

In the Loop

K Plan demystified *Mike McCormick, APD Deputy Director*

You may have heard about the K Option, or the K State Plan, and wondered what it is. Many questions may come to mind, such as: How is it going to impact consumers? How is it going to impact me and my work? What will be changing? I will try to answer some of these questions for you.

The K Option is a new state plan option that allows states to serve people needing long term services and supports to receive those services in home and in community settings. The K Option allows states to provide home and community based services at an enhanced federal matching rate.

Since Oregon is already a leader in serving people in home-based community services (HBCS), the K Option presented an excellent opportunity for claiming additional federal revenue. In the first biennium alone, the K option will bring in almost \$100 million to Oregon. This is serious money and ultimately makes our system more sustainable. The majority of that funding will be reinvested into services to Oregon’s seniors and people with disabilities.

APD began negotiations with CMS in June 2012 about the K Plan. We finalized our latest draft application on Friday, May 10. We think we are close to getting final approval from CMS to implement the K Plan beginning in July, 2013.

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

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Here's what the K Plan means for our consumers:

- The new funding will allow Oregon to offer additional services to people such as:
 - Pay move-in costs for individuals leaving institutions such as nursing facilities and the state hospital;
 - Use technology to support our consumers;
 - Increase our ability to have home modifications completed and provide assistive technology that can make a big difference to our consumers;
 - Fund major home clean-outs to keep people safe.
- The K Plan also provides enough funding to develop brand new capacity to serve people with special needs that have not been able to access CBC services.

Most of APD's consumers have incomes over SSI and only receive Medicaid because they are in a waiver. To ensure that these individuals do not lose eligibility when we go to the K, we need to change case management to a waived service.

What does this mean to you?

- Since case management will be a waived service and you will have more frequent direct contact with your consumers.
 - We are just starting to work through what this means but we know the work you do already will count towards this waived service.
 - We are working with the Oregon ACCESS team to develop a process to easily capture these case management services.
- You will be able to offer new services and supports to consumers.
- We need to change the live-in rules to allow individuals to live in their family homes without being licensed as a Relative Adult Foster Home. This will increase our ability to serve people in the home of their choosing.



Sallie - Linda Lawson,
OPA

I want to thank the team that has been working so hard on this. I will keep you posted as we proceed. These changes, which will benefit our consumers and those who most need us, cannot be successful without the work that you do. This will be a total team effort and I thank you for all that you are doing to make this possible.



Don't forget! You can only use the reduced, sometimes called "net", amount of Social Security income from a recovery if the recovery is from the same source. For instance, if Sharon has an overpayment on her SSI and has a \$60 overpayment recovery each month; her worker **MUST** use the reduced or net SSI in this instance because the amount of the reduction is excluded for. If Sharon has a \$60 garnishment for child support, you **CANNOT** use the reduced amount. [461-140-0040](tel:461-140-0040)

Duplicate primes – A growing issue

Correcting duplicate person records is a very complex and time consuming process. Fifty-seven duplicate records were reported within a 3 month time period (1/2013 – 3/2013) resulting in hundreds of hours of work to complete the merge between the service desk, IT Business Support Unit, and the OIS Unit. More importantly, the issue can affect a customer's ability to access care.

The good news is creating duplicate records can be easily avoided by using the *Person Search* feature in Oregon ACCESS prior to creating a new screening or case.

More good news! Workers can use [APD-IM-12-014](#) to walk through the process of performing a Person Search in Oregon ACCESS to ensure no more duplicate records are inadvertently created.

Christine Maciel, Business Analyst ITBSU

Staff Tools – the missing link

Did you lose a link when the APD Staff Tools were updated? Are you frustrated and annoyed? Not to worry! Everything is still there, just in a different place.

Most of the “lost” links staff is trying to find are under *Worker Helps* which has a link to the [Date Plus calculator](#), [CMS service codes](#), [View Direct](#) information, the [Zip Code Matrix](#), and a lot more.

Scroll to the bottom of the site and you will find all the handy links you have always had, plus a few more.



