

# On the Horizon

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## **A New Team Member Joins the Ranks of Modernization!**

In December Kim Fredlund started a new “adventure” as the Self Sufficiency Modernization (SSM) Business Transition Manager, which has been vacant for several months. Kim’s first day was Dec 7 and to say she’s hit the ground running is an understatement! She has attended two SSM District Representatives meetings and a Business Transition Team meeting not to mention a multitude of other SSM program meetings. Kim has shared with staff her goal of assuring that the District Representatives and Field staff has a voice in Self Sufficiency Modernization.

Kim’s tenure with the Department of Human Services and specifically with the Self Sufficiency Program (SSP) spans 18 years. During these years she has held Office Specialist 1, Human Services Specialist 1 and 3, Case Manager, Community Resource Coordinator, Line Manager and Program Manager Positions for SSP. The experience and knowledge she has gained over the years with SSP help her understand the unique needs of field staff in all branch office roles. Please join me in welcoming Kim to a much needed position for the SSM program.

One of Kim’s main functions is to ensure that the transition to a new way of doing business goes as smoothly as possible. The only way for this to happen is to be sure this program hears what the field has to say. Please feel free to contact Kim or her sidekick Alyson Vincent with any ideas or concerns you might have. You can also use the email at the end of the newsletter for communication.

**Self Sufficiency Modernization (SSM) Program Purpose:** *The SSM program was established to enable improved delivery of human services to Oregon citizens in need. This will be done by: providing online access to services and benefits processing, improving caseworker effectiveness, primarily through a series of case management systems improvement and modernizing existing Self Sufficiency systems.*

# *The Business Side of Life – Review of 2009*

*Alyson Vincent, SSM Field Business Analyst*

**Last year about this time.....** *“The process of change can be a frustrating, painful and yet a rewarding adventure”.*  
– Sandy Dugan, then SSM Bus Trans Manager (from Dec 08 Newsletter)

If you were to poll any number of the Self Sufficiency Modernization team on how the last year went you would get a mixture of all the above... frustrating, painful and **YET** rewarding. We certainly have come a long way in a year to achieve modernization of long overdue systems. To say the field has had the same experiences but in a different way is an understatement. I am sure frustrating and painful are words that echo throughout the state in one way or another. However, the work we all are doing at DHS can be seen as rewarding as we are successful in assisting people in need in this state.

**January** - SSM District Reps and Business Transition Team members start to ramp up their meetings. SSM Business Analysts bring screen shots to both groups of the “potential” Caseworker Application Processing Interface (CAPI).

**February** – Demonstrations of the Online Application for food benefits and CAPI make their first debut to District and Program Managers.

**March** –The FS policy unit works feverishly on wire frames for the Online Application. District Reps start their review of the application and how it relates to CAPI.

**April** – The Caseworker view of the application that will be seen in CAPI is analyzed re-designed and changes made that will meet the needs of the field. FS Policy folks continue their endeavor to make the online application a reality.

*“I have never run a marathon; in fact I am not really athletic. I understand the experience that a marathon runner has when they get into the “zone” after running for a period of time is similar to the rhythm a project team reaches “sprinting” to their release date.” Katherine Sherman, Program Manager, On the Horizon Newsletter for May.*

**May** - Ninety-nine change requests come in for the online application and CAPI for release 1, some small, some large. The release date moves a bit to June. Training for the pilot areas is planned.

**June –OREGON, WE HAVE LIFTOFF!** June 15, 2009 marks a date in history for DHS. The Online Application for Food Benefits goes live to pilot sites.

**July – September:** Applications start to trickle in and design continues on CAPI.

**October** – SSM District Reps review and refine CAPI features. The income section of CAPI makes its first appearance in the Newsletter. The Medical Policy Analysts join to start the process for Release 3 to introduce medical questions to the online application.

**November** – SSM Business Analysts send requirements and the prototype to the Development team for Release 2 which provides more functionality to CAPI. The Newsletter features some of the functions including automated methods of income calculation.

