



SPD Field Services: *In the Loop*

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Clackamas County gets Lean

The Clackamas County Seniors and People with Disabilities offices are getting quite creative in using the Lean Daily Management System (LDMS). LDMS has been helpful in many ways as staff moved from one office to four separate offices located throughout the county.

The Adult Protective Services section is located in three offices and has a daily huddle via IM every morning. Once video conferencing is available, they will use that medium. Every unit and office is conducting daily huddles. Most staff are now seeing the benefits. Myrna Lane, a long-time Eligibility Worker was heard saying, "I am starting to see the benefits to these daily huddles. I have clarity and guidance on what is expected of me every day."

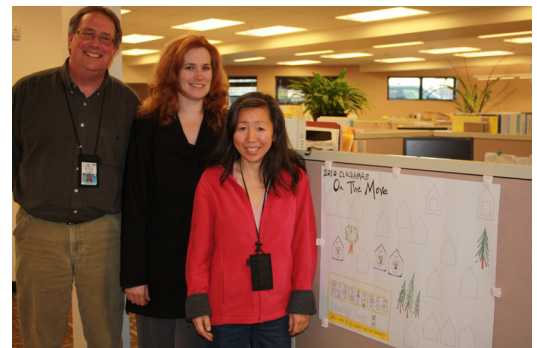
The Transition Coordinators are using a visual display board to showcase their successes as they move long-term residents from a nursing home setting to a more independent environment.

The goal of 19 within a year could easily be forgotten if the board wasn't displayed.

The team has moved three people already this year.

This visual metric allows all staff that walk by to

see the great work this team has done. The Team consists of Dave Mackowski, Melodie Kozol, JiSeon Ihn (not in picture is Tanya Trahan). *(continued on next page)*



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Clackamas County SPD Staff have undergone so many transitions since the county transferred the Medicaid and SNAP program administration back to the state. Communication has been critical and the daily huddles have been instrumental in letting staff know what is going on every day.

The offices continue to utilize measurements to display successes in work and processes.

Gene Sundet, Clackamas County District Manager

For more information on the DHS Transformation Initiative, go to their website at <http://www.oregon.gov/DHS/transformation/> where you can find links to recent results, sign up for email updates and learn more about how DHS will continue to use Lean in our journey to become a world-class agency.



OHP Standard 7210R

The OHP Standard Reservation List 7210R applications mailed to applicants the first week of March 2010 included a typo in the return date. Instead of showing a date of April 2, 2010 to establish a date of request, the applications read March 31, 2010.

DMAP is aware of the issue and are already taking steps to correct the error with the applicants. There is no action required from the field.

April 2010

Cancer Control Month

Parkinson's Awareness Month

Stress Awareness Month

Apr: 1 - 7: Laugh at Work Week

Apr: 18 - 24: National Volunteer Week

Apr 4: Easter

Apr 9: Former Prisoner's of War Recognition Day

Apr 11: World Parkinson's Disease Day

Apr 15: Income tax day

Apr 16: State offices closed

Apr 17: Husband Appreciation Day

Apr 18: Adult Autism Day

Apr 21: Administrative Professionals Day

Apr 22: Earth Day

Apr 25: National Pet Parents Day

SNAP



NED - again

A missing NED code continues to cause statewide Quality Control errors. Of the ongoing errors, remembering to add the NED when appropriate is the quickest to fix.

Remember, when the SNAP case is placed in the Simplified Reporting System (SRS) and household has zero earned income, determine if the adults in the household are over age 60 or meeting the SNAP definition of disabled (GPA 10). If so, add *NED* as a household type on the SNAP case to prevent an *Interim Change Report (DHS 0852)* from being sent to the client.

```

Rel ATP:      N/C Dollar Amount:      Ben MO-YR:      Cat El: C
Tot Rsrc      .00 Authorization ‡              ‡ To Be Replaced
  FilGrp 02 BenGrp: 02  Shelt:      6.67 Otil: 385.00-F Print Id:
Bypass:      Prq: P2 Meals: CD Cnty: 051 EH Types: NED
    
```

February 2010 SNAP honor roll

100% Accuracy!

0411	Warrenton SPD	100%	1611	Prineville SPD	100%
0511	St. Helens SPD	100%	2011	Eugene LCOG	100%
0811	Gold Beach SPD	100%	2411	North Salem ADS	100%
0913	La Pine SPD	100%	2911	Tillamook ADS	100%
1017	Roseburg DSO	100%	3013	Hermiston SPD	100%
1211	John Day SPD	100%	3112	Enterprise SPD	100%
1311	Burns SPD	100%	3411	Hillsboro SPD	100%

90% or Better Accuracy!

