

In the Loop

Hello APD!

In the two months I've been in the new role as the Director for Aging and People with Disabilities, I find myself constantly impressed by the countless ways our agency serves Oregonians. The breadth and scope of the work you do to achieve the best possible outcomes for individuals and their families is truly remarkable. I am still learning the many intricacies and complexity of our operations and look forward to that continued education.



In the midst of the 178th Legislative Session, I am working with fellow directors, managers and staff to provide lawmakers with the best possible understanding of the difficult work being done throughout the state as well as the obstacles faced in providing invaluable services. Most of our discussions this short session have been around our budget challenges due to a growing caseload and cost-per-case and around our efforts to ensure consumers are safe in licensed settings. Providing legislators with a snapshot of all of the other tremendous efforts within our program is a challenge to say the least, but every chance I have to throw in other info, I do.

My gratitude goes out to everyone helping to provide info, data and analysis for this session. Ours is a big and complicated system with critical goals around access to services, prevention, safety, independence, choice, quality, advocacy and integrity.

My roots are here in Oregon - I grew up in Bend, went to school in Eugene, and am raising my own family (my two sons are 6th generation Oregonians!) here in Salem just blocks from the Capitol building. I am honored to serve alongside you in our beautiful state and look forward to taking on the changes and challenges together. Please don't hesitate to reach out! -Ashley

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SNAP preventative tips

- Immediately update addresses on FCAS whenever a new address is reported;
- Remember to review household eligibility for NED;
- Remember the “OO” reason code on FCAS *will not send a notice* to the household;
- Review case record and narratives to ensure the correct standard utility deduction is used;
 - Before allowing utility standard, *make sure utilities are not included in rent*;
- During the interview with the customer ask clarifying questions regarding the shelter expense;
 - Clarify the base rent, household composition, and the shared shelter expenses;
- Remember to count ongoing cash gifts paid to the customer as an income source.

I-Speak

I-Speak cards are one of the new tools DHS is using to help overcome the language barrier for our limited English proficiency (LEP) and non English proficient (NEP) customers.

By offering the I-Speak card to LEP/NEP customers, we can empower them to request these services for future visits to our offices. Customers can hold on to the cards and bring them back in to DHS to assist in getting a qualified interpreter for services. This in turn will help DHS employees to identify quickly the needed language when requesting telephonic interpreters, in person interpreters, and ordering documentation in the customer’s language.



I-Speak cards can be through DHS Publications, [DHS 9959](#), and printed through the [DHS forms server](#). Cards are currently available in the following languages:

- | | |
|--|--------------|
| ▪ Arabic | ▪ Somali |
| ▪ Chinese (simplified and traditional) | ▪ Spanish |
| ▪ Korean | ▪ Swahili |
| ▪ Russian | ▪ Vietnamese |

If you need I-Speak cards in additional languages, please email OfficeEquity.MulticulturalServices@dhsosha.state.or.us and let us know.

Thank you for helping us work toward our goal to make language services easier and ensure DHS programs are accessible for all Oregonians.

Multicultural Services Office Equity



Allie and Opie - Candace Adams, and Stephanie McVicar, Gresham

Required mandatory reporter training online

The Oregon law for the reporting of abuse and neglect has changed. As of January 2015, all employees of the Department of Human Services and Oregon Health Authority are mandatory reporters.

The requirement to be a mandatory reporter for children, seniors, and anyone who resides within a nursing facility is for all public service employees, including State and County staff. This training is mandatory for DHS staff. County partners are welcome to use this material, but are not required to take this training.

This requirement is in effect 24 hours a day, seven days a week, whether you are on or off the job. This means you must report *immediately* to DHS or law enforcement if you witness or become aware of abuse of:

- Children under the age of 18;
- Adults age 65 and over;
- Residents of nursing facilities regardless of age.

Please complete this requirement by July 29, 2016.

This course will take about 30 to 45 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.

If you don't know if you need more training in addition to this course, or have other questions, please discuss them with your supervisor.

