

In the Loop

Mandatory reporter changes

All DHS and AAA employees, and a large section of the community including lawyers and medical professionals, are mandatory reporters of abuse and neglect. This means any DHS or AAA employee with *reasonable cause to believe* an older adult, child, or nursing home resident is suffering abuse is obligated under Oregon law to report the suspected abuse to the authorities; this includes your family members.

Abuse in this instance includes: assault, mental injury, rape, sexual abuse or exploitation, negligence, senior financial exploitation, risk to a child’s welfare, human trafficking, or exposure to a controlled substance with risk to safety; it *does not* include reasonable discipline.

The primary change to the law is mandatory reporting for the elderly or nursing home residents is now required 24/7 – previously it was only an obligation during work hours. For more information see the mandatory reporter [webpage](#).

To report abuse you may call **1-855-503-SAFE (7233)** or your local [law enforcement agency](#). For abuse of an adult you can also contact your local APS worker; to report child abuse you may also contact the local Child Welfare [office](#).

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

Burns food drive results

Thank you to Darcy Patterson for sending this in!

I wanted to share the awesome job the Burns CAF, SSP, APD, and Voc Rehab did for the Governor’s Food Drive.

We had a silent auction (with unwanted items brought from our homes) and a bake sale. With canned donations, silent auction money, and the bake sale, Burns was able to donate **approximately \$600!!!**

APD Field Service and Supports food drive results

The APD Field Services and Supports team raised funds for the Governor’s food drive this year by selling cards, hosting cube sale, auctioning a basket, and soup and salad lunch with the Central Office MMA team.

Tammy Mazon did a great job organizing the lunch where 11 types of soup and huge salads raised a total of \$432!

In total, the team raised over \$1145!

Updated ACA procedures

The Affordable Care Act (ACA) [procedure document](#) has been updated on the *ACA Information and Help* [webpage](#). The *7210 Due Process Procedures* have been completely changed. Please follow the new procedures or the 7210s will not be processed. Due process applications will now be routed through APD leads at OHA branch 5503.



Sparkles & Mister - Janice Castle, Central Office

Please be certain when scanning the Due Process 7210s the pages are in order and you have copied all pages front and back. Some of the 7210s coming through have every other page upside down, missing pages, or are unreadable. This delays the process, as the Due Process 7210s cannot be submitted unless they are complete, signed, and readable.

When the Due Process 7210s are put through the eligibility determination, 5503 will narrate in Oregon ACCESS. This process will give us written confirmation of the MAGI determination. The narration will be used to generate a tickler to notify staff action has been taken. You can also check TRACS if you are wondering about the status of a 7210. Staff at 5503 narrate in TRACS when they take actions on a case, or communicate with clients.

If you have any questions please contact Lauren Mitchell: lauren.e.mitchell@state.or.us.

Note: Subject lines on ALL email sent to APD Leads must be correct. See ACA document for instructions.

**Home and community-based transition plans
Person-centered planning**

This is the third in a series of articles regarding person-centered planning. On January 16, 2014 CMS published new Home and Community-Based Services rules and requirements. Among these are requirements for states to have a person-centered process and person-centered planning system in place. To aid in the transition to better meet these expectations this series is presented to educate and stimulate thinking on this topic.

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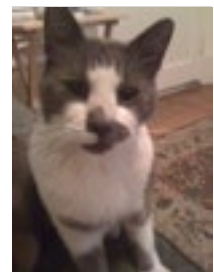
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For those interested here is a link to the CMS HCBS [rules](#). In defining a person-centered planning process, CMS rules cover the following concepts:

- Individual's representative: Participatory role, as needed, and defined by the individual (unless State law confers decision making authority to the legal representative);
- Includes people chosen by the individual;
- Provides necessary information and supports to ensure the individual directs the process to the maximum extent possible;
- Individual is enabled to make informed choices and decisions;
- Is timely and occurs at times and locations of convenience to the individual;
- Reflects the cultural considerations of the individual and is conducted by providing information in plain language.

