APD Field Services

June 2016

In the Loop

APD stakeholder update

As we've all been talking about since the short session ended in March, the Legislature expects us to take immediate actions to begin bending the cost curve in APD programs. I wanted to update you on recent discussions I had during last week's May Legislative Days.

The work on tweaking APD's assessment system will start soon. We will initiate a Rules Advisory Committee (RAC) to formally review and adopt these changes. The changes are designed to ensure the tool is consistent with the original intent of the long-term services and supports program. We will ensure the most vulnerable Oregonians have continued access to long term services and supports in the setting of their choosing. If you'd like to be involved in this process, let us know and we'll loop you in on the conversations.

We will also be developing a plan to wind down the live-in program over time for consumers currently being served in that program. However, we need to shut the front door to this program right away, and we plan to take that initial step on July 1st. A separate RAC will be initiated around the plan for the wind down.

Our highest priority continues to be serving Oregonians where they want to be served. APD will continue to support individuals in their own homes, even if the live-in program no longer exists.

Continued on the next page

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

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We expect to have more conversations with you as we develop options for those who are in the program today. We want to have a thoughtful approach to this work and provide opportunities for involvement in the decisions.

I know these types of changes are hard. As always, we are committed to working with you and appreciate your assistance as we make these difficult decisions.

— Ashley

NVRA resources update

The National Voter Registration Act (NVRA) section of the Field Support Assistance Manual (FSAM) has been revised, re-ordered, and updated based on field input and frequently asked questions. Resources on the Field Service webpage have also been updated and now include a one-page NVRA basic and reminder cheat sheet. If you find any discrepancies with the new updates, have suggestions or questions, or have an idea for additional resources you need or would like, contact Karen Kaino: karen.l.kaino@state.or.us.

Questions and answers on APD hearings

Q: Can you explain why a cover sheet is required when we submit a hearing request?

A: The coversheet has some very important information on it that tells us who to connect with at the local office.

Q: How important is an email address and phone number being put on the contact sheet?

Ralphy - Karin Olson, The Dalles

A: Since many APD/AAA offices have moved to shared case loads for eligibility, having a way to connect with your team is very important. With your offices help we can get all the necessary items to move forward with the hearing. By ensuring the referral cover sheet is filled in and complete, everyone saves steps and time in the process. Over the next year, AAA and APD is transitioning all cases to EDMS which will save all of us time after this transition period ends and even more documents will be accessible by looking them up electronically. The email address and phone numbers are very important ways we have to contact you about the hearing referral.

Q: Do I do anything different if my case is already in EDMS?

A: Yes, you now scan a copy of the MSC 0443, *Administrative Hearing Request*, into the *Hearings Section* in EDMS – but you still need to send in the 443 with the cover sheet at this time. The good news is the documents needed for the hearing will be readily available in most situations if your case is set up in EDMS.

Carol Mauser, APD Hearings Manager

Don't forget! Staff are required to check all potential income screens on the DHR/mainframe for all benefit applicants in the household. Remember - AAA and APD customers CAN and DO receive unemployment compensation and may either receive or pay child support; do not make assumptions about potential income based on age. To speed up the check, set up a pop-pad with quick keys to access the various screens.

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.

CBC Licensing Complaint Unit (LCU)

Ensuring the safety and protection of our most vulnerable populations is one of our most critical functions at DHS. Over the years the number of licensed assisted living (ALF) and residential care facilities (RCF) serving older adults and people with disabilities has increased greatly and there is a need to better respond to complaints within our licensed settings across Oregon.

In August of 2015, APD in close collaboration with Agency stakeholders launched a Community Based Care (CBC) Licensing Complaint response Unit (LCU) dedicated to responding to licensing concerns occurring in ALFs, RCFs, and memory care community (MCC) facilities state-wide.

Chickies - Anna Weidemiller, Gold Beach

The team of nine compliance specialists was stationed in APD offices around the state and have been working closely with local office staff in APS, Case management, and licensing to review facility's practices for compliance with licensing regulations. Currently LCU compliance specialists are located in offices in LaGrande, Roseburg, Tigard, Portland, Oregon City, Bend, and Salem.