DHS/OHA Human Resources



Gustav -
Karen Kaino,
Central
Office

Quick hints – HCWs not receiving vouchers

Local offices have reported an increase in call volume and issues related to HCWs not receiving vouchers at all or not receiving vouchers timely. DHS APD leadership is advising staff who create vouchers to create the next two pay periods when processing the current voucher. This will help to ensure vouchers are being distributed to HCWs timely.

If a HCW has called and reported they do not have a voucher, but HINQ shows one has been issued AND the provider confirms the mailing address is correct another voucher may be mailed through the mainframe.

- If mail can get to the HCW before the submission deadline:
 - Select F21 -> this will redirect users to the HATH screen. Change the *N* to a *Y* to the right of *PRNT 598?* This will reprint the voucher and mail it from Salem.
- If mail cannot get to the HCW before the submission deadline:
 - To reprint in the local office use the Mobius reports [outline](#) in the *CEP Manual to Reprint a Voucher*; see page 13.

Due to increased workload and timeliness required to process and pay vouchers local offices are expected to process all vouchers as they come in. Staff should not wait to process any vouchers.

APD Medicaid Long Term Care System

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



Don't forget!

Branch 5515 in Oregon ACCESS is not an active branch and staff should never transfer cases into 5515 for any reason. If you need a case transferred from 5515 to your branch, contact [Karen Kaino](#), [Lauren Mitchell](#), or [Angela Munkers](#) in Central Office. See [APD-IM-16-018](#) for more information.

Great way to use EDMS!

Instead of scanning case files and emailing them when you have a review or audit request, scan them into EDMS and email the requestor the info.

You have to scan anyway, so choose EDMS instead of a PDF and eliminate any chance of privacy violations, misdirected email, bad attachments, and all the other things that potentially happen with email.

EDMS can take up to five (5) days to make the scanned file available, so do NOT choose this option for immediate turn around requests – but go ahead and use it for everything else! See the [EDMS expansion page](#) for more information.

New tool on the CM Tools website

A new tool is available on the Case Management (CM) Tools [website](#) related to the many recent Long Term Care (LTC) rule and program changes to help staff quickly find applicable OARs and transmittals related to some of the major recent changes.

The [tool](#) is titled *Tool Kit for Recent APD LTC Rule and Program Changes* and can be found under *Recent Updates* and *Other Links & Tools*. It includes link in relation to the following topics:

- In-home service changes including: hourly and live-in service plans, shift services, hourly cap maximum hours, spousal pay and State Plan Personal Care (SPPC) changes, new vouchers and homecare worker (HCW) pay dates;
- Travel time claims;
- HCW paid time off (PTO) trust changes;
- K-Plan services.

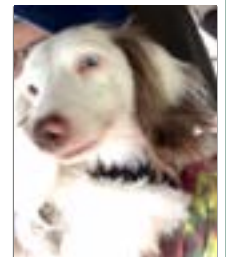
Special thanks to Sherri Devlin in Multnomah County for creating and sharing this tool!

APD Medicaid LTC Systems Policy Unit

W-4: Employees Withholding Allowance Certificate

A few quick hints for handling the W-4 phone calls you are receiving:

- Homecare workers (HWCs) must complete a new W-4 each year if they would like claim exempt status;
- If a HCW does not submit a new W-4 by the deadline, APD must change his/her tax status to “single” with zero withholdings;
- The local office must update Oregon ACCESS by the deadline if a new W-4 is received;
- Copies of W-4's must be retained for **four years**.



Dottie Rose -
Cindy Pryor,
Central Office

Date stamp W-4s when they are received and enter them into Oregon ACCESS as soon as possible.

For more information about the W-4, please see the CEP Specialist Training [Manual](#), section 14, *W-4, Employees Withholding Allowance Certificate*.

EAU technology updates!

