APD Field Services
April 2015

# In the Loop

## 2015 statewide food drive total

The totals are in for the 2015 Governor's State Employees Food Drive. It was a good year, thanks to you.

First, we would like to thank everyone who gave of their time, effort, and money to make the food drive a success. Statewide, employees donated the equivalent of nearly 3 million pounds of food, a little more than 59 pounds per employee, an increase of 0.2 percent over 2014.

The Department of Human Services came in second among all state agencies; more information is available on the Governor's State Employees Food Drive website. Here are this year's totals for our two agencies:

- DHS: 333,185 pounds, 11 percent of this year's total. This is a 23 percent increase from last year's DHS donations and an average of 45 pounds per employee donated;
- OHA: 175,657 pounds, 6 percent of the statewide total. The donation was a 0.8 percent decrease from last year's donations and an average of 40 pounds per employee.

Thank you again to everybody who made this year's food drive a success. We know the late Governor Vic Atiyeh, who founded the drive in 1982 would be pleased.

*Jennifer Walker and Carolyn Wilson, DHS food drive coordinators; Margarit Westfall, OHA food drive coordinator*

*In this edition:*



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

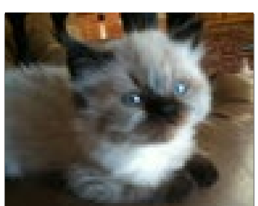
## Protecting sensitive information

*Reprinted from the March 2015 Information Security and Privacy Office (ISPO) tip sheet.*

Federal and state rules require all DHS/OHA staff, volunteers, and partners protect the confidential and sensitive information entrusted to us. This means privacy and information security is in your hands.

The most important way to protect this information is to keep it safe while talking with others or handling paper records or electronic files. Here are a few ways to ensure information security when you're at work:

- Lock your workstation when you're away; *Control+Alt+Delete<Enter>* when you leave your seat!
- Keep your passwords confidential. Never share or write them down;
- Collect confidential documents from the fax, printer, or copier as quickly as possible;
- Use only locked recycling barrels to dispose of confidential information;
- Keep agency-issued mobile devices locked out of site when not in use;
- Don't use customers' names in conversation or discuss customers in public;
- Never leave sensitive information on voice mail;
- Keep hallway conversations to a minimum.



Ruby - Robert Dale Jackson, BCU

***Report incidents immediately!*** DHS/OHA staff is required to report privacy or security breaches immediately to a supervisor or to ISPO at dhs.privacyhelp@state.or.us.

## Expedited SNAP reminder

SNAP applicants who are determined to meet expedited criteria must be given a scheduled appointment **and** issued their benefits within seven (7) calendar days.

Customers do not lose expedited eligibility for not being reachable by phone. Customers only lose expedited eligibility if they miss their scheduled appointment unless the reason for the missed appointment is beyond their control.

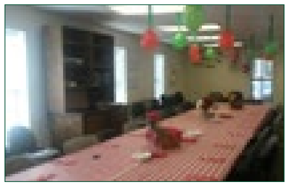
*SNAP Policy Analysts*

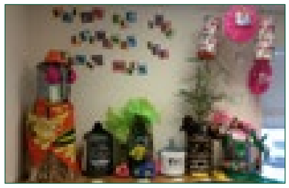
## HCW separation and UC

There can be many different reasons a consumer/employer and homecare worker (HCW) might end their employer/employee relationship. Whether the separation results from the HCW quitting, the consumer/employer terminating the HCW, or any other reason, it is important staff narrate any information received about the separation. HCWs often file for unemployment benefits and the nature of their separation from the consumer/employer plays a role in determining eligibility for these benefits.

When the Employment Department contacts APD's Provider Relations Unit about an unemployment claim filed by a HCW, and information in the case narrative is not clear about the reason for the separation, Provider Relations will direct the Employment Department to contact the case manager assigned to the case. If the case manager doesn't have any detail concerning the separation, the case manager will need to contact the consumer/employer or representative and pass the information gathered along to the Employment Department within the limited time frame of the unemployment claim. Provider Relations will not contact consumer/employers.