While CMS does not call it a “team approach” the new CMS rules drive us towards that concept, with the person leading who is on the planning team.

The picture created when combining the concepts is likely what any of us would want if needing to plan for our future services. The planning meeting happens at a time and location convenient to me, like my home or living situation. Those I want are part of the planning team like my son or daughter and care provider, but I am in charge of planning and decision making unless I give that authority away or the courts have taken it away. The discussion and any materials are in my language and presented in a way I can understand the information. Hearing all the points of view, and pros and cons, I can make the best decision for myself and that decision will be supported by the team.



*Viggo - Kris
Boler, The
Dalles*

We recognize Case Managers as a whole already approach their work in a person-centered way. However, one can be easily influenced by the concerns of family members, social workers, and others without first consulting and continually involving the individual to see what decisions they would like to make.

We are interested in your thoughts and ideas as it relates to this series on person-centered planning. How well does our current system support these rules? Where do you think we need to improve to be more person-centered in our approach? What barriers are there from your from your perspective? Please email your thought to: Bob.Weir@state.or.us.

Next time we will discuss: **Some of the remaining CMS rules regarding the person-centered planning process, including, conflict of interest, method for individual to update their plan, and documenting what choices and alternatives were considered by the individual.**

Send your branch photos and news to karen.l.kaino@state.or.us to share in the newsletter and inspire others with your remarkable deeds and your pet pictures!

February 2015 honor roll

100% accuracy!

0111 Baker City APD	100%	1612 Madras APD	100%
0913 LaPine APD	100%	1811 Klamath Falls APD	100%
1211 John Day APD	100%	1911 Woodburn AAA	100%
1311 Burns APD	100%	2311 Ontario APD	100%
1513 Medford APD	100%	3111 La Grande APD	100%
1611 Prineville APD	100%	3112 Enterprise APD	100%

90% or better accuracy!

2411 Salem AAA	97.78	3211 Florence AAA	93.33
2211 Albany AAA	96.00	3415 Tigard APD	93.33
3515 Portland AAA	95.56	0914 Redmond APD	92.86
2711 Dallas AAA	95.00	1011 Roseburg SSO	92.00
0911 Bend APD	94.12	1017 Roseburg DSO	92.00
0314 Estacada APD	93.33	2818 North/North East Portland AAA	92.00
0411 Warrenton AAA	93.33	3417 Beaverton APD	92.00
2019 Cottage Grove AAA	93.33	3518 Gresham AAA	92.00

60% of all AAA and APD branches are on the honor roll!

April 2015 Community Based Care payment schedule

April provider service payments for both the CBC (APD and DD 512) Programs and the CEP program will issue the night of Wednesday, April 1st, and mail to providers the next business day which is Thursday, April 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 will be available on or before 11:59 p.m. of Monday, April 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.



