

In the Loop

ADRC shout-out on AM Northwest!



On August 6, Dr. Jeffrey Kaye, Director of Alzheimer’s Research at [OHSU](#) appeared on [AM Northwest](#) to discuss the latest research on Alzheimer’s and how dementia can leave loved ones vulnerable to fraud and scams.

Dr. Kaye stated Alzheimer’s disease is the most expensive disease to treat, exceeding cancer and heart disease, and there are probably about 80,000 people with Alzheimer’s or related problems in Oregon with affected family members.



The top resource for families dealing with Alzheimer’s and related diseases mentioned by Dr. Kaye is the ADRC of Oregon.

Don’t forget to go to www.ADRCofoREGon.org for more information and like their [Facebook](#) page to get all the latest related news.

Great job ADRC!

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

Homecare Choice Program

You may have heard the Oregon Home Care Commission is developing a new program for individuals who pay privately for in-home services. The program is called the Homecare Choice Program and enrollment will begin this fall. To learn more about the program, please take a moment to review the FAQ's below.

What is it?

During the 2014 Legislative Session, Senate Bill 1542 passed and it directed the Oregon Home Care Commission to create a program to enable private pay individuals to purchase in-home services through the Commission's Registry. Individuals will have a choice of provider, services, and how and when those services are provided.

What should I do if someone asks me about the program?

Please direct those interested in enrolling as participants or providers directly to the Homecare Choice Specialist with the Commission:

Phone: 1-844-494-4227

Email: homecare.choice@state.or.us



*Chopper - Lucas
Brostean, Portland*

Why would someone want to participate in the program?

Private pay individuals: It is a safer option for people who want to choose their own provider and who would otherwise find someone from Craigslist or another site. All the workers on the Registry have passed a thorough background check, have access to trainings, and are covered under workers' compensation. The Homecare Choice Program's fiscal intermediary will pay workers and withhold and report taxes so the participants don't have to worry about getting it right.

Workers: It's an opportunity for people who want to work for someone privately, but worry they will not receive a high enough wage, have their taxes withheld and reported, or not have coverage if injured on the job.

What is the Commission's role?

The Commission enrolls participants and workers into the program, maintains the Registry of Homecare Choice providers for private pay individuals to access, contracts with a fiscal intermediary to pay workers on the participants' behalf and withhold and report payroll taxes, provides workers' compensation coverage, and offers free training.

What is the difference between this program and Medicaid?

- Because the Homecare Choice Program is not a Medicaid program, there is more flexibility in the services offered. In addition to ADLs and IADLs, providers can assist with pet care, running errands, assisting with hobbies, and going on social outings, just to name a few.

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- Eligibility for the program is not based on how much help someone needs. Participants complete a self-assessment to determine what they need, and as long as services are paid for in advance and the person can meet their employer responsibilities, he or she can participate.
- The number of hours per month a participant receives is determined by that person, not by the program.
- The program is using an online electronic time capture system to pay providers. Homecare Choice providers are paid through a fiscal intermediary contracted with the Commission, not a state system.
- Case management services are not provided, but Homecare Choice staff will provide information about other services and resources that may benefit the participant.
- Those who want to enroll as providers must participate in an online orientation and pass a readiness assessment.

Jenny Cokeley, Oregon Home Care Commission



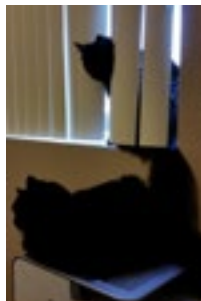
Don't forget!

The ACA issues email box has been **disabled**.

No one at 5503 (or anywhere else) will be working anything sent to this address; there is not a replacement email box.

Also - remember the 7210 applications go to the APD

Leads NOT the referral box. If you need help with procedures and reaching the appropriate staff, please see the ACA information and help [webpage](#) and [document](#).



Gustav and Durin - Karen Kaino, Central Office

Who's your manager, baby?

