

In the Loop

Celebrating 25 years of the Americans with Disabilities Act

July 26th marked the 25th anniversary of the Americans with Disabilities Act (ADA). For people with disabilities, this is a fundamental civil rights law. The ADA prohibits discrimination against people with disabilities in employment, schools, transportation, and public and private places open to the general public. Whether it is curb cut outs in city sidewalks, assistive technology in the workplace, or the rise of home and community based services as alternatives to institutional long term care, the ADA has transformed public life in its 25 year history.

DHS celebrated the anniversary with a resource fair and program of speakers and performers on July 23rd at the Barbara Roberts Human Services Building in Salem. There were also breakout sessions on topics including the history of the disability rights movement, mental health, assistive technology, service animals, and emergency preparedness. More than 20 organizations, agencies, and DHS and OHA units participated in the event.

As APD Director Mike McCormick wrote in his July Q&A message, “[In APD], we see first-hand the positive effect this law has made on people’s lives. Supporting people in the least restrictive manner possible is the bedrock of our vision.”

To learn more and to access information about the ADA, see the US Department of Justice’s Information and Technical Assistance [website](#). For information about ADA accommodations at DHS, see the Office of Equity and Multicultural Services’ ADA Accommodations [website](#).

Max Brown and Deborah White, Advocacy and Development

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Did you notice if you sent a notice?

Many times in our work, we have one customer waiting for us and another on the phone just while we are finishing up that last thing! It is very easy to forget where we left off or whether we hit *F9*. Take a breath.

When we are doing negative actions, many errors come from doing a negative action and sending an invalid notice or none at all. We can't reduce, close, or deny benefits without a notice. We all know that, but sometimes we forget in the heat of the moment. Here are some quick tips to jog your memory:

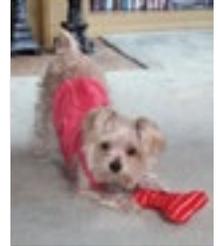
Closing benefits: FSMIS never sends out closure notices for us even if we enter a notice code in the notice field; that's on us. If you are sending a [APD 540](#), [DHS 456](#) or another manual notice, you must keep a copy in the file ; APD/AAA will be able to scan customer information in to EDMS this fall! It's part of the action record. If it is not there, it didn't happen by review standards.

Denying benefits: You can use the notice code on FCAS screen but choose wisely, grasshopper. There are a lot of OLD cheat sheets out there. Be sure you have the most up to date version from Policy and take a moment to double check the notice is the actual one which fits the situation. It is important we tell the customer why their application was denied and the information provided is accurate. Again, if you send your notification manually, for your paper files – or scanned files when we're able to save the files electronically.

Approving benefits: Yes, it happens. Some customers never get an approval notice. When a worker uses CRT or REC action on a case and saves, and goes in afterwards and does an ADJ or SRS action, *the approval notice is suppressed*.

Basic rule, if you are approving, don't do anything else to the case that day other than issue the benefits. If a mistake is made and you need to fix it, be sure to use a REC action. That way you will ensure your customer is notified they are approved and when their certification starts and ends.

Charna Freehan, Program Management Evaluator (PME)



Lanie -
Christine
Maciel, Central
Office

148 hints for success

When sending in an [MSC 148](#) to the Client Maintenance Unit (CMU), please remember to:

- Make sure dates entered in the *Medical eligibility begin date* and the *Medical eligibility end date* columns reflect only the dates eligibility needs to be added or changed;
- If the new eligibility will be ongoing, enter 2299 as the end date;
- Enter all case descriptors for the new eligibility time period, even if they are currently listed on the case;
 - For instance: If you leave off the SBI, MMIS changes the BMD line into a BMH line.

Thank you for your efforts to get the information correct on the first try!

From the June TTT meeting, CMU presentation.



Don't forget! When you transfer a case out of the area, be sure to appropriately update the address and the FIPS on the medical case so the customer can see a doctor in their new CCO location. Please see [DMAP-IM-15-008](#) for guidance on changing the FIPS code for adults.

SNAP Civil Rights training

The annual mandatory SNAP Civil Rights training is available on the [DHS Learning Center](#) for anyone working with SNAP benefits APD and AAA staff. Course number: C049484 and Keywords: Civil Rights. The training has changed from prior years; you must take the entire course including the quiz to receive a *Complete* status on your records.

