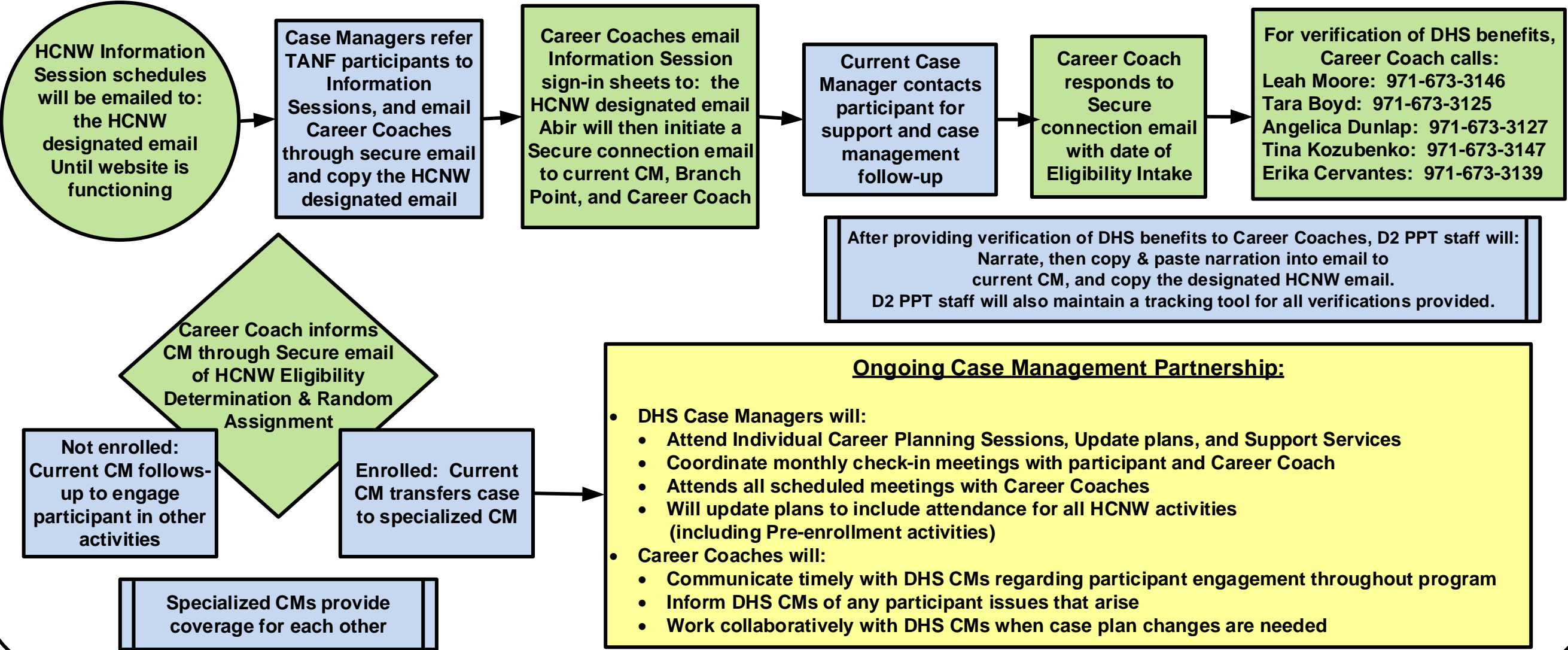


DHS D2 – HCNW Process & Communication Flow

General Procedures

- All email communication will be sent through Secure email, and through the following HCNW designated email: D2.HCNWTANF@dhsola.state.or.us with HCNW included in the subject line, after a space and the #secure#.
- For agencies who do not have secure email, always reply-all to secure emails initiated/sent by DHS.
- DHS case managers and Career Coaches always copy the HCNW designated email on all HCNW related communication.
- DHS case managers use HCNW heading on all related narrations.
- DHS specific data will be tracked by Abir Hakim.



After providing verification of DHS benefits to Career Coaches, D2 PPT staff will:
 Narrate, then copy & paste narration into email to current CM, and copy the designated HCNW email.
 D2 PPT staff will also maintain a tracking tool for all verifications provided.

Ongoing Case Management Partnership:

- **DHS Case Managers will:**
 - Attend Individual Career Planning Sessions, Update plans, and Support Services
 - Coordinate monthly check-in meetings with participant and Career Coach
 - Attends all scheduled meetings with Career Coaches
 - Will update plans to include attendance for all HCNW activities (including Pre-enrollment activities)
- **Career Coaches will:**
 - Communicate timely with DHS CMs regarding participant engagement throughout program
 - Inform DHS CMs of any participant issues that arise
 - Work collaboratively with DHS CMs when case plan changes are needed

Specialized CMs provide coverage for each other