

2016 APD Field Services newsletter contents

ADRC

Month	Page	Title	Subject
December	9	ADRC - Kudos Melissa Melby	kudos from a community partner
September	8	ADRC data sheet	information for 2013-2015

Background Check Unit (BCU)

Month	Page	Title	Subject
July	10	QEDs, QEIs: BCU news you can use!	reducing delays in background checks
December	5	BCU LTR recheck letters going out early	changes in reminder mailings

Branch news

Month	Page	Title	Subject
March	10	District 1 and 16 food drive results	food drive action in Columbia and Washington counties
July	1	District 1 privacy stars	St. Helens meets challenge of privacy training
March	10	District 11 food drive results	food drive action in Klamath Falls
March	2	District 6 food drive results	food drive action in Roseburg
March	2	District 9 food drive results	food drive action in The Dalles
July	14	New Grants Pass address	please update your records
January	3	Ontario APD holidays	holiday cubicle decorating contest
March	15	Roseburg staff appreciation celebration	recognizing the past year's effort in District 6
May	1	Roseburg Walk-A-Mile-In-Her-Shoes	annual awareness event in Roseburg
October	1	Roseburg weight loss losers	weight loss success in the Roseburg office
May	13	Take Your Kids to Work Day - Grants Pass	kids in the office!
May	14	Take Your Kids to Work Day -Canby	kids in the office!

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Case management

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
January	3	2016 policy changes	changes to MSP, OSIPM, and special needs policy
June	7	AFH licenser lingo - Properly documenting a volition in the AFH 517A and 517B	
October	6	APD LTC exceptions word search	
June	1	APD stakeholder update	phasing out the live-in program
April	14	APS reports to OLRO	tips for a great APS report
November	4	ASPEN news	exciting update on the ASPEN system
May	7	Assessment tip - from TTT	use your own observations and interaction
April	8	Assessment tips	questions to consider during an assessment
August	2	CA/PS comments: Appropriate documentation	
November	7	Case Management Tools webpage	resources for case managers
November	8	CBC late payments and adjustments	when and how to complete CBC payment adjustments
June	3	CBC Licensing Complaint Unit (LCU)	addressing licensing complaints in ALS, RCFs, and MCCs
April	11	Closing checklists	use available checklists to close benefits correctly
August	15	Cognitive screening instruments	do not use any third party screening tools
May	4	Community conversations about caregiver respite	
January	12	Complex coordination success story - Klamath Falls	
May	12	Consumer representative restrictions	June 1 actions to meet law on representatives
January	5	Current DOL change - information links	transmittal and manual updates for current changes
December	10	Direct and indirect case manager contact honor roll	
November	14	Direct and indirect case manager contact honor roll	
September	12	Don't forget - CA/PS narration	questions to answer when narrating in CA/PS
May	6	Don't forget - Medicaid fraud referrals	sending in the referral form
May	13	Don't forget - Narrate attempted placements for the APD Complex Case team	
December	4	Don't forget - RA notices	changes to printing of remittance advice notices
October	10	DQ divisor change	increase in the disqualification divisor amount

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November	16	General Assistance (GA) program Q&A	
March	13	HCBS - Out and about in the community	
February	7	Home and community-based services - Individually based limitations	
November	15	Kudos	monthly reassessments honor roll
April	14	List of available APD LTC online training	see the case management tools website for the full list
January	6	LTCC webpage	providers, contacts, rules, webinars, and alerts
March	13	LTSS innovator agents at work: Transition collaboration success story	
August	4	MED referral reminder	explanation of APD-PT-15-031
April	13	Narration reminder	timely narration is essential for accurate reporting
October	2	New ROSE form now available	follow directions in APD-PT-16-034
February	4	New tools available on the case management website	
May	7	OHCC expands caregiver registry to the public	
September	12	Online training in iLearn	APD online training moved to iLearn
October	8	PACE payment options	PACE participants may now pay online
August	8	Person-centered approach to goal setting	understanding and supporting goals
August	5	Placing a consumer in an SNC AFH	placements requirements for an SNC AFH
May	10	Public guardianship - from TTT	public guardianship is building resources
October	2	Right to apply for APD benefits	staff are not to encourage applicants to withdraw
September	15	Spotlight on the new Safety Oversight Quality (SOQ) team	
January	13	STEPS to Success support in changing times	
July	13	The 4Ws	placing into a special needs contracted home
January	11	The Homecare Choice Program	option for private pay in-home services
August	16	The SDS 914 - A must have	federal requirements for the SDS 914 form
July	11	TTT highlights - Case management	reviews, assigning hours, natural supports
September	7	TTT highlights - Direct & indirect contacts	clarifications on required contacts
May	10	TTT highlights - Medicaid fraud referrals	referral process and branch involvement
September	10	TTT highlights - Resource assessments	MAGI/service must meet transfer of assets rule