We are excited to share some process improvement changes in Estates Administration Unit (EAU). One improvement is our process for receiving financial information from the various banks and credit unions. As of January 1, 2016, financial institutions are now required to provide additional information about our deceased customer's accounts and any joint account holders which will assist EAU in more timely and accurate recoveries.



Miss Lily - Marsha Ellis, Central Office

We are also continuing work on an IT project which will automatically upload the [MSC 454D, Report on Deceased Person](#) and [MSC 647, Real and Personal Property](#) information directly from Oregon ACCESS to our Integrated Collection Management (ICM) system. This change will reduce the manual data entry time and will store an electronic copy of the documents in ICM making them available at our fingertips.

To ensure these changes are effective, we need your help! Please make sure all information contained on the MSC 454D or MSC 647 is as accurate and complete as possible. Having the most updated address for the customer, names and addresses of contacts, bank, and real property information is more important than ever. We thank you all for keeping that information up to date!

Kathleen Rossi, Estates Administration Unit

Language is not a barrier to housing

The language one speaks is not, in and of itself, a protected class but it has a lot to do with where s/he or his/her ancestors are from, which is national origin protection.

For that reason, housing providers should work with individuals who speak a language other than English as best they can. They need to provide the same level of customer service to those for whom English is not their primary language as they do others.

Some subsidized landlords are required to translate their paperwork into a second primary language in the area and/or have translation services available.

Housing consumers should feel comfortable asking if such accommodations are available and know they can always have someone they know assist them in interacting with the landlord. This might be a family member (even a minor child), a friend, or someone from a community organization that offers translation assistance.

For more information and resource materials visit www.FHCO.org/national_origin.htm and www.FHCO.org/translations.htm.

The Fair Housing Council is a nonprofit civil rights organization serving Oregon. Call the free Fair Housing hotline at 800-424-3247, ext. 2 or visit www.fhco.org.

Jo Becker, Education and Outreach Coordinator

January 2016 SNAP honor roll

100% accuracy!

0111 Baker City APD	100%	2311 Ontario APD	100%
0313 Milwaukie APD	100%	2411 Salem AAA	100%
0913 LaPine APD	100%	3011 Pendleton APD	100%
1211 John Day APD	100%	3112 Enterprise APD	100%
1311 Burns APD	100%	3211 Florence AAA	100%
1612 Madras APD	100%		

90% or better accuracy!

3518 East Multnomah AAA	96.67	2518 Portland West AAA	93.33
1517 Medford DSO	96.00	2711 Dallas AAA	93.33
1811 Klamath Falls APD	96.00	2911 Tillamook AAA	93.33
3515 Portland AAA	95.00	1513 Medford SSO	92.31
0310 Canby APD	93.75	2019 Cottage Grove AAA	92.31
0811 Gold Beach APD	93.33	1717 Grants Pass DSO	92.00
0914 Redmond APD	93.33	3111 La Grande APD	90.91
1017 Roseburg APD	93.33	0511 St Helens APD	90.00
2211 Albany AAA	93.33	3617 McMinnville AAA	90.00

63% of all AAA and APD branches are on the honor roll!

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](#) unless noted:



Ringo - Retta Harvey, Roseburg

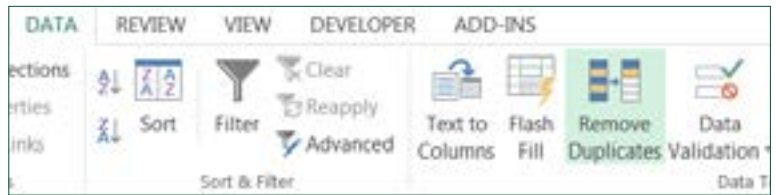
- APD 517E, 517F, and 517G are three-part forms for Adult Foster home and -based services available to order via the FBOS system f;
- APD [539R](#), *Rights and Responsibilities*, has been updated to include 2016 changes. The form is updated in all previously available print. Oregon ACCESS will update on the next release.

