

In the Loop

Happy Holidays

Dear Friends, Staff, Stakeholders, and Colleagues -

As the holidays approach, I want to make sure you know I appreciate how everyone has pulled together this last year to better serve vulnerable Oregonians. I look forward to the future we will create together.

Wishing you and yours a Happy Holiday season and a very Happy New Year!

- Ashley Carson Cottingham
 Director, DHS Aging and People with Disabilities

Thank you to everyone out in the field for continuing to help make our newsletter successful. Your kind words and willingness to share your pets is appreciated. Have a wonderful and safe new year - here's to 2017! ~ Karen K



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

In APD we will be talking much more about the importance of goals as a part of person-centered planning and thinking. With that in mind, here is an article from The Pacific Institute to get you thinking about the importance of goals.

Medicaid Long-Term Care Policy

Our goal-seeking nature

Many people believe that goals are a good thing. Actually, they are an absolute essential for a fulfilling life. You see, goals sit at the very essence of who we are. Without them, we wander from moment to moment, seemingly without purpose. We enjoy the moments, when they cross our paths, more by accident than anything else. With goals, we take the “by accident” out of life, and multiply our chances of truly living.

Humans are teleological beings. In other words, we think in terms of purpose and end-results, and we are naturally goal-oriented. A teleological nature means that it is absolutely critical for us to have goals. For us to change and grow, we need something tugging at us from the future, something to, quite literally, look forward to.

When you give up on your goals or when you have no goals at all, your whole system slows down and eventually shuts down. You become depressed and sluggish, and you may very well become seriously ill.

Prisoners of war have been known to simply curl up and die when their hopes for the future died. Who knows how many suicides or terminal illnesses have been directly or indirectly influenced by lack of goals? Thus, having goals seems to be absolutely essential to our existence.

Keep in mind, too, that we move toward and become like what we think about. So, if you don't deliberately think about how you want your life to be, you'll just repeat the past or the present over and over again, with minor variations. You'll end up, at best, in a rut. It may be a comfortable rut, but it's a rut nonetheless. Once you have a clear picture of where you want to go, your end-result, goal-seeking nature will take over and help guide you to realizing your goal.

The Pacific Institute, LLC



Zoe - Keesje
Hoekstra,
Beaverton

Abuse reporting class available

The class *Facility Abuse Report Writing for APS Investigations and APS Supervisors* has been added to iLearn; register here! <http://go.usa.gov/x8QEU>.

Wednesday, January 18, 2017

9:30 am – 3:30 pm.

3406 Cherry Ave NE, Room 123 (downstairs)

After you click on the link to the course, you will be prompted to log in to iLearnOregon.



Don't forget! All DAS fleet vehicles must have taillights on in the dark. The vehicle should have a manual with light usage, if you're not sure how to set the controls. Please make sure you know how to work the light controls on the vehicle you are driving and avoid getting reported to DAS or pulled over by police officers.



Durin - Karen Kaino,
Central Office

Verification coding for SSA records

The following is information regarding coding which comes back on the WQY3 screen in regards to social security number verification.

Error codes	Cause of the error	Worker action
1	SSN was not found on SSA files	Verify the SSN with the consumer.
*	Input of the SSN did not match; SSA located and verified the correct SSN.	The corrected SSN is displayed on the WQY1 (F21) screen.
3	Name and sex matched; date of birth does not match.	This information needs to be verified that we have the correct date of birth, and if we do maybe suggest the worker have the consumer contact the SSA to update.
5	Name does not match; sex and birthdate not checked.	This could be for many reasons, marriage, divorce, name change, spelling. Check to make sure we have coded the correct name and suggest they contact the SSA to update if needed.
F	SSN is verified	No further information is needed by the worker.
M, P, R	SSN is verified	No further information is needed by the worker.
V	SSN is verified	No further information is needed by the worker.
X	SSN is verified but the individual the SSN belongs to is deceased.	Consumer has been recorded as deceased. This most likely is not the consumer's SSN.
Z	SSN is verified using a CAN instead of the SSN.	Re-run a TPQY request if this was not just done. If still comes up "Z" no further information is needed by the worker.

If any error codes come back, please address or clarify in the narration. Not doing so could lead to a potential error.

