

In the Loop

Message from Mike

During this holiday season, I want to take a moment to express my deepest gratitude for all you do. I am privileged to lead a group so dedicated to the safety, health, and independence of our fellow Oregonians.



Some of our tremendous challenges included preparing for the K Plan, working on the Affordable Care Act, and reducing nursing facility caseloads. Your performance has been nothing less than stellar. Here are just a few of your accomplishments:

- Achieving over 90% compliance with waived case management contacts;
- Serving a higher and higher proportion of individuals with supportive services in home and community based settings;
- Providing excellent customer service with SNAP and Medical eligibility in response to changes;
- Improving APS timeliness significantly;
- Continuing development of Aging and Disability Resource Connections;
- Achieving Over 98% accuracy in disability determinations;

Continued on the next page

Inside this edition:

Message from Mike	1	November 2013 SNAP honor roll	7
CBC 512 adjustment payments to issue weekly	2	Hearings procedure update	8
Don't forget - SNAP supplements	2	Case transfer email boxes	8
Expedited coding on SNAP cases	2	NVRA IX	9
PACE	3	Expedited SNAP class vs. SNAP basics	10
2014 voter registration deadlines	3	January 2014 calendar of events	10
Don't forget - SNAP medical deductions	3	Forms update	10
Coming this Spring	4	Toys for Tots	11
January 2014 CBC payment schedule	4	Your friends and guests are protected under Fair Housing law	11
January 2014 training calendar	4	Targeted review changes for 2014	12
State warns Oregonians about unlicensed payday lenders	6	DDS Award of excellence	12
TC regional training	7	2014 APD training	13
		State Library eClips	14

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

Continued from the previous page

- Reducing the PMDDT backlog.
- Tackling all of the new responsibilities associated home care and personal support workers.

I could go on and on. Look for a more comprehensive summary of our 2013 accomplishments in January.

My success as the APD Director is 100% dependent upon the actions of all of you. I mean that sincerely and I cannot thank you enough for all you do!

I wish each of you a safe, happy, and healthy holiday season.

Mike McCormick

CBC 512 adjustment payments to issue weekly

Effective immediately, adjustments to 512 payments will issue with weekly check runs. This includes adjustments issued within the same month as the original payment.

Previously, Program and System requirements held the adjusted payment until it could run through Trust & Agency reporting, which was processed at the end of each month. This reporting will now be run weekly, allowing for weekly issuance of adjustment payments.

Kristen Hutton, SPD Payment Support Unit



Don't forget! Any SNAP under issuance is applied to an overpayment before issuing a supplement. If the customer should have received \$100 SNAP benefits, but was issued \$90 in error, there is a \$10 under issuance. If there is an overpayment of \$40, the \$10 supplement is applied to the overpayment and no supplement is issued. See [SNAP G.16](#) for more details.

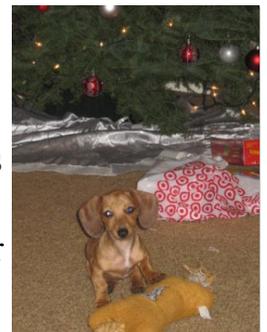
Expedited coding on SNAP cases

Each new applicant and any applicant that has had a break in benefits must be screened for expedited eligibility. Coding SNAP cases as expedited is a very important piece of the eligibility process. We need to make sure these cases are coded correctly – with an “IX” or “EX” REL-ATP code. This specifically identifies the case as expedited, which is required by Food and Nutrition Services (FNS).

This coding does many things. It allows us to report to FNS correctly, allows your timeliness report to be accurate and will make the ME reviewers very happy. Processing an application quickly and issuing benefits within a day or two is amazing, so give yourself credit for doing a great job, and code those cases correctly!

Check the DHS Learning Center for the expedited SNAP training: C02115.

