APD Field Services

July 2015

In the Loop

Integrity

Doing what is right even though no one is watching: a self-assigned, and self-enforced, obligation to do the right thing.

One of our DHS Core Values is ***Integrity***, an intentional effort to do what is right even when no one is watching. As stated in the definition above, it means choosing to do the hard thing even when an easier option presents itself – because it is the right thing.

This core value applies to each individual within our program: every seat, every position, and every office. Accuracy and accountability are essential aspects of the work we do. With the ever growing vulnerable population we serve, we have a responsibility to uphold our commitment to maintaining integrity in our service delivery. The success of our very program depends upon each of us doing our part.

Talking with your manager strengthens your position, even when choices are hard or unpopular. Don't feel you have to do it alone – support is available and our agency managers are trained and committed to supporting their staff. Making the tough decisions is part of the work we do and you aren't expected to make them alone. Managers in the field know the expectation of an "open door" – communication with staff is an imperative aspect to managing successfully.

Thank you for your ongoing commitment to the integrity of our programs and to those we serve. Our ability to continue to serve vulnerable Oregonians is dependent upon your continued commitment to integrity as a core value.

Mike
(Excerpted from Mike McCormick's email)

In this edition:

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

Clarification on the DHS 223

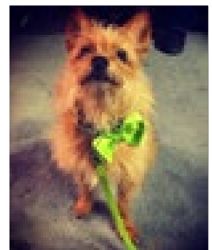
Transmittal APD-AR-15-038 was sent to the field in June regarding the DHS 223, *Examples of Proof of Eligibility* which has generated some questions from the field:

Q: Is the DHS 223 just for SNAP cases?

A: The form is written primarily for SNAP, but things like proof of income are the same across programs so it's okay to send it for other programs as long as what you need is included on the form. Burial information, for example, is NOT on the form so if that was all you needed, it would not be appropriate to send the DHS 223.

Q: When is it necessary to send?

A: A best practice is to send the DHS 223 whenever a customer is required to return items to determine program eligibility. The form is useful for customers, provides documentation of transactions, and gives the customer examples of common items required for eligibility determinations.



Johnny - Heather Schermerhorn, ADRC

Q: Our office send out the 446 with recerts - is that still okay?

A: Of course! The DHS 223 is used instead of unofficial, unapproved, or locally made, pending forms – all official forms are still approved for use and should be used normally. Please be careful when completing the 446 to not limit the type of item for which the customer is pended (don't say "paystubs", say "income"; don't ask for a "birth certificate", ask for "proof of citizenship"); the DHS 223 will help with that.

***Note**! Please remember to always send a written pending notice when requesting eligibility material from a customer; a "verbal" pend does not protect the customer's rights or satisfy documentation requirements.*

Office of Equity and Multicultural Services

We are very excited to announce the dates for the 22nd annual Statewide Diversity Conference. This year's conference is scheduled for September 29th and 30th at the Salem Convention Center.

Building a Stronger Oregon through Diversity and Inclusion is this year's conference theme. The Department of Human Services, along with many other state agencies, is proud to be a sponsor of this exceptional conference and we encourage you to save one of these dates to attend. This annual event is a full day of professional development designed to enhance our cultural competencies in an increasingly diverse state.

Please secure your manager's approval to attend one of the days of the conference (the conference is repeated on the second day). If you have accommodation request or special needs, please contact your immediate supervisor. Stay tuned for more details!

Don't forget! Please review Manual Letter #68 on the APD Staff Tools website for updated rules and procedures affecting your work. Please see SS-PT-15-007 and SS-PT-15-011 for a complete list of rule updates.

August 2015

Happiness happens month
Immunization awareness month
Mutt-i-grees rescue month
What will be your legacy month

Aug. 1 - 7: Simplify your life week
Aug. 10 - 14: Weird contest week
Aug. 19 - 23: Massage therapy week
Aug. 23 - 29: Safe at home week

Aug. 1: National mustard day
Aug. 3: Assistance dog day
Aug. 4: Social Security day
Aug. 10 Smithsonian day
Aug. 15: International geocaching day
Aug. 17: Black cat appreciation day
Aug. 21: Senior citizen's day
Aug. 30: National grief awareness day

TTT participation

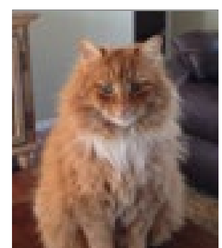
Did you know there are no requirements about who can attend TTT? You don't have to be a supervisor or a lead to participate - talk to your local management for permission and join us!

