

# In the Loop

## Protecting adults

Financial abuse and exploitation is the largest segment of abuse investigated in community settings here in Oregon. Neglect is the second most investigated type of abuse in the community, and verbal or emotional abuse is the second most frequently substantiated type of allegation. Other forms of abuse investigated include physical abuse and neglect, self-neglect, verbal or emotional abuse, abandonment, sexual abuse, involuntary seclusion, and wrongful restraint.

Education is the answer to curbing the problem of elder abuse. We can all help to prevent and reduce the abuse and mistreatment of our most vulnerable neighbors and family members and friends by becoming more involved and aware of what abuse looks like, taking thoughtful steps to prevent it, and reporting suspected abuse to law enforcement or to Adult Protective Services (APS).

Although the abuser is usually someone the victim knows - an acquaintance, family member or professional caregiver - occasionally a complete stranger may take advantage of a vulnerable adult as well, through various kinds of scams and swindles.

The fact is, abuse can happen to anyone - a loved one, a neighbor, even ourselves. It affects adults across all socio-economic groups, cultures and races. The more we raise awareness of the problem and its remedies, the better prepared we will be to do something about it.

The Department of Human Services is working with its partners around the state to increase awareness of vulnerable and elder abuse and signs to look for. More information can be found on the state's elder abuse web page: <http://www.oregon.gov/DHS/spwpd/abuse/index.shtml>.

*DHS/OHA Domestic Violence Council*

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

## NAPSA conference theme announced

Desarae Damschen with Adult Protective Services (APS) in Baker County has won a search for the National Adult Protective Services Association (NAPSA) conference theme.

Desarae's winning suggestion is: ***Stronger Together: Celebrating 25 Years Protecting America's Vulnerable Adults.***

The Executive Director of NAPSA, Kathleen Quinn, and the Assistant Director, Andy Capehart, are very excited about this theme and will update the NAPSA website to include the theme. Look for conference information on the NAPSA website.

Congratulations Desarae!

## Bad addresses - Round two!

Each month SNAP Policy gets a bundle of mail returned from the vendor because the addresses are input into the system incorrectly. We have noticed two big trends:

1. **“Homeless” is coded as the home and mailing address.** We even found some examples where the physical address was filled in with a valid address, but “Homeless” was listed as the mailing address. These scenarios will guarantee, 100% of the time, mail will be returned on this case. It will also guarantee the recipient will almost certainly have a break in benefits and be forced to make multiple contacts with the offices.
2. **The state is left off the physical and or mailing address causing the address to truncate the city and mail is returned.** Addresses are the foundation of our cases. Without a valid mailing address, we technically, do not have a filing date. Without a valid mailing address, recipients won't get their notices. If recipients don't get notices, they are being denied their due process, which we are federally required to provide. When this happens, we get QC errors. When we get QC errors, our error rate rises and we end up in trouble with Food and Nutrition Services (FNS).



Hunter - Alice  
McDonald,  
Eugene

In addition, there is a price tag for this. DHS gets charged to mail it, charged for the return, and charged to resend the mail. Not to mention the extra staff time it takes to fix it!

It's ***EXTREMELY*** important to correctly code addresses on FSUP. The FSMIS system mails notices to the home address (what's coded on the *Home Addr* field) unless another address is entered in the mailing address (*Mail Addr* field). If the case has a home and a mailing address, the system will send notices to the mailing address.

Please make sure you are not certifying cases without a valid mailing address.

Please help ensure your clients get their notices and do not lose benefits. Make sure you have a valid mailing address on each and every case!

## FSAM updates

The APD Field Services and Supports unit is working diligently to update the Field Support Assistance Manual (FSAM) and make the content inclusive of *all* AAA and APD staff. Consider the manual under construction and please forgive our hiccups as we rearrange and update almost everything. (*You used to know this manual as the SSAM.*)

Our most recent updates include expanding and updating the redetermination and voter registration and sections, and updating the state vehicle use information.

If you see a particularly egregious issue, with out-of-date content or the result of rearranging, please let Caryn Whatley, [caryn.whatley@state.or.us](mailto:caryn.whatley@state.or.us), and Karen Gulliver, [karen.l.gulliver@state.or.us](mailto:karen.l.gulliver@state.or.us), know. We'll do our best to get it fixed right away!