SNAP Policy Analysts



Mia - Nicole Gustafson, OPAR

Quick facts about programs of all-Inclusive Care for the Elderly (PACE)

PACE is a cooperative program under Medicare & Medicaid. It was created to provide flexibility to meet the long-term care & Health needs of consumers in a more coordinated manner than traditional coverage. A team of professionals from multiple disciplines, called an Inter-Disciplinary Team (IDT) work together with consumers, caregivers and families to develop a holistic and effective plan of care.

Who can join PACE? People who meet the following criteria can join PACE:

- Age 55 or older;
- Meet SPL 1-13 and can live safely in the community;
- Must be eligible for Medicaid or Medicare;
- Live in a PACE service area;
 - Currently, **Multnomah County & parts of Washington County**
 - *PACE programs are being explored in several areas of the state.*

What are PACE services?

PACE provides all the care and services covered by Medicare and Medicaid, as authorized by the IDT. Most services are provided in a single location for each participant. The Social and Health Centers are where participants see their primary care doctors; attend adult day services; participate in OT and PT; and receive most other PACE services. PACE Covered Services Include:

Case Management • Adult Day • Medical Care (including preventive and specialty services) • Hospital • Dentistry • Recreational Therapy • Nutritional Counseling • Prescription Drugs • Social Services • Community Nursing • Nursing Home Care • Laboratory/X-ray Services • Emergency Services • Social Work Counseling • Home Care • Transportation • Physical & Occupational Therapy

PACE can also cover other services that are available in your area and determined necessary by your team of health care professionals to improve and maintain your overall health. Questions about the PACE program can be referred to Christina Jaramillo: Christina.Jaramillo@state.or.us or 503-945-5990.

APD Long Term Care policy

2014 voter registration deadlines

The deadline for 2014 voter registration is twenty-one (21) days prior to the election. Contact Karen Gulliver, karen.l.gulliver@state.or.us, if you have any questions.

Deadline:

Election:

- | | |
|---------------|----------------|
| ▪ February 18 | ▪ March 11 |
| ▪ April 29 | ▪ May 20 |
| ▪ August 26 | ▪ September 16 |
| ▪ October 14 | ▪ November 4 |



Tucker - Jodi West, La Grande



Don't forget! Remember to verify, narrate, and update SNAP medical deductions for appropriate customers at *every* certification and recertification. Either fill in the *Medical Costs* tab in Oregon ACCESS, or narrate, or both, Unexplained expenses will cause an error and so will unverified ones - so be careful! See [SNAP manual, F.21](#) for medical expense details.

Coming this spring!

The number of maximum IADL hours will be increased per Legislative directive. A Rule Advisory Committee workgroup will be meeting soon to update the rules and discuss implementation for spring of 2014.

Kelsey Weigel, Medicaid Long Term Care

January 2014 Community Based Care payment schedule

January provider service payments for the APD and DD Programs will issue the night of Wednesday January 1st and mail to providers the next business day which is the morning of Thursday January 2nd.

January provider service payments for the CEP Program will issue the night of Thursday January 2nd and mail to providers the next business day which is the morning of Friday January 3rd.

****Due to the weekend of January 4th and 5th, there may be a delay in the arrival of provider checks from the Post Office.****

The difference in payment schedules is as follows:

- APD and DD payments process the night of the first of each calendar month and mail the next business day.
- CEP payments process the night of the first *business day* of the month and mail the next business day.



L-R; Maryann and DesertRose - Pamela Taylor, EAU

Direct Deposit (EFT) payments will also issue per the schedule noted above, however rather than being mailed they will be sent to the Department of Treasury and out to individual banks for processing. *Banks are allowed to use up to three (3) banking days to process direct deposit payments which does not include weekends or holidays!* Please note DHS does not have any control of how and when individual banks process their direct deposit payments.

Per the agreement signed by the provider to begin direct deposit of their payments, the provider is required to confirm funds are available before making purchases out of their account. DHS will not reimburse providers for overdraft charges due to insufficient funds.

- EFT payments for APD and DD providers will be available on or before 11:59 pm of Monday January 6th.
- EFT payments for CEP providers will be available on or before 11:59 pm of Tuesday January 7th.