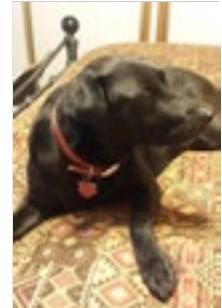
April 2015 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
		1 DD and mental health eligibility for OSIPM (8:30 - 4:30)	2	3
6  Durin - Karen Kaino, Central Office	7 Eligibility 101 (8:30 - 4:30) Working with challenging behaviors. (8:30 - 4:30) APS Specialist community report writing (8:30 - 5:00)	8 Eligibility 101 (8:30 - 4:30) Working with challenging behaviors. (8:30 - 4:30) CAPS basics (8:30 - 4:30) Cultural competency and diversity, Woodburn (8:30 - 4:00)	9 Eligibility 101 (8:30 - 12:00) CAPS basics (8:30 - 4:30)	10
			<i>Dates and availability of classes are subject to change. Please re-view availability on the DHS Learning Center.</i>	
13 Eligibility 201 (1:00 - 4:30) Cultural competency and diversity (8:30 - 4:00)	14 Eligibility 201 (8:30 - 4:30) District 6, 7, 8, and 11: Case management essentials (8:30 - 5:00) Cultural competency and diversity, Woodburn (8:30 - 4:00) Ask diversity (9:00 - 4:00)	15 Eligibility 201 (8:30 - 4:30) District 6, 7, 8, and 11: Case management essentials (8:30 - 5:00) CBC: 512 (8:30 - 4:30)	16 Eligibility 201 (8:30 - 4:30) District 6, 7, 8, and 11: Case management essentials (8:30 - 5:00) CBC: 512 (8:30 - 4:30) DV 101, Portland (8:30 - 4:30)	17 Eligibility 201 (8:30 - 12:00) District 6, 7, 8, and 11: Case management essentials (8:30 - 5:00) Cultural competency and diversity (8:30 - 4:00)
20	21 Oregon ACCESS basics (8:30- 4:30) Ask diversity, Portland (9:00 - 4:00)	22 Oregon ACCESS basics (8:30- 4:30)	23	24
27	28 Case management essentials (8:30 - 4:30) Advanced eligibility calculations and trusts (8:30 - 4:00)	29 Case management essentials (8:30 - 4:30) AFH Licensor training (8:30 - 5:00) EPD (8:30 - 4:30)	30 Case management essentials (8:30 - 4:30) AFH Licensor training (8:30 - 5:00)	1 Case management essentials (8:30 - 4:30)

FSAM updates

The Field Staff Assistance Manual ([FSAM](#)) has received several updates:

- V Case Records/Hard Files: This section has been completely rewritten to match current APD/AAA standards and procedures:
 - V.A: [Files and filing](#) - This section now reflects current case file requirements with outdated and incorrect information eliminated:
 - References to sectioned case files, master files, mini files, and file volumes have been deleted;
 - [Case transfer](#) information has been moved to a separate section;
 - [Audit information](#) has been moved to a separate section.
 - V.B: [Archiving](#) – This section is updated with current archiving information and contacts:
 - Retaining closed files in the office was clarified;
 - Directions for sending files to DHS Record Archives was updated to reflect current requirements and contact information;
 - Open archiving procedures were added to include what may not be archived and what can be sent to DHS Record Archives.
 - V.C: [Retention](#) – Section was rearranged to be alphabetical and all retention time frames were verified and updated as needed. Information not pertaining to retention was removed.
 - ***NOTE: All APD and AAA offices are required to follow the same retention periods as detailed, without exception.***
- X.I: [Recalling an Outlook email message](#) – New section! Find information and screen shots for recalling a misdirected email from Outlook. Also find information on how to ignore one of those email chains. *Thank you to Aaron Malvaney in Redmond for the idea!*



Jessie - Kathie Young, Medford

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

ADRC

The Aging and Disability Resource Connection (ADRC) of Oregon helps Oregonians find information about services to address aging or disability needs including public and privately paid options. In 2014, the ADRC of Oregon reached 23,641 consumers and received over 76,000 calls.



The ADRC of Oregon has finished our fourth year of a nationally-recognized consumer satisfaction survey to improve our outreach and service delivery. The consumer satisfaction survey measures our capacity in regards to consumer-based standards created to guide the vision of this new approach to information and services for seniors and people with disabilities. The survey is conducted by Portland State University's Institute on Aging and consumers are selected through a stratified sample.

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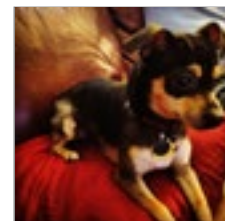
The consumer satisfaction survey provides critical feedback from our users. We learned seniors and people with disabilities hear about the ADRC of Oregon through health and social service referrals, hospital staff, and friends, in addition to multiple media sources. In 2014, the ADRC of Oregon saw an increase in the overall needs of our consumers, particularly for physical health needs, personal care, and help at home.