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July	6	TTT highlights - Service case QA tips	tips and common errors
October	4	Voucher payment changes	change to seven day processing requirement

EDMS

Month	Page	Title	Subject
March	4	Don't forget - EDMS scanning	staff can scan at any time
June	11	Don't forget - IRMS timeline	allow 10 days for scanning to be complete
January	1	EDMS error trends and process reminders	preventing EDMS scanning errors
April	6	EDMS expansion project closing	relocation of all information
June	9	EDMS tip - No case or application	assign primes and scan into EDMS
July	5	EDMS updates!	updated Quick Reference Guide
February	4	Great new way to use EDMS	scan non-urgent files requests to EDMS instead of email
September	2	HCW overtime and hours	finalized agreement for OT and work hours
January	4	Packaging scans for EDMS	guidelines for accurate scanning of file to EDMS
March	10	Requesting removal of a document in EDMS	
June	6	Verifying EDMS scans	efficient queries in EDMS

Estates Administration Unit (EAU)

Month	Page	Title	Subject
January	6	Don't forget - transferring 8606 files	do not end hard fills to EAU
November	9	EAU and annuities	identifying annuities in OA
May	2	EAU and branch files	EDMS and archive information is needed in narration
August	7	EAU and death notification	reminder to code deceased person as 8606
July	10	EAU and funeral expenses	pre-paid funeral expenses
March	2	EAU and voluntary repayments	reminder to contact EAU for any voluntary payments
June	9	EAU and voluntary repayments at branch offices	
September	13	EAU on EDMS	EAU is now using EDMS

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February	5	EAU technology updates	changes at EAU
October	6	Has EAU called you?	potential calls from EAU
April	10	Mortgages and estate recovery	significance of real property
December	4	Talking with EAU	staff may call EAU with any questions

Excel

Month	Page	Title	Subject
September	11	Excel tip - Concatenate	combining two columns into a single column
November	4	Excel tip - Separate cell information	moving data into separate cells
April	2	Excel tips - Adding a second line	how to correctly add lines in a single cell
February	7	Excel tips - Remove duplicates	deleting duplicates from worksheets

Fair housing

Month	Page	Title	Subject
January	10	Housing protections for families with children	
February	5	Language is not a barrier to housing	accommodation for non native English speakers

Features

Month	Page	Title	Subject
August	13	2016 Diversity and Inclusion conference	registration, with approval, is open
September	8	ADRC data sheet	information for 2013-2015
November	11	APD and ODDS shared eligibility CI sheet: Closing document	
March	1	APD managers work retreat - highlights	APD manager met in January to discuss opportunities
November	3	Bend Halloween	celebrating Halloween
November	9	Canby Halloween	celebrating Halloween
February	12	Central office Morale Committee	new committee activities
October	7	CI sheet success	change to mail procedures from CI sheet

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July	1	District 1 privacy stars	St. Helens meets challenge of privacy training
November	14	Estacada Halloween	celebrating Halloween
February	12	Food drive events in your area	send in your events for the March newsletter
March	4	Food drive results at HSB	competition to bring in food at HSB
July	12	Fraud advisory: Email phishing as SSA	SSA fraud advisory
November	14	Grants Pass community Halloween	celebrating Halloween
December	1	Happy Holidays	message from Ashley Carson-Cottingham
February	1	Hello APD!	message from Ashley Carson-Cottingham
November	7	Hermiston Halloween	celebrating Halloween
November	6	Klamath Falls Halloween	celebrating Halloween
November	12	McMinnville Halloween	celebrating Halloween
March	11	More HSB food drive fun - Pie in the face	managers took a pie to the face for charity
November	4	Oregon City Halloween	celebrating Halloween
December	2	Our goal-seeking nature	essentials of setting goals from The Pacific Institute
April	14	Political activity reminder	banned political activity for state employees at work
November	7	Quick facts about falls from the CDC	data related to falls in Oregon
August	6	Recognizing a living trust scam	top indicators of a scam
May	1	Roseburg Walk-A-Mile-In-Her-Shoes	annual awareness event in Roseburg
October	1	Roseburg weight loss losers	weight loss success in the Roseburg office
August	1	Sharen Yeager - Service Excellence Award recipient	
September	1	Veteran Employee Resource Group (VERG) literary project	
November	1	Wise Giving Guide	DOJ donation guidance