Direct Deposit information and sign-up form: [Click here](#).

Kristen Hutton, SPD Payment Support Unit

The Cherry Avenue training center is temporarily the site of the Cover Oregon processing center. If you have a class scheduled for Cherry Avenue in January check the class status to find the new location is or see if the class has been canceled or rescheduled.

January 2014 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
		1 CLOSED	2	3
6 Cultural competency and diversity (8:30 - 4:00)	7	8	9	10  Boris - Karen Gulliver, APD Field
13	14	15 DV 101, Portland (8:30 - 4:30)	16	17 Cultural competency and diversity (8:30 - 4:00)
20 CLOSED 	21 Case management essentials (8:30 - 4:30)	22 Case management essentials (8:30 - 4:30)	23 Case management essentials (8:30 - 4:30)	24 Case management essentials (8:30 - 4:30) Cultural competency and diversity (8:30 - 4:00)
27 APS core competencies, Portland (8:00 - 5:00)	28 APS core competencies, Portland (8:00 - 5:00) Advanced case management skills (8:30 - 4:30)	29 APS core competencies, Portland (8:00 - 5:00) Advanced case management skills (8:30 - 4:30)	30 APS core competencies, Portland (8:00 - 5:00)	31 APS core competencies, Portland (8:00 - 5:00)



State warns Oregonians about unlicensed payday lenders

Don't bury yourself in illegal interest and fees this holiday season

(Salem) – With the holiday spending season under way, the Oregon Division of Finance and Corporate Securities warns consumers about the dangers of unlicensed payday lenders.

“While Oregon law limits how much can be charged for a payday loan, unlicensed lenders don’t follow the law so they lure people to websites with promises of quick cash and then charge exorbitant fees,” said David Tatman, the division’s administrator.

The division receives ongoing complaints about payday lenders who frequently charge far more than state law allows. For example, the most you should pay in interest and fees for a \$100 loan is \$13.06. You have 31 days to pay back the loan, and you should get a written agreement spelling out the details.

Consumers often complain that they gave payday lenders their bank account number, then later realized the lender is withdrawing far more than what they expected or that is legal.

The division recently created www.stopunlicensedloans.com to alert people to the problem of unlicensed lenders. The site also provides a list of lenders licensed to do business in Oregon; the division receives few complaints about licensed lenders.

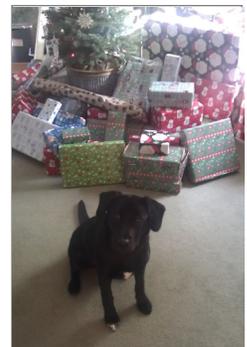
“We understand that short-term loans are a way for some people to make ends meet,” Tatman said. “But it’s easy to dig yourself into a hole when illegal lenders charge double and triple what is allowed by law.”

Surveys show that holiday spending will likely increase this year as Americans perceive improvement in their financial situation. Still, debt remains a concern. More than half of people with incomes below \$25,000 say that if they were to receive a \$5,000 windfall, they would use it to pay down debt, according to a Nov. 27 survey by the Consumer Federation of America and the Credit Union National Association. A total of 32 percent of people with incomes above \$100,000 said the same.

“Of course, creating an emergency fund to help with unexpected expenses or a Christmas fund to control holiday spending are great strategies to limit debt in the first place,” Tatman said. “But when you really need a payday loan, you can avoid paying ridiculous amounts of interest simply by using a licensed lender who follows Oregon law.”

If you have questions about payday loans or whether a lender is legal in Oregon, visit the new website or call the division at 866-814-9710 (toll-free in Oregon) or 503-378-4140.

The Division of Finance and Corporate Securities (DFCS) helps ensure that a range of financial products and services are available to Oregonians and protects consumers from



Dexter - Christy Woolard, Medford

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financial fraud and abuse. It does that by licensing financial institutions and service providers, regulating the sale of securities in Oregon, investigating complaints and alleged violations of financial-service laws, and providing education and other resources to consumers. The division is part of the Department of Consumer and Business Services, Oregon’s largest business regulatory and consumer protection agency. For more information, visit www.dcbs.oregon.gov.