“Like” ADRC of Oregon on Facebook to get the latest news and info, and visit the [website](#).

Zip code matrix – everyone's using it!

Have you used the AMAZING [zip code matrix](#) when transferring cases? This is a great tool created by the too talented David Imeson in District 2 (Multnomah County). David presented the matrix to the APD Operations group several months ago and all of APD and AAA were given the “go-ahead” to use this instead of the old directory.

The matrix is easy to use. It's in Excel, but Excel is incredibly user friendly so don't worry. Along the bottom of the matrix are tabs, including one with instructions.

If you are transferring to an SS branch, click on the *SSP Branches and PCs* tab,



Sandy - Lisa Montellano, OPAR

type in the zip code, press enter, et viola, the matrix displays the correct branch number, address, and phone number. You can also enter a branch number and get contact information.

SS branches and 5503 are using this matrix as well. If you find anything that needs tweaking, please send an email to david.imeson@state.or.us. I'm sure he'd appreciate hearing how much you like it, too!



Don't forget! Get your SNAP Civil Rights training done now! It takes less than 10 minutes and is a federal requirement.

Let's get it done before the fourth of July – I challenge you! Find the training on the [DHS Learning Center](#), course #C03640. BTW - you must take it individually, not as a group.

Noticing notices

Oregon is really struggling with getting notices right – so please take a few minutes and double check your notices before you send them:

- Check narration and all screens to make sure you have the right address.
- Are the rules cited relevant and still valid?
- If you're asking for something, are you allowed, *by rule*, to ask for it?
- Is it on time?
- Is the notice necessary?
- Did it go to the most current address?
- Did you use the correct notice form?

Need some help with your notice? Try the APD [Worker Guide G.9](#) to start, and if you have questions, don't hesitate to ask for help!

June 2013

Aphasia awareness month
 Cataract awareness month
 International men's month
 National safety month

June 2 - 8: Business etiquette week

June 10 - 16: Men's health week

June 14 -16: Duct tape days!

June 23 - 29: Mosquito control week

June 2: Cancer survivors day

June 6: D-day

June 12: National peanut butter cookie day

June 15: Elder abuse awareness day

June 14: Pause for the pledge day

June 16: Father's day

June 21: Summer solstice

June 23: Public service day

June 25: Please take my children to work day

June 27: Hand shake day

You're working too hard!

A recent audit has shown workers all across the state are working too hard when a customer passes away. We are seeing a report of a death, then weeks (and weeks, and weeks) later, the *same* worker closes the medical case; and then weeks (and weeks, and weeks) later the SNAP case is closed – or it continues until the expiration date. Remember, the close action taken on Oregon ACCESS *has no effect* on the SNAP case.

It's not possible to remember which customer has which benefit all the time, so always check the mainframe for a SNAP case. Using the [checklists](#) will help you catch everything in the right order to act on all benefits at the same time and save you duplicate effort!.

Did you know you do NOT have to wait until the next month to close service benefits? (or anything else on a single person case) You don't have to wait until the voucher issues, or for the SNAP to issue, but you do have to take all the correct actions in the right order.

The checklists come in two varieties: [financial](#) and [case management](#). You can print them out, tick the boxes, and know you've done a great job!



Breck the Bovine
 - Cindy Wolford,
 Roseburg, SSO

Send your photos and stories to karen.l.gulliver@state.or.us and inspire other branches!

Toledo trivia team triumphs!

Six people from Toledo Senior and Disability Services formed a team for the [Altrusa](#) Trivia Bee fund raiser in mid-April and took first place! They won tickets for the Marine Discovery Tour in Newport; and \$3000 was raised for Altrusa.

The money will go towards scholarships for women who are returning to school through the Community College. This is our winning team photo. Team members are from left to right: Holly Terison (RSVP), Fred Bengel (husband of Nannette, SDSD), Tonya Johnson (SDSD), Jan Werner (SDSD), Lisa Sutton (in front, SDSD), Trivia Bill (Emcee of trivia bee), and Ellen Eager (SDSD).