March 2016

- Brain injury awareness month
- Employee spirit month
- National social work month
- Mar. 1-7: Write a letter of appreciation week
- Mar. 6-12: Save your vision week
- Mar. 21-27: Wellderly week
- Mar. 1: Zero discrimination day
- Mar. 4: Employee appreciation day
- Mar. 8: Working women's day
- Mar. 13: Daylight savings time begins
- Mar. 16: Brain injury awareness day
- Mar. 17: St. Patrick's day
- Mar. 20: Vernal equinox
- Mar. 21: World Down Syndrome day
- Mar. 29: Mom and Pop business owners day
- Mar. 31: World bi-polar day

Excel tip – Remove duplicates

If you have a large worksheet, you probably have duplicate entries. To find and eliminate duplicates in Excel 2010: highlight the column or row where you want to remove duplicates; click *Data* in the ribbon, then *Remove Duplicates*. Confirm you mean it and you're all done!



Home and Community Based Services (HCBS) - Individually-based limitations to the rules

The new federal expectations for Home and Community Based Services (HCBS) provides for new protections and rights for consumers of Long Term Care services. Beyond the overarching concepts of access to the broader community and the ability to control your own resources and engage in community life, there are specific areas of new protections or rights in licensed settings. They include:

- Lockable bedroom or unit door;
- Choice of roommate if sharing a room;
- Freedom to decorate and furnish bedroom or unit;
- Visitors at any time;
- Control of his or her own schedule;
- Access to food at any time.



Individually-based limitations to rules, refers to a process for determining when we would limit the rights of individuals in any of the areas above. The Oregon Rules require we begin using this process beginning in July 2016.

Limiting someone's rights in any area is a critically important and must be done legally and only when it is the last resort for keeping someone healthy and safe.

Therefore, no rights will be limited unless there is a health or safety risk. In addition, the individual must have cognitive needs and not understand the risks of the activity we are limiting.

We have been working at central office with field representatives and managers to develop a means for Case Managers to assess for the need for a limitation, monitor, and appropriately document any limitations in the Oregon ACCESS system.

We are designing the system with workload in mind and are exploring our options for how we might be able to roll-out this new work. We will be providing training to providers and Case Managers prior to roll-out.

In future articles, we would like to share more details of how the system will work. Questions or comments: bob.weir@state.or.us.



Don't forget! If a homecare worker (HCW) calls about replacing W-2 or an AFH provider needs a 1099, please refer them, to the replacement line: 503-947-5038. Branch staff do NOT have to worry about getting these forms!

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: We do a telephone redetermination interview with a customer and send them the application with the voters registration question marked; they also have medical with a signed 539A on file. Customer does not return the application so their SNAP expires but we are renewing their medical benefits. Since we did not get the application back do we need to go in and complete a declination when we run that medical update?

A: There is a lot going on here so let's take it in pieces:

You're doing exactly right by marking the SNAP apps and mailing them out – please make sure the narrative reflects their answer because suddenly we have no proof we asked if they don't return the application.

If the medical DOES have a different redet date then YES – you will need to ask again at the time of the medical redet and complete a declination marked either yes or no.

If the medical and the SNAP have the SAME redet date and the marked app does NOT come back, you will have to complete a declination marked either yes or no.

If the medical and the SNAP have the SAME redet date and the marked app DOES come back, we just need the narration.

Q: I was just wondering why the 503D is now a larger page taking twice the paper and thought it was kind of strange that it included the question/box "I am already registered" – I thought we weren't entitled to that info – having that option there makes it look like we're asking. Also, can we use up our old stock first?



Katana - Cindy Wolford, Roseburg

A: Yes! You can use up your old stock! Also – remember you don't actually need to order the declinations; they are an internal use forms, just copy or print them as you need them. The 503D is available on the Field Services [webpage](#) under *Voter Registration* with two on a sheet so you can print them and cut them in half, (it is called [503D - Doubled](#)) Or you can put two of your own current half-sheet forms on your copier, run off as many as you need, and cut them in half. This is definitely a way to not spend money!

