APD Field Services

September 2014

In the Loop

A day at the Diversity Conference

We're all busy. There is not getting around it. So, I'll admit, I was a little unsure about the idea of spending an *entire day* away from the office to attend Oregon's 2014 Diversity Conference in Salem. All I can say after attending is that I'm REALLY glad I went. Here's why:

When I walked into the first session, there was loud music playing – Bruce Springsteen, followed by Arianna Grande, followed by Aretha Franklin. It felt more like a dance club than a diversity conference, but it was cool. Over the next 90 minutes, I and the other 100 people in the room were treated to an entertaining and poignant discussion about the importance of *cultural humility* – being curious, teachable, respectful, and empathetic, *cultural agility* - being able to work respectfully, knowledgeably, and effectively across cultural differences, and *emotional intelligence* – the ability to perceive and understand your own and others' emotions in order to improve relationships. The session and the presenters (April Lewis and Carol French) were so good, in fact, that I found myself barely thinking about the e-mails, phone calls, and meetings I was missing at the office.

The next breakout session I chose was called, *The Circle of Understanding: Northwest American Indians*. With humor and grace, speaker Caroline Cruz, who is a member of the Warm Springs Tribe herself, shared information about Native American Indian culture, as well as policies related to working with Northwest Tribes. She also provided us with a useful framework to go about building and enhancing relationships with Tribes in our communities. I left feeling energized and full of new knowledge and ideas.

Continued on the next page

In this edition:

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

Continued from the previous page

The final breakout session I chose was called *Into the Fire*. The conference program described it as "an exploration of returning veterans with disabilities and combat-related trauma and their stories as they integrate into their families, communities, educational institutions and the workforce," but it was much more. The presenters interviewed veterans and their families and created a play from the words of those interviewed. The resulting performance was at once terrifying, surprising, heartbreaking, and hopeful, and the discussion we had following the play was nothing short of powerful.

Yes, I was skeptical about whether spending a full day away from the office was worth it, but after attending the conference, all I can say is: YOU SHOULD GO NEXT YEAR! Yes, we're all busy, but we should never be too busy to acknowledge and celebrate the diversity around us. We all really do have an important part to play.

Ann McQueen, Advocacy and Development

Don't forget! The MAGI procedure document just had a large number of updates, which are all marked in red. Take a look so you know all the latest information. Check back regularly for new updates!

Out of state ID for SNAP

Your client presents ID from another state. What do you do? That depends on how long ago they moved here and if they received benefits in the other state.

Roxy - Barb Houser, Canby

If the client moved here within the last six months contact the other state to see if they have been receiving benefits. If they have been receiving benefits in another state find out when they did or will end.

If they report they moved to Oregon more than six months ago and are not currently receiving benefits from the other state you do not need to contact the other state.

Does it matter if I actually get the information from the other state or is it okay to make the attempt? Well that depends if the client reports they were receiving benefits in the other state or not. If the client reports they were receiving benefits in the other state you do need verification the benefits have ended in the other state prior to opening in Oregon.

If the client reports not receiving benefits from the other state attempt to verify this. If after two attempts, you are unable to verify the client's statement you can accept their statement.

As always remember to narrate, narrate, narrate!

SNAP policy analysts

"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!

SDS 0728

Delete all copies of prior versions from your desktop and archives and use only the current version going forward. Please look for and recycle any hard copies. All current forms are available on the DHS Forms Server.

The MMA referral form (number SDS 0728) is now being accepted by secure email only; the fax number is discontinued for receiving these referrals.

Please see the updated form for the correct email address.

Send email with *#secure#_* (add a space after the second #) in the subject line.

Don't forget! The CAPI does not include the voter registration question so every person you call about his or her CAPI must be asked about voter registration. Every person needs a declination marked either yes (send the card) or no (don't send the card) and a narration. Questions? Contact Karen Kaino.

Support staff conference is just around the corner!