January 2017

Bath safety month
Get organized month

National quality of life month

Poverty in America awareness month

Jan. 2 - 8: Someday we'll laugh about this week

Jan. 8 -14: Universal letter writing week

Jan. 16 - 20: Sugar awareness week

Jan. 22 - 29: Clean out your inbox week

Jan. 2: New Year's Day, observed - **CLOSED**

Jan. 6: Twelfth Night

Jan. 9: National clean off your desk day

Jan. 10: National poetry at work day

Jan. 16: Martin Luther King Jr Day - **CLOSED**

Jan. 20: Inauguration day

Jan. 24: Talk like a grizzled prospector day

Jan. 27: Viet Nam Peace Day

Jan. 31 Inspire your heart with art day

Talking with EAU

Just a friendly reminder that the Estate Administration Unit (EAU) is always available to answer your questions about the estate recovery process. We can be reached by phone at 503-378-2884, toll free in Oregon at 800-826-5675, or by email at estate.admin@state.or.us.

Happy Holidays from EAU!

Kathleen Rossi, EAU



Don't forget! Effective 12/1/2016, HCWs will receive Remittance Advices (RAs) which are printed on both sides of the paper. This printing change will reduce printing and shipping costs and potential delays in shipping.

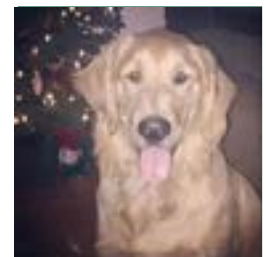
QC and SNAP home visits

The Quality Control Unit (QC) does home visits to interview consumers for SNAP reviews. To complete a QC review on an open SNAP case, an interview is required. Federal regulations require a face-to-face interview for most of these reviews (a phone interview can be done on TBA cases or when the benefit amount is under \$100).

For the majority of reviews that require face to face interaction, Food and Nutrition Service (FNS) encourages reviewers to conduct these interviews in the consumer's home. However, it is not required that an interview take place in the consumer's home. Interviews can also be done at the household's local branch office or another public place that is agreeable to both parties.

When a consumer contacts the branch in response to an appointment letter from QC, please assure them it is a legitimate process. Cases are chosen at random, but once chosen the consumer is required to cooperate to continue receiving SNAP benefits.

If a consumer expresses hesitation about a home visit from an agency employee they don't know, ask them to call the reviewer who is flexible and can arrange to meet somewhere else.



Captain - Jillian Johnson, Canby

Do not tell consumers no one should be visiting their home regarding their SNAP benefits.

SNAP Leadership, Quality Control Unit

BCU LTCR recheck letters going out early

Individuals on the Background Check Unit's (BCU) LTCR must have a new background check every two years to maintain their eligibility to remain on the long term care registry (LTCR). In November, BCU started sending recheck notices, planning to send notices at 60 days before expiration and then at 15 days if no recheck had yet been submitted.

To align with program needs and provider agreements, BCU will change the notification process on 20 December 2016, sending out reminder notices 120 days and 60 days before expiration. This change will allow Qualified Entity Designees (QEDs) within APD, I/DD, and Mental Health to submit background checks for Home Care Workers and Personal Support Workers as of 120 days prior to the certification end date in the Long Term Care Registry.

Please note: To bring everyone into this new notification cycle, in the first few days, you may receive the 120 day notice anywhere from 61 to 120 days before expiration. Depending on your office's configuration of email addresses, you may also receive more than one e-mail. If your agency has qualified entity initiators (QEIs), when you receive these recheck emails, please forward the e-mail to them.

In some cases, BCU receives recheck submissions with errors. If there is a need to withdraw an LTCR recheck, and you were the QED to submit the background check request, you should also receive a withdrawal notice with an explanation. You may not see the *Click to Recertify* option immediately if you try to resubmit.

After the withdrawal, CRIMS will reset the SI's status overnight and you may receive a new recheck notice from CRIMS. Once you receive the notice again, you can use the *Click to Recertify* link on the *My SIs on LTCR* page.

If you have any questions, please contact bcu.ltc@state.or.us.



Morgan -
Camille Hang,
Hillsboro

FSAM fraud section

The APD Field Support Assistance Manual (FSAM) now includes a chapter on reporting fraud, waste or abuse of state resources: XII: *Reporting Fraud, Waste, or Abuse of State Resources*.

Directions on how to report suspected fraud by consumers and providers are included, as well as a phone number which can be used to report suspected fraud by a DHS employee.

Acts of fraud, waste or abuse impact the resources of state government, and whether intentional or not, should be reported.

Check MMIS first!

Look for potential medical cases on MMIS before opening any medical case through Oregon ACCESS.

You will not be able see all open medical benefits on WEBM, FIND when medical is opened outside of APD/AAA because the mainframe is not being used.

If there is more than one medical case open, problems with the benefit level and therefore access to care will result.

Updated zip code directory

In the latest news section of the APD Staff Tools [webpage](#) is a link to the fully updated [Zip Code Directory](#).