Over the last 10 months, the compliance team has handled over 500 cases representing over 1,150 individual allegations. Typically, the allegations have ranged from issues regarding physical plant and equipment, dietary concerns, medication management, resident care, and staffing. Complaints are processed by a centralized screener and can be made by anyone who has a concern an ALF, RCF, or MCC facility might be operating contrary to licensing rules.

An LCU screener is available to take calls, e-mail, or faxed concerns and will process any issue submitted. Since the unit is primarily focused on licensing complaints in ALFs, RCFs, and MCC facilities, any issue involving other facility types such as adult foster homes or nursing facilities, or if the issue involves abuse or neglect, will be referred by the screener to the appropriate resource.

If you or someone you're working with has a licensing concern involving ALF, RCF, or MCC anywhere in the state call the LCU toll free at 844-503-4773 or send an email to licensing.complaint@state.or.us.

Doug A. Colling, CBC Licensing Complaint Manager Tigard

July 2016

Cell phone courtesy month
Minority mental health month

July 4 - 10: Freedom week
July 17 - 23: Independent retailers week
July 20 - 24: Comic Con International

July 2: Made in the USA day
July 4: **Independence Day - CLOSED**
July 8: Savor the comic, unplug the drama
July 15: Give something away day
July 18: Get out of the doghouse day
July 23: Gorgeous grandma day
July 27: Korean War Armistice Day
July 30: Medicare's birthday

Don't forget! Report privacy or security incidents within **24 hours of discovery** to your supervisor and/or DHS|OHA Information Security and Privacy Office: 503-945-5780; or DHS.privacyhelp@state.or.us; on the MSC 3001, or the web form.

Required mandatory reporter training online

All public employees are mandatory reporters; *this requirement is in effect 24 hours a day, seven days a week, whether you are on or off the job.*

This means staff must report immediately to DHS or law enforcement if they witness, or become aware of, abuse involving:

- Children under the age of 18;
- Adults age 65 and over;
- All residents of nursing facilities.

Complete the required online training by July 29, 2016;the course takes about 30 minutes to complete. Go to the Learning Center and take the e-learning module *Online: 24/7 Mandatory Reporting Training*: keyword 24/7,course #C05401.

Training is mandatory for DHS staff; county partners are welcome to use this material.

New CMU web-based Form

The Client Maintenance Unit (CMU) is proud to announce a new web form for submitting CMU requests (formerly known as 148s). Effective June 6, 2016, all staff should submit requests to CMU using the secure web form; the MSC 148 will be obsoleted.

The type of information needed by CMU to process a request has not changed.

Any requests received via fax or email after June 6, 2016 will be returned to the sender and will need to be re-submitted using the new web form. For information about the types of requests staff should send to CMU, visit www.cmurequest.org.

Sophie and Freedom - Julie Krajacic, Bend

CMU will send an email to confirm the request has been processed, or if necessary, to request additional information needed to process the request.

To access the web form, go to: www.cmurequest.org. To launch the form, click the *Submit CMU Request Now* button at the bottom of the page. Once the form had launched, staff can bookmark it for easy access. See OPAR-AR-16-001 for more information.

May 2016 SNAP honor roll

100% accuracy!

0310	Canby APD	100%	1611	Prineville APD	100%
0311	Oregon City APD	100%	1612	Madras APD	100%
0411	Warrenton AAA	100%	2311	Ontario APD	100%
0511	St. Helens APD	100%	3013	Hermiston APD	100%
0811	Gold Beach APD	100%	3111	La Grande APD	100%
0914	Redmond APD	100%	3112	Enterprise APD	100%
1211	John Day APD	100%	3311	The Dalles APD	100%
1418	South East Portland AAA	100%	3518	Gresham AAA	

95% or better accuracy!

2411	Salem AAA	97.37	3417	Beaverton APD	94.45
1811	Klamath Falls APD	95.83	3515	Tigard APD	95.00

<u>43</u>% of all AAA and APD branches are on the honor roll!