**Don't forget!** When customers self-identify as a tribal member, narrate the name of the tribe of which they are a member, the specific benefits they receive from that tribe, and any income received from the tribe. If the customer does not receive any income or benefits from a tribe, narrate that information also. Counting Client Assets, Indian (Native American) [Benefits](#) has more information!

## July 2014 Community Based Care payment schedule

July provider service payments for the APD and DD 512 Programs, and the CEP program will issue the night of Tuesday July 1<sup>st</sup> and mail to providers the next business day which is the morning of Wednesday July 2<sup>nd</sup>.

*\*\*\*Due to the July 4<sup>th</sup> holiday weekend, the mailing of checks may be delayed by the post office!\*\*\**

Direct Deposit (EFT) payments will also issue on Tuesday July 1<sup>st</sup>, 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.

*\*\*\*Due to the July 4<sup>th</sup> holiday, funds will be available in provider accounts on or before Monday July 7<sup>th</sup>.\*\*\**

Direct Deposit information, sign-ups, changes to account information, and other questions should be directed to the E-Commerce Unit at 503-945-6872.



Indiana - Sonya  
Presleigh,  
Redmond

## July 2014

Arthritis awareness month  
Wheelchair beautification month

July 4-10: Sun safety week

July 20-26: Everybody deserves a massage

July 24-27: Comic Con International

July 2: World UFO day

July 4: **CLOSED - Independence Day**

July 10: Don't step on a bee day

July 11: Cheer up the lonely day

July 15: Be a dork day

July 17: Get to know your customers day

July 27: Korean war veterans armistice day

July 30: Medicare's birthday

## Adding out of state zip codes

Adding an out of state zip code to Oregon ACCESS (OA) is no problem! The rumor mill says some workers are “faking” the zip code because a non-Oregon zip code will not integrate with the mainframe from OA.

Instead of using an invalid zip code – which you should never, ever do! – send a request to the [DHS Service Desk](#) (503-945-5623) to have the zip code added for you to the zip code table;

A Business Analyst will add the out of state zip code to the mainframe tables, which will allow the OA case to be integrated correctly.



**Don't forget!** Check out the updated Affordable Care Act (ACA) webpage! The outdated information is gone and everything else is grouped by topics like FAQs, procedures, contacts, and transmittals. Look here first for ACA answers.

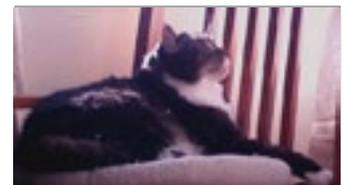


## Loans and verification for SNAP

For SNAP, money a person (borrower) gets as a loan is always excluded. For SNAP, there does not need to be a written agreement and repayment plan. Policy only requires us to verify countable income so there is no requirement to verify money from a loan. We have been asked “How do we know it is a loan without verification?” While this may seem like a chicken and egg situation (what came first, the chicken or the egg), it is really very simple. We take the customers statement it is a loan. Of course, if during the interview things are not adding up, and it becomes questionable, you can validate it is a loan.

When someone pays back a loan, the person receiving the payment (the lender) will only have the interest portion of a loan counted as unearned income. The portion being received to pay back the principal is excluded.

*A note of caution* – loans from friends and family members can go on for a long time, years even, and **that really is okay**. We do not want to determine whether or not something is questionable based on what we would or would not be willing to do for our friends or family. Base your eligibility determination on the facts presented on a case-by-case basis and narrate clearly what you are counting or excluding.



