APD Field Services

February 2014

In the Loop

Excellence award

The APD Award of Excellence was recently presented in Coos Bay.

Mike McCormick and Trisha Baxter present Mike Marchant, District Manager, District 7, Coos County, with his APD Award of Excellence. Here is what Mike's nominators said about him:

L-R: Mike Marchant, Mike McCormick, and Trisha Baxter

In every situation Mike demonstrates modesty and consideration of others in his approach, and is always willing to listen. He has always been transparent, no matter his role. He is active in the community and maintains positive relationships with other community leaders, while resisting the temptation for "pomp and circumstance."

When he transitioned from supervisor to district manager, there stood the question: would he still be "Mike." After the initial shock of recognizing the weight of his new position, and the mechanics of managing an office at this level, Mike has shown great integrity in how he has remained approachable, honest, transparent, always stewarding the resources of our agency responsibly, expecting excellence from the staff and holding to the great objective of providing value to our customers.

Nelsa Brodie, DHS Communications

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

Award of excellence

Paul Iarrobino, Community Access Program Supervisor, Multnomah County Aging and Disability Services (MCADS) is presented with an APD Award of Excellence for 2013 from Trisha Baxter and Mike McCormick.

For the past ten years Paul has supervised the 24 hour Helpline, ensuring older adults and people with disabilities have access to resources and services 24/7. Paul is a strong advocate for quality in Information and Assistance.

Paul brings creativity, compassion, and collaboration to his work serving older adults and people with disabilities, veterans, and family caregivers. Paul views challenges as the lens of opportunity to improve services for the public and forge new and stronger relationships with partner organizations. Paul is a caring and positive role model exemplifying DHS' core values in the work he does and always open to improve services for the public. Congratulations to Paul!

Nelsa Brodie, DHS Communications

All screens checked?

It is always important to narrate when any of the verification screens you check shows any information that could affect eligibility. When narrating the results of screen checks, even when you find nothing, it is perfectly acceptable to narrate "checked all screens – nothing current or active at this time."

Confusion arises when a reviewer, co-worker or others read the statement "all screens checked" but they see active information on the screens, sometimes long after the eligibility determination was originally made.

Here is an example: During the eligibility determination, you check the child support screens or the wage screens and find nothing. Four months later during a review, the child support screens or the wage screen shows payments or wages from the most recent quarter, but there is no mention in the narration of receiving child support or the client working.

In these situations, narrating only "all screens checked" raises some questions for anyone coming behind you. Adding a few words to your current narration so it addresses what you found (or did not find) such as: "Checked all screens – nothing current or active at this time" will help clarify the eligibility determination. It becomes even more important to narrate how you addressed any information found. If the client is no longer working, narrate when their former job ended.

Jezebel - Bill Walker

A good, quick, clean narration will save time up front and in the long run during reviews! The key is to narrate completely once and your job is done!

SNAP Policy Analysts

Don't forget! The SDS 3401A, *Allocating Resources to Generate Income for a Community Spouse* is obsolete. Look through your desk, forms storage area, personal files, and electronic desk top and get rid of all copies. The rule related to this form, 461-160-0580, changed January 1, 2014 and was discussed in Manual Letter # 62. for more information, see APD-IM-14-004.

Same-sex couples and housing discrimination

A HUD survey released in 2013 involving 6,833 tests in 50 different metropolitan areas found same-sex couples were 15% more likely to experience discrimination than heterosexual couples were. The link to the study is here.

Ed (Keeks) - Aaron Malvaney, Redmond

Sexual orientation and gender identity are protected under state law. We encourage you to contact us immediately at 800/424-3247 Ext. 2 if you suspect someone you know or are working with has experienced illegal housing discrimination. Calls are free and confidential.

For more information about fair housing visit: www.FHCO.org/sexualorient.htm. For more information about who we are and what we do 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

March 2014

Brain injury awareness month
Multiple sclerosis education month
Red cross month
Social work month

Mar. 2 - 8: Storm preparedness week
Mar. 8 - 14: Universal women's week
Mar. 23 - 29: National cleaning week

Mar. 3: National anthem day
Mar. 7: Employee appreciation day
Mar. 9: Daylight savings time begins
Mar. 16: St. Urho's day
Mar. 17: Wellderly day
Mar. 20: Day of happiness
Mar. 21: World Down Syndrome day

Looking for past issues of In the Loop? Do you wish you had an index? Every issue of the newsletters and an index of the contents are on the APD Field Services web page: www.dhs.state.or.us/spd/tools/field/index.htm.