Consumers in rural Oregon have greater need for services. Over half (54%) of ADRC consumers receiving public assistance services reported receiving assistance from ADRC staff. Their ratings for the timeliness of services were very high and we understand ways to improve our follow-up assistance.

This survey also provides consumer feedback on many different aspects of staff quality. 90% of consumers said the ADRC staff person spent enough time with them to understand their concerns and most rated the staff as very knowledgeable (77%) or somewhat knowledgeable (20%).

A core service of the ADRC is providing Options Counseling where trained professionals understand individuals and families' strengths, needs, preferences, and unique situations, and translate this knowledge into possible support strategies, plans, and tactics based on the choices available in the community. The ADRC of Oregon consumer survey found exceptional consumer outcomes including:

- Options Counseling consumers report living in the place they most desire as a result of ADRC information: **82%**;
- Options Counseling consumers report making the most of their personal money as a result of ADRC services: **62%**;
- Options Counseling consumers report greater independence as a result of ADRC services: **73%**;
- Options Counseling consumers report having enough support to meet their needs and preferences because of the ADRC: **72%**.



Beau - Zachary
Thorhill,
Portland

To access the ADRC of Oregon, please visit <http://www.ADRCofofOregon.org> or 1-855-ORE-ADRC (673-2373). For more questions regarding the ADRC of Oregon consumer satisfaction survey, please contact Elizabeth O'Neill at elizabeth.a.oneill@state.or.us or 971-673-1373.



Don't forget! It is the agency requirement for staff to use laptops to complete a CAPS assessment while working in the field, unless you have received an exception from your manager. The condensed CAPS assessment paper tool will not prompt you to gather all the critical information necessary to complete a holistic assessment and does not replace the use of a laptop. The condensed CAPS assessment paper tool is great for note taking during preliminary calls, for screening, or if you're in a facility and unexpectedly discover there has been a change to a customer's condition.

EAU and pre-paid funeral plans

The Estates Administration Unit (EAU) has some questions about funeral plans –

- Does the deceased recipient have a pre-paid funeral plan? That is one of the first questions an estate administrator will ask as we begin the estate recovery process;
- What is the value of the plan and who is it with? Having that information in Oregon ACCESS can be very helpful when EAU contact the family regarding the use of remaining bank funds;
- Does the plan cover unexpected costs such as opening and closing of a grave or engraving on a headstone? Those additional fees can catch people by surprise as they make final arrangements after a recipient's passing.



Erick, Cheyenne, Chip, Bolt, Crystal, and Shelby - Jesse Landin, Hermiston

Having an irrevocable plan may provide more benefits than \$1,500 in a “set aside” bank account. Not only does it save the family worry and extra expense, purchasing a plan can help in a “spend down” of the recipient's funds. Thanks again for the detailed and accurate information provided in Oregon ACCESS!

Kathleen Rossi, Estates Administration Unit



Don't forget! Over 40% of all Quality Control SNAP errors are from mis-coding the utility allowance – we can fix this with smart questions. Ask if any utilities are included and *exactly* which utilities they are paying. Be specific and ask again if it doesn't make sense; QC will so you should too!

What the auditor saw - EBT cards

Many of you know we're in the “audit season” and will be for a while. The audits have been a little overwhelming for all of us. We don't have the official final write-up yet, but here are the preliminary findings for the EBT security audit:

EBT card security audit:

The auditors will be back next (fiscal) year to look at these same things. We have an opportunity to have a perfect audit by making sure your office does not have any of the errors found and listed below:

- EBT cards were not secured at all times (even the blank ones!);
- The stock control log was not used to monitor inventory;
- The hard copy destruction card log was not used;
- Required monthly inventories of EBT cards were not performed and logged.

Note: *FNS is very strict about how EBT inventory is stored and tracked. For more information about EBT cards and requirements, please see: [FSAM III.A Oregon Trail Card](#).*

Thank you for doing your part to help us excel at the next audit!