Changes to the SNAP honor roll

Staff will notice a dramatic change to the appearance of the monthly SNAP honor roll starting this month and going forward. The April 2016 statewide SNAP accuracy committee requested the honor roll reporting for SNAP Quality Assurance reviews (*look above - kk*) change to more closely align with the state-wide goals around SNAP accuracy.

Instead of reporting the branches with accuracy of 90% or better, the committee would like the honor roll to include only reviews of 95% or better and 100%. APD is happy to comply with the request of the committee, and the honor roll you see this month reflects that change.

Protecting information outside of the workplace

Federal and state rules require all DHS/OHA staff, volunteers, and partners protect the confidential and sensitive information entrusted to us. This means privacy and information security is in your hands.

Duties often require staff to work outside the office. Here are some tips on protecting confidential and sensitive information when outside of the workplace:

Rocky - Deborah Bothelho, Klamath Falls

- Leave confidential information and files at the office whenever possible;
- If you must take electronics or confidential information out of the office, keep them with you at all times;
- Ensure electronic devices are properly secure with strong passwords and encryption.

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Avoid car theft smash and grab:

- If an item must be left in the vehicle, secure it in the trunk or hide the item out of site;
    - Lock all doors and close all windows;
- Always park in busy, well-lit lots, near pedestrian and vehicle traffic;
- Choose a parking lot with an attendant over a lot without one;
- Never leave important or valuable items in sight.

Keep information secure in public places and when meeting with customers:

- Never place confidential information and files in plain view of others;
- Confidential information and files should be kept in folders and carried in a briefcase or other bag;
- Don't view confidential information and files while traveling on public transportation, such as a bus, train, or airplane;
- Avoid viewing confidential information on a laptop screen when outside the office;
    - If absolutely necessary, ensure the screen cannot be seen by anyone else;
- Always log off and shut down the laptop when not in use;
- Never share a laptop used for work purposes with other individuals, such as family members or friends;
- Avoid discussing confidential information in public places such as restaurants, buses, or on the street;
    - If it's absolutely necessary, be aware of your surroundings and move to a location where people can't hear your conversation.

Gustav - Karen Kaino, Central Office

Report incidents immediately:

Immediately report all thefts or loss of sensitive or confidential information to the Information Security and Privacy Office (ISPO). Email dhs.privacyhelp@state.or.us or call 503-945-5780.

Verifying EDMS scans

The maximum query for scans uploaded into EDMS is currently set to 300 results. Searching for all documents scanned in a month, will probably not yield the expected results. A way to avoid missing documents is to refine the search by breaking down the *Scan Date* in EDMS into smaller increments and by using the wildcard function (%).

For example, to see documents scanned into EDMS from the 1st to the 9th of June, use 060%16 and the branch number; results will include documents scanned from 06/01/16 to 06/09/16 for your branch. For the 10th through the 19th, use 061%16, and so on. Using this technique, to verify scans without searching by individual prime number or SSN is much easier!

AFH licensor lingo –
Properly documenting a violation on the AFH 517A and 517B

An Adult Foster Home (AFH) licensor performs multiple tasks to evaluate a licensee's compliance with rule and ensure all residents' needs are being met. Oregon Administrative Rules (OAR) governing licensing AFHs are very black and white. When a rule violation is noted, a licensor must determine if a violation/correction notice should be issued or if they should use the violation as a teaching moment and provide technical assistance.

The first thing to be determined is if the situation is actually a rule violation or simply a preference. Citations can be only written for violations of the OAR 411-050-0600. A violation must be tied to a *specific* rule and cannot be written for not complying with "best practice" or regulations outside of specific Division 50 rule.

Additional steps must be taken in determining whether or not to write a citation for the specific violation, such as: What is the licensee's history? Is there evidence the provider had a previous and similar concern in this subject area? How was the previous issue addressed and how long ago did previous issue occur? How long has the provider been licensed? There is a learning curve for new providers and providing technical assistance is both acceptable and justified.