*Diane Childs, Financial Information & ID Theft Program Outreach Coordinator,
Oregon Division of Finance & Corporate Securities*



*Daisy - Sherry
Kroll, Albany*

TC regional training

State wide regional Transition Coordinator trainings wrapped up this week. Five regional trainings were offered around the state and we had a great turn out. The TC teams shared some best practices and problem solved through some of the more challenging transitional cases. Additionally, TC’s learned about progress on the MFP program, HB2216, updates from the STEPS program and new specific need contract development. Pictured is staff from Washington, Clackamas, and Multnomah County in their breakout session.



*Washington, Clackamas,
and Multnomah Counties*

Roberta Lilly, Transition Services

November 2013 SNAP honor roll

100% accuracy!

0111 Baker City APD	100%	2211 Albany AAA	100%
0310 Canby APD	100%	2911 Tillamook APD	100%
0411 Warrenton APD	100%	3111 La Grande APD	100%
0511 St. Helens APD	100%	3211 Florence AAA	100%
1211 John Day APD	100%	3411 Hillsboro APD	100%
1311 Burns APD	100%	3415 Tigard APD	
1611 Prineville APD	100%	3417 beaverton APD	100%

90% or better accuracy!

2111 Toledo AAA	96.00	1911 Woodburn AAA	93.33
2711 Dallas AAA	96.00	2311 Ontario APD	93.33
2818 North/North East Portland	96.00	1513 Medford SSO	92.00
3515 Portland AAA	96.00	1717 Grants Pass DSO	92.00
2411 Salem AAA	95.56		

36 branches were reviewed, the accuracy rate for all reviewed branches is 61%.

Hearings procedure update

December 1 brought about some changes to the Hearings section of the APD [Generic Program Elements](#). In general clients have a right to a hearing when, among other things:

- Their benefits are closed, reduced, or suspended;
- They disagree with the type or the amount of benefits they are found eligible for;
- Their application for benefits is denied;
- They are found liable for an overpayment, or
- They dispute the effective date of their benefits.

One of the most significant changes to be addressed in the worker guide is that clients no longer need to complete a [DHS 0443](#), *Administrative Hearing Request*, form to have a right to a hearing in medical and service programs. In medical and service programs, an oral or written request is considered a completed hearing request.

This change became effective 10/01/13, and the procedure for processing an oral hearing request is addressed in [APD IM 13-089](#). This same process should be followed if a client requests a hearing in writing on some document other than a DHS 0443.

In hearings where client contests being denied a particular medical service, the client must complete the DHS 0443 and the hearing must go to DMAP. THESE hearing requests are NOT complete upon a verbal request, or upon the submission of a document other than a DHS 0443.

Chris Ellis, APD Hearings

Case transfer email boxes

Transmittal [APD-IM-13-086](#) from November 27th has generated a lot of questions from the field. Here are answers to the questions most frequently asked:

Are these new?

We've had these addresses for a long time, but they were set up as internal boxes only. Now the email addresses are available to everyone and AAA can use the boxes to send and receive case transfers, too.

When do I use these email addresses?

The case transfer email addresses are for case transfer requests and notifications. For instance – the case is in Medford but the client is now in Eugene. Staff in Eugene can send a request for transfer to the Medford office case transfer email address and request the case be moved to the Eugene office. Also – if a client used to be in an APD office and now they need to be at 5503, the case transfer information is sent to the 5503 email box and worked by assigned staff.

What about the old boxes?

If you have the old addresses in your email favorites, delete them and use the new ones.

If you have questions, contact Karen Gulliver: 503-569-7034 or karen.l.gulliver@state.or.us.



*Baxter, Bonnie
Bischke, SFPSS*

NVRA IX

Here are more questions and answers about the National Voter Registration Act (NVRA) procedures. If you have a question, contact Karen Gulliver by phone, 503-569-7034, email: karen.l.gulliver@state.or.us, or IM.