2211	Albany SPD	97.50	0111	Baker City SPD	93.33
1717	Toledo SPD	96.00	1911	Woodburn ADS	93.33
1811	Klamath Falls SPD	96.00	2019	Cottage Grove AAA	93.33
2111	Toledo SPD	96.00	3211	Florence AAA	93.33
2412	South Salem ADS	96.00	0914	Redmond SPD	92.00
3417	Beaverton SPD	96.00	1011	Roseburg SPD	92.00
3518	East Multnomah ADS	96.00	1517	Medford DSO	92.00
2818	N/NE Portland ADS	95.00	2518	Portland West DSO	92.00
3515	Portland ADS	95.00			

Training opportunities

Independent Choices

Upcoming Netlinks for the Independent Choices Program (ICP) have been scheduled for April 29th and May 5th from 1 - 4pm. The course number is #C01678 and is available for registration for staff interested in ICP through the [Learning Center](#).

This course will be an overview of the Independent Choices Program. Rule changes will be discussed and policy issues reviewed. Forms will also be reviewed and discussed.

New online Lean training available

A new course, *Online: Lean Thinking e-Learning Course (#C01607)*; is available through the [Learning Center](#) offering an overview of the principles and concepts of thinking about the work we do in Lean terms. It is designed to be completed at your desk and at your own pace. Narration is available through headphone or by closed captions.

The course covers Metrics, Lean Daily Management System (LDMS), 5S methods and Rapid Process Improvement (RPI) Events plus a lot more. If your area is still struggling with Lean or you personally have confusion, this is a great resource.



CEP Specialist Training

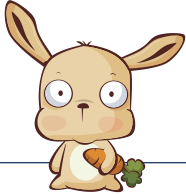
CEP Specialist Training is being offered April 7, 2010 and there is plenty of room for those wishing to attend. The class will be held at the Cherry Avenue Training Center (McKenzie Room) from 8:30 am - 4:30 pm. This class is designed for SPD/AAA support staff who work with the Client-Employed Provider program. This one-day class will cover a variety of topics, including:

- *Homecare Worker enrollment process, ranging from the initial application to entering information into OACCESS and the Registry and Referral System;
- *Issuing and paying vouchers;
- *Error messages when issuing vouchers;
- *Issuing paid time off vouchers for live-in providers with or without available paid leave;
- *Understanding and using the screens on OACCESS and the Mainframe;
- *Inactivating and terminating provider numbers.

There will be guest speakers from the Provider Payments Unit, Background Check Unit and the Oregon Home Care Commission.

Those wishing to attend can register on the [DHS Learning Center](#). Course C01076. If you have any questions, please contact Jenny Cokeley at 503-945-5799.

April 2010 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
			1 Cultural Competency & Diversity in DHS (8:30 – 4:00)	2 Cultural Competency & Diversity in DHS (8:30 – 4:00)
5 Diversion/ Transition Team training (1:00 – 4:30) Cultural Competency & Diversity in DHS (8:30 – 4:00)	6 Diversion/ Transition Team training (8:30 – 4:30) CEP Specialist Training (8:30 – 4:30) SPD CBC: 512 (8:30 – 4:30) Cultural Competency & Diversity in DHS (8:30 – 4:00)	7 Diversion/ Transition Team training (8:30 – 4:30) SPD CBC: 512 (8:30 – 4:30)	8 Diversion/ Transition Team training (8:30 – 4:30) Cultural Competency & Diversity in DHS (8:30 – 4:00) New Employee Training (8:00 – 5:00)	9 Cultural Competency & Diversity in DHS (8:30 – 4:00) 
12 Cultural Competency & Diversity in DHS (8:30 – 4:00)	13 SPD Eligibility 101 (8:30 – 4:30) CAPS Basics (8:30 – 4:30)	14 SPD Eligibility 101 (8:30 – 4:30) CAPS Basics (8:30 – 4:30) New Employee Training (8:00 – 5:00)	15 SPD Eligibility 101 (8:30 – 12:00) Cultural Competency & Diversity in DHS (8:30 – 4:00)	16
19	20 SPD Oregon ACCESS Basics (8:30 – 4:30)	21 SPD Oregon ACCESS Basics (8:30 – 4:30) Netlink: Writing a Good Decision Notice (1:00 – 3:30)	22	23
26 SPD Eligibility 201 (1:00 – 4:30)	27 SPD Eligibility 201 (8:30 – 4:30)	28 SPD Eligibility 201 (8:30 – 4:30)	29 SPD Eligibility 201 (8:30 – 4:30) Netlink: Independent Choices Program Overview (1:00 – 4:00)	30 SPD Eligibility 201 (8:30 – 12:00)