TTT can be lively, so come prepared to voice your concerns, question information, and share your own unique perspective. August TTT is a special DV training specific to APD - all offices are encouraged to attend!

TTT highlights – Medicaid reminders

The June 18, 2015 Train the Trainer (TTT) meeting included reminders about Medicaid. For information on attending TTT in person or via v-con, or about presenting at the TTT meeting, please contact Lauren Mitchell.

Here are just a few reminders from the TTT meeting around Medicaid. For procedures related to the Affordable Care Act, including MAGI information, please see the Affordable Care Act (ACA) Information and FAQs on the APD Staff Tools webpage.



Biscuit - Jodi West, LaGrande

- Contact Lauren Mitchell directly, *not* the APD leads, for "missing" 7210s;
- A *Notice of Medicare Eligibility* generated from the MMIS system for all persons who are eligible, or becoming eligible for Medicare, and directs the recipient to contact the local office or the ADRC;
- The APD leads are working through the list of MAGI conversions – please be patient they are working one branch at time. Any and communication with the branch from the leads will be sent via the transfers email box;
- 5503 is working through a list of D4 cases in their branch which have been largely untouched for a while. 5503 staff will review the D3 eligibility for continuing SSI and either pursue MAGI or transfer the case to the local branch, as appropriate;
- DHS case transfer requests go to Lauren Mitchell (not Karen or Angela);
  - Transfers from Oregon ACCESS should still be sent to Karen Kaino, Lauren Mitchell, or Angela Munkers: APD-IM-15-031.

June 2015 SNAP honor roll

100% accuracy!

0111	Baker City APD	100%	1612	Madras APD	100%
0913	La Pine APD	100%	2311	Ontario APD	100%
0914	Redmond APD	100%	2911	Tillamook AAA	100%
1211	John Day APD	100%	3013	Hermiston APD	100%
1311	Burns APD	100%	3111	La Grande APD	100%
1513	Medford SSO	100%			

90% or better accuracy!

1811	Klamath Falls APD	0611	North Bend APD
1418	South East Portland AAA	1717	Grants Pass DSO
2711	Dallas AAA	3518	Gresham AAA
0411	Warrenton AAA	2411	Salem AAA
3415	Tigard APD	1611	Prineville APD
0310	Canby APD	3411	Hillsboro APD
1017	Roseburg APD	3617	McMinnville AAA

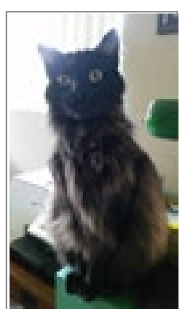
56% of all AAA and APD branches are on the honor roll!

Learning difficulty advice

The June TTT meeting featured an amazing presentation from Dr. Ken Kosko, Project Director of the Education Evaluation Center at Western Oregon University (see page 10) who discussed the manifestation of learning difficulties in children and adults.

During the discussion, it was estimated a large number of DHS customers of all ages likely have a learning difficulty of some type. Dr. Kosko has this piece of essential advice to assist our customers in being successful interacting with the Agency:

- **Write it down!**



Gustav - Karen Kaino, Central Office

If there are multiple steps our customer's *must* follow, write down the steps; it's not enough to tell them. If the customer has memory issues or a learning difficulty, they will not be able to follow-through without good, clear, easy directions *in writing*.

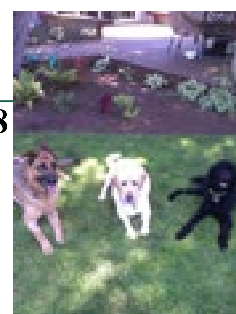
Thanks Dr. Kosko – great advice!

Don't forget! If a person applying for SNAP is elderly or disabled, do not deny their application if they are over the categorical eligibility limit (185%) or for being over the countable income limit (130%). Instead, enter all of the applicant's information on FSMIS, including their medical deductions and total shelter costs, code with an *N* in the *Cat El* field and let the system make the eligibility decision; 461-135-0505.