Fern - Chris Angel,  
Central Office

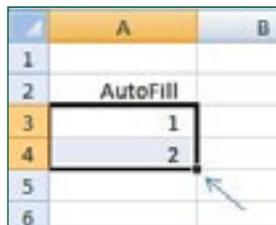
**July 2014 training calendar**

| Monday  | Tuesday  | Wednesday   | Thursday  | Friday   |
|---|--|---|---|--|
|   | <b>1</b>   | <b>2</b><br>NVRA updates,<br>Hermiston (9:00 -<br>10:30)  | <b>3</b>  | <b>4</b><br><b>CLOSED</b><br> |
| <b>7</b>  | <b>8</b><br>Oregon ACCESS<br>Inquiry (8:30 -<br>4:30<br>NVRA updates,<br>Oregon City<br>(1:30 - 3:00)  | <b>9</b>  | <b>10</b>   | <b>11</b>  |
| <b>14</b><br><br>Snooki - Christina<br>Greening,<br>Eugene      | <b>15</b><br>Eligibility 101<br>(8:30 - 4:30)  | <b>16</b><br>Eligibility 101<br>(8:30 - 4:30)   | <b>17</b><br>Eligibility 101<br>(8:30 - 12:00)<br>Basic Lean<br>concepts,<br>Portland (8:30 -<br>12:00)<br>NVRA updates,<br>Hillsboro (10:30<br>- 12:00 and 1:30 -<br>3:00) | <b>18</b>  |
| <b>21</b>   | <b>22</b><br>Oregon ACCESS<br>basics (8:30-<br>4:30)   | <b>23</b><br>Oregon ACCESS<br>basics (8:30-<br>4:30)  | <b>24</b><br>NVRA updates,<br>Salem (10:30 -<br>12:00)  | <b>25</b>  |
| <b>28</b><br>Eligibility 201<br>(1:00 - 4:30)   | <b>29</b><br>Eligibility 201<br>(8:30 - 4:30)<br>Working with<br>challenging<br>behaviors (8:30 -<br>4:30)<br>Advanced<br>eligibility<br>calculations and<br>trusts (8:30 -<br>4:00) | <b>30</b><br>Eligibility 201<br>(8:30 - 4:30)<br>Working with<br>challenging<br>behaviors (8:30 -<br>4:30)<br>EPD (8:30 - 4:30) | <b>31</b><br>Eligibility 201<br>(8:30 - 4:30)<br>Presumptive<br>Medicaid training<br>(8:30 - 12:00)   | <i>1</i><br>Eligibility 201<br>(8:30 - 12:00)  |
| <p><i>Dates and availability of classes are subject to change;<br/>please review availability on the <a href="#">DHS Learning Center</a>.</i></p> |  |   |   |  |

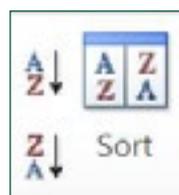
## Excel tip – Secrets of the experts

Here are some quick and easy tips experienced Excel users know (and don't like to share!) You can save time and energy and look like a pro!

- Jump to the bottom on a column of numbers by placing your cursor in the column and clicking *Ctrl+down arrow*; use the up arrow to go to the top;
- Select the entire column by clicking *Ctrl+Shift+down arrow*;
- Fill in consecutive numbers by typing the first two number (1, 2) then select both cells, grab the fill handle (that black square in the corner), and drag across or down:



- Use the exact same method to count by twos or fives (whatever), to fill in the months of the year, days of the week, or any other sequential list;
- You can also use the “drag” technique to copy a formula across multiple columns or rows;
- Add all the numbers in a column by placing your cursor in the first empty cell at the bottom of the column and clicking *Alt+equal sign*. Excel will show the total of everything above in the cell where your cursor is;
  - Watch out for headers, skipped rows, or other information Excel can't add!
- Add color coding the spreadsheets in a workbook by right-clicking on the tab you want to color, select *Tab Color* then choose the color you want;
- Just like Word, the *F4* key will repeat the last action you completed. If the last thing you did was to highlight a cell, you just did it again by using the *F4*;
  - The *Ctrl+Z* combo will undo the last action you took;
- Hide information you don't want to see but have to keep by placing your cursor on the letters or numbers at the edges of the spreadsheet and right-clicking. Select *Hide* and everything in that row or column will disappear from view, but still be saved;
- Sort your columns alphabetically by clicking on the *A-Z* or *Z-A* sort button. You can even set up criteria for how to sort the different columns and in what order.



Want more help using Excel? You can take computer-based training through the [DHS Learning Center](#). For Excel 2003, take: #C03653; Excel 2010: C03648.