Q: My customer sent in an 852 marked “yes”, can I send him the NOTM?

A: Well....maybe. NOTMs are tricky for AAA and APD. Here are the rules if you want to send the NOTM:

- Customers must have an email address they have *already given you*;
- Customers must have the ability to type the registration address on the NOTM;
- The NOTM must be sent in a **large print** format only;
- The NOTM address does not indicate the person was referred via DHS or AAA so the narration is even more important!

Q: When the customer marks the yes on the application and I send the 503 registration form, do I have to keep the declination part also?

A: No. The application with the voter registration question (page 8) *is* the declination – you do not have to also keep the tear off declination from the application; every DHS form with the voter registration question is the declination. When the customer says “yes”, send the SEL/MSC 503 and recycle the tear off declination portion. If the file is transferred to another office with the form, the narration will prove voter registration was offered.

Q: Am I supposed to track the “yes” declinations?

A: No you are not. The only thing the office has to count, track, and report for voter registration is the number of registration cards sent to the county election office. The declinations, both the “yes” and the “no”, are kept together in a file and used for auditing but they do not have to be counted.

Switchboard option or receptionist: Talk about this in your office and see if this will save time! When a customer calls to report a change of address the person who receives the call is responsible for voter registration. But, you can opt to automatically send a 503 to everyone who reports a change of address.

Instead of asking “Would you like to register to vote?” (or whatever), the switchboard could say “We will send you a voter registration card at your new address.” Then mark the declination “yes” and mail the card.

If the person says they don’t want a form sent, mark a declination “no”.

Offices that decide to go with the auto mail can get half-sheet envelopes and stuff them with a voter registration card and keep the declinations, marked “yes” separately. Then when the person calls you can write an address, print a name on the declination, and it’s off! You can even print on the declinations later, before the mail is sent.



Joey -
Amy Peer,
OCWCOG

Expedited SNAP class vs. SNAP Basics

The SSP training unit has recently seen an increase in the amount of staff taking both the Expedited SNAP class (2 days) and SNAPS Basics (5 days) courses. Many wonder...what's the difference?

The Expedited SNAP course is intended for front-line staff who will be determining Expedited SNAP eligibility only. This 2-day course gives them a fast and furious overview of SNAP eligibility. Due to the 2 day limitation and the amount of policy that must be covered, computer coding is somewhat limited.

The SNAP Basics course is intended for eligibility workers who will be determining initial and ongoing SNAP eligibility. This class goes into more detail and provides much more computer practice.

It is not mandatory that an eligibility worker take both courses as part of their Core training. Staff may benefit from taking both since it does reinforce the same policy and concepts, but it is not required. Typically we would expect an HSS1 determining expedited SNAP eligibility to take the Expedited SNAP course and for an HSS3 and/or Case manager to take the SNAP Basics course.

SNAP Policy Analysts



Maceo - Tracie
Andrews, OPAR

January 2014

Be on purpose month

Book blitz month

Glaucoma awareness month

- Jan. 1 - 7: New Year's resolution week
- Jan. 8 - 14: Universal letter writing week
- Jan. 20 - 24: No name calling week
- Jan. 1: **CLOSED - New Year's Day**
- Jan. 4: World Braille day
- Jan. 8: Argyle day
- Jan. 10: Cut your energy costs day
- Jan. 14: Poetry at work day
- Jan. 17: Hot head chili day
- Jan. 20: **CLOSED - MLK day**
- Jan. 22: Answer your cat's questions day
- Jan. 24: National compliment day
- Jan. 28: Data privacy day
- Jan. 31: Inspire your heart with art day

Forms update

Please delete all copies of the prior versions of these forms from your desktop and archives and use only the current version [DHS forms server](#).

