

Colleen Clark

From: Colleen Clark <do-not-reply-vms@bloomerang.com>
Sent: Wednesday, October 22, 2025 2:27 PM
To: Colleen Clark
Subject: Secure Email Update

CAUTION: This email originated outside the State of Idaho network. Verify links and attachments **BEFORE** you click or open, even if you recognize and/or trust the sender. Contact your agency service desk with any concerns.

Good afternoon,

We have found a work around to the Secure Email system. **If you need to send SHIBA documents that can be emailed out or mailed out to beneficiaries, please follow the steps below:**

1. Attach documents you would like sent to beneficiary to their BCF in ACL STARS
 - a. At the bottom of the BCF, you can attach up to 5 documents. If you need to attach more than 5 documents, please consolidate multiple documents into one.
2. Once completed, send an email to IdahoSHIBA@doi.idaho.gov that includes:
 - a. The first and last name of the beneficiary you counseled
 - b. The date you counseled them
 - c. How you want the documentation to be sent to beneficiary (email or USPS)
 - d. And the email address or mailing address of the beneficiary

If you have any questions, please reach out to us at IdahoSHIBA@doi.idaho.gov or your coordinator.
Thank you,
Colleen

Colleen Clark
SHIBA Program Supervisor
IdahoSHIBA@doi.idaho.gov

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