## Social media and SNAP eligibility

SNAP recently discovered some staff are using Facebook, Twitter, Google+, and other social media sites to research customers and make eligibility determinations based off information available on those sites. From a SNAP policy perspective, we should NOT be using social media of any kind to determine eligibility, or to dig for information on our SNAP customers.

Verification requirements for the SNAP program are minimal and most things can be obtained verbally with the client or in writing with a [DHS 210](#) or [DHS 210A](#). Specific examples of verification requirements can be found in the Family Services Manual, Multiple Program [Worker Guide #2](#).

*SNAP Policy Analysts*

## ADRC website

It is with great pleasure that we announce the launch of our newly re-designed [www.ADRCoforegon.org](http://www.ADRCoforegon.org) website! The re-designed site is still full of great information. We hope you find it easier to navigate and find what you are looking for more quickly. Please take a look and let us know what you think.

We would like to call your attention to a few *new features* we are really excited about and hope you will be too!

- Downloadable [Planning for Your Future](#) tool kit – The kit contains information on personal planning, financial planning, how to pay for services, worksheets to help estimate the cost of long term care, and tips for how to begin long term plan discussions;
- Information about [service costs](#) including financial planning worksheets to help estimate the [cost](#) of services and calculate estimated future resources available to pay for long-term care expenses; print and email the completed worksheets!
- New [search](#) results features, which allow searches for local resources based on what is important to you. Select from filter options available to narrow the search results down to those which best match your needs;
- Compare [services](#) and choose the one right for you. The site allows searches for the services and side-by-side comparisons;
- Pre-defined [searches](#) within content areas of the website to quickly transition from reading about a specific topic to searching for relevant resources in the local area without leaving the page;
- Expand searched area for [facilities](#) to include results in neighboring counties, counties in other areas of the state, or all counties in Oregon;
- The site is available in seven languages besides English.



*Joey - Cindy Brostean,  
Brookings*

Take some time and look around the site - we think you'll like what you see. Please share this resource with others!

*Kristi Murphy, ADRC Program analyst*

## Tip income

Tips are part of earned income. They are defined as a sum of money given for a service over and above the payment due. Some examples of positions that typically earn tips are waitresses, hostesses, and baristas. Some folks whose positions which would not immediately lead us to think of tips are restaurant hosts, cooks, bus persons, and hotel housekeepers.

As part of the eligibility interview, workers should be asking anyone working if they receive any other types of income like shift differential, bonuses, overtime, or commissions in their normal line of conversation about earnings.

There is no expectation to single out service type industries, however if there is an indicator the customer is currently receiving or may receive tips, workers should be addressing this as part of the normal line of conversation during an interview.

When conducting an eligibility interview it is good practice to ask any customer if they receive any types of income such as bonuses, over time, commission, shift differential, tips, or other types.

What's new: Check boxes will be added to the DHS 415F and SDS 539A where customers can indicate if they receive any "other" types of income. These changes will be made in the next revision of the forms. In addition, the name of the position will be added to help identify potential positions where tips or other types of income may be received.

*SNAP Policy Analysts*



*Lota and Phil - Emily Armstrong, Albany*

## Self-care

Too often we find ourselves exhausted, anxious, unable to concentrate, jumpy, feeling isolated, or any combination of other symptoms related to too much stress and crisis. The jobs we do include contact with persons in their own crisis and it is very easy for the trauma in the lives of our customers to affect our own.

The recent terrible events in Troutdale make the need for self-care more vivid, but it is always important to make sure you are emotionally and physically safe and have resources you need when a little extra help is needed. There are many resources available, here are a few:

- Employee Assistance Program (EAP) provides free, confidential counseling: 800-433-2320, or [www.cascadecenters.com/pebb.htm](http://www.cascadecenters.com/pebb.htm);
- [Self-care for adults](#) - flyer;
- Victim resources from Trauma Intervention Prevention (TIP): [www.tipnw.org](http://www.tipnw.org);
- Tips for survivors of a traumatic event: <http://store.samhsa.gov/shin/content/NMH02-0139/NMH02-0139.pdf>;
- National Center on Domestic and Sexual Violence: 800-799-SAFE, or [www.ncdsv.org](http://www.ncdsv.org);
- Military Helpline for members of the military, veterans, and their families: 888-457-4838.