- DHS [231](#), *Designation of Authorized Representative or Alternate Payee*, is available in Spanish large print and Somali;
- MSC [585](#), *Oregon Secretary of State Elections Division Contact Information*, is available in Spanish, Russian, and Vietnamese;
- SDS [539H](#), *Notification of Pending Status*, is updated with the current hearing rights;
- SDS [539L](#), *Insurance verification*, by field request this form now includes a field for "policy owner".

Toys for Tots

Disability Determination Services (DDS) has once again completed a very successful US Marine Corps Reserve “Toys for Tots” toy drive. The presentation of the toys took place on December 11 when Rosy Macias, VA Events Coordinator, and two of America’s finest, Private Harris and Private Gutierrez, of the U.S. Marine Corps arrived in full dress uniform to accept the toys.

In addition to 3 large boxes of toys, DDS employees contributed in cash donations \$95.00, which will go towards the purchase of much needed additional toys. There are 4,000 children signed up for the program, and the toys were distributed to **local DHS clients** on December 18th. The fact that this toy drive is distributed to local children and clients is what draws DDS to this particular toy drive.

This is DDS’s 6th consecutive year in participating in the Toys for Tots program. This year the Toys for Tots team joined forces with ORADE and combined it with a Food Drive for the Marion-Polk food share. We tapped in on our office’s competitive spirit/love for football and had a “Civil War Toy/Food Drive”. The Ducks won the toy drive, and the Beavers won the food drive. DDS has collected 103 lbs. of food so far for the food drive, and is continues taking donations year round.

We are very proud of what we have accomplished this year and in year’s past, as we have watched it grow. We look forward to an even bigger and better toy/food drive next year.

Mary Gabriel, DDS



L-R: Melissa Martin, Allison Friedman, Dr. Scott Pritchard, Michelle Grindahl, Private Gutierrez, Debbie Keller, Mary Beth Phillips, Private Harris, Destiny Stom, Russ Reason, Kimery Bilusak.

Your friends and guests are protected under Fair Housing laws!

If a housing provider discriminates against you because of the protected class status of your friends or guests it is illegal.

A common example is a landlord who has no problem with the renter until the landlord realizes that the renter is dating someone of another ethnicity or is friends with someone who has a disability or who has a different sexual orientation.

If in any of these situations, the landlord harasses or evicts the renter, or otherwise treats him / her differently it would be illegal.

For more information about fair housing visit: www.FHCO.org.

The Fair Housing Council is a nonprofit organization serving Oregon and South West Washington. Anyone may call the Fair Housing hotline at 800-424-3247, ext. 2; or visit www.fhco.org.

Jo Becker, Education and Outreach Coordinator



*Annabelle -
Tammy Rivera,
Woodburn*

Targeted review changes for 2014

We wanted to touch base with you to be sure there are no surprises when the December SNAP targeted review data comes out. In September we made changes to the review process to better capture elements causing an increased number of Quality Control errors and to also address deficiencies identified in the most recent Secretary of State's audit.

We know these are basic things we need to capture so we improve. At the same time, we are mindful of the attention targeted review data generates. To avoid any surprises, these changes have been announced multiple times, sent out electronically, discussed at each branch exit briefing and have been transitioned into our reviews over a period of time.

Here is a summary of the changes in the coming months:

- **Incorrect SSNs** – This was understandably a major concern during the Secretary of State's Audit. *Note:* Real time SSN verification for most persons became available this year through TPQY/W204 screens.
- **Incorrect addresses** – Actions, not errors, were cited in September, October, and November to phase in this new element. Incorrect addresses result in a heavy volume of returned mail, invalid notices, QC errors and re-work.
- **Incorrect Utilities and Shelter costs** – Because we have not reviewed shelter and utilities for several years, the frequency of QC errors has steadily risen. By reviewing for these costs, we're optimistic we can achieve more accurate rates fairly quickly.
- Effective December, review samples will include cases with earned and/or unearned income only. We will not be reviewing zero income cases.