## North Bend and Relay for Life





Yesterday the North Bend APD office held a fund raiser for our local Relay For Life. We had a spaghetti feed and a silent auction. We also had a change collecting contest between the departments in the office. We raised $1018. This is a very important cause to some people in our office and we have worked very hard to raise money the last few months for a great cause!

*Sarah Kilby, North Bend APD*

## May 2015

ALS awareness month
Celiac awareness month
Older Americans month

May 3 - 9: Be kind to animals week
May 10 - 16: Nursing home week
May 17 - 23: EMS week

May 1:Silver Star day
May 4: Melanoma Monday
May 8: Military spouse appreciation day
May 12: Chronic fatigue syndrome day
May 18: Visit your relatives day
May 21: One day without shoes
**May 25: Memorial Day - CLOSED**
May 27: World Multiple Sclerosis day
May 31: World no tobacco day


**Don't forget!** Please review Manual Letter #67 on the APD Staff Tools website for updates to rules and procedures effective April 1, 2015. See SS-PT-15-001, SS-PT-15-002, and SS-PT-15-003 for a full list of updates, and SS-PT-15-004 for a complete list of rule changes.

## May 2015 Community Based Care Payment Schedule

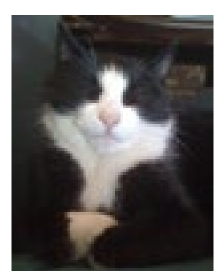
May provider service payments for both the CBC (APD and DD 512) Programs and the CEP program will issue the night of Friday, May 1st, and mail to providers the next business day which is Monday, May 4th.

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 will be available on or before 11:59 pm Wednesday, May 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.



*Abbi - Kris Boler, The Dalles*

*Kristen Hutton, APD Provider Relations Unit*

## March 2015 honor roll

### 100% accuracy!

| | | | | | |
|---|---|---|---|---|---|
| 0111 | Baker City APD | 100% | 1611 | Prineville APD | 100% |
| 0314 | Estacada APD | 100% | 1612 | Madras APD | 100% |
| 0913 | La Pine APD | 100% | 1811 | Klamath Falls APD | 100% |
| 1211 | John Day APD | 100% | 2311 | Ontario APD | 100% |
| 1311 | Burns APD | 100% | | | 100% |

### 90% or better accuracy!

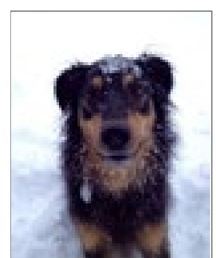
| | | | | | |
|---|---|---|---|---|---|
| 1011 | Roseburg SSO | 96.00 | 0411 | Warrenton AAA | 93.33 |
| 1017 | Roseburg DSO | 96.00 | 0914 | Redmond APD | 93.33 |
| 2411 | Salem AAA | 95.74 | 1911 | Woodburn AAA | 93.00 |
| 2711 | Dallas AAA | 95.00 | 3211 | Florence AAA | 93.33 |
| 3617 | McMinnville AAA | 95.00 | 2211 | Albany AAA | 92.00 |

***39% of all AAA and APD branches are on the honor roll!***


**Don't forget!** Use expedited issuance coding for expedited SNAP cases, every time! Use "IX" for immediate issuance or "EX" for next day issuance – even when the 7 days have passed. Benefits issued in the expedited time frame without the expedited code do not appear as expedited. For more help, see SNAP manual B.6, *Expedited Services*, or *Expedited Services - Getting' R Done* skills challenge. If you need more help, ask your local leadership staff for information or contact the SNAP analysts: snap.policy@state.or.us.

## EAU and mortgages

What is the status of the recipient's mortgage? That's a question the Estate Administration Unit (EAU) asks quite often as they begin their case research. In the February 2015 APD newsletter, we shared the importance of knowing the *amount* of the mortgage. Sometimes though, it's not a question of "how much" but of the "when" and "how".