## May 2014 SNAP - great job!

*Not every office had a standard targeted review in April - some did and others had a review of fewer than 5 cases. Although this list is UNOFFICIAL, not a true honor roll, and not totally representative, we still want to acknowledge those office who did a great job!*

### 100% accuracy!

|                     |      |                     |      |
|---------------------|------|---------------------|------|
| 0111 Baker City APD | 100% | 1311 Burns APD      | 100% |
| 0310 Canby APD      | 100% | 1611 Prineville APD | 100% |
| 0313 Milwaukie APD  | 100% | 1612 Madras APD     | 100% |
| 0511 St. Helens APD | 100% | 2711 Dallas AAA     | 100% |
| 0913 La Pine APD    | 100% | 3111 La Grande APD  | 100% |
| 1211 John Day APD   | 100% | 3112 Enterprise APD | 100% |

### 90% or better accuracy!

|                        |       |                                |       |
|------------------------|-------|--------------------------------|-------|
| 2011 Eugene AAA        | 97.88 | 3211 Florence AAA              | 93.33 |
| 1517 Medford DSO       | 96.00 | 3311 The Dalles APD            | 93.33 |
| 2411 Salem AAA         | 95.56 | 3515 Portland AAA              | 93.18 |
| 1911 Woodburn AAA      | 93.33 | 1811 Klamath Falls APD         | 92.00 |
| 2019 Cottage Grove AAA | 93.33 | 2111 Toledo AAA                | 92.00 |
| 2311 Ontario APD       | 93.33 | 2818 North/North East Portland | 91.67 |
| 2911 Tillamook AAA     | 93.33 |                                |       |

## New Client Maintenance Unit (CMU) phone hours

To provide better customer service, CMU is making changes to their business hours.

Starting July 1, 2014 the main CMU phone line, 503 378-4369, will be available:

- Monday, Tuesday, Wednesday, and Friday from 8:00 AM – 5 PM
- Thursday from 8:00 – 11:00 AM and 1:00 – 5:00 PM

On occasion, the phones may be down during the new business hours due to training or other business needs. On Tuesday, July 22<sup>nd</sup> the phones will be on from 1:00 – 5:00 PM only.



Ruger - Aaron Malvaney, Redmond

CMU is committed to providing the best possible customer service. We want to thank everyone who participated in the CMU Customer Service Survey. We value and appreciate your suggestions.

Sharron Arrington, Client Maintenance Unit

*Have a question about Voter Registration? Ask your local site coordinator, check the manual, or contact Karen Gulliver: 503-569-7034; [karen.l.gulliver@state.or.us](mailto:karen.l.gulliver@state.or.us).*

## Domestic violence and men

Every day provides an opportunity to prevent and stop the silent epidemic of domestic violence and abuse. It is important to remember men are also victims of domestic violence and sexual assault.

***One out of fourteen men has been physically assaulted by a current or former spouse, cohabitating partner, boyfriend/girlfriend or date at some point in their lives.***

Men and boys may be less likely to report the violence and or to seek services due to the stigma of being a male victim, the perceived failure to conform to the “macho” stereotype, the fear of not being believed, the denial of victim status, and the lack of support from society, family members, and friends.

Please take a few minutes to remember how important all men are – fathers, uncles, brothers, husbands, partners, co-workers and friends.

Please let the important men in your life know help is available if they need it. End the silence - speak out against domestic violence.

### Resources:

- DHS Domestic Violence “Get Help Now” [Click here](#)
- Oregon Coalition Against Domestic and Sexual Violence: [Click here](#)
- Oregon Attorney General’s Sexual Assault Task Force at: [Click here](#)
- National Domestic Violence Hotline: [Click here](#)
- National Sexual Violence Resource Center at: [Click here](#)
- Mayo Clinic “Domestic Violence Against Men, Know the Signs”: [Click here](#)
- National Coalition Against Domestic Violence “Male Victims of Violence”: [Click here](#)
- For Employee Assistance Program (EAP) services for you or a loved one: [Click here](#)

*The DHS and OHA Domestic Violence Council*



*Mister - Janice Castle,  
Central Office*

**ADRC** “Like” ADRC of Oregon on Facebook to get the latest news and information from the ADRC project; visit the ADRC [website](#) to keep up with what’s happening!