Thank you to Tonya Johnson for sending this in – congratulations everyone!

Want to see your area or project featured *In the Loop*? Send your photos and/or your stories to karen.l.gulliver@state - go ahead and brag!

Alternate format – A few tips about Large Print

- If the customer needs Large Print in English or Spanish, enter the Braille Plus (BP) address in the mailing address field in Oregon ACCESS. Do NOT enter the Braille Plus address on the UCMS or FSMIS screens. When the system integrates, the BP address is automatically suppressed but any system-generated notices will convert to Large Print. When you enter the Braille Plus address on UCMS or FSMIS, the system-generated notice already printed in Large Print format is sent to Braille Plus. Braille Plus must then forward the notice to the customer. This significantly delays the time it takes for the notice to reach the customer and the Department is needlessly charged a fee for forwarding the mail.
- For notices printed from Oregon ACCESS, the BP mailing address will print and the notice will be sent to Braille Plus for conversion into Large Print. Be sure Braille Plus has the customer's actual mailing address so they can send the Large Print version to the customer. You will fax a screen print of the UCMS or SNAPUP screen to BP when the case is opened or customer reports a change of address.
- If a customer has a guardian or other representative who receives and reads mail for the customer, it is not necessary to convert the document to an alternate format unless the guardian or other representative requires it.
- Be sure to narrate in Oregon ACCESS why the customer needs the alternate format.



Sasha -
John Flores,
Roseburg APS

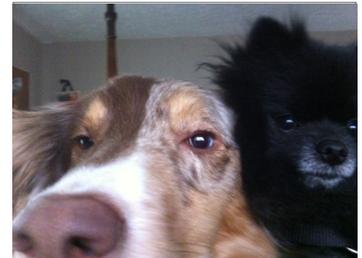
Find this information and more about alternate format in the [APD Worker Guide A.2](#).

TTT highlights – SNAP and Medicaid

Here are highlights from the April 25, 2013 Train the Trainer (TTT) meeting specifically on SNAP and Medicaid benefits. For information about attending TTT in person or via V-Con, or on presenting at the TTT meetings, please contact [Lauren Mitchell](#).

Q: My customer says he pays \$600 per month for rent and has one roommate who is not able to pay rent right now. When I look at the roommate's SNAP case in the SS office, I see the roommate also says he pays \$600 for rent. Can I ask my customer about this? Or is looking the roommate's case a confidentiality issue?

A: It's fine to ask your customer for more information about who pays the rent and how much they each pay. Your customer, by signing the application, gave you permission to verify the information they stated as true, especially if it appears questionable. The rent issue could be solved with a better explanation of the question, or it could be one of the roommates did not report accurately. Go ahead and ask! [461-105-0020](#), [461-115-0610](#)



Granddog Timber and Rudy - Marion Peterson, St. Helens

Q: My client has a child on OPC who was removed from the home by Child Welfare (CW). I was not notified by CW, but the parent told me. What do I do with the child's medical case?

A: DHS does not have a formal written procedure for these situations. However, the child cannot receive medical benefits from two agencies and we know CW starts medical for children as soon as they are in CW custody. End benefits the date the child was removed. There is no notice needed in this situation because the child retains the same medical benefit package. [461-165-0030](#)

Q: My SSI customer is working and has Medicare. Do I need to pend for their wage stubs at the yearly review to clarify which Medicare savings Program they should receive?

A: No. The customer is assumed eligible. Verify their continuous eligibility for SSI and Medicare part A only. [461-135-0010](#)

Case management training

APD Medicaid Long Term Care System unit has the following trainings for June; see the [DHS Learning Center](#) for dates and locations.

- CAPS Basics, #C02859: June 5- 6
- Regional Case Manager Workshop, #C03656: June 18 - 19

Have a question about Voter registration? Ask your local coordinator or call, IM, or email Karen Gulliver: 503-569-7034. karen.l.gulliver@state.or.us

Consumers find ADRC helpful

Oregon’s Aging and Disability Resource Connection (ADRC) recently received high marks and positive comments from a customer satisfaction survey conducted by Portland State University.