*Sydney - Niki Volz, McMinnville*

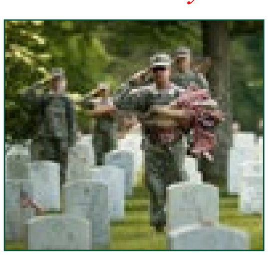
*When* did the recipient take out their mortgage? Do we have a copy of the mortgage statement or trust deed?

*How* were those funds expended? Did they give the money away to a child, use it for home improvements, or pay other bills? Did they serve a disqualification period?

Our ability to recover from an estate can be extremely limited based on the answers to these questions. Once again, a thorough narration in Oregon ACCESS is the first step in understanding the property situation, past and present. Thanks for keeping us "In the Loop"!

*Kathleen E. Rossi, Assistant Estate Administrator*

## May 2015 training calendar

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---|---|---|---|---|
| *Dates and availability of classes are subject to change. Please review availability on the DHS Learning Center.* | | | | 1  *Demi - Zachary Thornhill, Portland* |
| 4 Cultural competency and diversity (8:30 - 4:00) | 5 Medical financial eligibility, week 1 (8:30 - 4:30) Ask diversity (9:00 - 4:00) | 6 Medical financial eligibility, week 1 (8:30 - 4:30) | 7 Medical financial eligibility, week 1 (8:30 - 4:30) APS specialist community report writing (8:00 - 5:00) | 8 |
| 11 | 12 SPL rule training (8:30 - 4:30) APS specialist community report writing (8:00 - 5:00) | 13 SPL rule training (8:30 - 4:30) | 14 SPL rule training (8:30 - 4:30) | 15 Cultural competency and diversity, Eugene (8:30 - 4:00) |
| 18 Medical financial eligibility, week 2 (1:30 - 4:30) | 19 Medical financial eligibility, week 2 (8:30 - 4:30) Ask diversity (9:00 - 4:00) | 20 Medical financial eligibility, week 2 (8:30 - 4:30) | 21 Medical financial eligibility, week 2 (8:30 - 4:30) Ask diversity, Portland (9:00 - 4:00) | 22 DV 101, Hermiston (10:00- 12:00) and (1:30 - 3:30) |
| 25 **CLOSED -** *Memorial Day*  | 26 Cultural competency and diversity (8:30 - 4:00) | 27 | 28 Field Leadership meeting (8:00 - 5:00) | 29 |

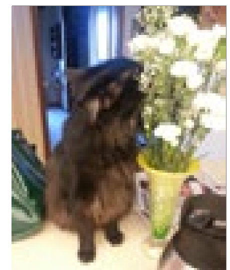
## Citizenship and national origin for housing

National origin is a federally protected class. It makes housing discrimination based on where an individual or their ancestors are from illegal.

One does not have to be a U.S. citizen, or even in the country legally, to have protections under the Fair Housing Act.

Unlike employment law, it is not illegal to house someone who does not have appropriate documentation. If an individual does have an identifying number other than a social security number – such as a tax identification number, a student or work VISA number – those should be used to help screen the individual.

That said, some subsidized housing programs and services may stipulate citizenship requirement. If this is a requirement of the federal agency providing the subsidy funds, it must be adhered to.



*Gustav - Karen Kaino, Central Office*

For more information and tips on ways to help a landlord verify one's identity and they pay their bills on time, visit: www.FHCO.org/national_origin.htm.