 **Don’t forget!** Remember to look on MMIS before opening any medical case. You will not be able to see open medical benefit on WEBM, FIND if the medical was opened by applying through Cover Oregon or a Fast Track application. If there is more than one medical case open, problems with the benefit level, and therefore access to care, will result. Check MMIS first!

*Send in your branch photos and news stories to [karen.l.gulliver@state.or.us](mailto:karen.l.gulliver@state.or.us) to share in the newsletter and inspire others with your remarkable deeds!! (And send your pet pictures!)*



*The Burns APD staff, Left to Right:  
Debi Quant, Darcy Patterson,  
Jeannette Wilson, Shauna Hammon*

## Congratulations Burns offices!

The Program Management Evaluation team would like to extend enthusiastic congratulations to both the Burns APD and SSP offices. The two offices from Burns were both found to be free of deficiencies during their follow-up reviews in June 2014. The review encompasses over 60 review elements, making it very challenging to get through without any citations. Way to go!

## Assistance animals come in all shapes, sizes, and species!

The use of assistance animals by people with disabilities can often cause confusion and misunderstanding.

In housing, under the Fair Housing Act, unlike the American's with Disabilities Act, there are no specific limitations on the species, breed, or size an assistance animal can be. A few examples we've seen are:

- A cat for clinical depression;
- A pit bull terrier as perceived protection for a sexual violence survivor suffering from PTSD;
- A snake used to calm chronic anxiety;
- An iguana that woke his person who suffered from sleep apnea when the individual was at risk of not breathing in the night;
- A seeing-eye miniature pony.

There are many, many more examples. If someone you know requires the aid of an assistance animal, they have the right to have their animal reside with them, even in properties with a "no-pets" policy.

For more information about assistance animals in housing visit: [www.FHCO.org/assistanceanimals.htm](http://www.FHCO.org/assistanceanimals.htm).

The Fair Housing Council is a nonprofit serving Oregon and South West Washington.

Anyone may call the free Fair Housing hotline at 800-424-3247, extension 2; or visit [www.fhco.org](http://www.fhco.org).

*Jo Becker, Education and Outreach Coordinator*



*Boris - Karen Gulliver,  
Central Office*

*Looking for past issues of In the Loop? Do you wish you had an index to all the great information? All newsletters, yearly indexes, and a master index for everything are on the APD Field Services web page: [www.dhs.state.or.us/spd/tools/field/index.htm](http://www.dhs.state.or.us/spd/tools/field/index.htm).*

## More NVRA Q&A

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](mailto:karen.l.gulliver@state.or.us), or IM.

**Q: If the customer only changes their physical address, do we still offer voter registration?**

**A:** Yes, you do. The mailing address tells Elections where to send their ballot and other materials, but the physical address tells Elections what district or precinct the person is in and what issues they get to vote. Both are important.

**Q: If the customer leaves the question blank, do we *really* have to ask them the question aloud?**

**A:** If the person leaves the voter registration question blank *and* you are now talking to them about their application/form or change of address or name, you are required to verbally ask if they want to register to vote; this is federal guidance following legal action in another state. By the way, sign language, TTY, and interpreters are included in verbal communication. Watch the 852, *Interim Change Report* – the question is always skipped!

**Q: Where do I find the information you mentioned during training about what to do with customers who are disoriented and can't answer the voter registration question?**

**A:** There is a section in the FSAM Voter Registration section called *Special Situations*, [section H.1](#). The *Persons with cognition issues* section explains expectations in various situations, what to narrate, and provides examples. The goal is to remove any “gray-area” in these situations so if you are still not clear or have another situation not covered, let [Karen Gulliver](#) know and it will be changed to be clearer.



**Q: Are we required to ask non-citizens if they want to register to vote?**

**A:** Yes! The NVRA does not allow us to leave out any group of persons based in their perceived eligibility, so we ask every person every time they meet the criteria. And remember, some non-citizens can register to vote; not many, but they can.

