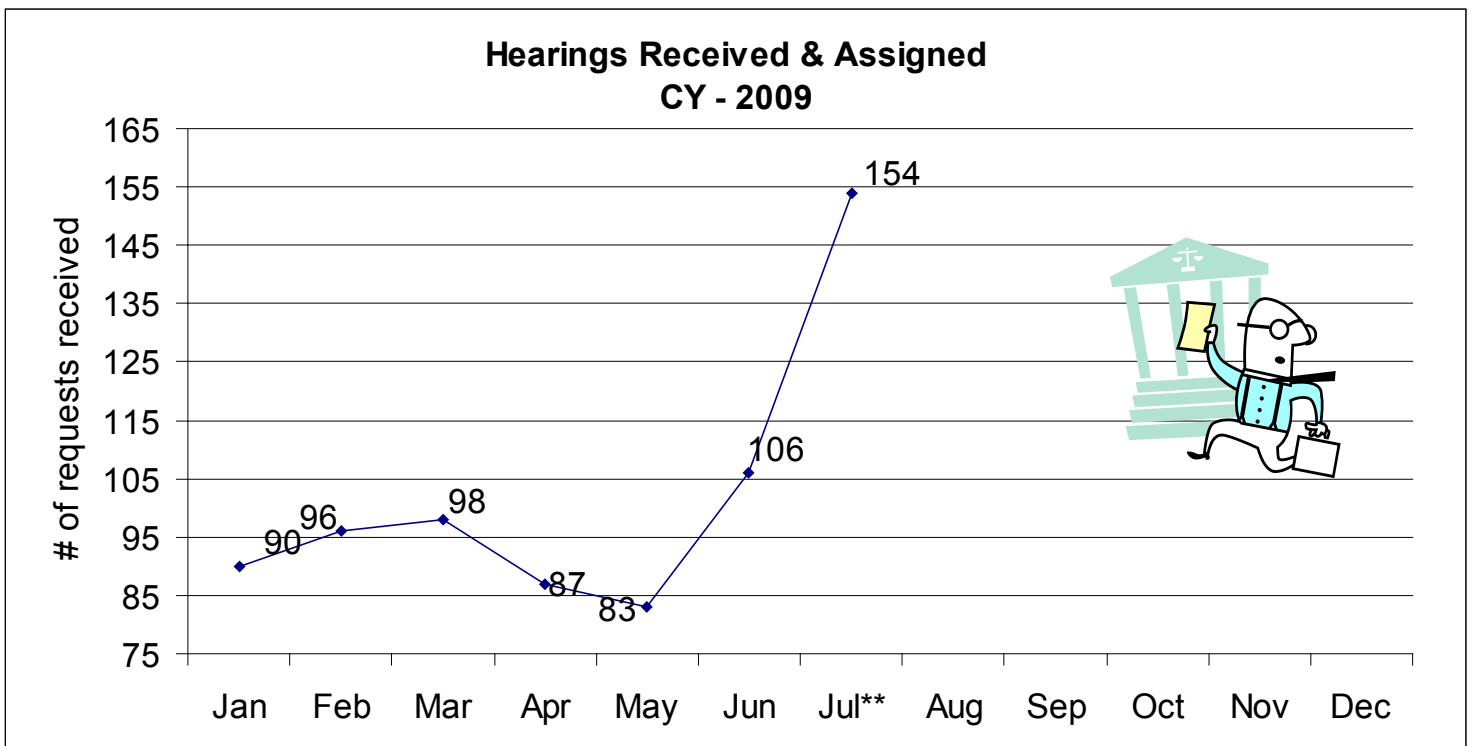
Don't forget! When you code self-employment on a SNAP case - code the **ENTIRE** income amount. Use of the correct

income code **SEC** (self employed with costs) or **SEN** (self employed with no costs) instructs the computer how to count the income.

Hearings

	Food Stamps	Medical	OVRPMT	PMDDT	Services	OTHER	DD case	UI
January	11	15	18	25	13	3	5	13
February	15	22	17	19	19	1	3	8
March	19	19	11	25	18	4	2	7
April	19	30	7	14	14	2	1	5
May	22	15	7	15	18	3	3	13
June	11	23	13	28	25	3	3	10
July*	18	20	9	26	25	2	2	7

* July increase due to SPPC notices sent and rescinded.