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*

## FSAM updates

The Field Staff Assistance Manual (FSAM) has received several updates with more on the way. Please contact Karen Kaino or Caryn Whatley if you notice something in the FSAM that needs attention! The most recent updates are:

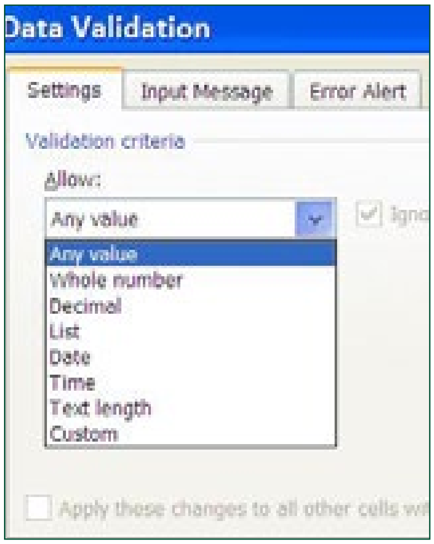
- II.E: *Handling original identity documents left by customers*. Guidance from the Information Security &Privacy Office (ISPO) for handling original copies of item such as birth certificates left behind by customers;
- IV.C: *Community Based Care (CBC) provider payment system*. Updated with current screen function and information, forms link, and who to call phone numbers;
- IX: Voter registration. The entire section has been updated to include the latest direction from the Oregon Secretary of State Elections Division;
- X.A: Ordering forms. Updated with the current office procedures to use the FBOS and information from DHS/OHA Forms Distribution;
- X.J: *Adding or changing phone numbers in Outlook*. Directions about how to update telephone numbers via Outlook Web Access (OWA).

There have also been multiple corrections to fix broken links and ensure the table of contents is actually reflecting what is in the manual! Thank you to everyone who has sent in feedback and encouragement!


**Don't forget!** The PHP screen enrollment guide that was added to the Worker Helps section of APD Staff Tools has been renamed and updated to include information about how some areas of the state must enter exemptions directly on MMIS. Contact Heather Williams if you find any inaccurate information in the APD manuals (except the FSAM) or Staff Tools.

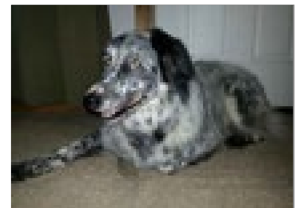
## Excel tip – Input restrictions

If you want to make sure your spreadsheet will continue to add or sort (whatever) correctly, restrict the type of data which can be entered in a cell (box).




Go to *Data>Data Validation>Setting* and choose the type of data you want entered in the cell from the drop-down menu.

## NVRA change – non-citizens


*Blu - Janice Castle, Central Office*

According to the 2015 NVRA Manual for Covered Agencies, we **are no longer required to offer voter registration to persons who state they are not citizens**.

The *Eligibility* portion of the manual says"…*do not provide voter registration opportunities to people who have indicated that they are not citizens."*

Contact Karen Kaino if you have questions: 503-569-7034, karen.l.kaino@state.or.us.

## 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: Can we get on your training schedule?**

**A:** Regrettably, no. I am looking into getting the NVRA training converted to a webinar/ Netlink type of training. It's very early, but stay tuned!

**Q: Can you explain the new way of submitting the SEL 504?**

**A:** We've been submitting the SEL 504, *Agency Vote Registration Reporting Form* via email for several years now - so it isn't really new. However – if your branch has never submitted them online and you recently received a notice from the Secretary of State telling you to send them via email, it may feel new. If you have any paper copies of this form in your office – get rid of them and never use them again! Instead, fill out and email in the card once every seven (7) days. (NOT ONCE A MONTH).

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**Q: How do I find my agency number?**

**A:** You can find a list of agency ID numbers on the APD Field Services webpage in the *Voter Registration* section.

**Q: Our office is switching over to a banked caseload. Can we fill in the customer's response before we mail the application for signature?**

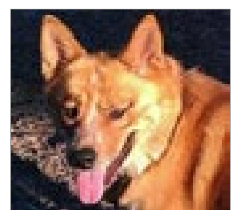
**A:** Yes – please do! If you do *not* ask the question before mailing and the question comes back blank, you now are required to keep attempting to contact them until you get an answer – regardless of if it takes one day or 100 days. So you DEFINITELY want to ask and fill out the question before mailing!

