APD Field Services

January   2016

In the Loop

EDMS error trends and process reminders

Errors in scanning, annotating, and quality checking processes result in scans being rejected from the EDMS system, Documents must be fixed and resubmitted. Following outlined processes and expectations reduces the need for this rework and ensures quality documentation is being stored and utilized. The most common error trends occurring in the field include:

- <u>Incomplete or cut-off annotations</u>: If you receive a rejection for a cut-off stamp you need to modify your stamps to prevent future occurrences, The most commonly cut-off stamp is the received date; it is important this date is accurate to assist with locating documents in the future. For instructions: Received Date Truncation Document

- <u>Missing or multiple branch numbers</u>: Only one branch number can be listed on the WEBM coversheet upon submission into the EDMS system., If there are additional or incorrect branches, a text box will need to be used to cover these numbers and a new branch number annotated as needed.

- <u>QC issues - Image quality, missing pages, wrong/missing annotations, and WEBM coversheets</u>: Poor quality images and missing or inaccurate information can lead to data integrity issues. It is vital documents can be located and they provide accurate information. Refer to: Preparing and Scanning Customer Documents; Data Capturing Using the WEBM Screen and Combining Documents QRG; WEBM Coversheet Annotations: Cheat Sheet

For more tips and information on EDMS, please see the EDMS expansion webpage.

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

Updated exception form

Earlier this year, a new form specifically for in-home exceptions was introduced (the APD 514i). Accordingly, we've now made changes to APD 514 so that it is specific to AFH (adult foster home), RCF (residential care facility), and ADS (adult day services) exceptions. As a reminder, memory care RCFs are not eligible for exceptions.

Note the revised 514 has a drop-down box to identify the type of exception requested. You will be asked to select one of the following:

Roscoe and Abby - Marsha Ellis, Central Office

- AFH Class 1
- AFH Class 2
- AFH Class 3
- RCF
- ADS

The exception cannot be processed without this information.

Please use the appropriate form for the type of exception you wish to submit. Listed below is a guide to the forms.

- APD 514i – use with in-home exceptions only.
- Calculator worksheet – use with in-home exceptions only.
- APD 514 – use for AFH, RCF, or ADS exceptions only.
- APD 514A – use for AFH and RCF exceptions only.

Margaret May, Central Delivery Supports

Don't forget!

Use of the SDS 539C should be discontinued. Staff should use the SDS 539A for all medical benefit requests even if the applicant indicates they are only interested in applying for a Medicare Savings Program. See APD-IM-15-111 for complete details.

Reading pay stubs for SNAP

Sometimes pay stubs can be difficult to read. What is that "OTH" amount on there for? Sometimes there are items listed that do not make any sense. Maybe the item description is abbreviated and you just can't figure out what it means. What steps would you take in these situations?

SNAP gets many questions with these kind of confusing items on pay stubs. If you have questions about how to identify items on a paystub, it would be best to contact the employer prior to contacting SNAP Policy. The reason is we will generally not know what an item is either, and will give you the direction to contact the employer. Of course, if you need help with determining how to treat an item on a pay stub after you find out what the item is, we are always there to help.

SNAP Policy Unit

Ontario APD holidays

The Ontario APD office had a cubicle decorating contest for the holidays! I have included all of the pictures but our winners are:

- 1st place- Lisa Barlow, *Frozen*;
- 2nd place- Front Staff (Elizabeth Cabrera, Kacee Donaldson and Mayra Sosa-Mireles), *Baby It's Cold Outside*;
- 3rd place- Naomi Leos, The Christmas Story.

We also had Jaime Mordhorst with a gingerbread house (L), Alice Carbajal with *We Wish You a Minnie Christmas*, and Stacey Spelman (R) with a gingerbread house

Hope you enjoy them - ee had a great time doing it!

Many thanks to Stacey Spelman for sending these in!

Looking for past issues of In the Loop? Do you wish you had an index to all the great information? All newsletters, yearly indexes, and a master index for everything are on the APD Field Services web page: www.dhs.state.or.us/spd/tools/field/index.htm.

2016 policy changes

Medicare Savings Programs – Effective January 1, all resources are excluded in the QMB/SMB/SMF programs, which effectively eliminated the resource limit. The Counting Client Assets worker guide can provide additional guidance; also see APD-PT-15-043 and APD-IM-15-111 for more details about how to implement these changes.

OSIPM – Effective December 1, 2015, the effective date for OSIPM will no longer be the date of request or the date the customer becomes eligible; instead, the effective date will be the first day of the month in which an individual is determined to be eligible. See APD-PT-15-040 for more information and assistance with coding.

Special Needs – Effective January 1, the In-home Supplement special needs payment (ISS) increased to $22. See APD-PT-15-045 for more information.

APD Long-term Care Unit

Don't forget!

Please review Manual Letter #70 on the APD Staff Tools website for updated rules, procedures, and changes to the Counting Client Assets (CCA) manual. See SS-PT-15-026 for a complete list of rule update.

Open medical enrollment phone calls

SNAP recipients may receive telephone calls from ORHIM (Oregon's healthcare exchange) or a partner organization about enrolling in a Medicaid program, if they are not already enrolled.

The caller will not ask any personal information but will transfer the customer to someone who can help them sign up for Medicaid, if they are interested and want assistance. The customer will also be given the telephone number and website where they can get additional help.

Please let any customers who contact you know this is not a scam and refer them to 800-699-9075. Please see SS-IM-16-003 for more information.

Packaging scans for EDMS

Branches scanning hard files for the current eligibility period should follow the best practice guidelines for the Preparation for Scanning paper Files to EDMS with all documents separated by their document type category. For more information see Document Types for AAA/APD.