Have you heard? That's right - the Support Staff Conference is just around the corner! If you've been with DHS more than five years, you remember when we had annual conferences - also known as summits - specifically for support staff and their supervisors. They're back!

The primary goal of this conference is to empower support staff to provide great customer service, enhance existing knowledge of Child Welfare, Self Sufficiency, and Aging and People with Disabilities essentials, and provide ongoing training to support staff and their supervisors on topics that interest them.

These will be one-day events with four events/sessions in total. Sessions will be in October and November in Salem. Watch for more information in the coming weeks!

Courtney Hill, DHS Operations

FAIR HOUSING COUNCIL OF OREGON

Age discrimination not allowed!

Cities and counties have the ability to enact fair housing laws which are broader than federal or state laws. Some areas in Oregon have added age over 18 as a protected class.

The federal Fair Housing Act protects families with children under age 18. These areas are saying they don't want - and won't allow - any age-based discrimination in housing in their community.

To check the local protected classes in the area you work or live, visit www.FHCO.org/pdfs/matrix_ore.pdf.

The Fair Housing Council is a nonprofit civil rights organization serving Oregon.

Call the free Fair Housing hotline at 800-424-3247, ext. 2; or visit www.fhco.org.

Jo Becker, Education and Outreach Coordinator

Flash, AKA, Mr. Wonderful - Chris Ellis, Central Office

August 2014 SNAP - great job!

Not every office had a standard targeted review in August - 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!

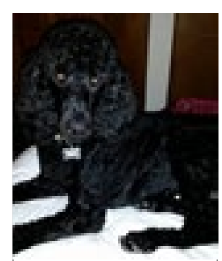
0111	Baker City APD	100%	1211	John Day APD	100%
0310	Canby APD	100%	1311	Burns APD	100%
0313	Milwaukie APD	100%	1611	Prineville APD	100%
0913	La Pine APD	100%	2311	Ontario APD	100%
1011	Roseburg APD	100%	3112	Enterprise APD	100%
1017	Roseburg DSO	100%			100%

90% or better accuracy!

2518	Portland West AAA	96.00	2911	Tillamook AAA	93.33
2711	Dallas AAA	96.00	3013	Hermiston AAA	93.33
3617	McMinnville AAA	96.00	3415	Tigard APD	93.33
1811	Klamath Falls APD	95.83	3211	Florence AAA	92.86
2411	Salem AAA	93.48	1513	Medford SSO	92.31
2011	Eugene AAA	93.33	3111	La Grande APD	92.31

Don't forget! ICP is a program benefits and not a reimbursement. In SNAP, ICP is counted as unearned income; count assets in a contingency fund as a resource. The cost of ICP, for which the funds are issued, are counted as a medical deduction. See 461-245-0410 (7a).

Verification of veteran benefits



Maxx - Janice Brattin, Central Office

How can you get an error for something you verified? To verify Veterans Benefits, some staff have been using the interactive voice response 1-800 number or have logged onto the VA web site to verify the amounts of the benefits. The QA reviewers have been citing errors for this.

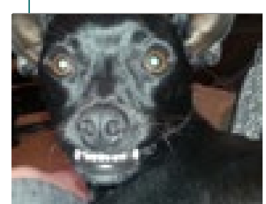
Why aren't these two verification methods acceptable? The interactive voice response 1-800 number gives the net amount of the check issued to the customer. We cannot use verification of net as verification of the gross income and we cannot assume the net and gross amounts are the same.

What about the web site? This site is set up for the recipient of the benefit. It is not permissible to log into someone else's account by pretending to be that person. If you have the customer sitting at your desk, the customer can log into their account and print the verification for you.

SNAP Policy Analysts

October 2014 training calendar

Dates and availability of classes are subject to change. Please review availability on the DHS Learning Center.