Forms

Month	Page	Title	Subject
July	2	APD 287 Series updates on forms server	Provider Payment Adjustment forms are updated
March	4	DHS 749	new form for changing license capacity

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August	9	Don't forget - CMU request form	discontinuing the 148 and using a web form
January	2	Don't forget - discontinue use SDS 539C	use the SDS 539A for all medical benefit requests
May	6	Don't forget - Medicaid fraud referrals	sending in the referral form
June	8	Don't forget - Privacy notices	correct use of privacy notices
September	10	Form updates	APD 287C, 287D, 287F, 307, and 727
October	7	Form updates	APD 450 and APD 727
December	6	Form updates	APD 738C, DHS 7262i, and MSC 2099
March	11	Form updates	DHS 9014 brochure and SDS 850A updates
January	7	Form updates	updates to 312, 481, 514, 539C, 539R, 564AD, and 546ic
February	6	Form updates	updates to 517E, 517F, 517G, and 539R
August	6	Forms update	APD 450 and APD 542
June	5	New CMU web-based form	web-based form replaces the old 148
October	2	New ROSE form now available	follow directions in APD-PT-16-034
August	2	Stop using in-house forms	locally created forms are not approved for use
August	16	The SDS 914 - A must have	federal requirements for the SDS 914 form
January	2	Updated exception form	updates to the SDS 514 for 2016 changes

Hearings

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
August	14	APD Hearings team	who's who with hearings
August	11	Don't forget - Decision notice language	reminder to refer to the notice templates for accuracy
October	4	Hearing resources and reminders	training and tools for hearings
October	10	Hearings received and assigned - Calendar year 2016	
March	11	Hearings referral sheet	new sheet to send with hearing requests
July	10	Hearings training	online training for hearings success
August	15	Important news on filling out the 443	tips for completing the hearing referral form
November	5	TTT highlights - Completing an MSC 443	tips for accurately completing a hearing request

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Homecare workers

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
June	1	APD stakeholder update	phasing out the live-in program
March	5	April 2016 CBC payment schedule	payment schedule for community based care providers
May	12	Consumer representative restrictions	June 1 actions to meet law on representatives
February	8	Don't forget - 1099 forms	helping a provider get a 1099 form
November	2	HCW hourly cap	applying the overtime cap
March	6	HCW payment calendar in list format	list version on the case management tools webpage
April	1	Home and community based services: Supporting residential providers during the transition period	
April	3	Homecare worker notice of incorrect completed voucher	
April	14	Homecare workers paid time off	how to assist HCWs requesting time off
March	5	Issuing HCW vouchers timely	voucher issuance within new processing requirements
February	10	March 2016 CBC payment schedule	payment schedule for community based care providers
February	3	Quick hints: Homecare Workers not receiving vouchers	
October	4	Voucher payment changes	change to seven day processing requirement
July	4	Voucher reminders	clarification on which vouchers need sent back
February	4	W-4: Employee Withholding allowance	how to get a replacement form for a provider

Lean Academy

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
April	12	A letter from Lean Academy	recruitment, kudos, and info from Lean Academy
May	8	A letter from Lean Academy	projects, graduation, participant location
June	10	A letter from Lean Academy	cohort 3, root cause, OR City, celebrations
August	12	A letter from Lean Academy	definition of Lean, facilitation/problem solving tools
October	11	A letter from Lean Academy	graduation, progress of cohort groups
November	10	A letter from Lean Academy	cohort 2 graduation, cohort 4 recruitment

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December	7	A letter from Lean Academy	cohort 2 graduation, cohort 4 recruitment
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Manuals

Month	Page	Title	Subject
January	3	Don't forget - Manual letter #70	available on APD Staff Tools
April	12	Don't forget - Manual letter #71	available on APD Staff Tools
July	14	Don't forget - Manual letter #72	available on APD Staff Tools
October	5	Don't forget - Manual letter #73	available on APD Staff Tools
December	5	FSAM fraud section	addition of fraud informational section
October	5	FSAM updates	FSAM is overhauled and updated
April	11	FSAM updates	work continued on the FSAM

