

2015 APD Field Services newsletter contents

ADRC

Month	Page	Title	Subject
March	6	ADRC	updates from Options counseling consumers
December	11	ADRC PCOC training opportunity	free Person-Centered Options Counseling training
September	1	ADRC shout-out on AM Northwest	mention of ADRC as a resource on KATU AM Northwest
February	10	Gatekeeper program rolls out statewide	community APS program in conjunction with ADRC
April	10	Person-centered Options counseling	upcoming training for Options counselors

Advocacy and development

Month	Page	Title	Subject
December	14	Advocacy and Development - Year in Review	
August	3	Disability Benefits Liaison program - Our first six months	
September	14	Don't let the flu get to you!	facts about the flu vaccine
October	9	Don't let the flu get to you!	facts about the flu vaccine
November	5	HCBS changes	upcoming rule changes for HCBS
August	13	HCBS surveys	HCBS transition plan surveys are being conducted
January	10	Home and community based transition planning: Person-centered planning	
May	12	Home and community based transition planning: Person-centered planning	
June	2	Home and community based transition planning: Person-centered planning	
March	2	Home and community based transition planning: Person-centered planning, part 3	
October	6	Home and community based transition planning: Person-centered planning, part 6	
November	10	Home and community-based services (HCBS) regulations	
December	12	Innovator Agents at work - 2015 highlights	
November	12	Long term services and supports innovator agents at work	
January	13	Oregon Deaf and Hard of Hearing Advisory Committee update	
February	4	SB21 update - The report is coming!	final steering committee report is available online
January	12	Working towards a dementia-capable Oregon	

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Background Check Unit (BCU)

Month	Page	Title	Subject
December	10	Background Check Unit registry	registry use and tips for success
February	3	BCU - What's new for QEI/QEDs	upgrade to CRIMS and a thank you to APD
June	4	BCU contacts	updates to the BCU homepage
June	7	BCU information online	info for qualified entities is now on the BCU webpage
April	9	BCU: What's in a fingerprint anyway?	Fingerprint Team update
June	16	Making connections	LTC registry offers training options
August	14	Milestones reached on the LTCR	updates on the registry

Behavior Support Services

Month	Page	Title	Subject
January	9	Behavior Support Services update	Matt Baldwin joins APD and BSS

Branch news

Month	Page	Title	Subject
March	2	APD Field Services & Support food drive	the team raised over \$1145
February	8	Beaverton food drive events	filling barrels and raffling lunch to raise money
March	2	Burns food drive results	the combined Burns offices raised over \$600
March	13	Clackamas County food drive results	Clackamas raised \$1204.41
November	2	Halloween in Roseburg	staff dress for their annual trick-or-treat
October	6	North Bend softball	North Bend APD challenged CW to softball
June	12	OAA celebration in District 13	celebration in Union, Baker, and Wallowa county
March	10	ODDS food drive silent auction	ODDS raised \$1455 in a silent auction
February	7	Roseburg food drive events	raising money with manager races and other events
January	2	Thank you North Bend!	thanks from The Dalles for the extra help

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February	10	The Dalles food drive events	soup feed raises a pot of gold
December	2	The Hillsboro art project: Unveiled!	decorating the new Hillsboro office with customer art
November	1	Veteran Stand-Down in The Dalles	veteran services in The Dalles

Case management

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
June	11	AFH summary report	AFH information and data
March	4	April 2015 CBC payment schedule	payment schedule for community based care providers
July	6	August 2015 CBC payment schedule	payment schedule for community based care providers
January	3	Case management essentials	what is included and who should take the course
July	11	Changes, adjustments, and opportunities	AFH quality improvement information
November	4	Client-employer responsibilities	link for resources top assist client-employers
December	4	CM tools website: Emergency response systems	
March	11	Coming changes to inhome service vouchers	look for big changes in July
December	3	DD services, offsets (liabilities), and notices	required actions for sending notices to DD eligibles
November	9	December 2015 Community Based Care payment schedule	
March	15	DOL regulation changes	update on DOL changes for providers
May	2	Don't forget - PACE toll free number	new number for PACE customers and their families
March	7	Don't forget - requirement to use laptops	the paper tool is not an acceptable substitute
December	4	Don't forget - EPD payments by website	website offers payment by card option
December	2	Don't forget - ICP requirements	offering ICP to qualified service customers is required
December	7	Exceptions requests, helpful hints	tips for a fast exception request turn-around
January	2	February 2015 Community Based Care payment schedule	
June	17	HCB rules and providers	updates on coming changes
August	13	HCBS surveys	HCBS transition plan surveys are being conducted
April	2	HCW separation and UC	reminder to narrate when a HCW separates from service
January	11	Home vs. institution study	results of Korean study of home vs. institution care