September 2015

Healthy aging month
 Prostate cancer awareness month
 World Alzheimer's month
 Sept. 1 - 7: International enthusiasm week
 Sept. 13-19: Assisted living week
 Sept. 14 - 18: Health information week
 Sept. 20 - 26: Rehabilitation awareness week
 Sept. 2: Victory over Japan day
 Sept. 7: **CLOSED, Labor Day**
 Sept. 10: Suicide prevention day
 Sept. 13: Grandparent's day
 Sept. 17: Constitution day
 Sept 19: Talk like a pirate day
 Sept. 21: Respect for the aged day
 Sept. 22: National voter registration day
 Sept 29: Veterans of Foreign War day

Disability Benefits Liaison program - Our first six months

The Disability Benefits Liaison (DBL) program started as a pilot program in August of 2014 and rolled out statewide on January 29, 2015. Disability Analysts (DA) in the Collaborative Disability Determination Unit (CDDU) work throughout the state, assisting and providing lay representation to APD/AAA consumers applying for Social Security disability and SSI.

Many of these cases have resulted in favorable decisions at the initial level. If a consumer isn't successful at the initial level, DAs are available to appeal unfavorable decisions and even appear at hearings before federal Administrative Law Judges when necessary. DBL services are available to individuals who have been found to have a disability by PMDDT, even if they have later moved over to MAGI medical. This assistance enables consumers to fulfill the Medicaid program requirement to pursue assets.

Successful outcomes from the DBL program have included substantial back awards to customers, ongoing monthly income, reduction in room and board costs, and moving some customers from Medicaid to Medicare programs. DBL services are not available to customers who already have attorneys and all customers can hire an attorney at any time if they so choose. CDDU staff is experienced in the area of Social Security disability through their work at PMDDT. In its first full six months, the DBL program has seen two customers receive lump sum awards that exceed \$30,000.

If you have a consumer who may fit the criteria for the DBL program, please contact managers Brian Kirk 503-373-0271 or Marcy Mee 503-373-0775, or contact our mainline at 1-866-535-8431.



Norm and Bates -
 Jessica Ty, Portland

July 2015 SNAP honor roll

100% accuracy!

0111 Baker City APD	100%	1612 Madras APD	100%
0310 Canby APD	100%	1911 Woodburn AAA	100%
0913 La Pine APD	100%	2019 Cottage Grove AAA	100%
0914 Redmond APD	100%	2311 Ontario APD	100%
1211 John Day APD	100%	2911 Tillamook AAA	100%
1311 Burns APD	100%	3111 LaGrande APD	100%
1418 South East Portland AAA	100%	3112 Enterprise APD	100%
1611 Prineville APD	100%	3211 Florence AAA	

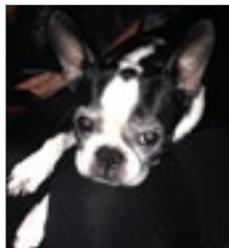
90% or better accuracy!

0611 North Bend APD	96.15	0411 Warrenton AAA	92.38
2211 Albany AAA	96.00	0311 Oregon City APD	92.31
1811 Klamath Falls APD	95.65	1717 Grants Pass APD	92.00
0911 Bend APD	95.00	2818 North/North East Portland AAA	92.00
2011 Eugene AAA	95.00	3417 Beaverton APD	91.67
3411 Hillsboro APD	94.74	2111 Toledo AAA	90.00
0313 Milwaukie APD	93.75	2411 Salem AAA	90.00
3011 Pendleton APD	93.33		

69% of all AAA and APD branches are on the honor roll!

RACF sub-admin training

The training specific to APD and AAA RACF sub administrators is available again. The training is specific to staff who create and maintain RACF, Oregon ACCESS, SAVE, and the Work Number accounts for field staff.



Layla - Rhiannon
McDonald,
LaGrande

To sign up, search for course # C04647, or keyword: RACF. Training is in October, but don't delay signing up! Last time this was offered it was very popular and extremely well-received!

Faxing 7210s – Don't do it!

If you or someone in your office is still faxing 7210s* to OHP for processing, here's what happens to them: NOTHING.

No one is looking at faxed 7210s, the DOR is not protected, the app is not processed or logged – it's basically just a waste of a cover sheet. Please stop doing this ASAP!