2014 SNAP Civil Rights

The 2014 edition of the SNAP Civil Rights Training is now available on the DHS Learning Center as course #C04124.

Who is this for? Everyone who interacts with SNAP customers – no matter the job description – is required to take this online training. The information is relevant to all customers, however.

If you've taken the training in the past, you'll see a new format and changes in pacing. If you've never taken it before, the training takes under 10 minutes and is full of useful and important information.

Many thanks go to the SNAP Policy Unit providing training in this format.

January 2014 SNAP honor roll

100% accuracy!

0111	Baker City APD	100%	2211	Albany AAA	100%
0310	Canby APD	100%	2311	Ontario APD	100%
0314	Estacada APD	100%	2411	Salem AAA	100%
0913	La Pine APD	100%	2911	Tillamook AAA	100%
1211	John Day APD	100%	3112	Enterprise APD	100%
1311	Burns APD	100%	3411	Hillsboro APD	100%
1911	Woodburn AAA	100%	3415	Tigard APD	100%

90% or better accuracy!

1011	Roseburg APD	96.00	0313	Milwaukie APD	93.33
1717	Grants Pass DSO	96.00	3211	Florence AAA	92.86
2111	Toledo AAA	96.00	3617	McMinnville AAA	92.00
0311	Oregon City APD	93.33	3111	La Grande APD	90.00

The accuracy rate for AAA and APD branches is 47%.

Privacy and security training

As you know from an earlier newsletter, everyone is required to complete two online privacy and security trainings *each year*. The training on the DHS Learning Center is for 2013, not this year. The 2014 training will be available in the last half of this year.

Durin - Karen Gulliver

Anyone who did not complete the required training by the December 30, 2013 deadline may get credit for the 2013 training if they complete it now.

- New employees must take courses #C03111 and #C03112l;
- Existing employees must take courses #C03943 and #C03933;
- AAA employees must take courses #C03945 and #C03947.

Central Office food drive efforts

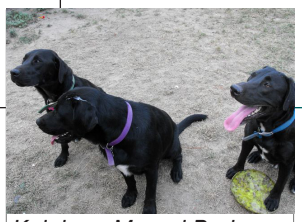
Your Central Office Field Services and Supports team has been busy this Food drive season. We've had a long running cube sale which is raising lots of money, we have a basket silent auction, used clothing sale, jewelry silent auction, and an antiques and collectibles auction.

The totals – and some photos – will be in the March newsletter with the results. The used clothing sale is finished and we raised **$132.00** for the Marion/Polk food bank!

All leftover clothing was given to Helping Hands Resource of Salem charity. Thank you to everyone who helped with the sale by donating their time and items.

Send in your branch photos and stories to karen.l.gulliver@state.or.us and inspire others with your remarkable deeds!!

March 2014 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
3 Cultural competency and diversity (8:30 - 4:00)	**4** Oregon ACCESS Inquiry (8:30 - 4:30) SACU LDMS Module 1, Eugene (8:30 - 11:30, 1:30 - 4:30)	**5** SACU LDMS Module 1, Eugene (8:30 - 11:30, 1:30 - 4:30)	**6** SACU LDMS Module 1, Eugene (8:30 - 11:30)	**7** Cultural competency and diversity (8:30 - 4:00) , Bend
10 Independent Choices program (8:30 - 4:30)	**11**	**12**	 *Kalaban, M, and Bud - Sherry Develin, Grants Pass*	**14** DV 101 (8:30 - 4:30)
17 	**18** Eligibility 101, Gresham (8:30 - 4:30) Oregon ACCESS basics, Portland (8:30-4:30) SACU LDMS Module 2, Eugene (8:30 - 11:30, 1:30 - 4:30)	**19** Eligibility 101, Gresham(8:30 - 4:30) Oregon ACCESS basics, Portland (8:30-4:30) SACU LDMS Module 2, Eugene (8:30 - 11:30, 1:30 - 4:30)	**20** Eligibility 101, Gresham(8:30 - 12:00) SACU LDMS Module 2, Eugene (8:30 - 11:30) Basic Lean concepts (8:30 - 12:00)	**21**
24 Cultural competency and diversity, Portland (8:30 - 4:00)	**25**	**26**	**27** Cultural competency and diversity, Eugene (8:30 - 4:00)	**28** Cultural competency and diversity (8:30 - 4:00)
31				