Ashe - Lisa Moon, LaPine

Paul Pickerell, Office of Program Integrity

DDS Award of Excellence

Pictured here from a recent presentation: APD Director Mike McCormick and Chief Operating Officer Trisha Baxter present Kathy Boyd (center), Disability Determination Services with the APD Award of Excellence 2013. Kathy was one of three winners recently announced. Photos from presentations for the other two winners, Paul Iarrobino, Community Access Program Supervisor, Multnomah County Aging & Disability Services (MCADS) and Mike Marchant, District Manager, District 7, Coos County will be coming soon.



According to the nominations, Kathy was selected due to demonstrating a high degree of performance and professionalism in her service to Oregonians with disabilities. This year, Kathy demonstrated her commitment to customer service by receipting an astonishing 21,436 claims and closing 2,200 claims. Additionally, she processed roughly 24,000 action items for claims. Kathy's most impressive qualities however are her positive attitude and work ethic. She is highly productive and maintains an excellent relationship with all of her teammates.

Nelsa brodie, DHS Communications

2014 APD Eligibility and Case Management trainings

Training	Dates	Location
Eligibility 101 (Basic)	January 7-9 March 18-20 May 6-8 July 15-17 September 16-18 November 4-6	St. Johns SS Office TBD TBD TBD TBD TBD
Eligibility 201 (Introduction)	February 3-7 April 7-11 June 16-20 August 18-22 October 6-10 December 1-5	Gresham SS Office TBD TBD TBD TBD TBD
Advanced Eligibility Calculations and Trusts	January 28 April 22 July 29 October 14	Gresham SS Office TBD TBD TBD
Employed Persons with Disabilities (EPD)	January 29 April 23 July 30 October 15	Gresham SS Office TBD TBD TBD
Presumptive Medicaid	January 30 April 24 July 31 October 16	Gresham SS Office TBD TBD TBD
CBC: 512	February 4-5 February 19-20 April 15-16 June 10-11 August 12-13 October 21-22 December 2-3	Albany SS Office Albany SS Office Albany SS Office Albany SS Office TBD TBD TBD
OR ACCESS Basics	January 14-15 February 11-12 March 18-19 April 29-30 May 13-14 June 17-18 July 22-23 August 19-20 September 16-17 October 14-15 November 18-19 December 9-10	St. Johns SS Office St. Johns SS Office TBD TBD TBD TBD TBD TBD



Kitty - Roberta
Lilly, Central Office

OR ACCESS Inquiry	January 28 March 4 May 28 July 8 September 23 November 13	St. Johns SS Office St. Johns SS Office St. Johns SS Office TBD TBD TBD
DD and Mental Health Eligibility for OSIPM/QMB	April 29 October 2	TBD TBD
Case Management Essentials	January 21-24 April 21-24 July 7-10 October 6-9	Salem-Willamette ESD Salem-Willamette ESD TBD TBD
PACE	January 22 April 15 July 16	Washington Co TBD TBD
Working with Challenging Behaviors	January 28-29 April 1-2 July 22-23 October 21-22	Salem-Winema Bldg Salem-Willamette ESD TBD TBD
CAPS Basics	February 4-5 May 6-7 August 5-6 November 4-5	St. Johns SS Office St. Johns SS Office TBD TBD
Service Priority Level (SPL) Rule Training	February 19-21 May 20-22 August 26-28 November 18-20	Salem-Winema Bldg Salem-Willamette ESD TBD TBD
Independent Choices Program (ICP) Training	March 10 May 14 September 23 December 9	Salem-Marion Co J.J. Salem-Willamette ESD TBD TBD
Advanced Service Planning	March 11-12 June 10-11 September 24-25 December 10-11	Salem-Marion Co J.J. Salem-Willamette ESD TBD TBD
Regional Case Manager Workshop	June 2-6 June 23-27 October 14-18	TBD TBD TBD



Bella- Megan Hill, Beaverton

State Library eClips

The Oregon Library has a great information service called eClips available for all Employees. The eClips service collects all headlines and articles about the state government and stores them on one site. Articles are stored by date and are easily searchable. Take a look here: library.state.or.us/blogs/eClips/wordpress/. Never be out of the loop again!