Monday	Tuesday	Wednesday	Thursday	Friday
		1	2 DD and mental health eligibility for OSIPM (8:30 - 4:30	3 Cultural competency and diversity, Portland (8:30 - 4:00)
6 Case management essentials (8:30 - 4:30 Eligibility 201 1:00 - 4:30) Cultural competency and diversity, Salem (8:30 - 4:00)	7 Case management essentials (8:30 - 4:30 Eligibility 201 (8:30 - 4:30)	8 Case management essentials (8:30 - 4:30 Eligibility 201 (8:30 - 4:30) Accuracy summit, Clackamas (8:00 - 5:00)	9 Case management essentials (8:30 - 4:30 Eligibility 201 (8:30 - 4:30) Cultural competency and diversity, Salem (8:30 - 4:00)	10 Eligibility 201 (8:30 - 12:00) DV 101 (8:30 - 4:30)
13	14 Oregon ACCESS basics (8:30- 4:30) Accuracy summit, LaGrande (8:00 - 5:00) Advanced eligibility calculations and trusts (8:30 - 4:00)	15 Oregon ACCESS basics (8:30- 4:30) EPD (8:30 - 4:30) NVRA updates, 2818 N/NE Portland (8:30 - 10:00)	16 Presumptive Medicaid training (8:30 - 12:00)	17  *Ruger - Aaron Malvaney, Redmond*
20	21 Working with challenging behaviors. Woodburn (8:30 - 4:30) CBC: 512, Albany (8:30 - 4:30)	22 Working with challenging behaviors. Woodburn (8:30 - 4:30) CBC: 512, Albany (8:30 - 4:30) Accuracy summit, Grants Pass (8:00 - 5:00)	23 Field Leadership meeting (8:00 - 5:00)	24
27	28 Basic Lean concepts. Portland 1:00 -4:30)	29 CAPS basics (8:30 - 4:30) DV 101, Portland (8:30 - 4:30)	30 CAPS basics (8:30 - 4:30)	31

More NVRA Q&A

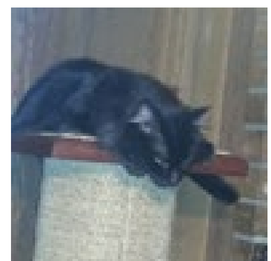
Here are more questions and answers about the National Voter Registration Act (NVRA) procedures. If you have a question, contact Karen Kaino by phone, 503-569-7034, email: karen.l.kaino@state.or.us, or IM.

Q: I was notified by the facility manager a customer moved – do I have to contact the person for voter registration?

A: There is no expectation you contact the customer to ask about voter registration because you were notified by a third party and third parties are outside of voter registration requirements, so there is no NVRA requirement on this change of address.

Q: Do we have to call those persons we complete an SSI desk audit on and offer voter registration?

A: No you don't! If you don't remember, an SSI "desk audit" is the yearly required system check to make sure someone is still receiving SSI and eligible for Medicaid benefits: APD Worker Guide B.8, section 2. These renewals are very different from other eligibility renewals and don't require contact with the beneficiary or a new application. Staff is not required to call the consumer *specifically* for voter registration, so there is no need to make a special phone call. You may skip voter registration for these specific cases until eligibility changes, they apply for a different benefit, or they contact you with a new address or name.


Gustav - Karen Kaino

Q: I completed an assessment for a woman in a facility and she is non responsive. What am I supposed to do about voter registration for her?

A: If you see the customer in person – for an assessment or whatever – and they are unable to tell you where they are and what their care needs are, we don't ask about voter registration. In those cases, narrate *Voter Reg: No* and either mark the application "no" or complete a declination marked "no". See the Field Support Assistance Manual, IX.H *Special Situations 1*,for more information.

Q: How do I mark the declination when the consumer takes the form home? I don't know what she's going to do with the card.

A: Completing or not completing the voter registration card in the office will not change how the declination is marked for our purposes. Declinations are marked based on if the consumer tells us they want the voter registration card or they do not want the card. If you hand the card to them, mail it, email it, help them fill it out – whatever – that is considered a "yes" on the declination. When the consumer says they don't want the card, are already registered, refuse to respond, yell at you – the declination is marked "no". Get your completed declinations to your local site coordinators who will date stamp the declination the same date it's completed.