**Q: I'm a new support staff and will be doing the voter registration in my office. How do I get registered so I get email etc.?**

**A:** It's really easy - just complete an SEL 504C and send it to the elections office (email is on the form) and to Karen Kaino: karen.l.kaino@state.or.us. Karen will make sure all the lists at Central Office are updated. Remember, you only have ten (10) days to get the form completed and mail in following a change in the site coordinator.

**Q: Our office needs the voter registration forms that are used for the customer to mail on their own.**

**A:** There is a lot going on in that sentence – let's break it down:



Gretchen - Keren White, Beaverton

- All NVRA forms must be ordered through the FBOS – just like every other form. The voter registration forms may be under either "msc" or "sel" – not all have been switched from one designation to the other;
- There are NO forms the customer has to mail on their own. There are forms for non-customers and forms for customers. ALL customers and applicants use the same form regardless of how or where it is completed;
- The ONLY form customers should ever be given, mailed, handed (whatever) is the SEL 503 with the tear off edge. If you are handing out any other form to customers it is against the law and you should stop. This form also can never be in the lobby;
- The form with the lick-and-stick edge, SEL 500, is for the lobby and is *never ever* to be handed out, mailed out, or otherwise given to any applicant or customer. Because we are a designated voter registration agency, we have to have forms available to any member of the public who wants them – so make sure there are always a few in the lobby - like the post office or DMV;
- The law designates and requires two separate forms with distinct and separate uses and we can't mix them up!


**Don't forget!** Please use ONLY the DHS 223, *Proof of Eligibility*, form when mailing customers or applicants examples of the types of verification they need to provide for SNAP. All offices must stop using their own forms – **no exceptions!**

## Pending and the Program Management Evaluations

What are the Program Management Evaluators (PMEs) looking at when they review an office in regards to pending? Is there a potential barrier to completing the request from a client's point of view when you request a particular item be submitted such as a pay stub or a letter from someone instead of just telling the client what you really need? How do you ask for what you really need?

Think about which eligibility element you really need to verify, not how the client can prove it. You need proof of income but you don't need a paystub. Here are some examples.

| *Limiting* | *Not limiting* |
|---|---|
| John's 1/15/15 paystub | Proof of gross pay John received on 1/15/15 |
| Mary's paystubs for Jan and Feb | Proof of gross pay Mary received between 1/15/15 & 2/14/15 |
| VA award letter | Proof of monthly VA benefits |
| Bank statement | Proof of interest income |
| Employment verification form | Proof of expected hours and hourly wage |
| Picture ID | ID |

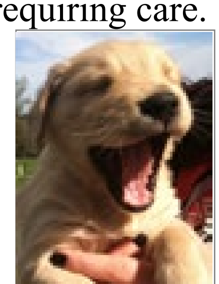
Want more examples or more information about the PMEs? See the new Office of Program Integrity web site.

*PME Review Team*


**Don't forget!** Look on MMIS before opening <u>any</u> medical case. You can't see all open medical benefits on WEBM,FIND when medical is opened outside of APD/AAA. If there is more than one medical case open, problems with the benefit level and therefore access to care will result. ***<u>Check MMIS first!</u>***

## BCU: What's in a fingerprint anyway?

Recently I was thinking about how difficult it used to be to hire qualified workers for the In-Home Care Agency and Residential Care Facility where I worked. When you stop to consider the trust and intimacy that happens with caregiving for residents and customers, it is no wonder many caregivers become like a surrogate family member to the person requiring care.



*Captain - Jillian Johnson, Canby*

Sometimes, the caregiver is the only person the senior or person with a disability may ever see during the week, and it's often the person they have the most fear of losing. Because of the seriousness of this relationship, fingerprinting of a caregiver is sometimes necessary to ensure the safety of someone receiving care. Although some may say getting fingerprinted and the time it takes to get the results from the Federal Bureau of Investigation (FBI) is too lengthy or complex, electronic fingerprint capture and submission should relieve some of this burden.