August 2015 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
3	**4**	**5** CAPS basics (8:30 - 4:30)	**6** CAPS basics (8:30 - 4:30)	**7**
10 Cultural competency and diversity (8:30 - 4:00)	**11** Case management essentials (8:30 - 4:30)	**12** Case management essentials (8:30 - 4:30) Service financial eligibility (8:30 - 4:30) Cultural competency and diversity, Eugene (8:30 - 4:00) DV 101, Portland (8:30 - 4:30)	**13** Case management essentials (8:30 - 4:30) Service financial eligibility (8:30 - 4:30) Ask diversity, Eugene (9:00 - 4:00)	**14** Case management essentials (8:30 - 4:30)
17 APS investigator's core competencies (8:00 - 5:00)	**18** APS investigator's core competencies (8:00 - 5:00) SPL rule training (8:30 - 4:30) CBC: 512 (8:30 - 4:30)	**19** APS investigator's core competencies (8:00 - 5:00) SPL rule training (8:30 - 4:30) CBC: 512 (8:30 - 4:30)	**20** APS investigator's core competencies (8:00 - 5:00) SPL rule training (8:30 - 4:30) Oregon ACCESS Inquiry (8:30 - 4:30) Ask diversity, Eugene (9:00 - 4:00)	**21** APS investigator's core competencies (8:00 - 5:00)
24	**25** Cultural competency and diversity (8:30 - 4:00)	**26** Cultural competency and diversity, Portland (8:30 - 4:00)	**27**	**28**
31				

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



Eli, Zeke, and Maxx - Janet Brattin, Central Office

Don't forget! Staff cannot convert an existing MAGI case to an MSP case with a *future effective* date – the MAGI eligibility will "override" the MSP case. Customers remaining on MAGI a in this situation will not lose a month of benefits (they get an extra month of MAGI while the conversion happens) and the do not have to pay their premium out of pocket (it's picked-up by the State).

Legal names

Only LEGAL names can be marked as verified on the Person Alias/Update screen. If preferred names are marked as verified (*V*), it may prevent future actions from processing.

Verified means, in all cases, the person data marked with a *V* is from a source such as a birth certificate, Social Security card, passport, DD214, or something similar.

August 2015 Community Based Care payment schedule

August provider service payments for the APD and DD 512 Programs will issue the night of Saturday August 1st, and mail to providers the next business day which is Monday, August 3^{rd}. August Provider payments for the CEP Program will issue the night of Monday August 3^{rd}, and mail the next business day which is Tuesday August 4^{th}.

The difference in payment schedules is as follows:

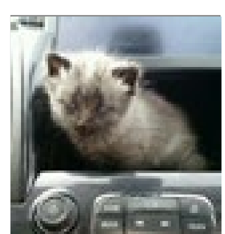
- CBC payments issue the night of the first of each month and mail the next business day;
- CEP payments issue the night of the first *business day* of each month and mail the next business day.

Due to the weekend of August 1^{st} – 2^{nd}, there will be a delay in the processing and mailing of provider payments!

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 CBC programs will be available on or before 11:59 p.m. of Wednesday, August 5^{th};
- EFT payments for the CEP program will be available on or before 11:59 p.m. of Thursday, August 6th.


iip_ Janine Park, LaPine

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

Kristen Hutton, APD Provider Relations Unit

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: Today in huddle I was told if the customer says no to voter registration and they do not fill in the box, I should fill it in. I thought in training I was told to leave it blank - what do I do?

A: If the customer actually says no to voter registration then you **must** fill in the box if they did not. You do not need to initial it or narrate you filled in the box but DO narrate their response; (if you were in training last year we talked about how voter registration is in its own rules silo, so no initialing is needed). You ***do not*** fill in the box if you have no contact with the customer, for instance you get an 852 and don't talk to them about it, and they leave the box empty. We don't *assume* a no response so don't fill it in based on an assumption, please. Let me know if you have questions about this: karen.l.kaino@state.or.us.

Chloe - J. Scott Burman, Milwaukie

Q: Some offices have told us they interoffice the completed voter registration cards. Some interoffice with the special envelope and some just use a generic interoffice envelope. Are these all good options?

A: No they are not - the completed cards are required by law to be sent in the specially marked envelopes. If you have the ability to interoffice mail the cards – a potential primarily for the AAA offices - it's fine to do so. The completed cards have to be placed in the envelope but how they get to county elections is up to the individual office, as long as they show up on time (***5 calendar days** from the date of completion!)*

Q: If we need more SEL 503 forms, where do we order them?

A: All voter registration forms, including the poster and envelopes, may be ordered via the FBOS. If the branch NVRA coordinator is *not* the person who orders forms, just talk to your local forms ordering person and follow your local procedures to get what you need ordered.

Q: It is my understanding there is a way to complete the declination electronically – is there a website?