The Directory has tabs at the bottom for SSP, AAA/APD, and other DHS programs. Be careful to click on the correct tab before entering a zip code for searching. The zip code is entered at the top of the worksheet.

Please use the Directory to verify and guarantee cases are transferred to the correct office to avoid delays for the consumer and rework for staff.

See [APD-IM-16-108](#) for more complete details and contact information.

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. All current forms are available on the [DHS Forms Server](#):

- APD 738C, *Child Foster Home Medicaid Provider Enrollment Application and Agreement (PEA)*, used by ODDS is new;
- DHS 7262i, *Request for Direct Deposit - Independent Choices Program*, has been updated and includes a new location for the form and voided check to be sent. Please see [APD-IM-16-105](#) for details;
- MSC 2099, *Authorization for Use and Disclosure of Individual Information*, has been updated in English with other languages to follow as soon as possible.



Verifying medical costs for SNAP

Starting February 1, 2017 staff will see significant changes to how medical deductions are verified and calculated - look for a transmittal with full details.

Until the change is effective, remember [461-115-0651](#) states staff need to verify any medical deduction that changes by \$25 or more at recert. However, we can always request verification whenever we consider the previous verification out of date.

FYI: *We always request income verification, even though the federal regulations state we don't need verification if it's a change of less than \$50. In Oregon, we consider the verification we had previously outdated.*

SNAP Policy Unit



Remember to "Like" ADRC of Oregon on Facebook to get the latest news and information from the ADRC and to see what consumers who use ADRC have to say.

A Letter from Lean Academy

Cohort 2 –Graduation

For only the second time since its inception, state employees received a commencement proclaiming them *Local Lean Experts* in their respective areas.



This cohort of exceptional resolve and ingenuity, were praised by both local and executive leadership for their successful completion of the academy through the absorption and practice of Lean Methodology.

The projects this cohort completed, and continue to build on, prove the success of the Lean Academy by innovating processes and technologies that follow under the Core Values and improve the work done every day. Now, they look to carry on their effort as advocates for continuous improvement by using what they have learned.

Who are these new *Local Lean Experts*?

- Lorene Arias: VR, Milwaukie
- Charlene Daniels: OHA, Salem
- Peggy Jensen: APD, Grants Pass
- Jeanne Krausse : CW, Redmond
- Brian Lewis: SACU, Eugene
- Erika Mooney: Integrated Eligibility
- Michael Paul: DD, Salem
- Tansy Peschel: OPAR, Salem
- Jason Pruet: APD, Oregon City
- Michael Paul: DD, Salem
- Cynthia Quinones: OFS, Salem
- Lauri Stewart: Human Resources

We encourage all to reach out to local lean experts with a problem or a question for guidance and assistance through improvement, using the proven Lean Methodology. For a more comprehensive list of LLEs around the state, visit our [intranet site](#).

Recruitment for Cohort 4

After receiving a field of quality applications, the recruitment team went to work finding the future members of Cohort 4 and add to the building community of the Lean Academy.

Applications and interviews have recently been completed and are being reviewed by executive leadership for the final approval(s).



Acceptance e-mails and coordination efforts for the next Cohort are on track to be sent out in early January.

Contact us

Questions about Lean Academy? Contact us on our Lean Academy – specific e-mail address: OCIDirector.LeanAcademy@State.or.us. Or check us out on our [intranet site](#)!

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. See [FSAM. VIII](#) for the complete NVRA manual, including procedures and examples.

FYI: Staff are expected to follow procedures and guidance in the FSAM.

Q: We had an address change dropped off by a community partner for a consumer. The consumer was not present and the Voter Reg box is marked yes. Do we mail one even though it wasn't the consumer who completed the form?

A: Yes - we can't know if the consumer was involved filling out the form, and we don't *have* to know in these situations. Remember our primary job around voter registration is to get forms into the hands of people who say they want them and get a record of it all. So go ahead and send one!



Indie - Amanda Anderson, Medford

Q: It is correct that if we are on the phone with the authorized rep we mark NA for voter registration?

A: Yes – that is perfect. ONLY a third-party is narrated as N/A; consumers are always a *Yes* or a *No*. Because third-parties cannot answer questions about voter registration, the requirement is not applicable to them.

Q: How do we get a new person access to the reporting data base?

A: There is an online form to fill out, the [504C](#). Just fill that out with the new person's information and they will be registered as the new coordinator within about 24 hours. The Elections office will also send an update to the DHS Program Coordinator.

Q: How do I get my name changed with the elections office so I get email sent to the right address?