**December** –Planning starts for Release 2 testing and potential expansion of pilot sites for Release 1.

**The year has been busy to say the least. 2010 holds more excitement as we look forward to a statewide rollout of the Online Application and CAPI.**

# Seniors and People with Disabilities Corner

Tammy Mazon, SNAP Resource Coordinator

***“SPD will continue providing outreach services to those individuals who normally may not consider applying for benefits. The online application and added features will assist in this goal.”***



## ***SPD/AAA Pilot Sites:***

*50+ Center, Salem*

*Salem/Keizer Senior  
Center, Keizer*

*Monmouth Senior  
Center*

*Tillamook Library*

*Woodburn Senior  
Center*

In April of 2008 my journey as the Food Stamp Resource Coordinator for the “Senior Food Stamp Pilot Project” began. The goal of the project continues to focus on outreach to seniors age 60 and over and the online application in the five pilot sites. The site locations were pre-selected and the list of senior volunteers was recruited by our partners at AARP.

While waiting for the completion of the release of the online application, the Food Stamp analysts and SPD management staff decided we would begin serving the seniors in Marion, Polk and Tillamook counties by using the existing paper application which got the ball rolling.

The initial process consisted of an interview done by the volunteer and the application along with supporting documents being faxed to me. The application was then faxed to the assigned branch based on city and zip code. The receiving NWSDS offices had designated pilot project eligibility specialists who would process the application in the same way they would with other applications with the exception of performing another face to face interview.

During the interview process the applicant(s) would be told that if they were to be found eligible for benefits they could either request their EBT card be mailed or go directly to their branch office to pick one up.

Once the online application was complete and ready for rollout to the pilot sites in June of 2009, the volunteers were pulled together for a one-day training. Due to the user friendliness and simplicity of the application the need for a additional training by myself was basically a refresher course with routine visits made to the sites to provide additional training or answer questions the volunteers had.

As of today the pilot project has over 200 applications both paper and online since August 2008 for the senior population. This project has given seniors another opportunity in which to apply for other needed services.

What does the future hold? SPD will continue providing outreach services to those individuals who normally may not consider applying for benefits. The online application and added features will assist in this goal.

# Self Sufficiency Modernization Representation

## ***Executive Steering***

### ***Committee:***

*Rick Howard  
Kathryn Naugle  
Marge Reinhart  
Vic Todd  
Belit Stockfleth  
Monte Burke  
Karen House*

## ***Working Steering***

### ***Committee:***

*Belit Stockfleth  
Monte Burke  
Karen House  
Donna Weaver  
Carol Mauser  
Chere LeFore  
Linda Weight  
Debbie McCullough  
Leo Ott  
Katherine Sherman  
Shannon Glasscock*

## ***Business Transition***

### ***Team:***

*Bonnie Murray  
Bonnie Wakeland  
Carol Mauser  
Chere LeFore  
Christina Kocks  
Christina Latham-Brown  
Christy Williams  
Dave Flock  
Donna Weaver  
Lucas Belch  
Penney Latimer  
Sandra Chase  
Scott Ciullo  
Sudha Ramakrishnan  
Susan Gabay  
Traci Sahlberg  
Katherine Sherman  
Shannon Glasscock  
Kim Fredlund*

## ***District Reps:***

*Alice Choi  
Ann McGranahan  
Anne Hilgers  
Barbara Zharkoff  
Bob Weir  
Cayle Tern  
Christina Kocks  
Christina Latham-Brown  
Dan Ramirez  
Debbie Vantassel  
Debra Siegle  
Diane Niko  
Don Captein  
Gina Bradshaw  
Jackie Ibarra  
Janet Scott  
Janette Howard  
Jonathan Saylor  
Karen Alexander  
Kathy Brooks  
Kaye Hostetler  
Lynette Pierce  
Matt Bogart  
Med Policy Analysts  
Melinda Compton  
Melinda Lantz  
Rosa Mendez  
Schellie Eldred  
Sherrie Burrell  
Stephen Harris  
Steve Fedorko  
Tammy Mazon  
Traci Sahlberg  
Valentina Krichun*

*“It has been awesome to see creative minds from around the state work together on a project that will take our Department in steps toward modernizing our operating systems and working smarter. Being a part of this team allows me to contribute my ideas and represent District 2 by relaying our processes and giving District feedback”. – Robin Benedict SSM Dist Rep Dist 2*



If you have any ideas or questions please contact your district rep, or the program at [SSM.Program@State.OR.US](mailto:SSM.Program@State.OR.US)