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

Don't forget! If it isn't signed, it isn't valid! Check for signatures on all applications and other customer required documents. And don't forget to get signatures on provider forms and the vouchers. If the form isn't signed, you cannot go forward.

Food drive stories wanted

Send in your food drive photos, stories, and totals for the March newsletter. If your photos are on your phone, you can send them to Karen Gulliver's iPhone at 503-569-7034.

Let's inspire each other for next year!

March 2014 Community Based Care payment schedule

March provider service payments for the APD and DD 512 Programs will issue the night of Saturday, March 1st and mail to providers the next business day which is the morning of Monday, March 3rd.

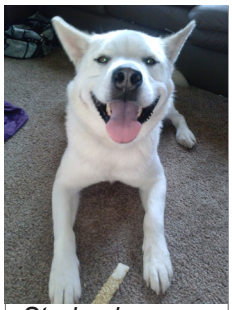
March provider service payments for the CEP Program will issue the night of Monday, March 3rd and mail to providers the next business day which is the morning of Tuesday March 4th.

Due to the weekend of March 1st – 2nd, there will be a delay in the processing of provider checks.

The difference in payment schedules is as follows:

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

Direct Deposit (EFT) payments will also issue per the schedule noted above, however rather than being mailed they will be sent to the Department of Treasury and out to individual banks for processing. *Banks are allowed to use up to three (3) banking days to process direct deposit payments which does not include weekends or holidays!* Please note DHS does not have any control of how and when individual banks process their direct deposit payments. Per the agreement signed by the provider to begin direct deposit of their payments, the provider is required to confirm funds are available before making purchases out of their account. DHS will not reimburse providers for overdraft charges due to insufficient funds.



Starbucks - Tammy Rivera, Woodburn

- EFT payments for APD and DD providers will be available on or before 11:59 pm of Wednesday, March 5th.
- EFT payments for CEP providers will be available on or before 11:59 pm of Thursday, March 6th.

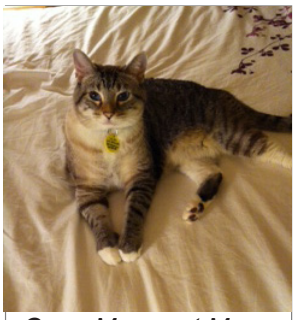
Direct Deposit information and sign-up form: lick here.

Kristen Hutton, SPD Payment Support Unit

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, or IM.

Q: Sometimes people want to talk about voter registration – what can I say or not say?



Gus - Margaret May, Central Office

A: Of course our customers want to talk with us about voter registration – it's something new to them and they want to express their opinions. They may even want to tell you about their political views. Your job is to have **no opinions** about anything political. Don't take sides, don't share your views, and don't admit to anything related to your own political beliefs. Do try to redirect the conversation to something related to their benefits. If your customer really wants to give someone an ear-full, they should contact the Secretary of State Elections; see the DHS 585 for contact information.

Q: I've run out of those special envelopes to mail the completed registration cards to county. What do I do?

A: This whole process of using the numbered the envelopes is being re-examined at the Secretary of State Elections office - stay tuned for more info as we have it. For now,you can order the 516 #4 envelopes through the FBOS system; talk to your local forms ordering person for help. If you run out, use plain half-sheet manila envelopes while you are waiting for the 516 #4 envelopes to arrive – just write the #4 on the flap with a marker.

Q: When I talk to the authorized rep and the customer isn't present, and I don't see them during eligibility, what do you want me to narrate?

A: Only the customer is able to say yes or no to voter registration, so if you don't have a customer involved in the eligibility process, you do not have to ask about voter registration. In this case, voter registration is not required (no customer) so you can either not narrate in the voter registration section of the template, or narrate "N/A". My preference is for "N/A", but you can decide for yourself. Just remember – this situation is **NOT** the same as a declination.