The licensor must take into consideration the seriousness of the violation. Is there potential and/or actual harm to the resident(s)? What is the severity of the violation: unsafe medication system, incomplete care plans, no screens on an open window, or the weekly menus not posted? All of these are violations of OARs but, obviously, the first two are weighted heavier in terms of seriousness and potential harm. Violations which present an imminent threat to the health, safety or welfare of residents should be cited immediately.

Josie - Cindy Pryor, Central Office

What is the licensee's response to identifying the violation? Do they appear to understand the importance of adhering to rule? Do they express a willingness/ability to correct the violation? OAR 411-050-0675(3) requires the licensee to correct violations which present an imminent danger to the health, safety, or welfare of residents and abate conditions *no later than* 24 hours after receipt of notice of violation. Violations such as administration of medication without a physician's order, or dispensing medications without specific parameters are examples.

When writing violations, the licensor must indicate the specific time frame for correction, not to exceed 30 calendar days after receipt of the notice. The violation must identify the correct rule, section, and subsection as well as clear factual observations of the licensor. The essential details must be included when writing the 517B.

Example: ***Of the ten medications ordered to be dispensed at 8:00 am for Resident 2 on the current MAR three (3) were not initialed at 10:30 am on 6/13/16 noted during inspection***. The licensor identifying the specific rule does not write out the rule and instead writes the factual observations. The violation must be written so it shows accurate information is being observed at the time of the writing.

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The documentation of the licensors observation and the licensee's correction is important in correcting the violation. The licensee must provide a clear written statement about how the violation has been corrected. The clearly defined statement must also be signed and dated by the licensee. Once the statement of correction has been received by the local licensing authority the licensor should mark "yes" or "no" after the *Acceptable statement of correction*. The licensor should then initial and date the statement of correction. All of these steps are needed to complete the licensing process.

Marsha Ellis, AFH Quality Improvement Coordinator

General Assistance eligibility

APD's new General Assistance (GA) program starts on July 1st. The program will serve a maximum of 200 individuals at any one time. GA consumers must be Program 5, OSIPM - Presumptive Medicaid, recipients who are experiencing homelessness or who are at imminent risk of homelessness.

Lanie - Christine Maciel, Central Office

Benefits will include housing assistance, utility assistance, a small cash grant for personal incidentals, and free assistance with the Social Security applications and appeals process. The new GA program will be administered by the Collaborative Disability Determination Unit (CDDU).

To be eligible for GA, a consumer must:

- Be an adult in a standard living arrangement without minor children in the home; and
- Receive program 5 OSIPM – Presumptive Medicaid medical assistance; and
- Meet eligibility criteria for Supplemental Security Income (SSI); and
- Apply for SSI, and sign an Interim Assistance Reimbursement agreement, allowing the department to recoup assistance paid to paid to the GA consumer once they are awarded SSI benefits.

CDDU staff are currently reaching out to potential GA consumers in the program 5 caseload. If you know of a program 5 consumer who is homeless, or who is at imminent risk of homelessness, prior to July 1, 2016, please contact CDDU managers Marcy Mee (503-373-0775) or Brian Kirk (503-373-0271) directly. After July 1, 2016, please make referrals using the DBL-GA Referral form located here.

Collaborative Disability Unit DBL/PMDDT

Don't forget! As a business associate of OHA, APD state staff are not required give consumers the MSC 2090, *DHS/OHA Notice of Privacy Practices* or to have consumers sign the MSC 2092, *Receipt of Notice of Privacy Practices Acknowledgment of Receipt*. Each office should post the *Notice of Privacy Practices* in their lobby.

Spoken language interpreters

DHS has recently updated the process for in-person language interpretation services for spoken languages. By providing language access services, we are not only ensuring compliance with federal requirements, we are furthering our commitment to equitable services for all Oregonians.

The new policy and process are already in place. DHS employees needing to use the in-person language interpretation services are now able to schedule directly. This makes the entire process more convenient and user friendly for all involved.

Please see the Office of Equity and Multicultural Services (OEMS) webpage for information on resources and tools available to help guide you through this process; scroll down the page until you see the *Request Interpreter* document under language services.

Helpful tip: OEMS recommends employees add the intranet page above to the *Favorites* for quick reference, as vendors are being added.