Medical

Month	Page	Title	Subject
January	3	2016 policy changes	changes to MSP, OSIPM, and special needs policy
May	3	ACA procedure document update	numerous updates as of May 1, 2016
January	6	APD MAGI contacts	ACA procedures now include a contact cheat sheet
December	5	Check MMIS first!	requirement to view MMIS before opening medical
April	11	Closing checklists	use available checklists to close benefits correctly
March	11	Don't forget - Due process applications	do not fax or email due process apps - follow procedure
April	2	Don't forget - Due process applications	follow written procedures for due process apps
November	5	Don't forget - Check MMIS first	requirement to view MMIS before opening medical
January	10	Don't forget - Hospital presumptive	resource to verify hospital presumptive applications
April	5	Don't forget - MEDC applications	send MEDC apps to Lauren Mitchell
January	2	Don't forget - SDS 539C discontinued	use the SDS 539A for all medical benefit requests
February	12	Due process app reminder	do not fax or email due process apps - follow procedure
June	8	General Assistance eligibility	how to refer for GA benefits
May	5	Hospital presumptive cases	information and tips on HP cases

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August	14	Long-term acute hospital services	information on making a referral for LTAC hospital
October	8	Medicaid procedure changes	review the new APD MAGI Manual
July	14	MMA team - Medicare part D	when and how to contact the MMA hotline
April	13	Narration reminder	timely narration is essential for accurate reporting
January	4	Open medical enrollment phone calls	SNAP customers without Medicaid will be called
October	2	Right to apply for APD benefits	staff are not to encourage applicants to withdraw
July	14	Submitting 7210s	processing non due-process applications
May	3	TTT highlights - Updates from 5503	updates on MAGI and ONE

Oregon ACCESS

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
January	4	ACCESS training materials	ACCESS inquiry materials available online
May	9	APD LTC Clean Slate work continues	updates to Oregon ACCESS based on requests
July	5	Searching in Oregon ACCESS	how to search narratives in Oregon ACCESS

Privacy and security

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
April	10	Avoid phishing email	identifying and avoiding phishing scams
May	14	Don't be snoopy - It violates policy and the law	
June	8	Don't forget - Privacy notices	correct use of privacy notices
June	4	Don't forget - Report privacy incidents	resources for reporting privacy or security issues
July	12	Mandatory privacy training	online training must be completed by October 14
July	12	Mandatory privacy training	online training must be completed by October 14
June	5	Protecting information outside of work	requirements to keep protected information secure
August	6	Recognizing a living trust scam	top indicators of a scam
April	8	Reporting a privacy or security incident	new form available for reporting incidents

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March	7	Six signs it's a scam	resource from the Oregon Secretary of State
November	3	Speare phishing: Don't get caught	tips to avoid targeted email scams

Quality assurance

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
September	3	2015 FFY PME results	2015 PME results are available online
June	5	Changes to the SNAP honor roll	honor roll will now only show 95% or higher
April	11	Closing checklists	use available checklists to close benefits correctly
July	4	Don't forget - Address change	reminder to update address changes in both systems
September	12	Don't forget - CA/PS narration	questions to answer when narrating in CA/PS
November	5	Don't forget - Check MMIS first	requirement to view MMIS before opening medical
June	3	Don't forget - Mainframe screens	check all available potential mainframe income screens
May	6	Don't forget - Medicaid fraud referrals	sending in the referral form
September	3	Don't forget - Narration	reminder to narrate timely, per guidance
July	9	Don't forget - Prime number requirement	every application must have a case and prime
December	8	Don't forget - Right to apply	do not request an application withdrawal
September	13	Don't forget - SNAP right to apply	staff are not allowed to discourage applicants
October	4	Don't forget - SSN verification	a Social Security card cannot be required as proof
July	2	Don't forget - SSN verification	do not pend/require items outside of rule
March	14	Don't forget - verification	use only approved forms when requesting verification
February	10	Don't forget - WAGE	do not use the WAGE screen as income verification
October	10	DQ divisor change	increase in the disqualification divisor amount
August	13	FYI PME information	FFY 2015 PME data is available
April	13	Narration reminder	timely narration is essential for accurate reporting
May	2	New elements for SNAP targeted reviews	inclusion on shelter and utilities in QA reviews
December	10	Pending for SNAP	guidance for locating info instead of pending
December	4	QC and SNAP home visits	explanation of QC visits and requirements