Central Office is seeing a lot of incidences where staff change jobs, are assigned a new manager, change names (and therefore email), and the change is not made on the [DHS Learning Center](#). This means reminder notices are sent to the wrong place, managers have no idea who is in what training, and you won't get a completion notice.

Make sure your *current* manager and email is listed. Open *My Portfolio* then *Change Profile*. If your current manager does not appear, look for them using the *Search For Your Manager* link. Managers do not change automatically; you have to change it manually. County offices will need to type in the manager's name and email.

Have a question about Voter Registration? Check the manual, or contact Karen Kaino: 503-569-7034; karen.l.kaino@state.or.us.

Privacy and security training reminder

All DHS and AAA employees are required to complete two online refresher courses on privacy and information security by **November 27, 2015**. via the DHS Learning Center For more information, see the Information Security and Privacy Office (ISPO)' s Awareness and Education [intranet](#) page. If you don't know which course to register for, email ISPO.AwarenessEducation@state.or.us.

August 2015 SNAP honor roll

100% accuracy!

0313 Milwaukie APD	100%	1611 Prineville APD	100%
0811 Gold Beach APD	100%	1612 Madras APD	100%
0911 Bend APD	100%	1811 Klamath Falls APD	100%
0913 La Pine APD	100%	2019 Cottage Grove AAA	100%
0914 Redmond APD	100%	3011 Pendleton APD	100%
1311 Burns APD	100%	3111 Le Grande APD	100%
1513 Medford SSO	100%	3112 Enterprise APD	100%
1517 Medford DSO	100%	3211 Florence AAA	100%

90% or better accuracy!

1717 Grants Pass DSO	96.00	2311 Ontario APD	92.31
3518 East Multnomah AAA	95.83	1017 Roseburg APD	92.00
2411 Salem AAA	95.45	2211 Albany AAA	92.00
2711 Dallas AAA	95.00	2818 North/North East Portland AAA	92.00
0310 Canby APD	3.33	1418 Portland South East AAA	91.30
0111 Baker City APD	92.86	3411 Hillsboro APD	90.00

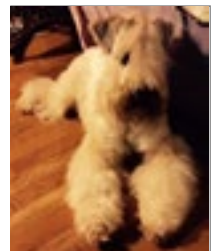
60% of all AAA and APD branches are on the honor roll!

Check the [APD Technical Assistance Guide](#) on the [APD Staff Tools webpage](#) to find information on who does what at Central Office and save yourself a phone call!

Domestic violence help resources

Domestic violence in Oregon is a real and growing problem affecting people in your life and your customers. If you or someone you know is experiencing domestic or sexual violence, please contact your local office, peace officer, or community partner. Here are a few resources:

- Office of Adult Abuse Prevention and Investigations (OAAPI): 503-945-9495 or 866-406-4287 (*mandatory reporters*);
- Eldercare Locator: 800-677-1116
- Oregon Coalition Against Domestic & Sexual Violence (provides resources by county - no direct intervention assistance): <http://ocadsv.org/looking-help/counties> or 503-230-1951, Portland:
- Oregon abuse reporting: 1-855-503-SAFE (7233) (*mandatory reporters*);
- National Domestic Violence Hotline: 800-799-SAFE (4287);
- The local DHS or AAA office (*mandatory reporters*): <http://www.oregon.gov/dhs/abuse/pages/index.aspx>;
- Center for Hope and Safety: 503-399-7722 or 866-399-7722.