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September	2	Homecare Choice Program	explanation of and information about Homecare Choice
December	5	January 2015 Community Based Care payment schedule	
June	14	July 2015 CBC payment schedule	payment schedule for community based care providers
May	2	June 2015 CBC payment schedule	payment schedule for community based care providers
October	2	Live-in services and exception	upcoming changes to live-in care providers
May	7	LTC form requirement	tool for sending the right forms to customers
June	17	Making connections	LTC registry offers training options
May	14	Mandatory CM webinar webpage	resource created for collecting webinar information
February	8	March 2015 Community Based Care payment schedule	
April	3	May 2015 Community Based Care payment schedule	
October	13	Mileage only vouchers	guidance for issuing and approving mileage only vouchers
August	14	Milestones reached on the LTCR	updates on the registry
June	4	New HCW voucher update	changes to HCW time capture
October	12	November 2015 CBC payment schedule	payment schedule for community based care providers
May	3	OACCESS correction for PACE	staff may now select the correct provider type
September	12	October 2015 Community Based Care payment schedule	
December	1	Oregon Home and Community-Based Services rules effective January 1, 2016	
November	6	Payment schedule change	payroll processing changes for homecare workers
August	13	Pre-Admission and Resident Review Level II (PASRR II)	
July	8	Proof of licensee's corrected 517s	clarification for writing 517s
August	10	September 2015 Community Based Care payment schedule	
June	6	The CA/PS SPL is not equal to classification fro AFH placement	
September	16	The SDS 916 Service Options form	when and how to use the form
May	9	TTT highlights - POC	coding and updating POC in MMIS
May	11	TTT highlights - SPPC	exceptions procedure for SPPC
July	13	Update from the Special Needs Contract Team	
March	14	What the auditor saw - HCW	preliminary audit results around HCW eligibility

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Client Maintenance Unit

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
August	2	148 hints for success	reminders to have the 148 successfully processed
January	6	Active benefits on MMIS	locating the active benefits on the MMIS screens
December	6	Don't forget - CMU email	send CMU email to the group, not the individual
February	12	Health Insurance Group - New way to report third party insurance	
June	17	MMIS - No retro closures	reminder for MMIS correction procedures
July	12	TTT highlights - CMU SNAP cash out reminders	

Estates Administration Unit (EAU)

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
May	9	Coming soon to EAU	EAU is moving to a paperless shared caseload
February	7	EAU - Mortgage statement	appeal from EAU to obtain a mortgage statement in the file
April	4	EAU and mortgages	tips for communicating mortgage information to EAU
July	9	EAU and Oregon ACCESS	information needed by EAU on ACCESS
March	8	EAU and pre-paid funeral plans	guidance for determining and narrating funeral plans
December	2	EAU depends on you!	things EAU looks for in ACCESS narration
June	14	EAU work change	moving to a pooled workload
August	11	Estates recovery questions	examples of EAU questions

Excel tips

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
June	16	Bonus Excel tip - 0s	tip to maintain the initiating 0 in a cell
January	6	Excel tip - Pinning folders	keeping frequently used folders in your drop-down
June	13	Excel tip - Shared workbooks	building a workbook for multiple users
February	12	Excel tip - Split windows	how to view two worksheets in the same window

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May	10	Excel tip - You space, your way	customizing Excel
March	11	Excel tips - Adding a chart	quick advice to add a chart to a worksheet
April	7	Excel tips - Input restrictions	limit the type of info in each cell
September	10	Excel tips - Repeating headers	how to repeat lines at the top of each page