Continued on the next page

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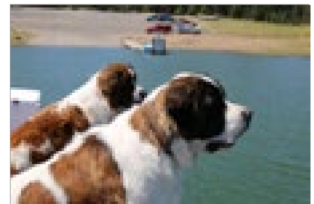
Q: I have several people on my eligibility case load who use an authorized rep. If we're not supposed to ask the authorized rep about voter registration how do we include them? If the app comes back blank, should we mark it yes and mail a card, just in case?



Milo and Tucker - Jodi West, LaGrande

A: No, don't mark the application, or any other form, yes or no without getting the custoemr's response. You are absolutely right – you never ask an authorized rep, legal guardian, or any other non-beneficiary person about voter registration because only the person on the benefit can say yes or no. Your office can choose – talk to your local leadership team before you do – to mail a blank voter registration card to everyone you do not speak to; cards would need to go to every single person who is not seen or called. Or you can choose to accept not every person will be asked each time, due to their individual situations. Instead, we will ask the customer when we have the opportunity, even if it takes a while.

Q: If the eligibility worker asks about voter registration on a July review then in August a case manager goes out and does a review, does the CM have to ask about voter registration?

A: The requirement is to ask the customer once per qualifying event – not once a year. So when the person recerts, changes their address, or changes their name we have to ask about voter registration - even if they move 40 times in the year. Only one person has to ask per qualifying event. If the eligibility specialist (ES) asks if they want to register to vote, the CM does not have to also ask because eligibility and services were requested on the same application. In that situation, the ES would probably be the person to narrate and complete the declination. However, if the eligibility is determined and the application completed, then *later* the person asks for an assessment or reassessment as a new request, the CM would be required to ask about voter registration, narrate, and complete the declination card at the time of the assessment.

New tool - DMV codes

A new-to-you tool is on the APD Field Services webpage called DMV codes.

If you've come from Self Sufficiency or attended one of those older SNAP accuracy summits, you may already have a copy – it has not changed. But if you are a newer worker or your office just got left out, this could be very handy for you.

The tool has _some_ of the DMV abbreviations and vehicle flag codes. Please do not regard this as a complete list – it is partial information, but most of what you will see on a day-to-day basis is included. Find it under the *Other great tools* heading.

Hope this is helpful - contact Karen Kaino if there is another tool, cheat sheet, or reference you would like and the APD Field Supports team will do what we can to make it happen.

October 2014 Community Based Care payment schedule

October provider service payments for the APD and DD 512 Programs and the CEP Program will issue the night of Wednesday, October 1st and mail to providers the next business day which is the morning of Thursday, October 2nd.

Due to the weekend of October 4th – 5th, there may be a delay in the Post Office delivery of checks and direct deposit posting of payments by banks

Direct Deposit (EFT) payments will also issue on Wednesday October 1st. 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.

Maeby and Brodie - Darci Hogue, North Bend

- EFT payments will be available on or before 11:59 p.m. of Monday October 6th.

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

Kristen Hutton, APD Provider Relations Unit

SB 21 update – Upcoming community tour

At its August meeting, the Senate Bill 21 Steering Committee agreed to a draft set of goals and strategies for the future of Oregon's long-term services and supports. But before a final future planning report is submitted to the legislature in February 2015, APD will be holding public meetings throughout the state in October to get feedback on these goals and strategies.

These meetings are an opportunity for members of your community to talk about the future of long term services and supports. We encourage you to get the word out to consumers, family members, and other people you know about these meetings. We have posted the schedule of public meeting locations, dates and times on the SB 21/LTC 3.0 website.

If you have any questions about the SB 21 community tour, please contact Ann McQueen (ann.e.mcqueen@state.or.us) or Max Brown (max.brown@state.or.us). We look forward to seeing you on tour!

APD Advocacy and Development

SNAP Income – Exclusions and deductions

What income do I compare to what standard?