Staff who call to check on the status on an app they faxed will be told to resubmit the application following the current, correct ACA **procedures** and the customer will have a DOR of the date the app is resubmitted.

**yes, it is still happening!*

September 2015 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
	<p>1 Medical financial eligibility, week 1 (8:30 - 4:30)</p>	<p>2 Medical financial eligibility, week 1 (8:30 - 4:30)</p>	<p>3 Medical financial eligibility, week 1 (8:30 - 4:30)</p>	<p>4</p>
<p><i>Dates and availability are subject to change. Please review availability on the DHS Learning Center.</i></p>				
<p>7 CLOSED</p> 	<p>8</p>	<p>9</p>	<p>10 Ask diversity (9:00 - 4:00)</p>	<p>11</p>
<p>14 Medical financial eligibility, week 2 (1:00 - 4:30)</p>	<p>15 Medical financial eligibility, week 2 (8:30 - 4:30) Independent Choices program (8:30 - 4:30)</p>	<p>16 Medical financial eligibility, week 2 (8:30 - 4:30) Advanced service planning (8:30 - 4:30) Cultural competency and diversity, Woodburn (8:30 - 4:00)</p>	<p>17 Medical financial eligibility, week 2 (8:30 - 4:30) Advanced service planning (8:30 - 4:30) DV 101, Portland (8:30 - 4:30)</p>	<p>18 Cultural competency and diversity, Medford (8:30 - 4:00)</p>
<p>21</p>	<p>22 CBC: 512 (8:30 - 4:30) Ask diversity (9:00 - 4:00)</p>	<p>23 CBC: 512 (8:30 - 4:30)</p>	<p>24</p>	<p>25</p>  <p><i>Durin - Karen Kaino, Central Office</i></p>
<p>28 Ask diversity, Portland (9:00 - 4:00)</p>	<p>29 2015 Diversity & Inclusion Conference (8:00 - 5:00)</p>	<p>30 2015 Diversity & Inclusion Conference (8:00 - 5:00)</p>		

Form updates

Please delete all copies of the prior versions of these forms 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 [546AD](#), *Adult Day Services – Payment Authorization*, has updated providers and provider numbers added to the pull down with both the Word and PDF versions matching;
- MSC [238](#), *Fieldprint Electronic Fingerprint Scheduling Aid – Payment*, is available on the [DHS Forms Server](#) is available in English, Russian, Spanish, and Vietnamese;
- MSC [238A](#), *Fieldprint Electronic Fingerprint Scheduling Aid – Nonpayment*, is available on the [DHS Forms Server](#) is available in English, Russian, Spanish, and Vietnamese.



Don't forget! The weekly report of completed voter registration cards send to the County Elections office is now done *exclusively* via the [SEL 504](#) web portal; do NOT use any other method to report weekly numbers. For more information see [APD-AR-15-048](#) and the Field Support Assistance Manual, [IX. Voter Registration](#).

Inappropriate narration reminder

The DHS Service Desk has reported a rise in field requests to remove inappropriate Oregon ACCESS narrations. As a reminder, staff should try to write narration which completes the picture for the customers; however some things are not appropriate for narration. Use of file: [ORS 410.150](#); Disclosure and use of records: [ORS 411.320](#).

Health information about customers or participants in program files and records is subject to health information privacy and security requirements and additional protections apply to “specially protected records” with more stringent federal or state confidentiality requirements than HIPAA, such as (*please review the specific section of the statute indicated*):

- Substance abuse treatment records: [ORS 430.399\(5\)](#);
- Genetic information: [ORS 192.531-192.549](#);
- Mental health and developmental disabilities services: [ORS 179.505](#);
- HIV information: [ORS 433.045](#);
- Public health information: [ORS chapters 431-444](#);
- Vocational rehabilitation information: [ORS 344.530\(1\)\(b\)](#); [ORS 344.600](#).

For more information on the use and disclosure of customer information, please see [DHS-100-003](#). The online training APD Narration – CME mentioned in [APD-IM-15-056](#) is available on the [DHS Learning Center](#), and is an excellent overview of narration for all staff who determine eligibility.

If you still have questions, ask the policy analysts for the appropriate program, your local privacy officer, or contact the DHS Information Security and Privacy Office (ISPO): 503-945-5780; dhs.privacyhelp@state.or.us.