*Fiona- Janice
Driver, Gresham*

October 2015 training calendar				
Monday	Tuesday	Wednesday	Thursday	Friday
<p><i>Dates and availability are subject to change. Please review availability on the DHS Learning Center.</i></p>			1	2 DV 101, Salem (8:30 - 4:30)
5	6 Case management essentials (8:30 - 4:30) CBC: 512 (8:30 - 4:30)	7 Case management essentials (8:30 - 4:30) CBC: 512 (8:30 - 4:30) RACF subadministrator (1:30 - 4:00)	8 Case management essentials (8:30 - 4:30) DD and mental health eligibility for OSIPM (8:30 - 4:30) Cultural competency and cultural humility (8:30 - 4:00)	9  At Wildlife Safari - Cindy Wolford, Roseburg
12	13	14 Service financial eligibility (8:30 - 4:30) EPD (8:30 - 4:30)	15 Service financial eligibility (8:30 - 4:30) Ask diversity, Portland (9:00 - 4:00)	16
19	20 Working with challenging behaviors. (8:30 - 4:30) Ask diversity, Portland (9:00 - 4:00)	21 Working with challenging behaviors. (8:30 - 4:30) CAPS basics (8:30 - 4:30)	22 CAPS basics (8:30 - 4:30)	23
26 Cultural competency and cultural humility, Salem and LaGrande (8:30 - 4:00)	27	28 SPL rule training (8:30 - 4:30) Oregon ACCESS Inquiry (8:30 - 4:30)	29 SPL rule training (8:30 - 4:30)	30 SPL rule training (8:30 - 4:30)

TTT highlights – Center for Hope and Safety

The August 13, 2015 Train the Trainer (TTT) meeting included a presentation on domestic violence from the Center for Hope and Safety; see below. For information on attending TTT in person or via v-con, or about presenting at the TTT meeting, please contact [Lauren Mitchell](#).

Every year, approximately 4 million older Americans are victims of physical, psychological, or other abuse but only about 1 in every 24 cases are reported.

The following information was provided by Jayne Downing from the Center for Hope and Safety in Salem: 503-399-7722 or 866-399-7722. Please contact the Center directly if you have questions. Many thanks to Jayne for coming to the meeting!

The greatest risk factor for becoming a victim of domestic violence (DV) is gender with 85-95% of victims female;

- This percentage can shift as the person ages;
- Financial exploitation and emotional abuse increase with older victims.

More than 1 in 3 women in Oregon has experienced rape, physical violence, and/or stalking by an intimate partner.

- According to 2010 numbers from the Centers for Disease Control, 37% of women in Oregon have been victimized;
- Oregon is ranked second in the nation for the number sexual assaults (behind Alaska).

20% of women over the age of 50 are abused.

- This number is likely higher because the abuse is usually not reported;
- Older women do not report due to fear of the change and the unknown;
 - Victims do not want to be sent to a facility.

80% of women with disabilities have been abused.

- This percentage includes financial exploitation;
- Perpetrators are often children and/or caregivers.

Victims of DV are most likely to be killed by their perpetrator when they are leaving or after they have already left the abuse situation.

- In 2012, 38 fatal DV incidents occurred in 13 Oregon counties;
- In June 2015, 6 women were killed in Oregon DV incidents.

Warning signs of DV include victim isolation, jealousy, emotional abuse, control, and excessive charm of the perpetrator.

- Abusers gain personal information to use against the victim later;
 - Uses medical information, any past drug use, and other confessions to convince her she can't leave;



Sam - Rhiannon
McDonald,
LaGrande

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- Will accuse the victim of sexual infidelity with any other male with whom she comes into contact to further isolate her;
- Destroys her credibility with other people but will appear both attentive and caring in front of other people.

Domestic violence is caused by the perpetrator *choosing* to be violent.


- Research shows:
 - Children who witness DV are most likely to find work as adults protecting victims of DV;
 - Substance abuse does not cause abusers to act in any way outside of their normal behavior;
 - Abusers sent to anger management use the tools they were given as a new way to abuse their victims;
 - Abusers have much higher self-esteem than non-abusers and more control over their emotions, including anger.



Bates - Jessica Ty, Portland

Survivors of DV which happens in later life may:

- Have often asked for help and not received it;
- Believe they are ineligible for help because they did not leave sooner;
- Be more likely to suffer emotional abuse or financial exploitation if they need daily assistance;
- Be less likely to stay in a shelter.

 **Don't forget!** When you use the #secure# subject please also add an actual subject. Leave a space to the right of the second “#” then type your subject. Sending just the #secure# is not very helpful for your recipient and text –as long as you leave a space – will NOT affect the security of the email.