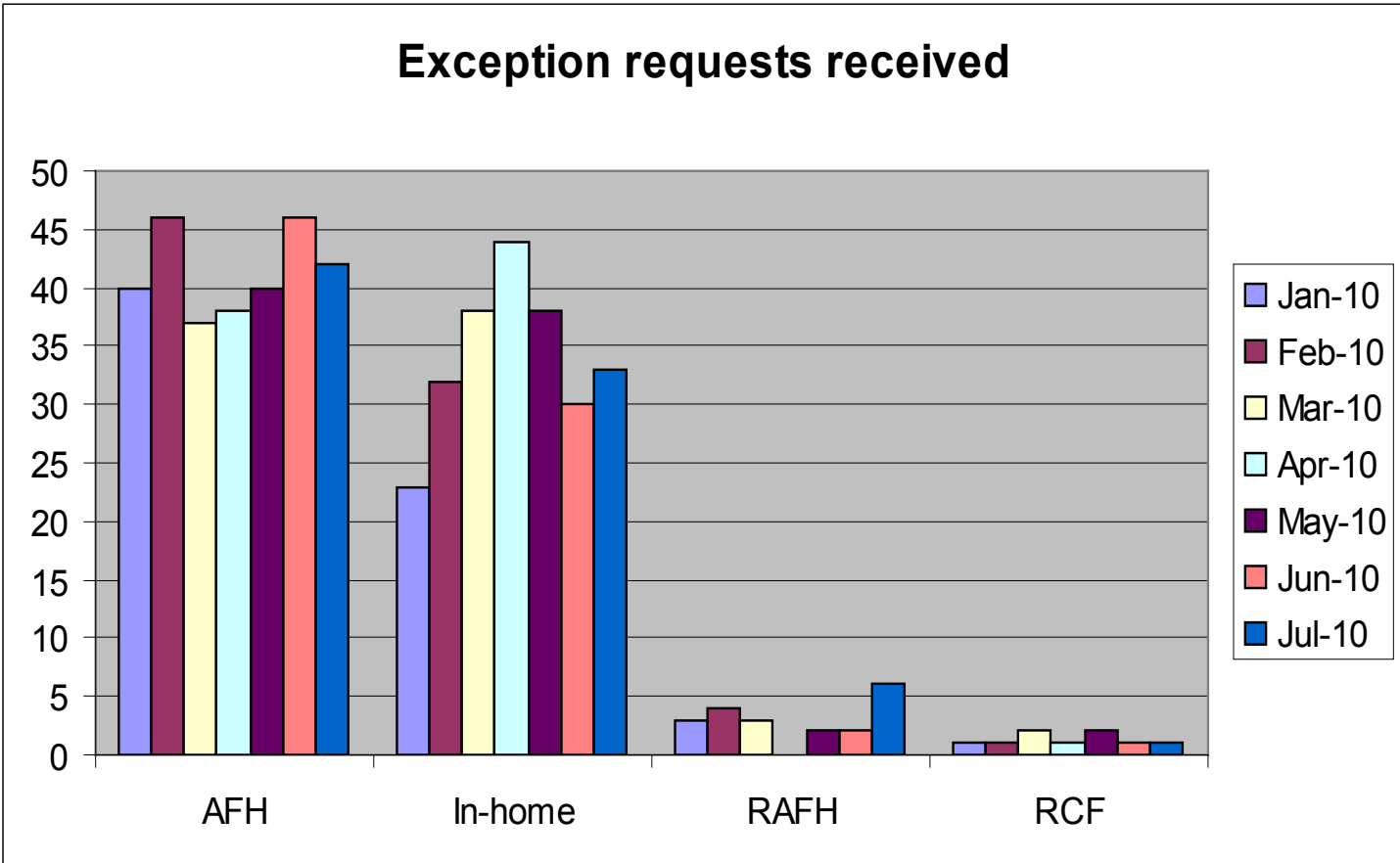
Hearing request tips!

Here are a few things to keep in mind when referring a Hearing Request to the SPD Hearings Coordinator:

- Use the “Hearings Fax Transmittal Request” template. Be sure to include all contact information for your office.
- The 443 must be accompanied by the 540, the 462A (if applicable), blank pages and back side of the notices (“Your Hearing Rights”), LOGI screen print (for system generated notices only), and any documents associated with the hearing request.


Your referral may be returned if the above items are not included.

Exceptions



In-home exception tips (from TTT):

- In-home exceptions do not need to have a 514A.
- Only send justification when it is asked for by the exception team.
- Clear and complete narration and CAPS will reduce the need to send additional information.
- Make sure the exception is approved by a manager or supervisor before sending it to Central Office.
- Use only the latest [514](#) and make sure it is complete!