Q: When the customer says they are already registered to vote, do they have to fill out a declination?

A: If they don't want to update their voter registration – remember that is part of the voter registration process – then they can fill out the 503D and mark "no", or you can fill it out on their behalf. They are not required to personally complete the 503D as long as *someone* gets it filled out. Remember - every person who applies, reapplies, or updates their address should have a declination marked "yes" (they filled out or took home the registration card), or "no" (did not fill out or take home the registration card).

Fast-track medical enrollment

Below is information and clarification on the fast-track medical enrollment process.

What makes someone eligible for fast-track enrollment?

- Fast-track enrollment is only available to adult Oregonians, who meet qualifications for the Oregon Health Plan (OHP) and
  - Are currently receiving food benefits through SNAP; or
  - Have children in the home who are enrolled in Healthy Kids.
- An important note: Fast-track eligibility only applies to the person the letter is addressed to; meaning the person receiving the letter is the only individual who will receive medical if the consent form is returned.

Sofie - Shiirley McFeeters, Grants Pass

Are fast-track letters still being mailed?"

- Fast-track letters are still being mailed to adults who meet the above criteria.
- If the adult returning the consent form has requested medical assistance for anyone else in the household, date stamp a 7210 application and route it to 5503 for eligibility determination.

Fast-track letters dated January 31, 2014:

- The January 31 mailing was sent to eligible fast-track customers but listed an incorrect first name. All other information, including the last name, address and the prime number were correct.
- OHA will be sending corrected fast-track consent forms along with a cover letter to those impacted explaining there was an error. They will be asked to use the corrected form to sign and consent to enrollment.
- Those who have returned the form with the incorrect first name will still be accepted. If local offices receive one of these forms, cross out the first name and replace it with the correct name and return it to OHA. OHA will make the corrections to their fast-track file.
- **Note: This mix up in mailings was reported to the Privacy office.** It is important to inform customers that there was no breach of confidentiality in the mailings; identifiable information was not shared with other customers.

Here are links about how to report changes to OHP and where to direct OHP members who need assistance.

Thank you for the outstanding work you do on a daily basis to support vulnerable Oregonians as they seek DHS and medical services!

For more information or clarification needed, contact Courtney Hill at courtney.m.hill@state.or.us or by phone at (503) 945-6577.

Affordable Care Act FAQs document

Please use the FAQs evolving document for the best place to find information on the Affordable Care Act (ACA).

The FAQs are continuously being updated as new information is received, sometimes every day.

The link to the FAQs is located on the APD Staff Tools website under *Latest News* click HERE for the direct link or go to: http://www.dhs.state.or.us/spd/tools/ACA%20Information/ACA%20Index.htm.

Suzy Quinlan, LTC Medicaid

CI sheets with links

The APD Governance team would appreciate having the web address or hyper-link listed on the continuous improvement (CI) sheets when they are submitted.