Quality control

Locating current UC claims

If a client indicates they are receiving an Unemployment Compensation (UC) payment the amount should be verified on the mainframe ECLM screen (ECLM,SSN) instead of by using a bank deposit. *Note: this must be done from a blank mainframe screen and not by using a link from WEBM,FIND or you will not see all of the function keys displayed.*

Occasionally, when the ECLM screen is accessed the current payment is not initially visible. To view the current UC payment, look to the bottom of the ECLM screen in the menu box. The number five entry reads "Clm List" or Claim List.

```

ENT) Next      6) Wage                                18) Add NM/LF
3) Customer
4) Last Emp
5) Clm List    13) Payment
16) Monetary

```

Press the *F5* key and the screen will change to ECL1, or the Claim History List screen, which will display a list of current and past UC claims for the client and the claim status. Type any character on the line in front of the entry and press *Enter* to view that claim. Any claim with a line in front of it can be viewed.

Date: 02/24/09 ECL1 - CLAIM HISTORY LIST Time: _____

Page: _____

SSN 555 34 567X CID 32 HRY 061 9KS EMILIO LEWIS

High

	<u>BYE</u>	<u>Base Qtr</u>	<u>FO</u>	<u>Status</u>
-	42/09	2/08	300	VALID CLAIM
-	15/08	4/06	300	VALID CLAIM
-	49/05	2/04	300	VALID CLAIM
-	02/04	3/02	300	VALID CLAIM
-	31/02	1/01	300	PURGED
-	50/00	2/99	300	PURGED
-	40/98	2/97	300	PURGED
-		93	300	P

Current or past claims. Mark the one you want to view and press enter

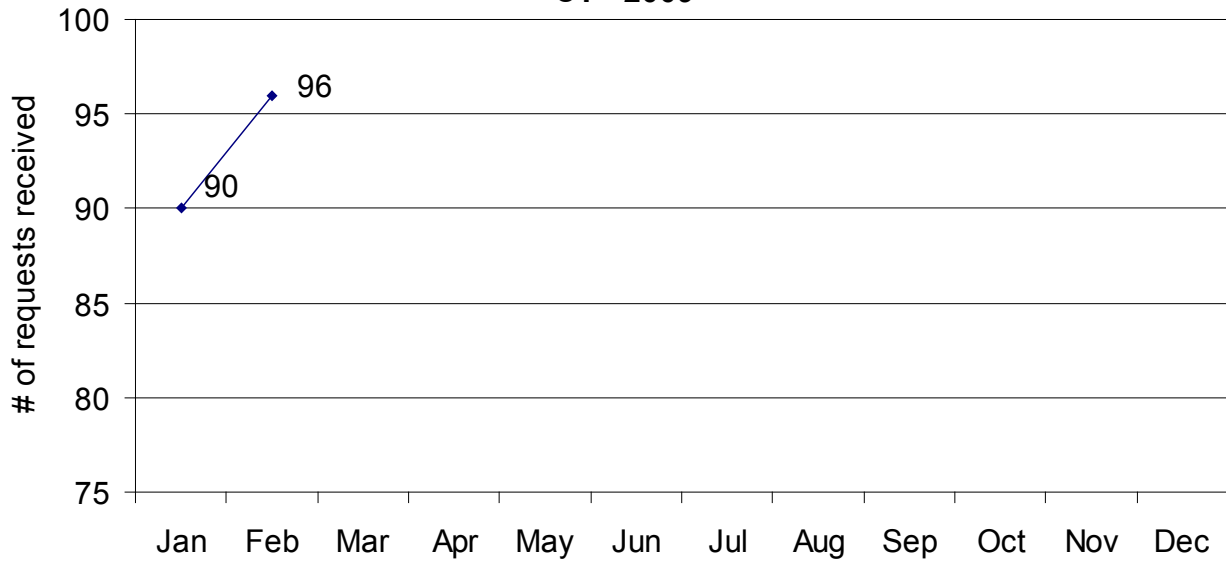
Current or past claim status.

Many of our clients have received multiple extensions on their UC benefits and not all of the extensions will be drawn on the most recent claim. ECL1 can help locate verification and prevent errors and overpayments.