As for the question - The Elections office made the change and they are the ones who decide what we can and cannot ask, so I wouldn't worry about it.

March 2016 training calendar

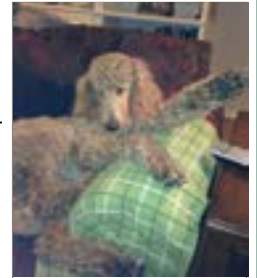
Monday	Tuesday	Wednesday	Thursday	Friday
	1 Medical financial eligibility, week 1 (8:30 - 4:30)	2 Medical financial eligibility, week 1 (8:30 - 4:30)	3 Medical financial eligibility, week 1 (8:30 - 4:30)	4
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <i>Dates and availability are subject to change. Please review availability on the DHS Learning Center.</i> </div>				
7 Cultural competency and cultural humility, Portland (8:30 - 4:00)	8 Service Priority Level (SPL) rule training (8:30 - 4:30)	9 Service Priority Level (SPL) rule training (8:30 - 4:30)	10 Service Priority Level (SPL) rule training (8:30 - 4:30)	11 Cultural competency and cultural humility, Portland (8:30 - 4:00)
14 Medical financial eligibility, week 2 (1:00 - 4:30)	15 Medical financial eligibility, week 2 (8:30 - 4:30)	16 Medical financial eligibility, week 2 (8:30 - 4:30)	17 Medical financial eligibility, week 2 (8:30 - 4:30) Ask diversity, Portland (9:00 - 4:00)	18
21	22 Working with challenging behaviors. (8:30 - 4:30)	23 Working with challenging behaviors. (8:30 - 4:30)	24	25
28 Cultural competency and cultural humility, Portland (8:30 - 4:00)	29 Cultural competency and cultural humility, Portland (8:30 - 4:00)	30	31	
				Fluffy - Debbie Trude, Roseburg

March 2016 Community Based Care payment schedule

March provider service payments for the APD and DD 512 Programs will issue the night of Tuesday, March 1st, and mail to providers the next business day, Wednesday, March 2nd.

Direct Deposit (EFT) payments will also issue per the schedule above. However, rather than being mailed, they will be sent to the Department of Treasury and out to individual banks for processing. Banks are allowed to use up to three (3) banking days to process direct deposit payments which does not include weekends or holidays! Please note DHS does not have any control of how and when individual banks process their direct deposit payments.

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



Fifi - Mary Horton, Medford

- EFT payments will be available on or before 11:59 p.m. of Friday, March 4th.

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, SPD Provider Relations



Don't forget!

The WAGE screen cannot be used as the sole source

of income verification for employment! WAGE can be used to determine *if* the customer was working, to help staff get accurate income from the correct employer, and (potentially) to find private insurance information. Information on WAGE must be verified from the employer. Staff CAN use and print www.theWorkNumber.com for income verification instead! See [APD Worker guide B.1, Verifying Client Information](#), section 6: *Income* for examples of acceptable income verification.

Fraud referrals

To report suspected customer or provider fraud, anyone can call the reporting line at 888-372-8301.

Report possible provider fraud to the Department of Justice (DOJ) Medicaid Fraud Control Unit (MFcU) by completing [APD 727](#) and sending it to Medicaid.fraud.referral@doj.state.or.us; cc [Chris Ellis](#) at Central Office.:

- If you believe the consumer is working with the provider in the suspected fraud, send the referral to DOJ. Only send DOJ referrals involving providers;
- If you have questions about referring the case to MFcU, give them a call (877-888-3578) but always follow-up with a referral form, even if they decline the case.
- If the suspected fraud involves a consumer but not the provider, refer to the Office of Payment Accuracy and Recovery (OPAR) by completing form MSC 0371.

Referral forms should not be kept in either the paper or the EDMS customer file!

ABAWD – New to Oregon

Q: Currently we only contact the other state when a person has moved here in the last six months. Will we need to change this for ABAWDs?