SNAP Civil Rights training

The annual mandatory online SNAP Civil Rights training is available on the [DHS Learning Center](#) for anyone working with SNAP benefits: Course number: C049484 and Keywords: Civil Rights. You must take the entire course including the quiz to receive a *Complete* status on your training records.

October 2015

Adopt a shelter dog month
 Bat appreciation month
 Disability employment awareness month
 Oct. 4 - 10: Mental illness awareness week
 Oct. 11 - 17 National food bank week
 Oct. 19 - 23: Health education week
 Oct. 25 - 31: Save for retirement week
 Oct. 1: International day of the older person
 Oct. 8: World sight day
 Oct. 12: World arthritis day
 Oct. 14: Take your parents to lunch day
 Oct. 16: Boss' day
 Oct. 24: Make a difference day
 Oct. 29: National cat day
 Oct. 31: Halloween

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: Are we supposed to filling out some sort of paperwork as well as narrating? If so what are we supposed to be doing with this paperwork once complete?

A: You absolutely are! The *law requires a declination be completed* – meaning a paper form (SEL 503D), the electronic SEL 503D stored on your shared drive, or a DHS approved form with the questions - for every single person without exception. The form must be completed and marked regardless of their response. The electronic version is stored on your shared drive, the paper version is stored in a secure location, and the forms are placed in the customer file like always. Please see [C. Declinations](#) in the Field Staff Support Manual (FSAM) for storage and more information.

Q: Is there a place in the case management tools that has FAQs on voter registration?

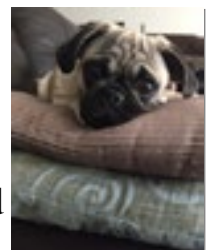
A: Since the requirements for every staff person are the same, regardless of classification, the voter registration information is all in one place in the Field Staff Support Manual (FSAM) in section [IX. Voter Registration](#).

Q: What do we do if the person completing the recert is not the customer?

A: If the person to whom you are speaking is not the customer, such as the rep or the daughter, you cannot ask about voter registration; only the person who will be voting can answer yes or no. [FSAM, IX. Voter registration, A. Overview](#). If you complete the eligibility with the authorized rep (or whomever) and then go out and see the customer for the assessment, you have to ask about voter registration at the time of the assessment. Every person gets asked once during the qualifying event (new, renew, move, or reassessment) and will have a completed declination and narration stating either *yes* or *no*. If you *only* deal with the authorized rep you will never ask about voter registration (please make sure the customer is still with us!)

Q: For our customers with dementia or other conditions, who are not able to answer, what are we supposed to narrate?

A: Narration for customers with dementia or similar situations depends entirely on if they are able to appropriately answer questions about where they are and what their care needs are on the day you see them. [FSAM, IX. Voter Registration, H.1: Persons with cognition issues](#). Based on their situation and responses, you narrate exactly the same as anyone else: *Voter reg: Yes* or *Voter reg: No*. You do not explain the reason for the answer in the narration; we already know they have dementia from other narrations and CA/PS so there is no need to repeat it here. (Don't forget the declination!)



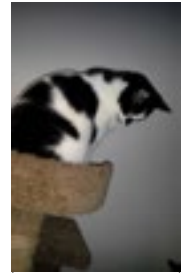
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Rome,
Hermiston

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Q: Why are we still reporting weekly? This seems unfair to offices doing a good job.

A: It does seem a little unfair, but we are a single entity as far as the Feds are concerned. So, to quote Ben Franklin, *If we do not hang together, we shall surely hang separately* (cheery, right?). In 2014, more than half of the APD and AAA districts struggled to get reports in as often as once a month while some were reporting more than once a week. Until, as an entity, we can meet federal reporting requirements consistently and accurately, the only way to come close to meeting the law is weekly reporting. *BTW – the rest of the state programs, including the Secretary of State Elections, have joined us in requesting weekly reporting because they also are not meeting the federal requirement.* [F. Local site coordinators.](#)



Ralphy -
Karin Olson,
The Dalles

Q: Are we allowed to send voter registration cards to customers in the mail?