“This is a valuable service,” said one respondent in the survey. *“Without them I would be pulling my hair out.”* Said another: *“The stress would have been overwhelming....without the ADRC I do not think the outcome would have been as positive.”* And another said: *“We would have been devastated—we really appreciate the services they were able to help us get.”*

Oregon’s ADRC is a “one-stop shop” for older adults, people with disabilities, their caregivers, and families to get the information and services as their health and long-term care needs change.

For more information on Oregon’s ADRC, call 1-855-ORE-ADRC or go the website at www.adrcforegon.org. The website is also available in Spanish by clicking on “espanol” on the lower left side of the home page. ADRC also has a Facebook page: www.facebook.com/ADRCofOregon.

Kristi Murphy, ADRC Program Analyst, State Unit on Aging

April 2013 SNAP honor roll

100% accuracy!

| | | | |
|-------------------|------|------------------------|------|
| 0310 Canby APD | 100% | 2019 Cottage Grove ADS | 100% |
| 0913 La Pine APD | 100% | 2911 Tillamook ADS | 100% |
| 1211 John Day APD | 100% | 3112 Enterprise APD | 100% |
| 1311 Burns APD | 100% | 3411 Hillsboro APD | 100% |
| 1911 Woodburn ADS | 100% | 3415 Tigard APD | 100% |

90% or better accuracy!

| | | | |
|------------------------|-------|------------------------------------|-------|
| 1513 Medford SSO | 96.00 | 3311 The Dalles APD | 93.33 |
| 1717 Grants Pass DSO | 96.00 | 1418 Portland South East ADS | 92.00 |
| 2518 Portland West ADS | 96.00 | 1517 Medford DSO | 92.00 |
| 3417 Beaverton APD | 96.00 | 2111 Toledo ADS | 92.00 |
| 3617 McMinnville ADS | 96.00 | 2211 Albany ADS | 92.00 |
| 2411 Salem ADS | 95.56 | 2711 Dallas ADS | 92.00 |
| 0911 Bend APD | 94.74 | 2818 North/North East Portland ADS | 92.00 |
| 0311 Oregon City APD | 93.33 | 3518 East Multnomah ADS | 92.00 |
| 0411 Warrenton ADS | 93.33 | 0611 North Bend APD | 91.67 |
| 0511 St. Helens APD | 93.33 | 3111 La Grande APD | 90.91 |
| 3013 Hermiston APD | 93.33 | | |

66% of all the APD and AAA offices are on the honor roll

June 2013 training calendar

| Monday | Tuesday | Wednesday | Thursday | Friday |
|--|--|--|---|--|
| <p>3</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p><i>Dates and availability of classes are subject to change. Please review availability on the DHS Learning Center.</i></p> </div> | <p>4</p> | <p>5</p> <p>CAPS basics (8:30 - 4:30)</p> | <p>6</p> <p>CAPS basics (8:30 - 4:30)</p> <p>Cultural competency and diversity, Salem (8:30 - 4:00)</p> | <p>7</p> |
| <p>10</p> <p>Eligibility 201 (1:00 - 4:30)</p> | <p>11</p> <p>Eligibility 201 (8:30 - 4:30)</p> <p>CBC: 512 (8:30 - 4:30)</p> | <p>12</p> <p>Eligibility 201 (8:30 - 4:30)</p> <p>CBC: 512 (8:30 - 4:30)</p> | <p>13</p> <p>Eligibility 201 (8:30 - 4:30)</p> | <p>14</p> <p>Eligibility 201 (8:30 - 12:00)</p> |
| <p>17</p> | <p>18</p> | <p>19</p> <p>Basic Lean concepts, Portland (8:30 - 12:00)</p> <p>DV 101, Salem (8:30 - 5:00)</p> | <p>20</p> <p>Netlink: Payroll reporting for new employees, (1:00 - 4:00)</p> | <p>21</p> |
| <p>24</p> <p>APS core competencies, Eugene (8:00 - 5:00)</p> | <p>25</p> <p>APS core competencies, Eugene (8:00 - 5:00)</p> <p>APD Field Leadership meeting (8:30 - 4:30)</p> | <p>26</p> <p>APS core competencies, Eugene (8:00 - 5:00)</p> | <p>27</p> <p>APS core competencies, Eugene (8:00 - 5:00)</p> | <p>28</p> <p>APS core competencies, Eugene (8:00 - 5:00)</p> |