Assistance animals in housing

Under federal fair housing law, a disability-related assistance animal is an animal of *need* as opposed to a pet, which is an animal of *choice*.

The animal may be trained to perform special tasks to help its person or simply provide comfort for a diagnosed condition.

So, in housing, a hearing-ear dog and a seeing-eye mini-horse and a “depression kitty” or “PTSD dog” are all equal under the law.

This is different than the Americans with Disability Act’s (ADA) protections and requirements for what they distinguish as “service” or “companion” animals in places of public accommodation.

The Fair Housing Act is much broader than the ADA in this regard. It is illegal for a housing provider to prefer, allow, or accommodate some medically necessary animals but not others.

To learn more about disability protections and assistance animals in housing, visit www.FHCO.org/disability.htm and www.FHCO.org/assistanceanimals.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

Behavioral health information sharing advisory group

The Oregon Health Authority (OHA) is focused on developing a strategy to support integrated care and services by enabling the electronic sharing of behavioral health information between providers. This is a critical step in supporting the coordinated care model, and realizing the goal of better health, better care and lower costs for everyone.

People served: The advisory group will develop products to assist providers in determining when behavioral health information can be shared without consent and work to clarify misconceptions and confusion about applicable state and federal privacy laws currently limiting information sharing.

Working with state stakeholders and federal partners, the group will seek to understand how widespread the use of information sharing is among providers and attempt to minimize the barriers providers face when sharing information. The advisory group will use existing solutions, or develop new solutions, to encourage the electronic sharing of behavioral health information, yet ensure there are safeguards in place to protect patients/consumers.



*Binx - Traci Robertson,
Burns*

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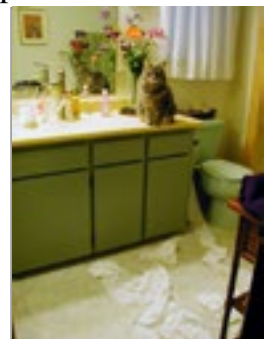
What is changing: As the state and providers begin to integrate the delivery of behavioral and physical health, it will be important to share health information between providers to make sure care is coordinated well for patients.

Many providers are exchanging behavioral health information through non-electronic means but fewer providers share behavioral health information electronically because of misconceptions about the restrictions imposed under state and federal laws, Electronic Health Record incompatibility, and limited knowledge about existing technological solutions. Because providers do not fully understand the laws about information sharing there is a missed opportunity to provide the highest level of coordinated care.

System impact: There are obstacles limiting information sharing between physical and behavioral health providers. If we want to improve health outcomes for all Oregonians, we need to create solutions that allow providers who are delivering care to share information while still protecting the patient’s privacy. Developing a common strategy and approach to information sharing will allow CCOs and other providers to provide whole-person care to their patients.

For information regarding the behavioral health information sharing advisory group or its efforts:

- Veronica Guerra, policy analyst, Office of Health Policy and Research veronica.guerra@state.or.us;
- Stephanie Jarem, policy analyst, Office of Health Policy and Research stephanie.jarem@state.or.us;
- Visit the advisory group website: <http://www.oregon.gov/oha/amh/Pages/bh-information.aspx>.

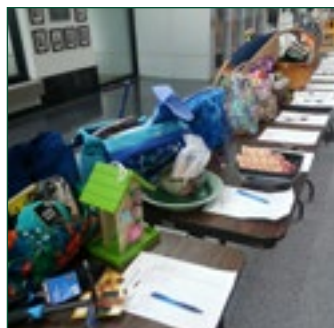


Sophie - Sarah Minier Johnson, HR

ODDS food drive silent auction

The Office of Developmental Disability Services (ODDS) hosted a silent auction in the HSB auction to raise money for the Governor’s food drive and were kind enough to invite APD to join in. In total they we raised a whopping \$2430 to contribute towards the 2015 Governor’s Food Drive!