A: Yes! You can absolutely send a voter registration card in the mail. Make sure you use the [SEL 503](#) (NOT the 500) and tear off the declination portion before mailing. You will mark the declination *yes*, narrate *Voter Reg: Yes* and then you're done. If we never see the card again, we are fine with it. [C. Declinations](#); [E. Registration forms.](#)

Q: Is there training available for NVRA?

A: Right now, there are some resources, but possibly not what you're thinking of as "training". For brand new people there is an online overview training which explains what NVRA is, why we do it, and a few basics on the [DHS Learning Center](#): Course# C04720, keyword "NVRA". For experienced staff and staff looking for refreshers, there are resources on the APD Field Services [webpage](#) under the *Quality Assurance Tools* banner on the right-side, listed as *Voter Registration*. And of course, the Field Staff Assistance Manual ([FSAM](#)) has a very thorough section on [Voter Registration](#); both the [FSAM](#) and [webpage](#) are always up-to-date. Also, you can always email, IM, or call Karen: karen.l.kaino@state.or.us, or 503-569-7034.

Q: Should we be using the Spanish 503D? Or just English version?

A: Our customers never have to fill out the 503D – we can do it for them - so there is no need to keep the Spanish version on hand; it's just one more cost and one more form we don't need to worry about. You can CHOOSE to use them, but they are NOT necessary.



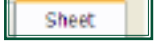
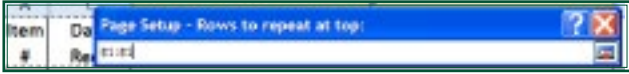
ACA procedures updates

The Affordable Care Act (ACA) [Procedure Document](#) has been updated again by Lauren Mitchell to include the new MAGI conversion information, procedures for when a MAGI service customer dies, and several other items. There is a handy list of changes on ACA Information and Help [webpage](#).

Don't forget to [CHECK HERE](#) before making assumptions about how to proceed with anything MAGI related; don't ask the person next to you – go to the source!

Excel tip – Repeating headers

When your Excel worksheet has a header row, or header rows, you want repeated at the top of every page, you don't have to copy and paste it on each page – Excel will do it for you:

1. Go to the top Ribbon and select *Page Layout*; 
2. Click on the expansion arrow in the bottom right corner; 
3. When the *Page Setup* window open, choose *Sheet*; 
4. Click the squares at the right side of the *Rows to repeat at top* field;
5. Choose the rows to repeat by clicking on the row number on the left side; 
6. Click on the right side square again and the box will close. Click *Ok*.

TTT highlights – TA-DVS

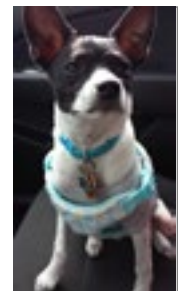
The August 13, 2015 Train the Trainer (TTT) meeting included a presentation on from Rishona Hinsee from TANF policy. For information on attending TTT in person or via v-con, or about presenting at the TTT meeting, please contact [Lauren Mitchell](#).

The Temporary Assistance for Needy Families (TANF) program includes TA-DVS for which customers may be eligible: TA-DVS: Temporary Assistance for Domestic Violence Survivors. TA-DVS is a TANF-Funded program which is intended to provide temporary financial help for domestic violence (DV) survivors during a crisis when there are no other resources.

- The funds help DV survivors and children in their care to stabilize their living situation so the likelihood of a return to the abusive situation is reduced.
- For examples of when TA-DVS would be appropriately used, please see Family Services Manual, [5. TANF](#).

Who can qualify for TA-DVS?

- Eligibility requirements are similar to the TANF program with some exceptions:
 - Budget month income is counted if the victim has *reasonable* access to the funds;
 - Budget month income is not counted if it is needed for expenses related to flight from abuse (such as lodging);
 - There is no resource limit;
 - TA-DVS uses *net* income, not gross;
 - Verification requirements are reduced.
- There must be a minor child in the household who is related to the adult who is seeking assistance, such as a grandchild, child, niece/nephew, or close cousin;
- Person must have an emergent need related to a DV situation; no proof is required.