Durin - Karen Gulliver, Central Office

TTT highlights – Modernization

Here are highlights from the April 23, 2013 Train the Trainer (TTT) meeting specifically on Modernization. For information about attending TTT in person or via V-Con, or on presenting at the TTT meetings, please contact [Lauren Mitchell](#).

Initial Win (IW):

- Initial Win will include:
 - Customer website, or customer portal;
 - Customer online application for SNAP and 14 medical benefits;
 - Case worker portal (Siebel);
 - Eligibility automation for SNAP and up to 14 medical programs.
- Go-live date for IW is not firm yet.
- Training plan:
 - Training will be available 1-2 months prior to the go-live date;
 - Trainers will be assigned regionally;
 - Pre-requisite of computer based training before the in-person training;
 - Role based training for specific needs;
 - Refreshers will be available on the internet.



Bonnie - Maria
O'Connor,
Roseburg SSO

Legacy systems:

- DHS will still use the legacy systems with IW, but how the legacy system will be used and the expectation is under discussion.

What to expect:

- A new Modernization website;
- New terms and vocabulary;
- Knowledgeable and well trained staff in your area to help you navigate the new system;
- A new and AMAZING way of doing your work!

Pocket change: *Change you can carry with you*

How can you better handle change? Remember **ADKAR**.

Ability - is a building block of the ADKAR model that follows **Knowledge**.

Ability is the action of change, following the learning of it. Some behaviors that foster Ability include practice, time, coaching, or role modeling, access to correct tools, and feedback.

What are areas of your work where you can foster your **Ability** for change?

Crystal Lehner, Business Transition

Medford SSO wellness

The Medford Senior Services Office has a successful Wellness Committee. To keep the staff motivated, Wellness functions are planned for each quarter. So far in 2013, we held a salad and lunch buffet and were able to buy five large coolers for the local home delivered meals program, “Food and Friends”. In the recent past, we purchased a tread mill from Wellness funds raised at various office functions throughout 2012.

Our resident “artist” is Cheri Walsh from the Ongoing Case Manager unit. Cheri has designed motivational boards for each month. Shown is the board for May.



Thanks to Carol Ann Mickey for sending this in!

APD Governance Team Scoring and prioritizing CI sheets

In August 2012 the APD Governance Team was formed to support the Lean Daily Management System (LDMS) in the area of Continuous Improvement (CI). Since the launch, the governance team has been working on creating a prioritization process for reviewing statewide CI sheets.

Through the LDMS, DHS and AAA staff throughout the state has learned tools to identify and process suggestions through the use of CI sheets. CI sheets are submitted by staff members and may affect a specific work unit, the local branch, the district, or statewide processes.

When a CI suggestion is beyond the district level it's sent to the Office of Continuous Improvement, assigned a number in the tracking log, and forwarded to the governance group. The CI is added to the APD CI Suggestion Tracker with any additional information.

The governance team receives copies of CI sheets for review and scores them individually for discussion at monthly meetings based on potential impact in the following areas:

- Customer service;
- Tim savings;
- Cost reduction;
- Staff investment in the idea;
- Overall effort to change (feasibility); and
- The APD Scorecard.



Captain Jack - Merry Bayly, Roseburg

The CI sheet is given a priority level based on the team's average score; if a CI sheet has a low score, the person who submitted the CI sheet will receive follow up communication with an explanation and suggestions. If a CI sheet scores medium or high the team will determine if a solution can be implemented right away or if more information is needed to move forward.

Continued on the next page

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Once a determination has been made, the CI Sheet will be sent to a specific individual or office for more information and further discussion, or it will be sent to Office of Continuous Improvement for prioritization process and further action.