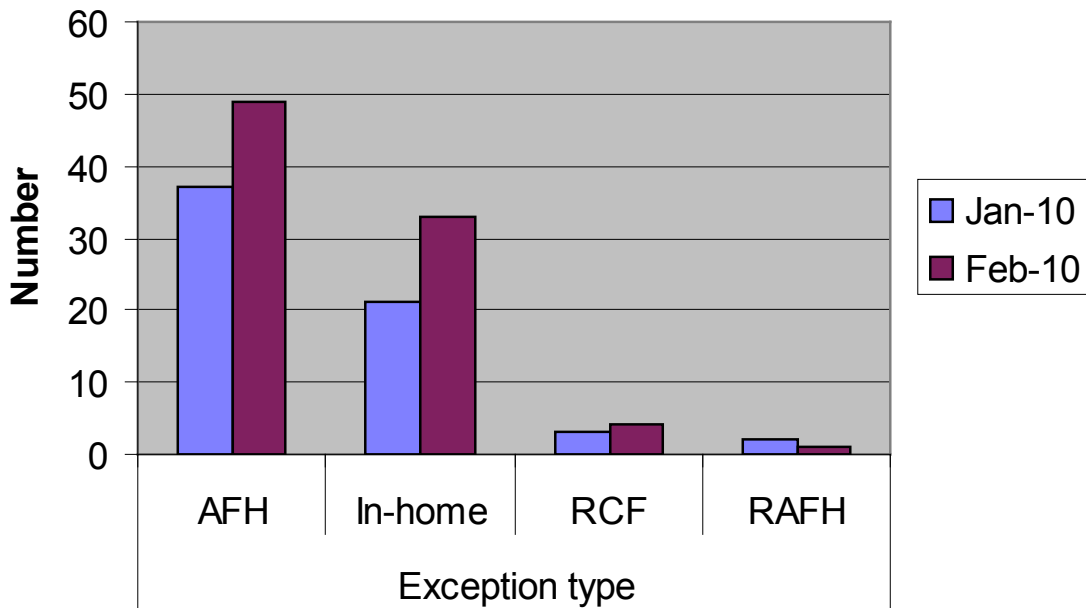
Hearings and Exceptions

	Food Stamps	Medical	OVRPMT	PMDDT	Services	OTHER	DD case	UI Hearings	TOTALS
January	11	15	18	25	13	3	5	12	102
February	15	22	17	19	19	1	3	8	104

**Hearings Received & Assigned
CY - 2009**



Exception Requests Received



Hearings

The role of DHS in Home Care Worker terminations and resignations

Because the Department of Human Services pays the unemployment insurance (UI) on Home Care Workers (HCW's) on behalf of our clients, DHS has a stake in ensuring the Employment Department (OED) does not pay on claims where the former HCW isn't eligible. As with any insurance, the more UI claims paid out on behalf of our CEP program, the higher the premiums will be for that insurance. Because of this, DHS has assigned specific people to provide the Employment Department with the same documentation employers provide when a former employee files for unemployment insurance.

The information provided to OED is in turn drawn from the documentation provided by the branch, principally in the form of OAccess narration. It is important the narration clearly indicates whether the HCW has resigned or has been let go by the client. The reason should also be clearly narrated. (If protective service investigation was involved, the usual limitations apply.)

For example, did the HCW lose their number? Were they let go by the client for not showing up repeatedly? If the HCW quit, was it because the client was abusive? Was it because of some minor conflict? Because the HCW moved on to find other work? This information will enable the CEP unit to give accurate information to OED, so OED in turn can make accurate determination regard HCW's eligibility for UI.

As with DHS's decisions, OED decisions bring with them hearing rights. DHS, as the employer of record, is "a party to the hearing," as any other employer would be. Michael Cook and Kurt Kessler are the two hearing reps primarily assigned to represent DHS in these hearings; Shannon Hunter provides back-up coverage.

In preparing for and testifying at hearings, DHS hearing reps rely heavily on the OAccess narration. But they also may contact clients, case managers, branch managers and CEP coordinators. And they may ask that you testify. Since the policy involved belongs to the OED, you won't be required to testify regarding the decision itself (as in DHS hearings). Usually you will be testifying about the conversations and circumstances surrounding the departure of the HCW - which is where clear and complete narration will be a great help. If you are asked to testify, the hearing rep assigned to the case will prepare you, so you will know what your testimony will entail.

While for most aspects of the CEP program, the client acts as the employer, DHS is the employer for payroll purposes. Accordingly, DHS is also the employer for taxes, disability insurance, and Unemployment Insurance. It is critical branches support central office in this responsibility by providing accurate documentation, replying promptly to requests for information, and cooperating with the hearing rep as they prep for and participate in hearings.