Ziggy -
Jackie
Gustafson,
Eugene

See the [TA-DVS section](#) of the Family Services Manual for more information and contact the Self-Sufficiency office or TANF Policy Unit if you have questions: tanf.policy@state.or.us.

TTT highlights – OAAPI

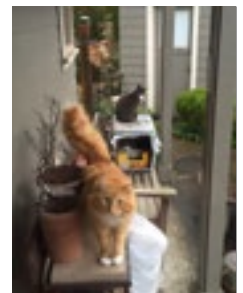
The August 13, 2015 Train the Trainer (TTT) meeting included a presentation on from the Office of Adult Abuse Prevention and Investigation (OAAPI). For information on attending TTT in person or via v-con, or about presenting at the TTT meeting, please contact [Lauren Mitchell](#).

Debra Holton from the Office of Adult Abuse Prevention and Investigation (OAAPI) presented information on Mandatory Abuse Reporting. For more information contact OAAPI directly at 503-945-9495 or 866-406-4287.

For information on who is a mandatory reporter and your obligation as a mandatory reporter, please see the Abuse and Fraud Information [website](#).

Populations protected by mandatory reporting are:

- Children;
- Persons aged 65 or older;
- Adults with physical disabilities, including persons with dementia or traumatic brain injuries;
- Adults with mental health (MH) concerns and/or developmental disabilities (DD).



*McDermott,
Charlie, and
Henry - Michael
Palmer, OPAR*

Get to know your local expert resources for abuse prevention before there is a crisis or you need them.

- Many organizations will provide training about their services to the local office if asked.

OAAPI recommends, when in doubt report it!

- The recommendation is to call the police (can be the non-emergent number) and OAAPI and let each know you called the other;
- Your name can stay out of the initial investigation, but if it ends up in court you may be called as a witness (this is not a bad thing!);
- If OAAPI is unable to respond due to legal limitations, and the situation is abuse, they will try to find other resources and help for the victim.

Case managers who find themselves searching for 24 hour care due to abuse by a care provider should speak directly with OAAPI who is committed to assisting in finding resources and care.

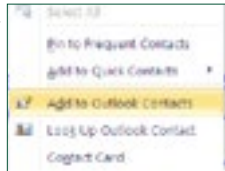
Note: OAAPI asks that workers consider some behaviors exhibited by customers could be due to the trauma of abuse.

- The neurobiology of trauma changes how people can remember traumatic events and their ability to communicate clearly about those events;
- With careful techniques (not your responsibility!), the effects of the trauma can be reduced and the victim will be able to communicate more clearly.

Outlook tip – adding email addresses

We all occasionally receive email from someone outside of our Outlook network whose email address and/or contact information we need to keep. Instead of retyping it, Outlook allows you to add the info with a few clicks.

1. Right click on the person's name as it appears in the email you received to open a window;
2. Click on *Add to Outlook Contacts* to open the contact information dialog box;
3. Fill in any additional information you want to save;



4. Click *Save & Close* in the upper right;
5. Done!



Intent vs. effect

One doesn't have to *intend* to discriminate against someone for the *effect* to violate fair housing laws.



When a housing provider or neighbor intentionally treats someone differently (badly) because of his/her protected class it is called "disparate treatment" and is illegal.

When the effect of someone's words, actions, or advertising disproportionately affects a protected class group, it is referred to as "disparate impact" and, although it may not be intentional, is equally illegal.

If you know someone who may be a victim of discriminatory – either disparate treatment or disparate impact – please contact us for help!

For more information about fair housing and the protected classes visit www.FHCO.org.

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

Email box clarification

Here is a little clarification of which email box to use and when:

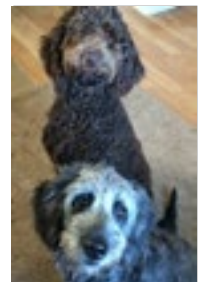
Policy questions for Department of Labor (DOL) changes: DOL.Questions@dhsola.state.or.us or contact the appropriate Policy Analyst;

Oregon ACCESS functionality and training questions:

Email questions that relate to the functionality and training questions related to OACCESS releases to OregonAccess.release@state.or.us;

Oregon ACCESS Service Desk tickets:

Email Oregon ACCESS system problems that need to be fixed to the service desk at: ServiceDesk.DHS or ServiceDesk@state.or.us, or phone 503-945-5623.