Fair housing

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
January	7	Assistance animals	the Fair Housing Act recognizes all types of animals
March	9	Assistance animals in housing	all assistance animals are equal under the law
April	6	Citizenship and national origin for fair housing	
December	6	Credit screening for housing	
May	7	Do you know about fair housing testing?	secret shoppers for housing
November	9	Familial housing rights	protection for children in housing
August	7	Hoarding as a Fair Housing issue: Beyond reality TV	
September	12	Intent vs. effect	explaining disparate impact and treatment
February	6	Together We Make a Neighborhood poster contest	

Features

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
April	1	2015 statewide food drive totals	APD increased their donation by 23% from last year
June	1	50th anniversary of the Older Americans Act	
May	8	APD: Mission, Vision, Goals	updated APD mission statement
August	1	Celebrating 25 years of the Americans with Disabilities Act	
August	3	Disability Benefits Liaison program - Our first six months	
October	9	EAP	the Employee Assistance Program is available for you
October	1	EDMS is coming to your area!	EDMS expansion schedule
June	15	Elder abuse in Oregon	statistics for rising elder abuse

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March	14	Eugene Scam Jam event to help prevent scams and fraud	
August	7	Hoarding as a Fair Housing issue: Beyond reality TV	
July	1	Integrity	how integrity relates to the work we do
July	4	Learning difficulty advice	write things down for customers
December	11	Let's hear from you!	share your holiday photos, like we did
June	16	LGBT pride moth in DHS	activities celebrating LGBT
January	1	Mandatory reporter rule change	extension of mandatory report requirements to 24/7
August	9	Milwaukie introduces meditation to relieve stress	
April	3	North Bend Relay for Life	0611 raises \$1018 for Relay for Life
October	6	North Bend softball	North Bend APD challenged CW to softball
July	2	Office of Equity & Multicultural Services	upcoming 2015 diversity conference
August	10	Register now: 2015 Diversity & inclusion Conference	
July	10	TTT highlights - Learning disorders	presentation from Dr. Ken Kosko, WOU
August	14	White House Conference on Aging	seniors, advocates, & agencies raise one voice for seniors

Forms

Month	Page	Title	Subject
July	2	Clarification on the DHS 223	questions from the field about the DHS 223 usage
February	9	Completing a 443 form	guidance for correcting completing a hearing request form
September	13	Form updates	APD 491V, 539A SP, 539B SP, and 4105 are updated
January	7	Forms update	changes to SDS 310, 311, 313, 327, 400, and 450
August	6	Forms update	updates to DHS 456D, MSC 238, and MSC 238A
December	11	Forms updates	updates to SDS 312, 314, and removal of SDS 1219HE
September	16	The SDS 916 Service Options form	when and how to use the form
July	11	Updated DHS 1999	DHS 1999 is updated an on the forms server

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Hearings

Month	Page	Title	Subject
February	9	Completing a 443 form	guidance for correcting completing a hearing request form

Manuals

Month	Page	Title	Subject
October	2	CCA updates	revised Counting Client Assets manual
September	14	Don't forget - FSAM for all staff	the FSAM is NOT just for support staff
January	2	Don't forget - Manual letter #66	rule and procedure changes
July	3	Don't forget - Manual letter #68	available on APD Staff Tools
October	8	Don't forget - Manual letter #69	available on APD Staff Tools
February	2	FSAM updates	multiple sections updates and editions in the FSAM
March	6	FSAM updates	updates to case record/filing and new recalling an email
April	6	FSAM updates	updates and additions to the FSAM
October	11	FSAM updates	extensive revisions to the Field Support Assistance Manual
January	9	MMIS manual update	MMIS resource Desk Manual is updated

Medical

Month	Page	Title	Subject
September	9	ACA procedures update	always check the ACA procedures before acting
December	5	ACA procedures update	updates include ONE, cover letters, and service requests
January	6	Active benefits on MMIS	locating the active benefits on the MMIS screens
March	9	Behavioral health information sharing advisory group	
June	3	Don't forget - Check MMIS first	check for an open case before creating a new one
June	14	Don't forget - EPD participant fees	option to pay by credit card
May	10	Don't forget - HIG procedure changes	fax number for HIG requests
August	12	Don't forget - Legible 7210s	if you can't read, it can't be processed