A: You can use the online [504C](#) and just resubmit it. Put your new name in the *New Coordinator* section and then add a note in *Additional message* that this is a name change and not a new coordinator.

Past issues of In the Loop and On Target and indices for both are on the APD Field Services web page: www.dhs.state.or.us/spd/tools/field/index.htm.



Don't forget! Encouraging consumers to withdraw an applications is not a recommended practice, even if they appear ineligible based on their statement or initial documentation. Individuals have the right to apply for any program at any time. Encouraging a withdrawal can be detrimental to consumers if there is more information later and may disadvantage consumers limited in their ability to self-advocate or fully understand the implications of withdrawing their application for benefits.

ADRC – Kudos Melissa Melby!

Aging and Disability Resource Connection (ADRC) Information and Assistant staff across the state are the link to information and resources for seniors, people with disabilities, families, and caregivers. Information specialists are the ones who know the services in the community like no other. We know for our consumers the work they do is amazing. What is even more incredible is how their work is valued by community partners who are also doing their best to meet the needs of the community.

Recently a community partner took the time to share with us how much they valued resource specialist, Melissa Melby in the Central Oregon ADRC. Here is what Deby Jones, from Pacific Source had to say about working with Melissa:

I work for our Case Management team at PacificSource. I'm a Member Support Specialist who works with our Medicaid population with their medical, dental and behavioral health needs, as well as their social determinants of health. Part of my job is to coordinate and facilitate the Community Huddle Meetings, and manage the Resource Chain that provided community partners with access to posting a need for something for a person in need. Things like size 18 shoes in Madras, bunkbeds in Prineville, digital scales in Sisters, understanding SSI benefits in Bend. Those are the types of needs that pop up. And the Resource Chain sort of runs itself with the MUST HAVE help of others on the Resource Chain who know about resources.



Dottie Rose -
Cindy Pryor

One of the MOST valuable assets to the Resource Chain is Melissa Melby. She is amazing. She is so well connected and has incredible details on community partners and what they offer throughout Central Oregon. So many community partners have mentioned to me what a resource Melissa is to them and the work they are doing.

At the last Huddle Meeting I had to give a Kudos to Melissa. She has helped countless times AND seems to have not one idea but several for a posted need!

I appreciate her so much and I thought you should know about her impact throughout the community. Not to mention she is so lovely and kind to work with!

She deserves life savers every single Huddle in my opinion.

In all of our outreach we say: The ADRC is the first contact to make in a community for information and services and it's people like Melissa who make it a reality. Thank you Melissa Melby, we appreciate you!

Kristi Murphy, ADRC

Quality Control documents

The Quality Control Unit sends documents and a postage paid, self-addressed envelope to consumers, employers, utility companies, and other agencies to corroborate information provided at intake. Sometimes consumers drop them off at the local office QC asks staff please forward these documents as soon as possible to complete the review and tell QC the consumer is cooperating with the review process.

Quality Control

Pending for SNAP

Most frequent and actual pend request: these are items that can be clarified on the system, with a phone call and/or do not need to be verified.

Terminated income:

- Talk with the consumer regarding their job termination. Verbally get the amount of gross income from this source: there might be a missing pay stub if its towards the end of month. Make sure to get the whole month of income.

Copy of picture ID:

- ID can be verified using the WVIR (DMV) screen; WAGE, SSA records, The Work Number, and other history screens.

Copy of SS cards proof of citizenship:

- We need the Social Security number but not a copy of the card. TPQY will verify the SS#s and the citizenship (if needed).

Copy of birth certificates for all household members (all born in US):

- TPQY will verify the SS#'s and the citizenship.

Out of \state verifications:

- Multiple Program [Worker Guide #4](#) lists every State and how that State is contacted for verification; most responses are very fast.



Jewels
-Koressa
Kolaski,
Hillsboro

How are you meeting your basic needs with zero in-come:

- Workers only need to know how a consumer is paying for a shelter cost that is greater than their income, not their other expenses.

Direct and indirect case manager contact honor roll

The following branches completed 98% - 100% of their assigned contacts for October 2016.

Great job everyone!!

Branch	Completion Rate
0111	100.0%
0310	99.5%
0311	98.8%
0314	99.3%
0411	100.0%
1017	99.9%
1211	100.0%
1311	100.0%
1418	99.1%
1513	99.8%
1517	99.5%
1811	99.6%
1911	98.5%
2011	98.1%
2019	100.0%
2111	99.2%
2211	98.9%
2411	99.4%
2518	96.3%
2711	99.3%
2818	99.2%
2911	100.0%
3111	100.0%
3112	100.0%
3211	98.7%
3311	99.2%
3411	99.7%
3617	99.7%