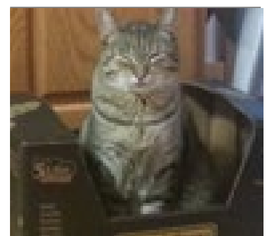
If income is **ex**cluded do not **in**clude it. It's not included when comparing to 185% of the FPL to determine if the household is categorically eligible. It's not even included when you compare to either the countable (130% FPL) or adjusted (100% FPL) income limits.

The most commonly confused situation regarding excluded income is for customers who are self-employed with costs. If the customer has self-employment costs, we **exclude** 50% for those costs. So you only use 50% of the total sales of the business to:

- Check if categorically eligible;
- See if the household passes the two income tests (if not cat el); and
- Determine when you need to act on a reported change.

After you determine what income is not excluded the household will have deductions. The possible deductions are:

- Standard;
- Earned income,
- Court ordered support,
- Dependent care,
- Medical costs; and
- Excess shelter.


Sparkle - Janice Castle, Central Office

Non-citizens - Use the income of the entire filing group (this includes the ineligible members) minus the 50% for self-employment costs, to compare to 185% and determine if categorically eligible. To determine if they need to report, or if you need verification (in SRS), use the prorated portion of the income for the need group members when comparing to the 130%.

Example: NC1 Mom, NC2 Dad and two citizen children. Mom's income is $1000 wages and Dad's income is $4000 self-employment with costs. $2000 is excluded so the total income for the family is $3000. Since $3000 is less than 185% for a family of 4 ($3677) this family is categorically eligible and they are not subject to the two income tests (countable and adjusted).

If the household was in SRS and reported this as a change because Mom just started getting these wages do you need to ask for proof? When comparing to the countable income limit (130%) you use the income counting for the need group. Since the two parents are NC1s we prorate their (non-excluded) income as $3000/4 in HH X 2 in need group = $1500. Since this is under the countable income limit for a need group of two this is not a reportable change and you do not ask for verification.

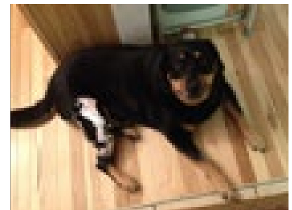
SNAP Policy Analysts

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

Forms update

Delete all copies of prior versions from your desktop and archives and use only the current version going forward. Please look for and recycle any hard copies. All current forms are available on the DHS Forms Server.

- DHS 1999, OSIPM, *Couples and Long-Term Service*, brochure has been updated with the latest and most current information;
- SDS 728, *MMA Problem Solving Referral Form*, had been updated; see page 2 for information about the change;
- SDS 3405, *Information on the Resource Assessment – To accompany (cover letter) SDS 539A and SDS 3401 on special cases*, is a new form developed by the Medicaid policy unit. See APD-PT-14-030 for more information.
- SP MSC 9093, *Estate Recovery Brochure*, (revision date 07/2014) in Spanish is available for order. See OPAR-IM-14-021 for more information.



Sallie - Linda Lawson, OPAR

Please note: Tammy Mazon is the new forms contact person for APD forms. If you need a form changed or updated, please contact Tammy via email with the form number and the change you are interested in seeing: tammy.mazon@state.or.us.

5515 case transfers reminder

Cases which appear in the "fake" branch 5515 can be transferred to you as needed by:

- Karen Kaino: karen.l.kaino@dhsohsastate.or.us
- Lauren Mitchell: lauren.e.mitchell@dhsoha.state.or.us
- Angela Munkers: angela.p.munkers@dhs.oha.state.or.us

To have a case transferred out of 5515 send an email to one or all of us with the *prime number* and the branch number where it is going.

If there is more than one person on the case who is also in 5515, please let us know if you want everyone transferred or a single person.

Please do not use this group for transfers from the mainframe, MMIS, or for branches other than 5515.

We will do the best we can to get your transfers completed right away. Feel free to send the request urgent if it really is.