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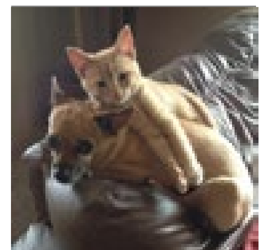
And the BCU Fingerprint Team (Alice, Sonia, and Steve) is quick to process work and answer questions from both QEDs and managers each day because they know each set of fingerprints and each question has direct bearing on the life of a person receiving care. Each member of the BCU Fingerprint Team have been or are caregivers, and consequently truly appreciate the work you do, and the needful connection between qualified caregiver and the vulnerable person in need of that care. They have also become very aware of how electronic fingerprint capture and submission have been transforming the speed and accuracy of the background check process, and consequently of getting appropriate care to those in need.

Here are some of the positive comments that QEDs have mentioned to our Fingerprint Team with the new process:



*Jose and Oliver - Darcy Patterson, Burns*

1. Quicker turnaround time;
2. With the exception of some FBI backlogs late last year, generally we can receive results in 24-48 hours from the FBI when electronically captured. This helps those in need of care get someone safe and supportive for their caregiver as quickly as possible;
3. No lost prints through the mail;
4. More effective communication with State Police regarding fingerprint results that may be taking time;
5. Lower costs: The cost for electronic fingerprinting under the Fieldprint contract is $12.50, where previously it averaged statewide at $20, and some fingerprint capture could run $50-60 per print. And another feature of the Fieldprint contract - the first reprint of rejected prints is free! So when FBI or State Police rejections occur of fingerprints, caregivers don't have to expend even more money to get reprinted.

The speed of electronic fingerprint submission can make a tremendous difference in getting a skilled, qualified professional quickly to the person in need of care. And that also speeds the special connection to take place between the caregiver and the care receiver. And that's what the BCU Fingerprint Team works hard to help along every day.

*Dale Jackson, BCU Registry Coordinator*

## Person-centered Options counseling

Oregon person-centered Options counseling (PCOC) service delivery is now being implemented all over the State of Oregon to partners of the Aging and Disability Resource Connection of Oregon. Currently staff from Centers for Independent Living (CIL), Area Agency on Aging (AAA), and Aging and People with Disabilities field offices, and a few from Veterans, Mental Health, and Developmental and Intellectual Disabilities have taken the training or are currently enrolled.

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Person-centered Options counseling is a series of three (3) classes. Supervisors are asked to come to the 101 class and then have their own class for supervisors (202) on implementation, standards, and support for staff.

**Options counseling 101 – Introduction to Options Counseling (8 hours)**
This workshop is offered to both Options counselors and Options counselor supervisors.

Content includes:

- Definitions of options counseling;
- History and context of the development of ADRCs;
- Options counseling in Oregon;
- Values and principles;
- Core competencies.

**Options counseling 102 – The Art of Options counseling (8 hours)**

This session is for Options counselors is offered about two (2 weeks after the 101 class and focuses on skill building, particularly in areas of:

- Communication – active listening;
- Person-centered assessment;
- Documentation.

**Options counseling 103 – Advanced Options counseling (8 hours)**

This session for Options counselors is offered approximately one month after Options counseling 102. The timing provides new options counselors opportunities to gain some experience doing options counseling before the final session. Their experiences help to inform the discussion and skill building activities. The focus of the session is on advanced options counseling skill development in:

- Understanding change and motivation;
- Decision making support;
- Problem solving and conflict resolution (briefly);
- Facilitation of family meeting.

To find out more about person-centered Options trainings in your area please check the State Unit on Aging training link: http://www.oregon.gov/dhs/spwpd/Pages/sua/AvailableOnlineTraining.aspx.

For further information on person-centered Options counseling, please contact Suanne Jackson by email: suanne.jackson@state.or.us, or by phone at: 503-947-2575.