We are continuing to work on a communication plan to keep you formed of the progress of your CI suggestions. Our goal is to have a database for all statewide CI sheets, so staff can track the progress of the CI sheet. If you have any questions please contact jennifer.stallsworth@state.or.us.

The APD governance team members are located around the state and are available to answer questions you may have regarding the governance team process. The group includes:

- Alea Sharp: Case Manager, St. Helens
- Angela Munkers: APD Field Services Manager, Central Office
- Brooke Emery: Manager, Lane COG
- Cathy Seminary: Office of Continuous Improvement
- Darwin Frankenhoff: Medicaid LTC System
- George Green: Manager, NWSDS
- Heather Bell: Adult Protective Services, Klamath Falls
- Jennifer Dejong: DHS Modernization, Salem
- Jennifer Stallsworth: Portfolio Manager, Central Office
- Jenny Sneddon – Supervisor, North Bend
- Jeffory Brunner: Manager, NWSDS
- Kaira Orejuela: DHS Modernization, Salem
- Karen Gulliver: Field Support Analyst, Central Office
- Karen Kahl: Supervisor, Medford SSO
- Lauren Mitchell: Medicaid Policy Analyst, Central Office
- Marcie Howard: Quality Assurance Manager, Cascade West
- Max Brown: SEIU/Labor, Central Office
- Terry Ford – Supervisor, Multnomah AAA
- Therese Hutchinson: OAAPI, Salem
- Tom Maloney: Case Manager, Roseburg
- Trisha Baxter: APD/DD COO, Central Office
- Vanessa Herriott :Human services Specialist, Medford



*Ruby - Michelle Reding,
Roseburg SSO*

Karen Kahl, on behalf of the APD Governance Team

TTT highlights – MAA

Here are highlights from the April 25, 2013 Train the Trainer (TTT) meeting on MAA. For information about attending TTT in person or via V-Con, or on presenting at the TTT meetings, please contact [Lauren Mitchell](#).

What is MAA?

MAA stands for Medical Assistance Assumed. It's a program which provides medical assistance to low income families who met specific criteria. Standards are based partially on TANF standards, but the two benefits have separate eligibility criteria.

Why do we care about MAA?

MAA is the *first* program to consider for families. It is a PLUS benefit package, the cost to the state is very minimal, and the Centers for Medical and Medicare Systems (CMS) says all MAA eligible persons *must* be in MAA; another PLUS program is not okay. If a customer is MAA eligible but receives a different benefit (OPC) it is an automatic error to the worker.

But we don't have families!

Sure we do! We have lots of situations with a disabled parent and a minor child, or the grandparent who has custody of the grandchild. In these cases, the child is almost always MAA eligible because SSI income, and all the other income received by the SSI person, is excluded for MAA. So you could have an SSI child who also receives child support and the mother with no income and the *mother* would be MAA eligible (the child would be D4).



Joe - Kathie Young,
Jackson/Josephine

How do we spot them?

There are guides on the [Field Services web page](#) to help you spot the potential MAA families. To have MAA there must be a child in the home with a relative; if you don't have those basics, there is no MAA. Follow the flowchart for more info!

So now I have to do MAA?

NO! MAA belongs with SS. You do not determine MAA eligibility and you never, ever carry the cases. Your job is to do a great referral to SS for a decision!



Don't forget! Use expedited issuance coding for expedited SNAP cases, every time! Use "IX" for immediate issuance or "EX" for next day issuance – *even when the 7 days have passed*. The coding tracks the type of benefits the customer was eligible for and reports the expedited numbers, by code, to FNS. Benefits issued in the expedited time frame without the expedited code do not *appear* as expedited. For more help, see SNAP manual, [Expedited Services](#), or [Expedited Services - Getting 'R Done](#) skills challenge. If you need more help, ask your local leadership staff or contact the SNAP analysts: snap.policy@state.or.us.

NVRA Q & A II – son of NVRA!

More questions and answers from the field on voter registration! If you have more questions, call, IM, or email Karen Gulliver: karen.l.gulliver@state.or.us.