A: Yes, and all staff need to do this *statewide*. If the customer moved to Oregon from another state January 1, 2016 or later and if they qualify as an ABAWD, ask and narrate the following:

1. From which state did they move?
2. When did their benefits end in the previous state and for what reason?
3. Was the customer told they are an ABAWD in the previous state?
4. Did the customer need to work with someone about looking for work or other work related activities? Did they work with them each month?
5. Were they told they were using counting months because they were not doing the required number of hours with the employment and training program? If yes, what months?
6. Did the customer lose SNAP benefits in the previous state because they did not work with an employment and training program? If yes, when?
7. Does the customer have the name and phone number of their former worker?



Lily - Sherri
Devlin, Portland

Ask the customer if they are able to contact their prior worker to get their counting months information. If yes, and in Multnomah or Washington county, note on the [539H](#); do not put this note on [539H](#) if you are in a waived county. Workers should also attempt to contact the other state for the same information. Make *at minimum* two contacts; allow at least **three (3)** business days between each contact.

If the need to contact the other state was noted on the 539H, make sure the customer understands they need to attempt twice and if they receive no response, to call their current worker and report there was no response. If the customer does not provide the requested information or let the agency know there was no response from the other state, the worker should deny the SNAP case at the end of the pending period.

If the customer notifies the worker of the lack of response and/or the worker also did not receive a response from the other state, narrate the attempts. Determine eligibility based on the answers the ABAWD provided at intake regarding the counting months. Assign counting months if any were accrued and code on the FCAS and SNAP time limits screen. The information from the other state can impact eligibility; incorrect determinations may result in over-issuances the customer may be required to pay back to the state.

Multnomah or Washington county: If the ABAWD received three or six counting months in the other state, they must regain eligibility before they may be eligible for benefits in Oregon.

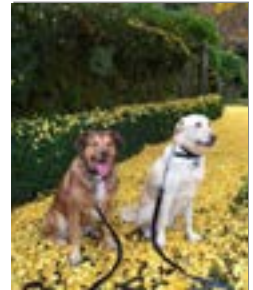
For more ABAWD information, please see ABAWD questions and answers in [SS-IM-16-008](#), [SS-IM-15-035](#) and [SS-AR-16-001](#); questions and answers will be merged and placed in [SNAP Tools](#). Please review the ABAWD section of the Family Services Manual, [Section E. 19-24](#).

Due process app reminder

Please discontinue faxing any due process applications to 5503.

The applications faxed in which need a due process determination will not be worked at 5503 because there is a case already open in the system and ONE will not override the open case. The application will be automatically denied for having open an Medicaid case and our customers will not be served correctly.

Look in the [ACA Procedures Guide](#) and follow the directions for due process (there is a link on the front cover page). Hint – they go to the [APD leads](#) via email.



Slade and Avery
- Tawnya Baer,
Portland



“Like” the Aging and Disability Resource Connection (ADRC) of Oregon on Facebook to keep up with the latest news and information from the ADRC program. Don’t forget to also visit their [webpage!](#)

Central Office Morale Committee!

Acting as members of the Morale Committee - Nate Singer, Ashley Carson-Cottingham, and Mike McCormick did the rounds providing soda floats (and laughs) to staff as they took part in a clean-up day here in Central Office.

Kudos to APD leadership for their sense of humor and willingness to SERVE!



Food drive events in your area?

Send in your photos and results for the 2016 Governors food drive for the March newsletter – we want to see them and be inspired for next year! (The deadline is March 18th)

At Central Office, we have been engaging in the Hunger Games where each section competes to see how much nonperishable food they can bring in each week, (there may be some cheating going on, but you didn’t hear it from me....).

The prize is not only bragging rights but a bow and arrows – some of which stick to the windows. Not that we would do that....

Results will follow next month along with the other activities and the total we raised.

Thank you to everyone in the field, and in Central Office, who work so hard to make the food drive a success every year!



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.