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August	3	Don't forget - Update addresses	addresses that are not update can delay benefits
April	9	Don't forget - Look on MMIS	workers MUST look on MMIS before opening any medical
July	6	Don't forget - MAGI to MSP	reminders for converting to MSP
February	8	Don't forget - medical apps in the file	keep current medical apps in the file regardless of age
November	2	Don't forget - OHP contact number	please direct customers to the correct phone numbers
April	7	Don't forget - PHP screen enrollment guide update and new name	
September	3	Don't forget - Sending in 7210s	send your medical apps to the correct place
August	4	Faxing 7210s - Don't do it!	immediately stop faxing 7210s
February	12	Health Insurance Group - New way to report third party insurance	
June	17	MMIS - No retro closures	reminder for MMIS correction procedures
February	9	OSIM/MAGI matrix	reference for determining correct medical eligibility
September	16	The SDS 916 Service Options form	when and how to use the form
July	3	TTT highlights - Medicaid reminders	clarifications and links to Medicaid procedures
May	3	TTT highlights - Medical updates	5503 updates, MMIS reminders, and other highlights
May	6	TTT highlights - Unborn child coding	procedure for adding an unborn to APD medical cases
March	2	Updated ACA procedures	changes to Due Process 7210s
March	13	What the auditor saw - Medicaid	preliminary audit results around Medicaid eligibility

Privacy and Security

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
September	7	Don't forget - Secure email	add a subject to secure email
July	12	Mandatory privacy and security training	training is due by November 27, 2015
August	8	Privacy and security training reminder	staff must complete training be November 27
September	3	Privacy and security training reminder	complete training by November 30
April	2	Protecting sensitive information	tips to keep customer information safe

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Quality assurance

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
September	14	Checking VA income	limited availability to verify VA income
March	11	Correct mailing address	guidance for coding mailing addresses on FSMIS
August	2	Did you notice if you sent a notice?	tips for getting notices to customer from PME reviewers
March	15	Don't forget - past due medical amounts	past due amounts do not count as deductions
March	7	Don't forget - requirement to use laptops	the paper tool is not an acceptable substitute
February	10	Don't forget - signatures on forms	check for signatures on all forms before acting
November	10	Don't forget - SNAP notices	send a denial notice on the 30th day
May	11	Don't forget - Tribal benefits	remember to address and narrate tribal benefits
August	3	Don't forget - Update addresses	addresses that are not update can delay benefits
March	8	Don't forget - utility allowance errors	over 40% of SNAP errors are utility allowances
January	4	Don't forget - verification	reminder to avoid over pending and use the right forms
February	8	Don't forget - medical apps in the file	keep current medical apps in the file regardless of age
October	3	Don't forget - Printing from the system	reminder to not print narratives and mainframe screens
October	6	Don't forget - Verification	guidance for requesting pending items
July	6	Legal names	use and recording of legal names
April	9	Pending and the program Management Evaluations	
February	2	SNAP medical deductions verification	verifying deductions off-site
September	15	The Work Number	reminder to use the Work Number for eligibility
February	9	Tracking transferred cases	appeal to add the type of transfer to the narrative
March	8	What the auditor saw - EBT cards	preliminary audit results around EBT cards
March	14	What the auditor saw - HCW	preliminary audit results around HCW eligibility
March	13	What the auditor saw - Medicaid	preliminary audit results around Medicaid eligibility
October	3	Why does coding matter"	SNAP coding and its effect on benefits