Q: For auditing, should the branch keep the declination form in their office as proof?

A: All separate paper declinations have to be kept in a central file in the branch for 24 months. This means the [503D](#) forms and the tear off part of the [503](#) have to be in a file kept by your site coordinator – **NOT** in the client file. The client applications and other forms with the voter registration question should either be kept in the branch for two years, or be easily accessible through archives.

Q: Should we ask customers at phone interview if they want to register to vote?

A: Yes. The rule says you must give the customer a chance to register to vote when they apply, or reapply, regardless of how they do it. If you are interviewing the customer over the phone, ask about voter registration and the *manually* fill in the box on the [539A](#) if you are using the ACCESS form, or click the box for the online version. Remember to send them a [503](#) if they say yes (and remove the declination part!)

Q: Do you want to know how many declination we have?

A: No. If we are audited, the auditor will gather that info - I trust you!

Q: Do I have to do voter registration over the phone for an address change?

A: Yes. The person who talks to a customer about an address change has to ask about voter registration; you can work out your own local process.



Splash - Tonya
Vokral, Ontario

Forms update

Please delete all copies of the prior versions of these forms from your desktop and archives and use the current version going forward. All current forms are available on the [DHS forms server](#).

- DHS [193](#), *EBT Lost or Stolen Card* flyer is available to download on the forms server;
- DHS [200](#), *Replace a Lost or Stolen Oregon Trail Card* wallet card is available to download on the forms server;
- SDS [445](#), *Application for Benefits*, is updated with required language and is available in [Spanish](#), [Russian](#), and English [large print](#);
- SDS [519](#), *AFH Complaint Procedure and Fair Housing Notice*, was revised by the Office of Licensing and Regulatory Oversight;
- SDS [539H](#), *Notification of Pending Status*, in [Spanish](#), [Russian](#), [Vietnamese](#), and English [large print](#) is available on the forms server;
- DHS [852](#), *Interim Change Report*, is updated and expands the due date language, and the federal voter registration question is also on the ICR now. The ICR is also available in [Spanish](#), [Russian](#), [Vietnamese](#), [Somali](#), English [large print](#), and Spanish [large print](#);
- DHS [1335](#), *Receipt of Documents*, is updated with additional items and a second “other” field. This suggestion came from Robyn Schacher in Grants Pass through the CI process!

June Community Based Care payment schedule

June provider service payments for the APD and DD Programs will issue the night of Saturday June 1st and mail to providers the next business day which is the morning of **Monday June 3rd**. June provider service payments for the CEP Program will issue the night of Monday June 3rd and mail to providers the next business day which is the morning of **Thursday June 4th**. The difference in payment schedules is as follows:

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

Direct Deposit (EFT) payments will issue per the schedule above and sent to the Department of Treasury to individual banks for processing. *Banks are allowed to use up to three **banking** days to process EFT payments!* DHS does not have control of how and when banks process direct deposit payments. Direct Deposit information and sign-up form: [Click here](#).

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 Wednesday June 5th.
- EFT payments for CEP providers will be available on or before 11:59 pm Thursday June 6th.

Kristen Hutton, SPD Payment Support Unit

Your housing rights and responsibilities

There are many housing laws which provide you certain rights and responsibilities:

- **Federal Fair Housing Act - civil rights in housing;**
- **State and local fair housing laws;**
- The Fair Credit Reporting Act;
- State landlord/tenant laws governing individual residential landlord-tenant relationships;
- State contract law;
- State license laws in Oregon and Washington;
- Equal Credit Opportunity Act which affects all aspects of a credit transaction;
- Home Mortgage Disclosure Act requiring lending institutions to report public loan data;
- Truth in Lending Act promoting informed consumer credit use;



*Max - Chris Tratz,
Medford SSO*

The laws listed above may be very important to you. The Fair Housing Council (FHCO) deals specifically with fair housing laws which are the first two; visit HUD.gov/offices/fheo/FHLaws.