**Q: What is the link to the electronic declination?**

**A:** The interactive PDF of the [MSC 503D](#), *Oregon Voter Registration Declination*, is on the DHS forms server. This is the form you fill out on behalf of your customer then save electronically in an I/shared drive folder (*have questions? Let me know!*). When you save the form, it will auto-date. DO NOT add any comments in the *Additional information* section; that is for the customers only.

**Q: Do you still want us to mark the application yes or no?**

**A:** Absolutely! You should always mark the forms when the customer responds to the question

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of voter registration. Staff is required to ask if the customer wants to register to vote during an eligibility interview for every benefit, including reassessment for services, and mark any forms. Also, be sure to mark the forms when the customer skipped it and you have asked the question aloud; leave it blank if you didn't talk with the customer.

**Q: If we mark the 539A do we need a separate declination form?**

**A:** No you don't. Every DHS form with the voter registration question printed on it - there are dozens now - acts the same as the separate half-sheet MSC 503D, *Oregon Voter Registration Declination*. The forms, the half-sheet, and that tear-off part of the registration form are all exactly the same; you only need to have one of the three completed.

**Q: Do we need to date stamp the page in the 539A with the voter registration question?**

**A:** No. The stamp from the date the application or form was received applies to every page; just remember to watch for a "yes" and to narrate.

**Q: Am I supposed to ask homecare workers if they want to register to vote?**

**A:** No, you don't have to ask the homecare workers, unless they are changing their address for their *own* benefits. Since most of our homecare workers do not receive a state benefits (SNAP, Medicare, etc.) they are outside the NVRA requirement. If they would like to register to vote, please direct them to the MSC 500 lobby form (the lick-and-stick one). If you accidentally given them the MSC 503 instead, it's okay.



*Dayzee, Cassie, and Sophie -  
Kym Lamb, Beaverton*

**Q: How are we supposed to keep the declinations on the application in a "centrally located file"? Do you want us to make copies?**

**A:** Please do not make copies; filing in the customer file is fine. If the auditor is looking for a declination and it's not in the declination file, we are going to direct them to narration for proof voter registration was offered. If they still want to see the page, we will copy only what they need - I will be there to help - and redact everything they aren't supposed to see, then hand them the copy.

**Q: Do I have to ask everyone in the household about voter registration? What about the minor children? What if the adult child is there?**

**A:** Only persons receiving the benefit can answer yes or no to the voter registration question - not the adult child who is there to help, the guardian, legal representative, or whoever else is there to answer questions. If the adult child is not on the benefit, you are not required to ask them about voter registration. However, if they wish to complete the voter registration form, they certainly can. Minor children under the age of 17 never have to be asked about voter registration; only persons aged 17 or older fall under the NVRA requirements. *FYI - If the minor child asks for a voter registration card - give it to them!*

***Please remember*** - ANY person of any age or situation can complete a voter registration form if they want to do so. We do not screen out any person, no matter who they are!

## News from Advocacy and Development

**Senate bill 21 update:** SB 21's planning work for the future of Oregon's long-term services and supports is in full swing. The Steering Committee is meeting through August and will finalize a set of recommendations to take to the public. Before then, the work of four subcommittees (assessment, data/research, caregivers/workforce and service equity) will develop sets of recommendations for inclusion in the Steering Committee's overall draft recommendations for a future plan of Oregon long term services and supports.

In the fall, APD will hold public meetings throughout the state on this draft plan in conjunction with APD stakeholders. For more information, or you have input or suggestions for these meetings, please contact Ann McQueen at [ann.e.mcqueen@state.or.us](mailto:ann.e.mcqueen@state.or.us). Thank you!

**SB 21 Service Equity Subcommittee update:** The Senate Bill 21 Service Equity Subcommittee is one of several subcommittees of the SB 21 Steering Committee. Charged with developing "strategies to serve individuals equitably in a culturally linguistically responsive manner" (Senate Bill 21, April 17, 2013), the subcommittee has also chosen to address equity issues related to gender, sexual orientation, and geographic location such as urban versus rural communities.

The Subcommittee is focused on developing recommendations that will lead to a future system of long term services and supports that is inclusive, equitable, and that empowers all disabled and older Oregonians.

The last two scheduled Subcommittee meetings will take place on June 17th and July 8th, 2014. During these meetings, the Subcommittee will finalize the recommendations in order to present them to the SB 21 Steering Committee on July 16, 2014.