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Resources

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
January	6	Active benefits on MMIS	locating the active benefits on the MMIS screens
September	15	Archiving boxes - order specific ones please!	
March	15	Checking VA income	last resort option to verify income for veterans
September	14	Checking VA income	limited availability to verify VA income
September	4	Domestic violence help resources	information on getting help for domestic violence
August	13	Don't forget - Abuse reporting options	how to report adult or child abuse
November	2	Don't forget - OHP contact number	please direct customers to the correct phone numbers
September	12	Email box clarification	email boxes for questions
March	14	Eugene Scam Jam event to help prevent scams and fraud	
August	6	Inappropriate narration reminder	some information must not be narrated
July	6	Legal names	use and recording of legal names
March	1	Mandatory reporter changes	staff are required to report abuse at all times
January	1	Mandatory reporter rule change	extension of mandatory report requirements to 24/7
January	9	OAAPI assistance	how to get APD questions answered
February	3	Office 2013 tools	online training and references for Office 2013
January	3	Oregon ACCESS help	appropriate mailboxes for ACCESS questions
September	12	Outlook tip - Adding email addresses	adding an email address from a received email
May	14	Pasting images and documents into Oregon ACCESS narration	
September	16	POLST video online	link to Physician Orders for Life-Sustaining Treatment video
January	11	SNAP medical deductions verification	how to verify medical deductions for the SNAP program
February	2	SNAP medical deductions verification	verifying deductions off-site
September	6	TTT highlights - Center for Hope & Safety	data and information on domestic information
January	14	TTT highlights - CES tips	helpful tips from Client Enrollment Services
September	11	TTT highlights - OAAPI	protected populations and how OAAPI can help
September	10	TTT highlights - TA-DVS	potential resource for endangered adults raising kids

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July	3	TTT participation	invitation for everyone to attend
September	3	Who's your manager baby?	update your manager on the DHS Learning Center

SNAP

Month	Page	Title	Subject
October	8	2015 LIHEAP	coding and purpose of the LHP on SNAP cases
November	13	Able-bodied adults without attendants - ABAWD	
October	4	Authorized representatives for SNAP	guidance for adding an authorized rep for SNAP
March	11	Correct mailing address	guidance for coding mailing addresses on FSMIS
December	7	Dear old NED	reminder about coding NED on SNAP cases, redux
July	13	Don't forget - 60-day SNAP applications	do not make customers reapply within 60 days
June	13	Don't forget - NED reminder	reminder to get the NED coding correct on SNAP
July	4	Don't forget - Non Cat El SNAP cases	use the system to determine eligibility when over income
March	15	Don't forget - past due medical amounts	past due amounts do not count as deductions
November	10	Don't forget - SNAP notices	send a denial notice on the 30th day
March	8	Don't forget - utility allowance errors	over 40% of SNAP errors are utility allowances
January	4	Don't forget - verification	reminder to avoid over pending and use the right forms
April	4	Don't forget - Expedited coding	use correct coding for expedited SNAP cases
October	6	Don't forget - Verification	guidance for requesting pending items
April	8	Don't forget - Verification pend notice	use only the DHS 223 to ask for pending items
April	2	Expedited SNAP reminder	get an appointment scheduled on time
May	14	Medical deduction for SNAP eligibility	what to do when a customer reports medical deductions
November	6	Medical deductions for an attendant	allowed costs for a medical attendant
July	11	NED resources	where to locate information on NED coding
May	2	New brochures for SNAP customers	brochures for medical and other deductions
April	9	Pending and the program Management Evaluations	
June	9	QC SNAP errors and utility costs	tips for preventing shelter cost errors

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November	3	Self-employment for SNAP	new rules for counting self-employment
June	17	SFDNP	Summer Farm Direct Nutrition Program details
October	13	SNAP Accuracy Committee	accuracy rate and response from the Accuracy Committee
January	9	SNAP Civil Rights	Civil Rights training is not currently available
August	3	SNAP Civil Rights training	training now available on the DHS Learning Center
June	3	SNAP Civil Rights training	training now available on the DHS Learning Center
February	2	SNAP medical deductions verification	verifying deductions off-site
May	1	SNAP online application scammer alert	warning about scammers targeting SNAP applicants
June	15	SNAP summer meal program identification	
February	1	Turbo Tax applications	explanation of the received apps from Turbo Tax
March	8	What the auditor saw - EBT cards	preliminary audit results around EBT cards
October	3	Why does coding matter?	SNAP coding and its effect on benefits