Central Office Field Services team

- | | |
|--|--|
| <p>Carolyn Ross - Field Services Manager</p> <p>Sandy Hata - Transition Services Manager</p> <p>Carol Mauser - Operations Manager</p> <p>Donna Weaver - Operations Manager</p> <p>Jennifer de Jong - SPD Modernization
Program Business Transition Manager</p> <p>Heather Williams - Training and
Development Specialist</p> | <p>Debbie Harms - Executive Support</p> <p>Nathan Singer - Transition Services</p> <p>Karen Gulliver - Quality Assurance</p> <p>Caryn Whatley - Hearings Policy Analyst</p> <p>Janet Morse - Administrative/Technical
Assistant and Hearings Coordinator</p> <p>Tammy Mazon - SPD SNAP Outreach/
Volunteer Coordinator</p> |
|--|--|

Modernization

Modernization update

SPD continues to plug away at expansion, ideally we would like to catch up with SSP in order to better coordinate both training and CAPI case transfers between the two agencies. District 13 went live on August 16! This includes 3111-LaGrande, 1211-John Day, 1311-Burns, 0111 Baker City, and 3112-Enterprise. Until application volume increases, only two staff members has been activated in CAPI and will process all applications for the district.

Jennifer and I met with Lane County earlier this month and they are eager to move things along. They have several potential partner sites in mind and are beginning the initial meetings. Multnomah County has ordered their computers and I will be training staff on September 16th with the hope that they will go live shortly thereafter. NWSDS still only has North Salem and Woodburn active at this time; however, the other five branches should be up and running soon. We just learned that District 10 is ready to start meetings, so our goal of catching up with SSP no longer seems like an unachievable feat.

I have been in Salem all week with SSP trainer Scott Ciullo learning how to set up computer-based trainings (or CBTs) similar to those found in the 'Pickle Amendment Clients' section of the OSIPM Worker Guide. These online 'tutorials' will allow staff to participate in training at their own pace and schedule, and will consist of several different modules tailored to the needs of both support staff and eligibility staff. Scott has gone over-and-above with his willingness to share his knowledge, as well as his training materials, with me and with SPD as a whole.

I personally feel it's a true measure of what an SPD/SSP partnership should be; we're all ultimately working towards the same goal – providing much-needed assistance and quality service to our clients. With all the perpetual and inevitable changes, budget woes, and increasing demands on time and resources, it's good to remember we're all in this together. Until next time!

Heather Williams, SSM Trainer

North Bend – caught in the act!

On a recent trip to North Bend 0611, I caught North Bend staff going above and beyond for their client.

North Bend, and the outstation in Coquille, has an amazing phone system that allows them to transfer calls not only between their own buildings, but to the SSP office, community partners, to Salem or anywhere else the client needs. The phones are always answered – quickly! – by a live person who is helpful, compassionate and unfailingly happy to help.

I also caught North Bend handing out and sending a great appointment reminder pamphlet. The pamphlet includes the [DHS 0223](#), the form that tells applicants what they need for verification, and a form the worker can complete with the appointment information, their addresses, the SPD mission statement and Core Values.

No wonder their clients say such nice things! Great job North Bend.



LDMS

Lean Daily Management System (LDMS) in SPD

As the SPD LDMS Initiative Lead for the last five months, I have had the pleasure and honor of working closely with some of you and getting to know some others. During this time I have heard several questions from staff ranging from “what is LDMS” to “why did we choose to implement LDMS as an agency from all the other Lean tools available”. The Lean Daily Management System is essentially a set of procedures and processes that help small, intact work groups (aka teams) to focus on and continuously improve their day-to-day work processes. DHS/OHA has chosen LDMS because it provides the strong foundation needed to build a true world-class organization. Without this foundation improvements are made on an ad-hoc basis rather than continuously and all Lean work hangs loosely without a framework. As such it is not only a tool but a philosophy of work that will drive us to achieve success in meeting the growing needs of our vulnerable populations. And who doesn't want to get behind a noble and practical goal like that?

So much has been going on with LDMS in the agency as a whole. The Kaufman Global (KG) consultants came to central office in May. We set them up with focus groups including SPD staff and managers. KG had a chance to ask questions as well as listen to their needs and concerns. This was done to give KG a baseline — a snapshot of the current state of where we in SPD, were with LDMS awareness and implementation. Ten people in the agency received training by KG to provide workgroup (aka team) coaching as well as manager training. In this time two managers, Cheryl Sanders-Miller (Executive Director of the SPD Home Care Commission) and Angela Munkers (the then manager of In-Home Services unit) volunteered their workgroups to participate as pilot training groups. As a result, the workgroups now have Primary Visual Displays that they built from scratch during the course of the coaching. They also have daily huddles and metrics that are meaningful to their teams. One of the two groups has had success in submitting, processing and completing Continuous Improvement (CI) Sheets. Also that group has been scheduling weekly Continuous Improvement meetings to identify and define their five workgroup keys, check the status of their CI sheets and review/analyze their metrics. Kudos to both teams on making the time commitment and working collaboratively to relate the concept of LDMS directly and meaningfully to the work they do!!!



KG ended their time here with us but the work of LDMS continues. It has been exciting to see the momentum it is gaining daily and the benefits that are being received by those that have been coached. At this time we are working on an LDMS implementation plan. We are looking to recruit new workgroups. At this time we are in discussions with three teams that would like us to bring the LDMS training to them.