A: It's just the form 0503D on the DHS forms server. The difference is instead of printing a paper copy, it's saved (or printed as a PDF) into a shared drive folder. The declination forms must be saved in a location which is secure but accessible to everyone in the office who needs to use it.

Save the declinations by year and month (July_2015; August_2015; etc.), by the person's

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last name, and the day they responded; most offices will need to use a first initial so declinations aren't saved over another record. The saved record would look like: *JBrown_7-1* or something similar.

Offices can take all of paper copies of the 503D and scan them into the same drive. If you scan at the end of the week or end of the month leave the file as a batch and name it the month or week or whatever makes sense to your office; if you scan daily, they should be saved individually.

Achilles - Joan Crane, Gresham

Q: Do we count the yes response on the tear off tab once we mail the voters registration to the customer or not, since we don't know if they mailed it in?

A: You should only count the completed voter registration cards you physically mail in to the county elections office. If the customer takes the voter registration card out of the office or it is mailed to them, we narrate "yes" but the voter registration card is not counted unless it is returned completed to the office.

Q: Did the legislature make changes to voter registration change this year?

A: You are probably thinking of HB 2059 which had a lot of requirements for agencies and several changes. The good news is the bill was sent to committee and didn't make it out before adjournment. So - no. There are always changes and interpretations we have to deal with, voter registration can sometimes feel like a moving target, but the legislature did not pass any specific NVRA related bills.

Proof of licensee's corrected 517s

During an inspection, or subsequent home visit, a licensor may be required to write a violation due to noncompliance of an Oregon Administrative Rule (OAR) 411-050-0600. The licensor will document the violation on an SDS 517B, *AFH Inspection Report and Notice of Violation and Correction*. The written description allows for the licensor to document the violation and the licensee will receive a written notification of what the licensor observed so the licensee is able to make corrections and document their compliance.

This may sound simple and easy to do, however this has been shown to be a complex process which takes practice in becoming proficient in writing violations.

The licensor must provide a clear and concise description of the violation explaining specifically what the licensor observed. The violation must also be attached to the specific OAR violated, and be supported by documentation such as copies of medication administration records, narratives, and the licensor's narrative explaining how information was discovered. The licensor must describe the facts **(who, what, when, where, and how often)** of the situation observed.

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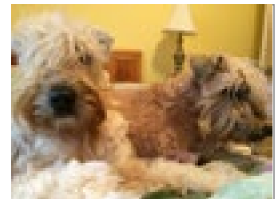
The licensor will write the violations topic and specific resident unless the topic is the same for both residents. The following is an example of topic specific and shared violations observed by a licensor.

Medication Administration Records for resident 1 and resident 2 dated May 22, 2015 – all 8 am medications were not initialed upon review by licensor at 10:30 am the same day. Licensee had initialed MARs for 8am medications dispensed for resident 3 and 4 prior to licensor entering the home at 9:00 am to conduct monitoring visit. Bubble packs for date and time for all medications were gone from the sealed bubble packs.



Fiona and Ryan - Janice Driver, Gresham

This provides a clear and concise picture of what the licensor witnessed. The medications which were supposed to be dispensed at 8 am on May 22, 2015 were not dispensed that same day upon the arrival and start of inspection by the licensor at 9:00 am for residents 1 and 2. However the licensor noted the medications for residents 3 and 4 had been dispensed and documented per the caregiver's documentation found on the MARs. The licensor also checked to see if the medications had been dispensed.

The licensor must also add the date of when the violation was written as well as the date of the required correction. The licensor must allow the licensee reasonable time to make the corrections.

When the licensee responds to the violation, the licensor may provide guidance indicating what type of verification would be acceptable as proof the licensee has taken measures to correct the violation appropriately. Licensors should always keep in mind 517Bs are legal documents and may be used in hearing proceedings. It is essential licensors document clearly and according to the Oregon Administrative Rule.

OLRO Tip of the Week and Marsha Ellis, MS - Policy Analyst

Have a question about Voter Registration? Ask your local site coordinator, check the manual, or contact Karen Kaino: 503-569-7034; karen.l.kaino@state.or.us.

EAU and Oregon ACCESS

Did you know one of the most important information resources available to the Estate Administration Unit (EAU) is Oregon ACCESS? A thorough review of the ACCESS case is one of the first steps in the estate recovery process. So what kind of information are we looking for? Quite a bit, actually.