Training

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
November	2	ABAWD training	online training available fro December changes
March	5	April 2015 training calendar	AAA/APD training on the DHS Learning Center
July	5	August 2015 training calendar	AAA/APD training on the DHS Learning Center
January	3	Case management essentials	what is included and who should take the course
November	7	December 2015 training calendar	AAA/APD training on the DHS Learning Center
November	8	EDMS expansion: Scanning support tools training now available	
January	5	February 2015 training calendar	AAA/APD training on the DHS Learning Center
December	9	January 2016 training calendar	AAA/APD training on the DHS Learning Center
June	5	July 2015 training calendar	AAA/APD training on the DHS Learning Center
May	5	June 2015 training calendar	AAA/APD training on the DHS Learning Center
July	12	Mandatory privacy and security training	training is due by November 27, 2015
February	5	March 2015 training calendar	AAA/APD training on the DHS Learning Center

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April	5	May 2015 training calendar	available training through the DHS Learning Center
August	12	More training changes coming!	look for EPD and DD & Mental Health to go digital
September	5	October 2015 training calendar	AAA/APD training on the DHS Learning Center
August	9	Online training opportunity	LTC Policy created and posted online training
August	8	Privacy and security training reminder	staff must complete training by November 27
September	3	Privacy and security training reminder	complete training by November 27
November	12	Privacy and security training reminder	complete training by November 27
August	4	RACF sub-admin training	APD/AAA specific training available in October
August	5	September 2015 training calendar	AAA/APD training on the DHS Learning Center
January	9	SNAP Civil Rights	Civil Rights training is not currently available
August	3	SNAP Civil Rights training	training now available on the DHS Learning Center
June	3	SNAP Civil Rights training	training now available on the DHS Learning Center
November	5	SNAP Civil rights training	training now available on the DHS Learning Center

Voter registration

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
August	6	Don't forget - SEL 504 reporting	repor completed cards via the web only
December	5	Excellent NVRA news!	NVRA efforts increased reporting by 40%
January	8	More NVRA Q&A	504, declinations, date stamps, and tracking
February	11	More NVRA Q&A	non citizens, using apps, deadlines, counting declinations
March	12	More NVRA Q&A	New Motor Voter and questions from the field
April	7	More NVRA Q&A	more Q&A from the field
June	8	More NVRA Q&A	more Q&A from the field
July	7	More NVRA Q&A	more Q&A from the field
August	11	More NVRA Q&A	more Q&A from the field
September	8	More NVRA Q&A	more Q&A from the field
October	10	More NVRA Q&A	more Q&A from the field

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November	11	More NVRA Q&A	more Q&A from the field
April	7	NVRA non-citizen change	do not offer voter registration to noncitizens
December	8	NVRA quarterly meeting updates	agency guide and procedure changes
May	12	SoS NVRA reminders	message from the Secretary of State Elections
January	4	Voter registration deadline	upcoming deadline is Tuesday February 17th
October	12	Voter registration envelopes	reminder to use legally required envelopes for cards

Miscellaneous

Month	Page	Title	Subject
January	11	APD CI sheets	locating CI sheet information on the intranet
March	13	April 2015 calendar of events	
May	4	April 2015 honor roll	targeted review results of 90% or higher
July	3	August 2015 calendar of events	
September	4	August 2015 SNAP honor roll	targeted review results of 90% or higher
January	4	December 2014 SNAP honor roll	targeted review results of 90% or higher
November	2	December calendar of events	
September	14	Don't let the flu get to you!	facts about the flu vaccine
March	4	February 2015 honor roll	targeted review results of 90% or higher
February	4	January 2015 SNAP honor roll	targeted review results of 90% or higher
December	4	January calendar of events	
June	3	July 2015 calendar of events	
May	3	June 2015 calendar of events	
February	7	March 2015 calendar of events	
April	4	March 2015 SNAP honor roll	targeted review results of 90% or higher
April	3	May 2015 calendar of events	
June	4	May 2015 SNAP honor roll	targeted review results of 90% or higher
December	6	November 2015 SNAP honor roll	targeted review results of 90% or higher

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November	4	October 2015 SNAP honor roll	targeted review results of 90% or higher
September	7	October calendar of events	
October	4	September 2015 SNAP honor roll	targeted review results of 90% or higher
August	3	September calendar of events	
June	10	Total CAPI applications received	