If there are any questions, please direct them to OEMS at: OEMSLanguage. Services@dhsoha.state.or.us.

Tucker - Jodi West, LaGrande

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

EDMS tip – No case or application

If you have conducted a courtesy resource assessment but no application for benefits was made and no case eas created, you must still assign a prime number so documents submitted by the consumer can be scanned into EDMS; you do not have to set up a case.

In this situation, the *WEBM, Find* screen will display the name, DOB, SSN, and prime number, but no case or EBT number. IRMS will not reject these documents if these four data elements are captured as well as the *Received Date*, *Document Category*, and *Secured* (if applicable).

The documents must be stored in EDMS in the event the consumer applies for benefits at a later date.

EAU and voluntary repayments at branch offices

The majority of voluntary repayments for past assistance are processed thru the Estate Administration Unit (EAU). In most cases, EAU is contacted with a request to provide an assistance amount.

In some instances however, voluntary repayments are being processed at the local branch office.

It would be very helpful (and appreciated) if offices would contact EAU with this payment information to allow EAU to review the case and ensure the agency has not *over* collected. Staff can call EAU at 503-378-2884 or send an email to ESTATE.ADMIN@dhsoha.state. or.us.

Kathleen Rossi, Estates Administration Unit

A letter from Lean Academy

Cohort corner

Cohort 3 has completed their first session of Lean Academy, met with their mentors, and have begun to support for their identified process improvements.

Who was selected for Cohort 3?

- Diana Burney – APD, Medford
- Jennifer Chaney – SSP, Madras
- Megan Dinsmore – SSP, Tigard
- Xochitl Esparza – Central Office, Salem
- Sarah Ferebee – SSP, Lebanon
- Anastasia Godsey – APD, Hillsboro
- Brenda Pearson – Shared Services
- Lance Pugh- CW, Albany
- Maria Santos – SSP, East Portland
- Luisa Waites – APD, Medford
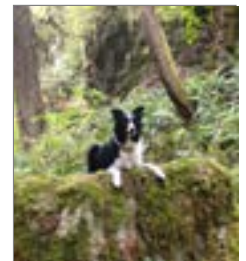- Christine Whitaker – SSP, Portland

Cohort concepts

5 whys: Understanding root cause

What is root cause? A source of the problem is causing the problem symptoms.

- A symptom is an indication that an "out of normal condition" exists;
- If you eliminate the root cause, the symptom(s) should disappear;
- If the symptoms still exist, you did not get to the root cause.

Leroy -Vicky Silva, Portland

How can we identify root cause? An effective technique to identify root cause to ask the question *Why* five times or more until there is a consensus the root cause has been uncovered.

Cohort kudos

Jason Pruett is an APD Program Analyst 2/QA Coordinator, in Oregon City and started Lean Academy Cohort 2 in February of this year. Jason is working with his local office to develop one process for provider vouchers between three offices. Jason has facilitated mappings, problem solving meetings, and worked to minimize steps, through metrics and standardizing processes. This workgroup has created a virtual work tower utilizing Outlook where all three offices in APD District 15 can access and respond to specific voucher questions to ensure customers are paid quickly and accurately, reducing rework and wait time.

While working on this project, questions surrounding how homecare worker applications are processed locally and statewide were identified. Jason has been applying the seven step process to assist in bridging gaps to develop a standardization which is flexible to recognize the needs of the local office and their demographics.

One D15 APD manager stated: *Jason has utilized Lean tools and principles to help the workgroups involved in this somewhat complicated project see each step of the process more clearly, allowing all of us to better understand the agreements we are landing on and the*

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technological tools we will have to develop in order for this project to work smoothly and effectively once we reach implementation. His patience and diligence are crucial pieces of the puzzle, and his utilization of flowcharts and decision trees has helped to illustrate complex processes in a way that can be clearly understood by all. We sincerely appreciate all the hard work he puts in to support us here is D15. - John Henry Crippen APD manager (Milwaukie)
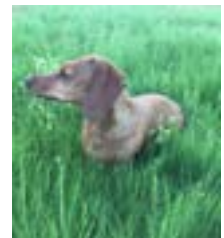
Celebrations

Cohort 1 has graduated! They are now known as DHS' first local Lean experts.