Kurt Kessler, SPD Hearing Representative

OPAR

There's great news from the Health Insurance Group (HIG)

HIG is only two weeks out on processing third party insurance referrals! Last September, the unit grew from a staff of 10 to 23 and they have been working very hard catching up the backlog as well as staying current by processing all incoming referrals right away. HIG processes on average 1,500 referrals each week in the form of 415H's, emails, regular mail, faxes, phone calls and provider 8708's.

More good news! Last September, HIG began adding exemptions from FCHP and PCO enrollment when they verify a client has private health insurance. If the client is enrolled in managed health care when the TPL is added, HIG will disenroll the client effective the end of the month. Since the change was implemented, HIG has added over 9,000 FCHP and PCO exemptions and disenrolled over 4,500 clients from managed care plans. In the past 6 months this new process has saved the state over \$12.5 million dollars in capitation payments and allowed our clients with TPL better access to their health care services.

On the horizon: HIG is currently piloting an electronic "Rush" request form at 5503. It will roll out statewide in April. This will be a big time saver for branch workers. Another project we are working on is redesigning and shortening the 415H. HIG has also contracted with a private vendor that will expedite the verification process with private health insurance carriers. Great progress and great possibilities for HIG in 2010!



Carolyn Thiebes, Analyst, OPAR

More help from OPAR

The Office of Payment Accuracy and Recovery (OPAR) receives information from several sources they use to identify clients receiving benefits erroneously; including clients who are out of state, deceased or who are incarcerated. OPAR is reviewing SPD Medicaid and SNAP cases and closing cases determined to be open in error. All actions taken by OPAR will be narrated in Oregon Access and the worker will be notified via tickler.

If multiple clients are on a Medicaid case, OPAR will refer the case to Lauren Mitchell who will refer the case to local office. Offices should contact [Lauren Mitchell](#) with the name and email address of a contact person for their branch. If the ineligible client is the only person on the Medicaid case but there are several people on the companion SNAP case, OPAR will act on the Medicaid case only and refer the SNAP case to the local office for action.

OPAR will not act on any case coded as APD, ICP, NFC, DAN or DDS – those cases will also be referred back to the branch to take action.

Medicaid cases with an incarcerated SSI client will be suspended and the SNAP case closed - unless the case is coded with APD, ICP, NFC, DAN or DDS. Incarcerated SSDI/SSB clients will have their Medicaid case closed unless the case is one of the above mentioned cases and SNAP benefits will be closed. See transmittal [SPD-AR-10-016](#) for details.

News

MMIS – updated links

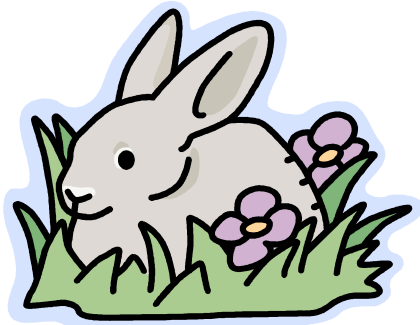
Desk manuals for MMIS have been updated on the SPD Staff Tools web page to include all Self Sufficiency training material. In one place, you can now find the information specific to SPD – Lifeline, Contract RN, etc – plus general program tools such as the MMIS crosswalk, steps for printing a medical card and a lot more.

Check out the updates at <http://www.dhs.state.or.us/spd/tools/mmis/index.htm> by clicking on the *MMIS Desk Manuals* link in the *Latest news* box.

[DHS Staff tools](#) | [SPD Staff tools](#)

Seniors & People with Disabilities - Staff tools

- [Administrative Rules](#)
- [Manuals](#)
- [Contacts](#)
- [Program & policy tools](#)
- [Resources](#)
- [Training & events](#)



Don't forget! Medical expenses must be verified before they can be used as a deduction for SNAP. Deductions are not required, so make sure the client understands their benefits are *not* dependent on turning in verification. Be careful not to deny the application if the client fails to turn in medical expenses verifications, even if you sent a pending notice.

Central Office Field Services Team:

Carolyn Ross - Field Services Manager
Carol Mauser - Operations Manager
Donna Weaver - Operations Manager
Sandy Hata - Diversion Manager
Naomi Sacks - Project Manager
Caryn Whatley - Hearings Policy Analyst

Nathan Singer - Transition Services
Karen Gulliver - Quality Assurance
Debbie Harms - Executive Support
Janet Morse - Administrative/Technical Assistant
and Hearings Coordinator

News