- ODDS: \$1455.00
- APD: \$975



Thanks to everyone who contributed items, monitored the tables, and purchased items!

Coming changes to in-home services vouchers

APD will be implementing a new time tracking voucher to replace the 598B on July 1, 2015. This new form has been developed in response to US Department of Labor (DOL) regulations requiring DHS to track the date and time HCWs are working. The federal requirements include tracking HCWs time in and time out for each consumer and each day the HCWs work.



Katana - Cindy Wolford, Roseburg

Another goal of this form is assure HCWs are accurately reporting time worked. Training will be provided for support staff who create, issue, and pay vouchers as well as for case managers creating service plans and 546s. These trainings will be offered in a variety of formats including webinars, netlinks, and quick reference guides. Please submit questions to DOL.Questions@state.or.us.

Please stay posted for additional communications with more details.

Correct mailing address

It's **EXTREMELY** important to correctly code addresses on FSUP. The FSMIS system mails notices to the home address (*Home Addr*) unless another address is entered in the mailing address (*Mail Addr*).

- *Homeless* cannot be used as valid mailing address - it can be a home address. This is not a change;
- All addresses must include a state;
- Update all systems when the customer moves or reports a change in address;
- The *Integrate* function in Oregon ACCESS will not update the SNAP case – you have to do it manually!

Without a valid mailing address, recipients will not receive notices and will be denied their due process, which we are federally required to provide. When this happens, DHS receives QC errors which raise the error rate and the state ends up in trouble with Food and Nutrition Services (FNS).

In addition, there is a price tag for this: the agency is charged to mail a notice, charged for the return, and charged to resend the mail - not to mention the extra time it takes to fix!

Excel tips – Adding a chart

Adding a chart to an Excel document is easy. Follow these quick steps:

- Open your Excel workbook;
- Select at least two columns or rows of data you want to include on the chart;
- Go to the *Insert* tab on the ribbon;
- Select the chart format you want to add and click;
- To format the chart, click in the *Chart Tools* section which now appears on the right-side end of the ribbon.

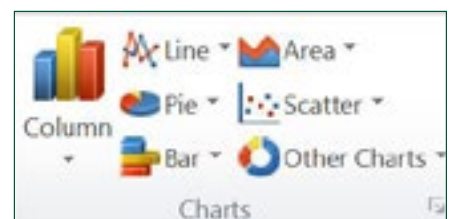


Chart format options tab

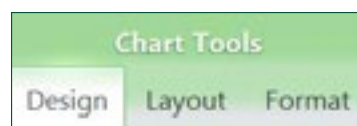


Chart design options tab

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: How does the New Motor Voter Bill change what we need to do for voter registration?

A: [House Bill 2177](#) is specific to the Oregon Department of Transportation (ODOT) and specifies persons aged 17 or older who apply for an Oregon identification card or drivers license, or update their information will have their information transmitted to the Secretary of State's office who will work with the County Elections office to register each person to vote, if they are not already registered. The County Elections office will let the newly registered person know how to decline to register within 21 days of their registration and how to pick a political party; persons who do not respond within 21 days will be registered as non-affiliated. There is no language in the Act which removes our Agency's obligation to offer voter registration when a person applies or reapplies for a benefit, or changes their address or their name. For DHS and AAA, it's business as usual - NO CHANGE.

Q: My customer wants to register to vote but he has MS and is unable to sign his name. How can I help him complete the form?

A: If he can make ANY sort of mark, have him mark the form on the signature line (or as near as possible). Above the mark, write *This is FIRSTNAME MIDDLEINITIAL LASTNAME's mark* and print your name. Let your customer know to expect an additional card from the Elections office asking him to make the same mark again on an official signature card. If you have an opportunity, you could also suggest he get a signature stamp. With a signature stamp he would have a legal signature and only have to do try and write a mark once; a stamp could really make his life MUCH easier!