In future articles I hope to keep you all updated as to LDMS activities throughout SPD as well as providing quick tutorials on LDMS components, metrics and what it takes to get started on LDMS implementation. In the meantime if you have any questions and/or suggestions, please feel free to contact me via email at Sudha.ramakrishnan@state.or.us or phone at 503-945-6937.

Reminders

Training reminder

Classes seem to be very full and have caused some issues:

1. If a staff person has signed up for training but moved to a different job, please remember to cancel this person from the class to assist those who are on a wait list. If a staff person knows before their training they cannot attend for some reason, have them cancel the training.
2. When a staff person is not going to attend training do *NOT* send someone in their place. If there are others on the waiting list, they should have first priority to attend the class.

Thanks for your cooperation in making this work, *SPD Policy staff*.

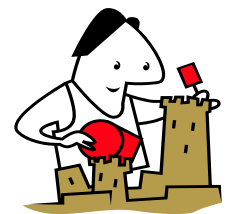
Multiple race codes in OAccess

Clients who self-identify themselves as more than one racial group need to have their selection reflected on OAccess. Click on the gray box which is outlined below in red.

SSN: [] DOB: 10/14/1981 Prime Nbr: []
Citizenship: US Citizen [] Legal Alien [] Other [] Sex: Male [] Female [] Disabled: [x] Blind: []
Live in: Homeless [] Death Date: 00/00/0000 Stay in Oregon: [x]
Marital: Never Married [] Lang Spoken: English [] Spouse is or was a vet: []
Race: White [] ... [] Lang Read: English [] Unpaid medical bills: []
Ethnicity: Not - Hispanic or Latino [] Alt Format: None [] Initial Inq MMA? Yes [] No []
1. Tele Nbr: () - Ext: [] Type: None [] 454D Comments
2. Tele Nbr: () - Ext: [] Type: []
3. Tele Nbr: () - Ext: [] Type: []
4. Tele Nbr: () - Ext: [] Type: [] Verified: []

The Race/Ethnicity box opens. Choose the correct line for ethnicity and one of the races declared, then click on *add*. You can add as many lines as you need.

Person List: 1 []
Person Detail: SSN: [] Citizenship: US Citizen [] Legal Ali [] Other []
Live in: Homeless [] Marital: Never Married []
Race: White [] ... [] Lang Read: English [] Unpaid medical bills: []
Ethnicity: Not - Hispanic or Latino [] Alt Format: None [] Initial Inq MMA? Yes [] No []
Race/Ethnicity for: Ethnicity: Not - Hispanic or Latino []
Race: White [] Amer Indian/Native Alaskan [] Add [] Remove []
OK [] Cancel []



Thank you Diane Niko, PME reviewer!

HCW

HCW - reminder

Just a reminder regarding homecare workers in approved status in OACCESS:

Please do not add a pending line or application denied line with a future begin date (or no begin date) under Eligibility Status/History on the Provider Maintenance screen on OACCESS for homecare workers approved to work based on their current criminal records check.

Example under *Eligibility Status/History*:

Eligibility Status / History						
Condition	Status	Level	Begin	End	Review Due	
Pending	Pending	Unknown At	08/01/2012	00/00/0000	00/00/0000	
Active	Approved To Work	Career	07/27/2010	07/31/2012	07/27/2012	

Approval

Condition	Status	Reason
Active	Approved To Work	

Level: Career CHC Status: Rtrnd, Approved

Appvl Dt: 07/27/2010 Begin: 07/27/2010 End: 07/31/2012 Rvw Due: 07/27/2012

Eligibility Status / History						
Condition	Status	Level	Begin	End	Review Due	
Inactive	Appl Denied	Unknown At	03/01/2012	12/31/9999	00/00/0000	
Active	Approved To Work	Career	02/02/2010	02/29/2012	02/29/2012	

Approval

Condition	Status	Reason
Inactive	Appl Denied	

Level: Unknown At CHC Status: Prov Fail Resp-C

Appvl Dt: 00/00/0000 Begin: 03/01/2012 End: 12/31/9999 Rvw Due: 00/00/0000

If this occurs, the homecare worker will not show up on the criminal records recheck reports on the Registry and Referral System.

In-home Services Unit

Congratulations! SEVEN branches had NO citizenship discrepancies in July. That's more than last month! Who got it all right? The superstars are:

- * 0811: Gold Beach SPD
- * 0914: LaPine SPD
- * 1211: John Day SPD
- * 3013: Hermiston SPD (2nd month!)
- * 3112: Enterprise SPD (2nd month!)
- * 3311: The Dalles SPD
- * 5517: CMU (second month)



Want hints on how your branch can eliminate citizenship discrepancies and join the superstars? Contact [Karen Gulliver](#) for information.