*Kevyn and
Pennie - Lela
Williams,
Dallas*

October 2015 Community Based Care payment schedule

October provider service payments for the APD and DD 512 Programs and the CEP Program will issue the night of Thursday October 1st, and mail to providers the next business day which is Friday, October 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.




Toast - Mary
Latham,
Beaverton

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

- EFT payments for will be available in provider accounts on or before 11:59 pm of Tuesday, October 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.

Kristen Hutton, APD Provider Relations Unit

 **Don't forget!** Check out the [FSAM](#) (Field Staff Assistance Manual)! The name was changed from SSAM because lots of the information in the manual applies to other field staff, rather than just those in supporting roles. The FSAM includes day-to-day procedures for Eligibility and Case Management staff, including some things removed from the Case Management tools and which have been updated and expanded.

Form updates

Please delete all copies of the prior versions of these forms from your desktop and archives and use only the current version going forward. Please look for and recycle any hard copies. All current forms are available on the [DHS Forms Server](#):

- APD [0490V](#), *Adult Foster Home Ventilator – Assisted Care: Resident Admission Approval Request*, is available for the first time on the forms server in a Word format;
- APD [539A](#), *Application Form*, Mark Ramirez from the Medford DSO office 1517 submitted a Continuous Improvement (CI) sheet to correct language in the resource section of the Spanish version of the form – which has been done. Thank you Mark!
- APD [0539B](#), *Request for Assistance*, is on the forms server in Spanish;
- APD [4105](#), *Homecare Worker Notice of Authorized Hours and Services*, is updated with a statement to notify homecare workers it is their responsibility to track when their credentials expire and that their background check and [PEA](#) must be signed at the same time. [APD-IM-15-060](#)

Don't let the FLU get to YOU!

Vaccines are NOT Just for Kids! Getting a flu vaccine is one of the best ways you can protect yourself and the consumers you serve!

Here are some important reasons for home care workers to get a flu vaccine:

1. **You can protect your health, and the health of those around you.** Vaccines reduce your chance of getting sick, and reduce your chance of spreading diseases. Some consumers may have weakened immune systems, making them more vulnerable to disease that vaccines can help prevent.
2. **Getting vaccinated is easier than you think.** Most private insurance covers the cost of recommended vaccinations, like the flu vaccine. Vaccines are usually available at doctor's offices, pharmacies, community health clinics, and health departments starting in September.
3. **Vaccines are tested and monitored for safety.** Vaccines are one of the safest ways to protect your health and the health of those around you. Side effects, when they occur, are usually mild and temporary.



Want to learn more? Visit these websites:

- <http://www.cdc.gov/flu/protect/keyfacts.htm>
- <http://www.mayoclinic.org/diseases-conditions/flu/in-depth/flu-shots/ART-20048000>

APD Advocacy and Development

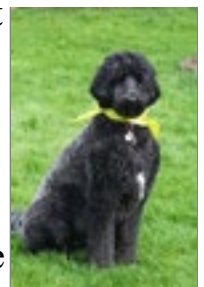
Checking VA income

Central Office has a limited ability to verify Veterans Administration (VA) income through the Public Assistance Resource Information System (PARIS) database. 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*.

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 the DHS email system, send the request in a secure email: #secure#(space).

Customers who are new to the state system will not appear in the PARIS until the following quarterly update, but that does not mean you can't make a request to check the database for information. The customer may not appear on PARIS if there is a discrepancy, however small, between our system and the VA; there could be a typo, a suspended benefit for a variety of reasons, or any number of other mysterious reasons why the customer does not appear in PARIS. Unfortunately, we cannot tell why they are not included.

VA benefits verified on PARIS can be narrated: *Per PARIS, (NAME) receives \$XX.*



Judah -
Candy Suva,
Gresham

Archive boxes – order specific ones please!