Tigger - J
Scott Burman,
Milwaukie

Hoarding as a Fair Housing issue: Beyond reality TV

Elizabeth Gray, FHCO Intake Specialist, Fair Housing Council of Oregon

A fire or ambulance crew can't safely respond to a medical emergency in a single family home because the resident has belongings stacked up to the ceiling and blocking many windows or doors.

A tenant living in an apartment faces eviction when he or she fails to pass a follow-up inspection after several warnings about lease violations related to items which create a tripping hazard, fire danger, or limit access to maintenance staff; the tenant then contacts their case manager in a panic.



*Sonya and Jake -
Joan Crane, Gresham*

These are just two examples of possible complications in housing settings which could impact housing providers. Hoarding is distinct from simply building a collection, which is usually displayed with pride, or letting a few days of dishes and laundry pile up when life gets busy. A person who has been diagnosed with hoarding has a disability under the Fair Housing Act. Hoarding has been added to the DSM-5, the latest version of the American Psychiatric Association's classification and diagnostic tool, and is now recognized as diagnosable condition independent of other mental health conditions.

The Fair Housing Council of Oregon (FHCO) had received a few calls about potential hoarding situations by the time an invitation came in the spring of 2013 to participate in a collaborative Multnomah County conversation about the issue. Two graduate social work students serving as interns in the Multnomah County Office of Aging and Disability Services convened various agencies to meet for a "community assessment." Attendees have included representatives of several nonprofit and for-profit housing providers, Aging and Disability and Adult Protective Services, Legal Aid, Animal Control, and Assessments and Tax. This Hoarding Task Force has continued to meet regularly, researching resources and bringing in experts to assist in coordinating services and developing best practices and is now beginning the process of staffing cases and developing a more formal protocol. The good news is there are new cognitive behavioral therapy models which can be successful in treating hoarding.

Since hoarding disorder is a disability under the Fair Housing Act, these individuals have the right to request a reasonable accommodation (RA) from a housing provider. This might include things such as providing an agreed upon length of time to bring in a professional cleaner/organizer to help clear pathways, reduce pile heights, or clear materials in front of heating vents. More will probably be needed than a single deep clean. There may be several steps to the RA request, prioritizing the most immediate safety needs and then allowing a more gradual timeline for reducing other clutter, in conjunction with a professional organizer or mental health provider.

As with any RA request, housing providers need to evaluate the request and the verification of

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disability and respond in a timely manner. Housing providers are always well-advised to review the legal reasons for denial, consult with a fair housing attorney, document the rationale for their decision, and feel comfortable defending it if a complaint/case follows when making a decision on a RA request. As always, regardless of the request made or what the disability is, if a denial is made, HUD says a conversation should ensue about what would work for the individual with the disability.

Want to learn more? Suggested reading list:

- Hoarding basics: www.psychiatry.org/hoarding-disorder - American Psychiatric Association: *Hoarding Disorder*;
- *The Hoarding Handbook: A Guide for Human Services Professionals*; Bratiotis, Christina, et. al., New York: Oxford University Press, 2011;
- *Task Forces Offer Hoarders a Way to Dig Out*; The New York Times, Jan Hoffman, 5/26/13
- *Obsessive compulsive and related disorders*; American Psychiatric Publishing.



Pepe - Debra Hodge, Gresham

Reminder: Home clean-outs through chore services are available for Medicaid Long-Term Care consumers as part of K-Ancillary Services.

To learn more and sign up for the free, periodic newsletter at www.FHCO.org. Questions about this article? Contact Jo Becker at jbecker@FHCO.org or 800/424-3247 Ext. 150.

Want to schedule an in-office air housing training program or speaker for corporate or association functions? Visit www.FHCO.org/learning-resources/trainings to learn about the trainings we offer for companies and groups.

This article brought to you by the Fair Housing Council; a civil rights organization. All rights reserved © 2015. Write jbecker@FHCO.org to reprint articles or inquire about ongoing content for your own publication.

Privacy and security mandatory training reminder

All DHS and AAA employees are required to complete two online refresher courses on privacy and information security **by November 27, 2015**. The information security refresher course takes about 45 minutes and the privacy refresher course takes about 30 minutes. Staff will take the courses via the [DHS/OHA Learning Center](#):

- [Current employees](#);
- [New employees](#);
- [Temporary staff, interns, and volunteers](#);
- [Partners and contractors](#).