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November	6	Quality Assurance mailboxes	changes to the QA process and
December	9	Quality Control documents	please forward requested QC documentation
January	2	Reading pay stubs for SNAP	contact the employer for unusual codes
October	2	Right to apply for APD benefits	staff are not to encourage applicants to withdraw
September	9	SNAP denial reminder	denials must be sent on the 30th day
August	13	SNAP preventative tips	minimal income, shelter/utilities, gifts, ICR, NED
February	2	SNAP preventative tips	tips to avoid common SNAP errors
May	10	TTT highlights - Medicaid fraud referrals	referral process and branch involvement
September	4	TTT highlights - SNAP 24 month cert	field Q&A on 24 month certification
December	6	Verifying medical costs for SNAP	changes upcoming for medical deductions in SNAP
March	8	What the auditor saw	2016 Medicaid payment audit

Resources

Month	Page	Title	Subject
September	2	5515 case transfers reminder	how to get a case reassigned from 5515 in OA
July	7	ABLE Act of 2014	what is and who can qualify for an ABLE account
January	6	APD MAGI contacts	ACA procedures now include a contact cheat sheet
April	14	APS reports at OLRO	tips for a great APS report
January	5	Current DOL change - information links	transmittal and manual updates for current changes
August	11	Do you know about 211info?	resource for consumers
February	4	Don't forget - 5515	reminders for getting a case from 5515
April	13	Don't forget - Client receipting email	new resource for all client payments
August	9	Don't forget - CMU request form	discontinuing the 148 and using a web form
April	14	Don't forget - Enterprise rent-a-car	skip the fuel service option when renting
December	3	Don't forget - Lights on	reminder to turn taillights on in fleet vehicles
May	6	Don't forget - Medicaid fraud referrals	sending in the referral form
August	16	Don't forget - shelter costs	tips for getting shelter and utilities right for SNAP

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April	9	Elderly Rental Assistance (ERA)	accessing letter content and tips to assist customers
February	10	Fraud referrals	basic information for referring fraud
April	14	Homecare workers paid time off	how to assist HCWs requesting time off
February	2	I-Speak	language resource non English proficient customers
September	6	Lights on!	requirement to have taillights on in fleet vehicles
January	6	LTCC webpage	providers, contacts, rules, webinars, and alerts
July	5	Managing someone else's money	informational booklets available for order or printing
March	14	Military time to real time	reference chart for military time
July	14	MMA team - Medicare part D	when and how to contact the MMA hotline
June	2	NVRA resource update	updates to the manual and guides
October	5	Political campaigning reminder	review guidelines from the Secretary of State Elections
July	5	Searching in Oregon ACCESS	how to search narratives in Oregon ACCESS
November	3	Spear phishing: Don't get caught	tips to avoid targeted email scams
June	9	Spoken language interpreters	guide to requesting verbal interpreters
May	10	TTT highlights - Medicaid fraud referrals	referral process and branch involvement
December	6	Updated zip code directory	updated resource for locating zip codes available
December	3	Verification coding for SSA records	WQY3 coding on SSA records
November	3	Your Outlook information	how to update your information

SNAP

Month	Page	Title	Subject
February	11	ABAWD - New to Oregon	how to treat ABAWD persons who move to Oregon
January	8	ABAWD policies affect the entire state	ABAWD requirements for all staff
March	3	ABAWD policies affect the entire state	ABAWD requirements for all staff
July	3	ABAWD work registration exemption	brief explanation of exemption codes for ABAWD
April	11	Closing checklists	use available checklists to close benefits correctly
March	12	Don't forget - ABAWD Q&A on the web	questions and answers posted on the SNAP webpage