Is there a surviving spouse? Was the recipient in a facility? Did they own a home, have bank accounts, and purchase a funeral plan? Finally, who will we contact? Having the names, addresses, and phone numbers of family members and/or authorized representatives is very important. Thank you for keeping the information in your Oregon ACCESS cases complete and up to date!

Kathleen Rossi, Estates Administration Unit

TTT highlights – Learning disorders

The June 18, 2015 Train the Trainer (TTT) meeting included a presentation Dr. Ken Kosko, Project Director of the Education Evaluation Center at Western Oregon University who discussed the manifestation of learning difficulties in children and adults. For information on attending TTT in person or via v-con, or about presenting at the TTT meeting, please contact Lauren Mitchell.

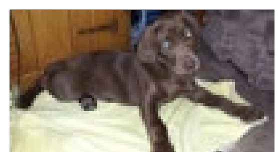
A specific learning disability is a disorder in one of more of the central nervous system processes involved in perceiving, understanding, and/or using concepts through verbal language and nonverbal means.

The disorder manifests itself with a deficit in one of more of the following areas: attention, reasoning, communication, academics, coordination, social competence, and emotional maturity. For the full presentation, please see the APD Field Services webpage.

Some of the major components of a learning disorder include:

- Disorders are part of the person's make-up and will not go away with practice or time;
- Presumed to be a dysfunction of the central nervous system;
- May be discovered at any time during the person's lifetime;
- Are not the result of lack of intelligence or education, or other disabilities such as loss of sight or hearing.

Learning disorders affect the person every day and may manifest as:



Daggar - Kari Kelsey, Medford

- Feeling constantly behind;
- Fear of filling out forms;
- Extreme stress or fear with any measurement of ability;
- Isolation due to fear of being misunderstood;
- Extreme stress over deadlines;
- Feeling of inadequacy because of the difficulty completing tasks others find easy.

Persons with learning disorders may also have difficulty concentrating without extraordinary effort and can be easily distracted by noise and movement. There may also be significant memory issues such as forgetting familiar things (such as phone numbers and addresses), not remembering what was said or seen or read, and misplacing or losing things.

Learning disorders may impact every aspect of a person's life, including feeling lost in a familiar setting and being easily disoriented in a familiar place. Many AAA/APD customers are of an age where they were likely never tested for a learning disorder ,so your willingness to provide written information and exercise patience is (as always!) very helpful!

Looking for past issues of In the Loop? Do you wish you had an index to all the great information? All newsletters, yearly indexes, and a master index for everything are on the APD Field Services web page: www.dhs.state.or.us/spd/tools/field/index.htm.

Updated DHS 1999

The DHS 1999, *OSIPM Couples and Long-Term Services* handout has been updated and is now available on the DHS forms server. The current format is a three-page, very inclusive informational handout.

Please recycle and/or delete any older versions of the 1999 from your local hard drive, shared drives, and forms rooms.

NED resources

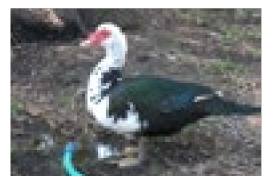
There is easy to use NED help on the SNAP Desk Tools website. The Power Point explains all about what NED is and how to code it. You can also try the NED skill challenge and prove you know your stuff!

ADRC Aging and Disability Resource Connection of OREGON

"Like" ADRC of Oregon on Facebook to get the latest news and information from the ADRC.

Changes, adjustments, and opportunities

In February, I join the APD Central Office Field Supports Unit as the statewide Adult Foster Home Quality Improvement Coordinator/Liaison. Although the position is not new, the job duties are forever changing. I am learning there are many facets to this position and as many tasks to cover. I have been impressed with the talents and expertise of staff both in the field at the Local Licensing Authority as well as here at APD Central Office.



Hansel - Amanda Anderson, Medford

One of my job duties is to be the conduit between APD and the Office of Licensing and Regulatory Oversight (OLRO). My first combined task was to work with the staff of OLRO in providing a licensor and supervisor training. The two day training was packed with program overviews, soft skills techniques, and regulatory management skills. APD and OLRO staff is already meeting to discuss topics for the next training tentatively scheduled for late fall. Evaluations were provided for licensing field staff to voice their opinion on what topics they would like to see covered at future trainings.

An additional developing role is providing technical assistance to field licensors and assisting in making appropriate connections with Central Office staff to streamline processes while meeting competing deadlines and providing support to ensure the integrity of the licensing program.

This will be an added benefit for new local licensing authority personnel, as comprehension of the job duties can be very overwhelming when starting out.