What are local Lean experts? Local Lean experts will utilize the skills they have learned in the Lean Academy to continue to support local process improvement opportunities. They will continue to have access to the mentors in the Office of Continuous Improvement and can assist their local leadership, management, and peers through improvements and innovations.

Who are the APD, DD, and Central Office Lean experts?

- **Josh Harlukowicz** – North Bend: Completed a time study which was able to restructure the shared caseload model of his branch, finding many efficiencies which will be shared in other areas.

- **Tara Bohren** – Salem: Supported a project which increased the utilization and effectiveness of Employee Development Plans and developed a local Leadership Academy currently being piloted in APD/District 16.

- **Julie Farr** – OPAR, Salem: Created a reference guide for staff to use throughout the case creation process, reducing prime duplication and decreasing associated staff time required to merge primes.

Ruger - Suzanne Gurney, North Bend

- **Michele Boston** – DD, Portland: Focused on the processes involving documentation within her SACU location, cutting the amount of required steps in half, improving communication within her unit and increasing accuracy.

- **Chris Tratz** – Medford: Completed a project which supported efficacies in the K-Waiver processing in his local branch, creating a process which maintained up to date processes and improved branch communication.

Do you have any questions about Lean Academy, its participants, mentors or the program? Please send any questions to: *OCI.Director@dhsoha.state.or.us.*

Don't forget! Due to workload, IRMS has not been able to meet the 5-day time line to view scanned documents in EDMS. Staff should wait <u>at least</u> ten (10) days from the *Scan Date* to verify documents have been uploaded into IRMS and are viewable.

ADRC Aging and Disability Resource Connection — of OREGON —

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

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.

ATTENTION! Stop contacting the Secretary of State or the Elections Office for voter registration forms - <u>that is inappropriate</u>! All materials - without exceptions - related to voter registration can be ordered through the regular branch forms ordering process on FBOS. The elections offices have been instructed to stop responding to inquiries for forms. FSAM. VIII. E. Forms, 1. General form information

Q: When are we supposed to offer voter registration at intake? Who is required to offer it?

A: The requirement for *when* to ask about voter registration is not specified; what is specified is it has to happen once per qualifying event (new, renew, move). However, it is requested (strongly, and in a firm tone) voter registration be offered as soon as possible during the intake process – preferably during initial screening. If the person who is requesting benefits decides to withdraw their application, or never appears for their interview, we still have to be able to prove we offered voter registration when they applied; if we never see them again it will be impossible if staff wait. FSAM. VIII. B. Procedures
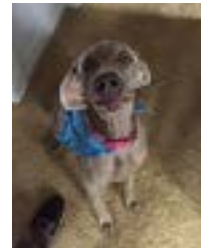
Pepper- Jeb Oliver, Central Office

Q: In our SNAP and medical reviews, we do the phone interview. The support staff have provided us w/ the SEL 500 to mail to customers since it is set up for the customer to mail in independently from their packet, but the *In the Loop* says not to.

A: NEVER send the 500; we ONLY send the SEL 503 – EVER - for every reason and occasion. During the phone interview staff is required by law to ask the question of voter registration, record the answer (mark the box on the form), and send the voter registration form SEL 503 if the customer says they are interested. Remove the declination portion from the SEL 503 and discard (be sure you marked the application!) before mailing the registration, if they request it. FSAM. VIII: E. Forms; and B. Procedures

Narrate the response to the question of voter registration right away; if the application isn't returned we need a record of asking the question and the customer's response.

SNAP 30ᵗʰ day tips

- When a SNAP application is denied on the 30th day for failure to provided what is needed, do not deny a day early, even if the 30th day falls on a holiday. The denial action can be done on the next working day after the 30th day;

- When the application is denied manually on the 30th day and an interview was not completed, use the *IT* reason coded, not *FC*;

- Use a 30 day calendar to help determine the appropriate day to act on a denial.