Q: When we have to email the 504 form, is it every 5 days or once a month?

A: Neither! It is *emailed* once every 7 days – do not mail it. The completed registration cards are sent no less than every 5 days. Take a look at the [manual](#) and contact [Karen Kaino](#) if you have any questions. If you have any paper forms in your office, recycle them!

Q: The FBOS system is not accepting the form number change to MSC – what do I do?

A: You have to enter *SEL* to find the form on FBOS (it is *MSC* on the forms server). We have no control over the FBOS and it is NOT a system error. If, however, the FBOS is not functioning properly, contact the DHS Service Desk and report the problem.



Gilly Girl - Jennifer Weiss, The Dalles

Q: Do I have to narrate the voter registration action?

A: You absolutely do! Remember, voter registration is both a federal and state requirement so yes, you do need to narrate – briefly. All you need to say is *Voter Reg: Yes*, or *Voter Reg: No*; do not tell his story, explain why they said yes or no, or add even one other word.

April 2015

Autism awareness month

Parkinson's awareness month

Apr. 1 - 7: Laugh at work week

Apr. 5-11: Bat appreciation week

Apr. 18 - 24: Cleaning for a reason week

Apr. 20 - 25: Work zone safety week

Apr. 1: National walking day

Apr. 5: Easter

Apr. 11: National pet day

Apr. 15: Income tax day

Apr. 16: Health care decisions day

Apr. 22: Earth day

Apr. 22: Administrative professionals day

Apr. 23: Talk like Shakespeare day

Apr. 29: World wish day

Clackamas County food drive results

Clackamas County, District 15, combined forces to raise funds for the Governor's food drive with a district-wide bid sheet.



Ruby (Jennifer Keller, Canby) enjoying her winnings from the best friend auction basket which raised \$355.00!

Clackamas County had an auction, collected pennies (\$80.26 worth!), sold food items, and generally made a bunch of money – a total of \$1,204.41!



“Like” ADRC of Oregon on Facebook for latest news and information on the project!

What the auditor saw – Medicaid

Many of you know we're in the “audit season” and will be for a while. The audits have been a little overwhelming for all of us. We don't have the official final write-up yet, but here are the preliminary findings for the Medicaid eligibility audit:

- Customer liability was unsupported – this caused a lot of errors!
 - *The [SDS 458A](#), Financial Planning Title XIX, form for the current eligibility determination is required to be in the file. Archive the older ones when you send the rest of the paper to DHS Archives.*
- Pension verification was unavailable– this caused a lot of errors!
 - *You may not need to re-verify the pension amount if it never changes, but the verification of the amount must stay with the current eligibility materials.*
- Applications used for the current eligibility determination were not in the file, on EDMS, or found in DHS Archives. (Look for a transmittal about this subject soon!)
 - *The application, regardless of the age cannot be destroyed if it is used for eligibility.*
- Eligibility narration was not found and there was no documentation of an eligibility determination being performed;
 - *Narration must indicate for what the customer is eligible and how it was determined; months after determination is not sufficient. Check with your leadership team for help.*
- Applications were missing the signature;
 - *Without a signature the applications is just paper – double check for the signature!*

The case files [section](#) of the Field Staff Assistance Manual ([FSAM](#)) has been recently updated and has all the current guidelines for archiving case files.

Eugene Scam Jam event to help prevent scams and fraud

Consumers reported losing \$1.7 billion to scams and fraud in 2014, according to an annual review released by the Federal Trade Commission. That figure is likely a fraction of actual losses, since many people never report their victimization.

To help prevent these and other scams, three Oregon agencies are hosting **Scam Jam Eugene**, Monday, April 27, from 9 a.m. to noon at the Hult Center in Eugene.