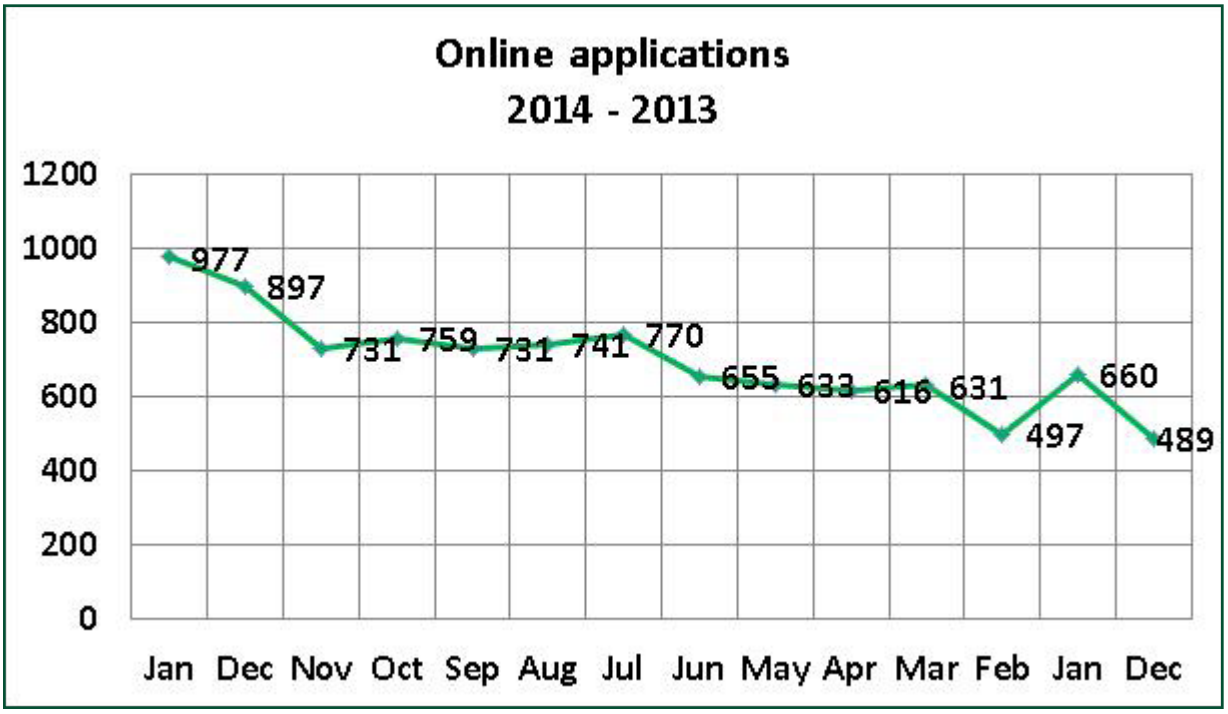
There have been some instances of reported problems with web pages or links on web pages, but neither the Governance team nor the submitter could locate the page or the broken link later.

Daisy - Paul Burnett, Pendelton

To send a CI sheet with a suggestion about a website or anything else, use form MSC 2991; the submitting email address is on the form.

Online application totals

The number of AAA and APD online applications through the CAPI has doubled in the last 12 months! Yes, Self Sufficiency customers are using the online application more often than AAA and APD customers are, but doubling the total in a year is a great trend. Congratulations on helping your customers make this change! *FYI - the chart reads 2014 - 2013.*



EAU at your service

The Estate Administration Unit (EAU) is available to help with estate recovery questions, particularly after the death of a client. We understand case managers may be contacted with questions from relatives, personal representatives, or facilities about estate assets and the estate recovery process. Estate recovery is complicated so please direct inquiries to our office. Please remember we are unable to answer questions about eligibility; the APD policy unit has asked us to direct eligibility questions back the case manager. Contact information for EAU is:

Phone: 503-378-2884
Fax: 503-378-3137
Toll free: 800-826-5675
E-mail: estate.admin@state.or.us

Mail:
The Department of Human Services
Estate Administration Unit
PO Box 14021
Salem, OR 97309-5024

Kathleen Rossi, EAU

Dingo and Kiwi - Chris Angel, Medicaid

What the auditor saw

We are just finishing a payment eligibility audit in APD and AAA offices. This time the auditors checked paperwork for providers is complete and available ad to see if the customers were eligible for the payment they received on the date they received it. We're waiting for the final results, which will be shared when we have them, but the preliminary results look pretty darn good! Here are the initial areas for improvement:

- Provider paperwork such as the enrollment forms, confidentiality agreement, I-9, and ID were not kept together;

  In the past, the local office has kept provider information in a variety of places, however the Retention Work Group has decided *all provider paperwork should be kept together and in a separate file* from here forward.

- Customer verification completed via the Mainframe is not narrated;

  Please *narrate* when you verify something on the Mainframe. If you verify using the SSA screens, narrate *verified through SSA records*;no printing. SS-IM-08-037

- Ongoing stable income verification is not in the current file;

  Make sure all paperwork applicable to the current certification is in the current file. So if you verify stable income, keep that verification in the file – always!

- Application is not in the file.

  The application for the current certification ***must*** be in the file, regardless of how old the application is. This includes original applications for D4 cases.

SPPC exceptions

APD-PT-14-004 *State Plan Personal Care (SPPC) Exceptions* explains the new exception criteria for the SPPC program.