Pre-paid burial plans

Did you know the information provided in Oregon ACCESS about pre-paid burial plans is important to the Estate Administration Unit (EAU)?

After a recipient's passing, any refund from their pre-paid plan becomes part of their estate and is subject to recovery. The name of an insurance company, funeral home, and/or cemetery is especially helpful. Knowing the amount of a plan is also useful when we are contacted by family members about remaining bank funds.

Thank you to case managers for providing accurate and up-to-date information about pre-paid burial plans!

Kathleen Rossi, Estates Administration Unit

Don't forget the additional required forms

It's hard to remember all the forms we need to complete for different programs. Important additional SNAP forms to remember to issue are:

Durin - Karen Kaino

For APD/AAA
- MSC 3400
- SDS 539R

For SSP
- 6609 (I&R) packet including FM 525, DHS 0415R, MSC 3400, MSC 900

Per OAR 461-135-0505, for SNAP, a person is not considered categorically eligible unless they receive the MSC 3400, found on the DHS Form Server. It's a requirement to give the MSC 3400 out at SNAP intake and recertification. If the application is filed online, the CAPI application, the applicant received the MSC 3400 electronically; if the applicant completed the 6608 or 6623 packet they received the additional forms in the packet.

The only time when processing an application or recertification you do *not* need to issue the SDS 539R or DHS 415R is when conducting the annual desk review for OSIPM clients receiving SSI and not receiving any other benefits such as SNAP, QMB. or Waivered Services. See SPD-AR-12-019 and APD WG B.8 for more information.

Sherri Devlin, Administrative Analyst, Multnomah County Aging and Disability Services and SNAP Policy

Innovations fund update

Aging and People with Disabilities recently awarded nine grants to Oregon organizations to test new ideas for improved services through innovative projects and pilots. These awards are supported by DHS' Aging and People with Disabilities Innovations Fund.

The Innovations Fund supports projects and pilots to test ideas to improve quality and/or cost effectiveness of services for older adults and people with disabilities. A consumer Innovations Fund Board evaluated many proposals before awarding nine grants – three on a large scale and six on a smaller scale. Find out about the nine grants here.

The Innovations Fund will be seeking another round of applications for projects and pilots, and the notice for Request for Grant Proposals will be posted the Oregon Procurement Information Network (ORPIN).

APD Advocacy and Development

October 2014

Adopt a shelter dog month
Domestic violence awareness month
Long Term Care planning month
National Down Syndrome month
Positive attitude month

Oct. 6 - 10: Customer service week
Oct. 12-18: National food bank week
Oct. 19 -25: Infection prevention week
Oct. 24-31: Prescription errors education week

Oct. 1: International day of the older person
Oct. 3: Diversity day
Oct. 6: Mad Hatter day
Oct. 8: Stop bullying day
Oct. 10: World mental health day
Oct. 16: National boss' day
Oct. 20: Clean your virtual desktop day
Oct. 24: Punkin chunkin championships
Oct. 29: National cat day
Oct. 31: Halloween

Challenges remain after successful move

Case Study: “R” is man in his mid-40’s who has spent the last 4 years of his life in different institutions starting with an 8-week stay in an acute facility, followed by 2.5 years in a nursing home in Salem before his latest move to an adult foster home. This home specializes in bariatric customers, the only facility of its kind in Oregon.

R has a chronic health condition, ankylosing spondylitis that is progressive and can cause some of the vertebrae in the spine to fuse together. He is currently receiving physical and occupational therapy from a local home health agency and has moved from a 4-bed ward with his only privacy being a thin curtain, to a private room with lots of natural light and a view of open fields.

Northwest Senior & Disability Services (NWSDS) first encounter with R was through a preadmission screening nurses. The nurse recalls when she met R; he was lying flat in his bed with only the surrounding curtains and his laptop to look at. According to this nurse, R’s goal from the beginning was to get into a pool and regain his strength so he can walk again. Working with his case manager, they were able to find the one specialized Adult Foster Home (AFH) that could handle his condition and had a pool. R moved to this facility in May 2014.