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August	6	Don't forget - NED	links of help with NED coding
March	9	Don't forget - NED	NED resources available on the web
August	16	Don't forget - shelter costs	tips for getting shelter and utilities right for SNAP
September	13	Don't forget - SNAP right to apply	staff are not allowed to discourage applicants
September	14	Heat and Eat program	LIHEAP guidelines for October 2016
March	10	Is the sponsored noncitizen eligible?	tips for looking at sponsored non-citizens
April	13	Narration reminder	timely narration is essential for accurate reporting
January	4	Open medical enrollment phone calls	SNAP customers without Medicaid will be called
December	10	Pending for SNAP	guidance for locating info instead of pending
December	4	QC and SNAP home visits	explanation of QC visits and requirements
January	2	Reading pay stubs for SNAP	contact the employer for unusual codes
June	12	SNAP 30th day tips	tips on how to meet SNAP timeframes
January	10	SNAP and Turbo Tax	checking for applications from Turbo Tax
September	9	SNAP denial reminder	denials must be sent on the 30th day
September	5	SNAP medical deduction rumors	waiver submitted to FNS
August	13	SNAP preventative tips	minimal income, shelter/utilities, gifts, ICR, NED
February	2	SNAP preventative tips	tips to avoid common SNAP errors
August	7	Total CAPI applications July 2016 - June 2016	
September	4	TTT highlights - SNAP 24 month cert	field Q&A on 24 month certification
December	6	Verifying medical costs for SNAP	changes upcoming for medical deductions in SNAP

Training

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
December	2	Abuse reporting class available	opportunity on iLearn
January	4	ACCESS training materials	ACCESS inquiry materials available online
March	9	April 2016 training calendar	training available on the DHS Learning Center
October	3	Computer skills classes in iLearn	Microsoft and other platform online training available

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May	2	Don't forget - Mandatory Reporter training is required by July 29, 2016	
September	2	Don't forget - Required civil rights training	2016 SNAP training online
May	13	Don't forget - SNAP Civil Rights	the 2016 training is now available
January	9	February 2016 training calendar	training available on the DHS Learning Center
August	4	Important training registration news	update on iLearn
April	11	List of available APD LTC online training	see the case management tools website for the full list
August	7	Mandatory 2016 privacy refresher	online privacy training due before October 14, 2016
July	12	Mandatory privacy training	online training must be completed by October 14
February	9	March 2016 training calendar	training available on the DHS Learning Center
April	7	May 2016 training calendar	training available on the DHS Learning Center
October	10	ONE in iLearn	locating training in the iLearn system
July	3	Online disability etiquette training	improving communication and respect
September	12	Online training in iLearn	APD online training moved to iLearn
January	5	Online: SNAP Civil Rights - 2016	the 2016 SNAP civil rights training is now available
September	11	Privacy and security mandatory training	required online training for all state staff
June	4	Required mandatory reporter training	online training required by July 29, 2016
February	3	Required mandatory reporter training	required online training for all state staff

Voter registration

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
July	8	More NVRA Q&A	24 mo. SNAP, guide, auth rep, coordinators, reporting
August	9	More NVRA Q&A	assistance, using apps, declinations, safety, language
October	8	More NVRA Q&A	declinations, SEL 500, special situations, reporting
April	4	More NVRA Q&A	envelopes, assisting, OPI, declinations, auth rep, narration
May	11	More NVRA Q&A	forms, NOTM, date stamps, ID number, manual
June	12	More NVRA Q&A	offering at intake, ordering forms, using the right forms
January	14	More NVRA Q&A	reporting, potential fraud, coordinator changes, training

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March	12	More NVRA Q&A	SDS 400, unsigned declinations, translated forms
February	8	More NVRA Q&A	telephone redeterminations, 503D changes
December	8	More NVRA Q&A	third party address change, auth reps, 504C
November	13	More NVRA Q&A - Authorized reps	questions specific to authorized reps and third parties
September	12	More NVRA Q&A and reminders	incomplete cards, declinations, repeat questions
June	2	NVRA resource update	updates to the manual and guides
October	3	Resident's Rights Month is October 2016	LTC residents retain their voting rights

Miscellaneous

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
May	5	April 2016 SNAP honor roll	SNAP reviews of 90% accuracy or higher
March	2	Correction!	Correction to the contact number for replacement W2s
January	6	December 2016 SNAP honor roll	SNAP reviews of 90% accuracy or higher
March	6	February 2016 SNAP honor roll	SNAP reviews of 90% accuracy or higher
February	6	January 2016 SNAP honor roll	SNAP reviews of 90% accuracy or higher
April	14	List of available APD LTC online training	see the case management tools website for the full list
April	6	March 2016 SNAP honor roll	SNAP reviews of 90% accuracy or higher
January	11	Safety tip - Lights on!	reminder from DAS to turn on tail lights
January	7	Total AAA/APD CAPI applications 2014 and 2015	
April	3	Total CAPI applications received: April 2014 - March 2016	