If you have questions or would like more information, please contact Ann McQueen [ann.e.mcqueen@state.or.us](mailto:ann.e.mcqueen@state.or.us), or Theresa Powell [theresa.a.powell@state.or.us](mailto:theresa.a.powell@state.or.us), or visit the web page at: [www.oregon.gov/dhs/spwpd/pages/ltc30-service-equity-sub.aspx](http://www.oregon.gov/dhs/spwpd/pages/ltc30-service-equity-sub.aspx).

**Innovations Fund update:** In 2013, the Legislature approved nearly \$2 million for an APD Innovations Fund. The Innovations Fund was created as a resource to support projects or pilots that either improve quality, improve cost effectiveness or both for services and supports to seniors and people with disabilities. Any non-state agency entity based in Oregon is eligible to apply for these competitive grants if they have an idea for a project or pilot.

The Department is currently soliciting applications for grants up to \$50,000 and between \$50,000 and \$350,000. For the larger grants, a mandatory letter of intent was due on June 10. Full proposals for both large and small grants are due on July 8<sup>th</sup>, 2014. To find out more about the grants and the Innovations Fund, see the DHS news release: [www.oregon.gov/dhs/dhsnews/News%20Releases/Fund%20for%20Innovative%20Pilots.pdf](http://www.oregon.gov/dhs/dhsnews/News%20Releases/Fund%20for%20Innovative%20Pilots.pdf).



*Finney - Angie Perry,  
Portland*

## HCW/PSW insurance and benefits

The Oregon Homecare Worker Trusts administers dental and vision insurance and other benefits for homecare workers (HCWs) and personal support workers (PSWs); the Trust determines eligibility. Currently, the Trust is providing benefits to HCWs and PSWs who perform 40 or more hours per month of bargaining unit work for two consecutive months.

Often, HCWs and PSWs have questions concerning their insurance benefits, and they call their local APD or AAA offices seeking answers. Benefit Solutions, Inc. (BSI) became the new Trust Administrator for the Oregon HCW Trust beginning May 1, 2014. When HCWs and PSWs have questions about their insurance, office staff should direct them to contact BSI:

### BSI Contact information:

Phone: 844-507-7554

Email: [OHCWT@bsitpa.com](mailto:OHCWT@bsitpa.com)

Fax: 866-459-4623

Mail: PO Box 6 Mukilteo, Washington 98275

*This information replaces information in APD-IM-14-001; look for an upcoming IM.*

*Medicaid Long Term Care*



Bentley -  
Joshua Jaime,  
Salem

## LTSS Innovator Agents at work

A consumer was unable to ambulate after a stroke, which affected her ability to articulate her needs and dramatically reduced her ability to care for herself. Her doctor prescribed an electric wheel chair with electric tilt components so she could release pressure and self-manage her pain. An initial barrier was operating the wheelchair components by herself. Working closely with a DME provider and an occupational therapist, she proved the skill to operate the joystick and buttons and documentation was submitted to the CCO for authorization.

Authorization was denied as the chair was not the least costly alternative and the consumer had caregivers who could pressure release manually; her appeal was also denied which led to a hearing request. In a hearing, the case management role is to support the consumer's right to disagree and to file an appeal or hearing; not to argue against the CCO decision.

In this case, there were many pieces forming a complex puzzle: DME authorizations depend on accurate and efficient documentation supporting the doctor's prescription, coverage criteria under the OHP DME policies, CCO alignment and algorithm of diagnosis and medical needs, DME provider accuracy in authorization requests via codes, Occupational Therapists detailed notes and the DHS APD service plan. As a LTSS IA, I was able to devote time to make meaningful connections with the CCO, DMAP and OHA staff to help guide the case manager and consumer understand the pieces and the process and make meaningful connections.

The client attended the hearing and expressed gratitude for the help; she felt prepared, supported, and could effectively argue why the medical equipment was necessary. The LTSS IAs are committed to supporting services to consumers and to helping staff make meaningful connections and piece together complex puzzles.

*Jill Sipes, Long Term Services & Supports Innovator Agent D10 and D11*