On paper, this sounds like a wonderful success story that evolved like clockwork but there have been challenges. The first was finding the right facility which took more than a year as there is only one in the state with equipment for bariatric patients. It also has only 4 beds and is in a relatively remote area so is isolated. While it has a pool, it lacks a lift for bariatric customers who are unable to walk in and out of the pool and it’s outdoors so only used in warm months.

The second challenge involves the R’s motivation and willingness to self-manage. In the 3.5 months since the move, R has agreed to be up out of his bed 3 times, per his choice. This is despite the availability of both supportive equipment and staff. While the focus of customer care is often on the physical needs of customers, what is often not addressed sufficiently are the emotional needs of the customer. There is a need for customers to be taught self-management skills and for staff providing direct care, as well as case managers, to support self-management. Through techniques designed to increase customer self-motivation, customers can be encouraged to take greater control and play a larger role, if not the leading role, in managing all aspects of their care.

Additional challenges in complex cases may include:

- Affordable (possibly re-purposed) bariatric capable equipment;
- Co-coordination with health systems when the move is between LTSS settings;may seem less important but without good health support, may result in a return to a costly, acute setting).

Julius -Kris Boler, The Dalles

This case study highlights the complexity of some of our cases. Trying to orchestrate a successful transfer is difficult enough when the availability of appropriate resources is limited but can be further complicated by the emotional status of our customers. Providing appropriate training and support to both the direct service staff, case managers, and to the customer, while continuing to search for and advocate for resources are key to a successful transitions for the long term.

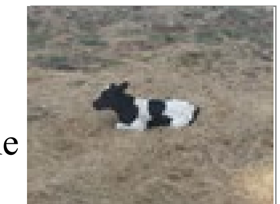
Lavinia Goto, RN, MPH, DHA; LTSS Innovator Agent

Excel tip – Formatting like a pro!

Most people using Excel struggle with formatting cells (boxes), adding lines in a cell, setting page break and many other things. Instead of using the tools already in Excel, many people are spacing within the cell to get a second line (quit it….) or forcing fake formatting.

The problem with the fake formatting is if you change anything about the size of the cell, your "formatting" is now all wrong. In some cases, adding lots of spaces can make it difficult to sort, too. And it takes a long time - the formatting tools in Excel are much faster!

Here are easy ways to make your Excel workbook (the document you're working in) behave and format the way you want.



Ms. White - Kathie Young, Medford

Adding a second line within a cell:

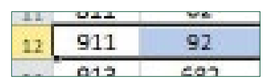
Never (ever!) add spaces at the end of your line of text to make the next line of text drop down. Instead:

1. Put your cursor at the end of your first line;
2. Click *Alt+Enter*;
   - Don't be alarmed by the giant white space, it will shrink when you're done;
3. Repeat as many times as you need. Text will wrap normally.

Changing the page break:

Sometimes when you have multiple pages, the next page starts in a an odd place and makes your document hard to read. Don't add lines to move to another page. Instead:

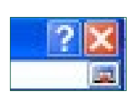
1. Highlight *below* the last row you want on the page by clicking on the left side number of the row. This highlighted row will appear at the top of the next page;



2. Go to the Ribbon and select *Page Layout*;
3. Select *Breaks* and click on *Insert Page Break*.
4. If you don't like how it looks, go to the same menu area and select *Reset All Page Breaks*.

To repeat rows on every page:

When your document has a header row you want on every page, you don't have to copy and paste it on each page – Excel will do it for you:

1. Go to the Ribbon and select *Page Layout*;
2. Click on the expansion arrow in the bottom right corner; 
3. When the *Page Setup* window open, choose *Sheet*;
4. Click the squares at the right side of the *Rows to repeat at top* field; 
5. When the new window opens, choose the rows to repeat by clicking on the row number on the left side. You can choose as many as you want;
6. Click on the right side square again and the box will close; 
7. Click *Ok*.