For more information see the Information Security and Privacy Office (ISPO)'s Awareness and Education [intranet page](#). If you don't know which course to register for, email ISPO.AwarenessEducation@state.or.us.

Milwaukie introduces meditation to relieve stress

John Henry Crippen, manager in the Milwaukie APD office, recognized his staff were under a lot of pressure and decided to help them. After a little research, he came up with the following unique idea to share with his staff:

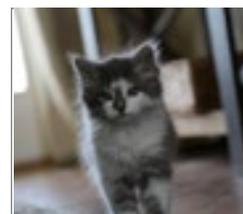
“We are all likely familiar with the concept of “Person Centered Care”, the idea that our clients and their specific needs and choices are at the center of their services and individualized care plan. Well I think we are also all aware the person who is helping to coordinate that (*you*) can get overwhelmed with the multitude of situations and responsibilities that come as part of this duty.

To meet this need, John Henry Crippen offered to facilitate (not lead) some brief and regular meditation sessions in his office, which he called “**Centered Person Care**”. The meditation sessions are completely secular and will occur during typical break periods for folks; they are *100% optional and voluntary* and are 10-12 minutes in duration. This is NOT guided meditation, and the only thing he will be doing is shutting the conference room door, getting it started, and gently letting people know when the time is up.

Here is a [link](#) to an info graphic which contains some basic information about the scientific benefits of meditation, with citations. Here is a great [introductory video](#) (about 6 minutes), which I insist that you view *at least one time* on your own time or on break prior to the first time you join the meditation group.

The BARE BONES instructions for a 12 minute mediation session:

- Sit up straight;
- Notice your breath where it is strongest in your body and bring all your attention and focus directly to it;
- When you mind goes sideways and takes you away from this focus: begin again, and then again, and again.... don't be discouraged when your mind wanders, just begin again and bring it back to your breath.



Jax - Jodi West
LaGrande

[This is much more challenging than it sounds, but is a very rewarding experience].”

So far, he has received very positive feedback about this great idea!

Thank you to Gene Sundet and John Henry Crippen for sharing this great idea!

Online training opportunity

The APD Medicaid LTC Systems Policy Unit has created and posted on the [DHS Learning Center](#) some online courses which are intended to give an overview of each topic. The trainings are available *for everyone*, and are also being used as a prerequisite to the Case Management Essentials classroom training. See transmittal [APD-AR-15-049](#) for a list of the trainings as well as the approximate time for each session.

Register now: 2015 Diversity & Inclusion conference

Registration is open in the DHS | OHA Learning Center for the annual Diversity Conference: *Building a Stronger Oregon through Diversity and Inclusion*. The dates for the 22nd annual Statewide Diversity Conference are scheduled for **September 29th and September 30th** at the Salem Convention Center. Space is limited for this full day of professional development designed to enhance our cultural competencies in an increasingly diverse state and the communities we serve.



Please secure your manager's approval to attend one of the days of the conference **Note:** The same keynote speaker and workshops will be presented both days, so you can choose either one.

To request an accommodation, such as an interpretation or mobility assistance, please contact your agency representative for assistance.

Preview the workshops and speakers at the website, www.oregondiversityconference.com. Registration, with approval, is via the [DHS Learning Center](#).

Past issues of *In the Loop* and indices are on the APD Field Services web page: www.dhs.state.or.us/spd/tools/field/index.htm.

September 2015 Community Based Care payment schedule

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

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

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

- EFT payments for will be available in provider accounts on or before 11:59 p.m. of Friday, September 4th.

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



Mya - Amy Krenz, Beaverton

Estate recovery questions

Estates Administration Unit (EAU) receives many calls from customers, families, and case managers looking for answers to questions about estate recovery. EAU provides accurate information on many topics such as making a voluntary repayment for past assistance, what is expected when a recipient dies, or the estate recovery process in general.

Some questions may be simple. What should I do now? When will someone contact me? Others may be more complex. What if there is a surviving spouse or a disabled or minor child? What about property transfers or “jointly owned” assets?

Just like case managers, EAU is unable to give legal or financial advice. Additionally, any questions regarding eligibility are referred back to case managers or local branch offices.