For more information about fair housing or civil rights in housing and your protections against illegal housing discrimination 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

PMDDT Q & A

Questions and answers about PMDDT from the field. If you have more questions about PMDDT, please review the PMDDT worker guide, or the APD Medicaid policy analysts.

Q: If PMDDT denies a presumptive case, or the local office denies a presumptive case, does the case need to be denied on DHR if no case exist/ If there is an existing open case either MAA or OHP, can the AAA/APD worker request the PMD be added to that case in 5503 or the SS branch. Or does the worker actually need to deny the presumptive case?

A: You are okay to ask the local office, 5503 or SS, to add the PMD coding if a case already exist; the code is needed for tracking.

Q: I understand from [APD-AR-13-006](#) all APD staff should be using the PMDDT initial contact letter. This is very clear. What is confusing to staff is the section that says *If we do not hear from you by <<insert later of 90 days from DOR or 45 days from 'Date mailed'; after 90 days, staff with local supervisor>>, your application for medical benefits will be denied'* This is confusing to workers as they thought they only have to give them reasonable time such as 14 days. The issue with this is we don't always get the referral from the SS office in a timely manner and the 45 days or 90 days could be almost up.



Miss Simi -
Dianne Holmes,
OPAR

A: Regarding the length of time the client must be given before denying on the initial contact: the understanding is we have to give them *at least 45 days*. So if we don't get the referral until day 60 after the DOR, we still have to give an additional 45 days from when we initiate contact with the client for them to respond. This is what the PMDDT Worker Guide under the [Step-by-Step referral process](#) says:

If the client does not respond to, or follow through with the invitation to interview within 90 days of the Date of Request for Medicaid (i.e., date of application for OHP Standard) or within 45 days from the date the Branch Office initiates contact (whichever date is later), deny case and narrate in Oregon ACCESS. Denial notice is sent via the [SDS 540](#). If the client was also denied OHP Standard, include the [DHS 462A](#).

Note! If a client moves to another area of the state, and a presumptive determination has not yet been made, transfer the pending case to he appropriate office. Don't hold it!

Thank you to Jenny Sneddon, Michael Avery, Lauren Mitchell, and Brian Kirk for your help!



Don't forget! When your customer passes away, get their services closed ASAP. There is no need to wait until the end of the month – that is a myth! Follow the steps to close a case when a customer passes and you can close the same day.

STATE OF OREGON
PROCLAMATION
OFFICE OF THE GOVERNOR

WHEREAS: Oregon includes 502,000 citizens aged 60 and older and that number is expected to grow to 950,000 by 2030; and

WHEREAS: Oregon is committed to valuing all individuals and recognizing their ongoing life achievements; and

WHEREAS: The older adults in Oregon play an important role by continuing to contribute experience, knowledge, wisdom and accomplishments; and

WHEREAS: Our older adults are active community members involved in volunteering, mentorships, arts and culture, and civic engagement; and

WHEREAS: Recognizing the successes of community elders encourages their ongoing participation and further accomplishment; and

WHEREAS: By emphasizing the importance of elders and their leadership; publicly recognizing their continued achievements; presenting opportunities for older Americans to share their wisdom, experience, and skills; and recognizing older adults as a valuable asset in strengthening American communities, our communities will benefit as well as allow our older citizens to continue to flourish.

NOW,

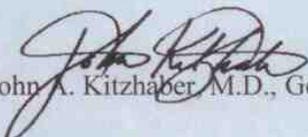
THEREFORE: I, John A. Kitzhaber, M.D., Governor of the State of Oregon, hereby proclaim **May 2013** to be

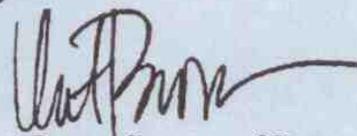
OLDER AMERICANS MONTH

in Oregon and encourage all Oregonians to join in this observance.



IN WITNESS WHEREOF, I hereunto set my hand and cause the Great Seal of the State of Oregon to be affixed. Done at the Capitol in the City of Salem in the State of Oregon on this day, April 22, 2013.


John A. Kitzhaber, M.D., Governor


Kate Brown, Secretary of State