The event, sponsored by AARP Oregon, the Oregon Department of Consumer and Business Services (DCBS), and the Oregon Department of Justice, is designed to help Oregonians, especially older consumers, recognize frauds and scams, and learn how to avoid them. Speakers include Oregon Attorney General Ellen Rosenblum, and Ron Burley, consumer correspondent for ABC's *Good Morning America* and columnist for *AARP The Magazine*. Participants will also learn about investment fraud from two DCBS enforcement officers and a detective from the Eugene police department.



Delilah - Jeremiah Megowan, Portland

The Scam Jam event is free, but participants must register by either going to www.scamjamoregon.com or calling 1-877-926-8300.

In addition to the speakers, there will be resource tables offering more information. Free materials and coffee will be available.

For more information, please contact: Diane Childs, Oregon Department of Consumer and Business Services: 503-947-7423, or diane.m.childs@oregon.gov.

What the auditor saw – HCW

Many of you know we're in the "audit season" and will be for a while. The audits have been a little overwhelming for all of us. We don't have the official final write-up yet, but here are the preliminary findings for the homecare workers payment audit:

- Homecare worker provider eligibility forms were missing or incomplete, specifically:
 - The [SDS 736](#), *Client Employed in Home Services Provider Enrollment*, known as the provider enrollment agreement or PEA, must be complete, signed, and in the file;
 - Federal form MSC I-9, *Employment Eligibility Verification*, must be completed for each provider and maintained in the provider file;
 - Identification such as state issued ID cards and Social Security number verification should be copied when it is viewed and retained in the provider file.
- Provider file was not found or was missing:
 - Please keep an up-to-date file for each provider in the local office with their work and payment eligibility information;
 - For more information on homecare workers, please see the homecare worker [rules](#) and the homecare worker [webpage](#).

DOL regulation changes

In office conversations, you may have heard about something called “DOL”. In 2013, the US Department of Labor (DOL) issued new regulations that would have significantly impacted our consumer-employed provider program. However, a Washington DC district court judge issued orders which overturned significant parts of DOL’s 2013 final rule. DOL has appealed the judge’s ruling and is hoping to have a decision by the end of the summer or by the fall. For many of the issues, DHS is at a point of uncertainty.

The judge did not overturn all of the new regulations. Some of the new requirements are still in place. Specifically, APD must create a new time capture system to track, record, and pay for the time homecare workers work (see page 11). We are busy working on system changes to meet the new requirements. The new time capture requirements will change the way the homecare workers report the time they work. As things progress, we may be making other changes as well, especially if the DOL wins its lawsuit.

We have convened a workgroup to consider programmatic changes that will position Oregon well in the event DOL wins its appeal. At this time, you should not do anything. We will provide periodic updates as things unfold and training before any changes are made.

APD Medicaid Long Term Policy Unit



Don’t forget! Past due amounts are not an allowable cost as a medical deduction for SNAP benefits. The SNAP manual, [G.21](#) explains when medical deductions can and cannot be allowed; more information is available on the SNAP Tiny Training [Medical Deductions](#). For information about how to calculate medical deductions, please see OAR [461-160-0415](#).

Checking VA income

APD has a *limited* ability to verify Veterans Administration (VA) income through the PARIS database. PARIS is the Public Assistance Resource Information System and it is a list of persons who receive veteran’s benefits who also receive state issued benefits in Oregon; PARIS is updated quarterly.

If you are not able to verify VA benefits by *any other* means, you can send an email request to check the PARIS; PARIS should be a **last resort option**.



*Joe - Robert "Dale"
Jackson, BCU*

Send an email with “PARIS” in the subject line to Karen Kaino (karen.l.kaino@state.or.us) with the customer’s name and SSN; do not send the veteran ID number or prime – they are not necessary to search the database. If you are outside of the DHS email system, please be sure to send the request in a secure email.

Customer’s who are brand new to the state system will not appear in the PARIS until the following quarterly update, however that does not mean you can’t make a request to check the database for information. VA benefits verified on PARIS can be narrated *Per PARIS XXXX receives \$XX*