If you or your customers have questions about estate recovery, please call our main line at 503-378-2884 or send an email to estate.admin@state.or.us.

Kathleen Rossi, Estates Administration Unit



*Heather
- Michael
Palmer, OPAR*

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: One of our staff came back from TTT and said we no longer have to do name changes – true?

A: So TRUE! Thanks to help from SSP, the Secretary of State Elections office has decided staff *no longer has to offer voter registration for name changes*. For most APD and AAA staff, this is not significantly impactful like it is for SSP, but one less thing is always good!

Q: I heard a rumor from we only have to report once a month – true?

A: So FALSE! Staff is still required to report weekly and the Secretary of State has changed their requirements to reflect weekly reporting. The only difference is how the [SEL 504](#) report is sent it – it is now via a web form (see page 6). [APD-AR-15-048](#)

Q: I remember from training being told I didn't have to offer OPI customers voter registration – is that still true?

A: If your person ONLY receives Oregon Project Independence (OPI) and no other benefit through us, then yes, it is still true that they are outside of the voter registration requirements. If, however, they or another member of their household receive a benefit in addition to OPI, you **do** have to offer voter registration. Having one person with OPI in the home does not exempt you from responsibility from everyone else.

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BTW – persons who receive *only* Older Americans Act (OAA) benefits or only home delivered meals are also exempt from voter registration requirements.

Q: I was told by someone in my office there was a change and I only have to fill out a declination if someone completes the voter registration card in the office. Is that true?

A: No, no – a thousand times no! (feel the drama?) If you didn't hear about a change *from me* directly in some format, your information is probably false and the person who told you could be confused. All NVRA changes are in the newsletters and you are always welcome to check with me before implementing an unexpected change in procedure.



Fiona - Janice Driver, Gresham

Every person MUST have a completed declination EVERY time they apply, or reapply for any benefits (except OPI and OAA), or change their mailing, or physical address if they have a legal status and are age 17 or older. No exceptions – regardless of how they request or apply for benefits or report an address change, if they say yes or no, where they do it, in what language it occurs, how they report, or how often they report a change or request a reassessment or a benefit. Everybody, every time - that's the law.

Q: We have a HCW who is reportedly attempting to influence the customer to register and to vote in a certain way. What do I do?

A: If true, that is very bad, and possibly illegal. If you discover this, even if it is just a rumor, please report it to me and to the Medicaid Long-Term Care Policy Unit, specifically Chris Ellis: christopher.m.ellis@state.or.us. Send as much info as you have about who is involved and why you think it is happening – Central Office will take it from there.

Q: Do you care when we have a back-up coordinator for voter registration?

A: I care deeply! If you have someone who is assigned the task of backing up the site coordinator for voter registration, please send me a completed [MSC 503C](#), *NVRA Site Coordinator Change Form*. In the space for *previous coordinator* just type “no change”. If there are staff who assist with voter registration if the site coordinator is out but aren't actually a designated back-up, we do not need a form.

More training changes coming!

Look for more changes in the near future to APD/AAA training with the future addition of Employed Persons with Disabilities and DD & Mental Health Eligibility joining the computer based training line-up.

Each topic will have multiple modules (4-6) to cover the entire course.



Don't forget! If the 7210 application you submit for a customer is incomplete or illegible when the email is opened, it cannot be processed. The 5503 leads will do the best they can, but remember - if you can't read it, they can't read it and it will be sent back to you for clarification of the information they could not read.

Pre Admission and Resident Review Level II (PASRR II)

Hello all! I'm Jeb Oliver, the new PASRR level II coordinator for the State of Oregon. I'll be working specifically with consumers who have intellectual and developmental disabilities (I/DD) going into nursing facilities. For the last couple years I've worked as a case manager in Eastern Oregon for Aging and People with Disabilities. I was the lead APD Worker for the closure of Vista Specialty Care in La Grande under the Quality and Efficiency Incentive Program last summer. Before my time with APD, I worked with the Veterans Benefits Administration in Portland.



Jeb Oliver (tank not included with site visit)

PASRR was mandated by Congress as part of the Omnibus Budget Reconciliation Act of 1987. The purpose of PASRR is to prevent the placement of individuals with mental illness or intellectual or developmental disabilities in a nursing facility unless their medical needs require nursing facility level of care.