IRMS reports they have had a problem with the boxes used to send in files to Archives. Based on their reports, *effective immediately*, all offices need to use specific types of box for paper file archiving.

Do not use:

- Boxes with removable lids, such as banker's boxes;
- Any box rated "light duty";
- Legal size boxes;
- Boxes 23 - 24" long (they have to be repacked and renumbered to the standard size);
- The substitute boxes suggested by Office Max/Office Depot when the old item number you enter is no longer available.

The boxes should have an incorporated lid, be a letter size, no longer than 16" (like the 2-part bankers boxes), and have a button and string type closure.

- Office Depot/Office Max:
 - Item # 609075: *Bankers Box® 65% Recycled Medium-Duty Storage Boxes, 11" x 12 1/4" x 16", White/Blue, Case Of 12.*

The FSAM will be updated with this information.

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.

The Work Number

The Work Number is available for all APD and AAA staff. The auditors and reviewers use this tool so you should too!

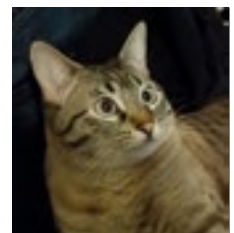
Wish more employers were included in The Work Number data base?

If you want to do more than wish, and have an employer who might be appropriate to add, you can send the employer's name and any additional info (phone number, website, etc.) to Melissa Gomez in CW/SS Operations Administration. Melissa will forward the information to The Work Number's marketing department.

Can we print?

Yes you can print for the file but please do not give copies to customers. Instead please refer customers to The Work Number's Customer Service Center at 1-800-996-7566 to request the information.

Do you have additional The Work Number questions? Contact Melissa Gomez: melissa.gomez@dhsaha.state.or.us or (503) 947-5411



*Katana - Cindy
Wolford,
Roseburg*

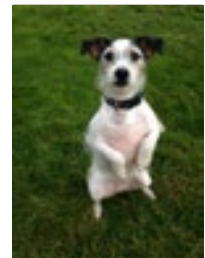
The SDS 914 Service Options form

Offering service options to Medicaid service consumers is a very important aspect of case management. Offering service choices to an eligible consumer must to be provided for two reasons.

1. The consumer may not know or understand what services APD has available; and
2. The Center for Medicare and Medicaid Services (CMS) requires us to offer all available Medicaid service options to consumers and to document we offered service options to the consumer. This is done by completing and signing the [SDS 914 Service Options](#) form.

At the initial service eligibility, all consumers must have their Medicaid service options explained, which includes nursing facility, home and community based care, and State Plan Personal Care (SPPC) services. These service options need to be explained in complete detail, as our consumers may not realize what home and community based facility services encompass.

For example, explain the differences between the various community-based care facilities, such as adult foster homes, residential care facilities, and assisted living facilities.



Callie - Amy
Namitz,
Central Office

The question then becomes when to offer service options and complete the [SDS 914 Service Options](#) form again. Sometimes when a consumer changes services settings, services options need to be explained again and a new SDS 914 completed and signed, but this is not always the case. The simplest way to know when it is a requirement to offer services options and to complete and sign the SDS 914 form is to review the table [When to use the 914 Service Options form](#) located on the [APD Case Management Tools website](#). In addition to this table, service options should be offered anytime the consumer requests information on what Medicaid services are available.

APD Medicaid Long-Term Care Policy

POLST video online

In case you missed the transmittal, [APD-IM-15-072](#), an educational video about the Physician Orders for Life-Sustaining Treatment (POLST) is available on YouTube for APD and AAA staff and APD providers.

The video is seven (7) minutes long and has information on the appropriate use of POLST in long-term care. The video also provides some best practices for the use of POLST and deals with some of the common misconceptions around POLST.

Check out the video on the Oregon POLST YouTube channel; The video is called [POLST: Doing it Better](#). The video is also on the Oregon POLST [website](#).

(Did you know Oregon had a POLST channel? I didn't - search [YouTube](#) for "Oregon POLST" and you will find several informational videos. kk)