Oregon Administrative Rules (OAR) 411-034-0020 and 411-034-0090 are revised to allow exceptions when the individual's assessed needs exceed the 20 hour limitation of the SPPC rules.

Before an SPPC eligible individual will be authorized to receive exceptions above the 20 hour/month limitation, an exception request must be submitted to APD Central Office (CO) and will be approved based on one of more of the following criteria:

Princess and Sammy - Don Wood, Program Integrity

1. **Personal care services:** Need **hands-on** assistance from another person with one or more of the personal care need(s) based on the CAPS SPPC assessment results. This criterion qualifies for up to a maximum of 2 extra hours for each eligible personal care service need.
2. **Cognitive Assistance:** Need **on-going supervision** for cognition. This criterion qualifies for up to a maximum of 5 extra hours for cognition assistance.
3. **Exceptional housecleaning:** Need **exceptional housecleaning** in the individual's home to ensure the health and safety of the individual. This service must be above and beyond typical housekeeping necessary to maintain a person's home and cannot be provided by a HCW or in-home agency.

For specific details on the SPPC exceptions process, please refer to the APD SPPC exception process document on the APD Case Management Tools website.

If you have questions, please contact Suzy Quinlan: suzy.quinlan@state.or.us or 503-947-5189.

Don't forget! The MSC 503D, *Oregon Voter Registration Declination*, does not have to be the actual-ordered-through-system form. You can use either a copied form or an electronic version. To go "paperless", save the completed form on your I or shared drive in a folder called "declination" and name it with the day and the customer's last name. The MSC 503D is an internal use form, so you can make copies of it, save it electronically, **or** order and use the card stock form - whatever works best in your office. Contact Karen Gulliver with questions: 503-569-7034.

ADRC Aging and Disability Resource Connection of OREGON

"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!

Send in pet photos!

Send them by email or to my iphone: 503-569-7034. If you have a pet and see this newsletter, we want to meet your pets!

Innovator Agents

The Long Term Services and Supports Innovator Agents (LTSS IA) are now at work! Seven agents have been hired to help better coordinate long term care services and supports with CCOs and health care system activities. Look for your Innovator Agent; find out more about what they do and how you might inform each other's work!

There are 3 state employees LTSS IAs:

- **Jill Sipes** – Jill covers Klamath, Lake, Deschutes, Jefferson and Crook- and is based in Klamath Falls and Bend.
- **Bridget Roemmich** –Bridget works with most of Eastern OR and is based in Ontario.
- **Kris Boler**- Kris works across Hood River, Wasco, Sherman, Gilliam, Wheeler & Clackamas areas and is based in The Dalles.

There are four Area Agency on Aging contracted agents:

- **Liz Bardon** - of the Rogue Valley Council of Governments (RVCOG). Liz covers Jackson, Josephine, Coos, Curry, and Douglas counties.
- **Sarah Ballini-Ross** – of Oregon Cascades West (OCW) operates in Linn, Benton, and Lincoln and also covers Lane Council of Governments (LCOG) Lane county.
- **Lavinia Goto**-works with Northwest Senior & Disability Services (NWSDS) Marion, Polk, Yamhill, Tillamook, Clatsop, and also Columbia counties for Innovator Agent work.

Milo and Tucker - Jodi West, LaGrande

- **Jan McManus** is from Multnomah County Aging and Disability Services and handles Multnomah, Clackamas and Washington Innovator agent responsibilities.

Or contact Naomi Sacks for more information about the LTSS IA work.
Coming soon- more about Innovator Agents and their work!

Don't forget! Remember if you send HIPAA protected information, including a customer's name or Social Security number, by email you need to add #secure#<space> in the subject line - don't forget the space! If you reply to or forward a secure email you *do not* have to retype the #secure#<space>; the security designation is still active on a reply or a forward.

Outdated EAU forms

Estates Administration Unit (EAU) has asked AAA and APD staff to stop using the Oregon ACCESS (OA) version of two forms and use the internet/web version only. The forms are: MSC 0647N, *Real and Personal Property*, and MSC 454D, *Report of Deceased Person*.

A request was made to update OA. Please stop using the outdated version. Thanks!