Another aim will be focusing on marketing strategies within districts. This focus will provide improved provider populations to meet the State's goals of reducing nursing home resident numbers and increasing community-based care options.

If field offices have a specific need or have ideas for training topics, technical assistance requests, or would like assistance in marketing additional provider growth please feel free to contact me, Marsha Ellis: marsha.m.ellis@state.or.us or 503-945-6415. I look forward to working with each of you and admire the hard work you do.

TTT highlights – CMU SNAP cash out reminders

The June 18, 2015, Train the Trainer (TTT) meeting included a presentation from Client Maintenance Unit (CMU) on SNAP cash outs. For information on attending TTT in person or via v-con, or about presenting at the TTT meeting, please contact Lauren Mitchell.

SNAP cash out payment tips:

- When a SNAP customer has a cash out payment please be sure to clearly inform them how they will receive their funds;
- Cash out benefits may be issued on an EBT card (available on the first day of the month), via direct deposit (available on the third banking day of the month, or as a check mailed directly to the customer (sent the first mail day of the month);
  - Client Maintenance Unit (CMU) sees hundreds of cases with $1000 or more of unused benefits on EBT cards;
  - Unused benefits generally occur when the customer is unaware of the benefits on their EBT card, or no EBT card is issued at the time of cash out;
- Cash out funds are issued on an EBT card as cash, not as SNAP benefits, and can be used as cash;
- Funds *will* age off after 12 months and be lost to the customer.

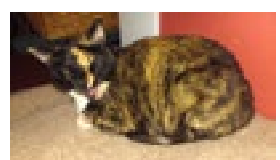
For more information about SNAP cash out for SSI recipients and seniors, please see SNAP.H.2. *SNAP Cash-Out Project for SSI or seniors*, or email the SNAP policy analysts: snap.policy@state.or.us.

Mandatory privacy and security training

The Department of Human Services is strongly committed to protecting the privacy and security of all of the people served; it is required by law, part of our core values and it's the right thing to do. To ensure each employee clearly understands how to fulfill this part of our mission, all DHS 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 to complete. Staff will take the courses via the DHS/OHA Learning Center. Click on your employee group below for detailed instructions on the courses you need to take:

- Current employees;
- New employees;
- Temporary staff, interns, and volunteers;
- Partners and contractors.



Sophie - Jennifer Pickrell, Gresham

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

Don't forget! An application for SNAP is good for 60 days. Customers who are not eligible today but who will be eligible next month *do not* need to reapply: SNAP 3.B and 461-115-0050.

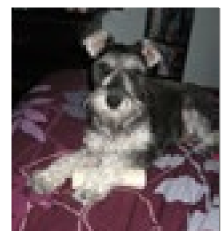
Update from the Special Needs Contract Team

Roberta Lilly (roberta.e.lilly@state.or.us) Operations and Policy Analyst from Central Office has been busy over the last few months providing Special Needs contract education meetings throughout the state. Roberta has met with field office staff and community based providers interested learning more about special needs contracts.

These meetings offer an opportunity for providers to learn about: the five different Statement of Works, contracts now in place in to Adult Foster Homes, and how the process of inquiring and submitting a request works. Other community based facilities also are welcome to the meetings and specialized contracts are also considered for those facilities as well.

The different types of special needs for Adult Foster Homes contracts being discussed are:

- Basic dementia;
- Advanced dementia;
- Basic neurological;
- Advanced neurological; and
- Bariatric contract.



Mya - Amy Krenz, Beaverton

A couple of differences in the basic and advanced are the services provided, the targeted population being served, and the number of staffing required.

The request from the provider will be a simple two page informational worksheet asking the licensee's current information as well as the licensee's history. Once the Medicaid contract unit receives the worksheet, the process begins for determining if the provider is able to meet the needs of the specialized contract. The process varies in time, but can take 1-2 months to complete.

The Specific Need contractors will continue to have technical support provided to them by the contract administrator. Contract has been "executed" (final signature). The responsibility to ensure the licensee meets the requirements of the special needs contract is with the Central Office special needs contract administrators, however the continued responsibility to monitor and ensure compliance licensing (OARs 411-050-0600) is that of the Local Licensing Authority.

This is a collaborative and combined effort to license and contract with licensee, to ensure appropriate providers are able to meet the needs of the targeted high needs population. Open and ongoing communication should be established and maintained with the local licensing authority and the special needs contract administrators.

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