I'm currently reviewing both new and old cases under the PASRR umbrella to see if consumers with I/DD indicators meet nursing facility level care. You may be getting notices sent to you, your consumers, and their families indicating they do not meet nursing facility level care.

The notice [SDS 841](#) covers the process for consumers to request an administrative review of the PASRR II decisions. Please guide our consumers and their families to the back pages of this notice or place them in contact with myself: Jeb.s.oliver@state.or.us, 503-947-5247 (desk) or 503-620-3262 (cell).

Since the PASRR II process is outside the normal service eligibility process it can often be confusing. Please don't hesitate to give me a call or write me an email. The goal is not to burden you with more work but to make sure our consumers receive the least restrictive level of care. Thank you and please let me know what I can do to assist.

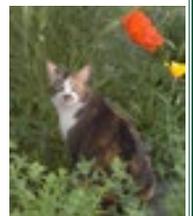
Jeb S. Oliver, PASRR Level II Coordinator



Don't forget! There are options for the public AND mandatory reporters (us) to report adult and child abuse across the state. Call 911 in an emergency, the local APD or CW office, or 855-503 SAFE (7233) 24-hours a day.

HCBS surveys

As part of the Home and Community-Based Services (HCBS) Transition Plan, [surveys](#) are scheduled to be sent to community-based care providers (AFH, ALF, and RCF) and individuals on Medicaid residing in those settings in August. These [surveys](#) are focused on the how well providers currently meet the new HCBS quality expectations. We are aware when information goes out from Central Office to the provider network or individuals we serve, questions come to the local office. We wanted to alert you to this planned activity. Please stay tuned for more detailed information. See [APD-IM-15-061](#).



Meaa - Karin Olson, the Dalles

Bob Weir, Medicaid Home and Community Based Services

2015 White House Conference on Aging

Seniors, advocates, and agencies raise one voice on senior issues

Last May the Governor's Commission on Senior Services (GCSS) and partners hosted the Oregon White House Conference on Aging in Lebanon, OR. This was a regional event held ahead of the national White House Conference on Aging which took place in Washington, D.C. on July 13. The goal of the event was to give Oregonians from throughout the state an opportunity to weigh-in on the four topic areas covered at the national event: healthy aging, elder justice, retirement security, and long-term services and supports.

Our Lebanon event saw 200 participants from across the state in various sectors and practices, including advocates, caregivers, older adults, healthcare professionals, local policy makers, and nonprofit representatives. The discussion was robust and exciting, leaving participants with a sense of contribution by giving them a say in the process and the direction of the state. The National Director of the White House Conference on Aging, Nora Super, gave the opening keynote address followed by a series of panel discussions featuring local and regional experts. Treasurer Ted Wheeler and others spoke over the lunch break, and the afternoon was spent gathering input and recommendations from attendees.

To read more about the Oregon White House Conference on Aging visit the [APD conference page](#); visit the National Conference on Aging [site](#) Washington, DC); or view a rebroadcast of the panel discussions from the [Oregon event](#).

Rebecca Arce, Advocacy and Development Unit



Captain - Jillian Johnson, Canby

Milestones reached on the LTCR

- January Long-Term Care Registry (LTCR) enrollment begins;
- April 24th arrives with over 20,000 registrants approved;
- July 20th first Road trip to demo the Registry to LCOG;
- August 10th over 40,000 Registrants and the count keeps growing;
- **Tomorrow??** The Registry shows up at your doorstep.

Together we have accomplished much in the first eight months of the Long-Term Care Registry (LTCR) to make it a success. The opportunity to come together was such a blessing for all of us at BCU when able to offer the training *Optimizing the Long Term Care Registry* with **Lane Council of Governments** last month. Our team worked through some tough questions, gained insights and left feeling like we had made new friends.

We hope to share a similar experience with many of you along the way as the Registry grows and matures. We share the same commitment and compassion of helping others, but this is especially evident when change occurs. LCOG, for example, brought us together and gave us the feedback we needed to provide additional supports, modified letters for easier understanding by QEIs, and follow up with educational materials for QEIs to utilize the concepts taught in class.

For training opportunities and ways to connect with the Registry, please contact Dale Jackson, Registry Coordinator at 503-378-8974 or email BCU.LTCR@state.or.us.