Maxine, Max, TJ, Tonka, Bonzai, and Maggie - Gene Sundet, Clackamas

Packaged files may contain multiple documents/coversheets for one customer but must be limited to that customer only.

NOTE: Multiple customers' documents should not be scanned and submitted together.

ADRC Aging and Disability Resource Connection — of OREGON —

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

ACCESS training materials

The in person training class *APD Oregon ACCESS Inquiry for Non-Eligibility Staff* has been discontinued due to low participation rates.

A PowerPoint presentation and the ACCESS Inquiry training guide have been posted online to the APD Training webpage (located under the heading *Training & events* on the main APD Staff Tools webpage).

Eligibility staff will continue to receive Oregon ACCESS training during the APD Medicaid Financial Eligibility course. See APD-IM-16-001 for more information.

February 2016

AMD/Low vision awareness month
American heart month
Care about your indoor air month
Responsible pet owners month

Feb. 1 - 7: Women's heart health week
Feb. 7 - 14: Risk awareness week
Feb. 14 - 20: Random acts of kindness week
Feb. 21 - 27: Through with the chew week

Feb. 1: Spunky old broads day
Feb. 4: World cancer day
Feb. 7: Super Bowl 50
Feb. 9: Extra terrestrial culture day
Feb. 14: International book giving day
Feb 15: Presidents Day, **CLOSED**
Feb. 19: Iwo Jima day
Feb. 24: Inconvenience yourself day
Feb. 25: National chili day
Feb 29: Leap day

Online: SNAP Civil Rights – 2016

The 2016 Supplemental Nutrition Assistance Program (SNAP)Civil Rights online course is available now! The course describes the civil rights of persons receiving or applying for benefits from the SNAP or other cash benefits. This is a required course for anyone working SNAP benefits; it is beneficial and recommended for other DHS staff and community partners.

Access to this course is through the DHS|OHA Learning Center, Course #: C05454, Keyword: Civil Rights; allow 20 minutes for this training module.

You must take the entire course, including all of the knowledge check questions, to receive a *Complete* on your training records. If the Learning Center does not automatically update your course status to a *Complete* when you have finished your training, send an email to SSP.Training@state.or.us. There is no need to retake the course multiple times.

Current DOL change - information links

It is <u>highly</u> recommended for staff to read the current transmittals and worker guides on the programmatic changes necessitated by the Department of Labor (DOL) regulations. All information is updates as needed so watch for additional information in future transmittals.

<u>Information memorandums</u>:

- HCW travel time claims: APD-IM-16-003;
- New live-in vouchers: APD-IM-16-002;
- Spousal pay changes: APD-IM-15-088;
- Authorizing days per week for live-in HCWs: APD-IM-15-083;
- Coding changes for in-home vouchers: APD-IM-15-067;
- In-home care voucher and time entry screen: APD-IM-15-109;
- Service plan changes and voucher issuance: APD-IM-15-105;
- Updated rated and policies for in-home service cases: APD-IM-15-104.

Riley - Terry Sutton, North Bend

<u>Policy transmittals</u>:

- New HCW voucher requirements with an update to HCW Procedures Manual: APD-PT-15-041;
- Exceptions to limits on the 50 hour authorized hours a HCW may work: APD-PT-15-028;
- New authorization criteria for live-in/shift services including ICP and spousal pay program: APD-PT-15-025;
- Limit on authorized hours a HCW may work identified in service plan: APD-PT-15-023.

<u>Worker guides and materials</u>:

- HCW Procedures Manual addendum;
- New voucher orientation materials in English, Russian, Spanish and Vietnamese link.

December 2015 SNAP honor roll

100% accuracy!

0111	Baker City APD	100%	1211	John Day APD	100%
0311	Oregon City APD	100%	1311	Burns APD	100%
0314	Estacada APD	100%	1611	Prineville APD	100%
0511	St. Helens APD	100%	2019	Cottage Grove AAA	100%
0911	Bend APD	100%	2311	Ontario APD	100%
0913	La Pine APD	100%	3111	La Grande APD	100%
0914	Redmond APD	100%	3211	Florence AAA	100%

90% or better accuracy!

2411	Salem AAA	97.50	2518	Portland West AAA	93.33
1017	Roseburg APD	96.67	1418	Portland South East AAA	32.31
2818	North/North East Portland AAA	96.55	1517	Medford DSO	92.00
3518	East Multnomah AAA	96.55	1811	Klamath Falls APD	92.00
3515	Portland AAA	95.00	1717	Grants Pass DSO	92.00
0310	Canby APD	93.33	1612	Madras APD	91.67
0411	Warrenton AAA	93.33	3617	McMinnville AAA	90.00
0811	Gold Beach APD	93.33			

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

Don't forget! Cases referred to the Estates Administration Unit, Branch 8606, are transferred _online only_. Customer files scanned into EDMS will be identified with the sending branch number, not 8606. It is not necessary for EAU to hold the physical file as long as it is available in EDMS.

APD MAGI contacts

Instead of digging through the entire Procedures Manual (recently updated, check it out) to locate information on who to send what items for MAGI cases, take a look at the new _Contact cheat sheet_.

Open the Affordable Care Act (ACA) Information and Help webpage and the cheat sheet is marked _New_ in red. Not only will you find out WHO to contact, it explains HOW to contact them and WHAT to include.

Many thanks to the APD leads for putting this together!

LTCC webpage

The Long-Term Care Community Nursing webpage is updated with information for new applicants. The site also has a list of providers, contacts, links to rules, webinars and alerts.

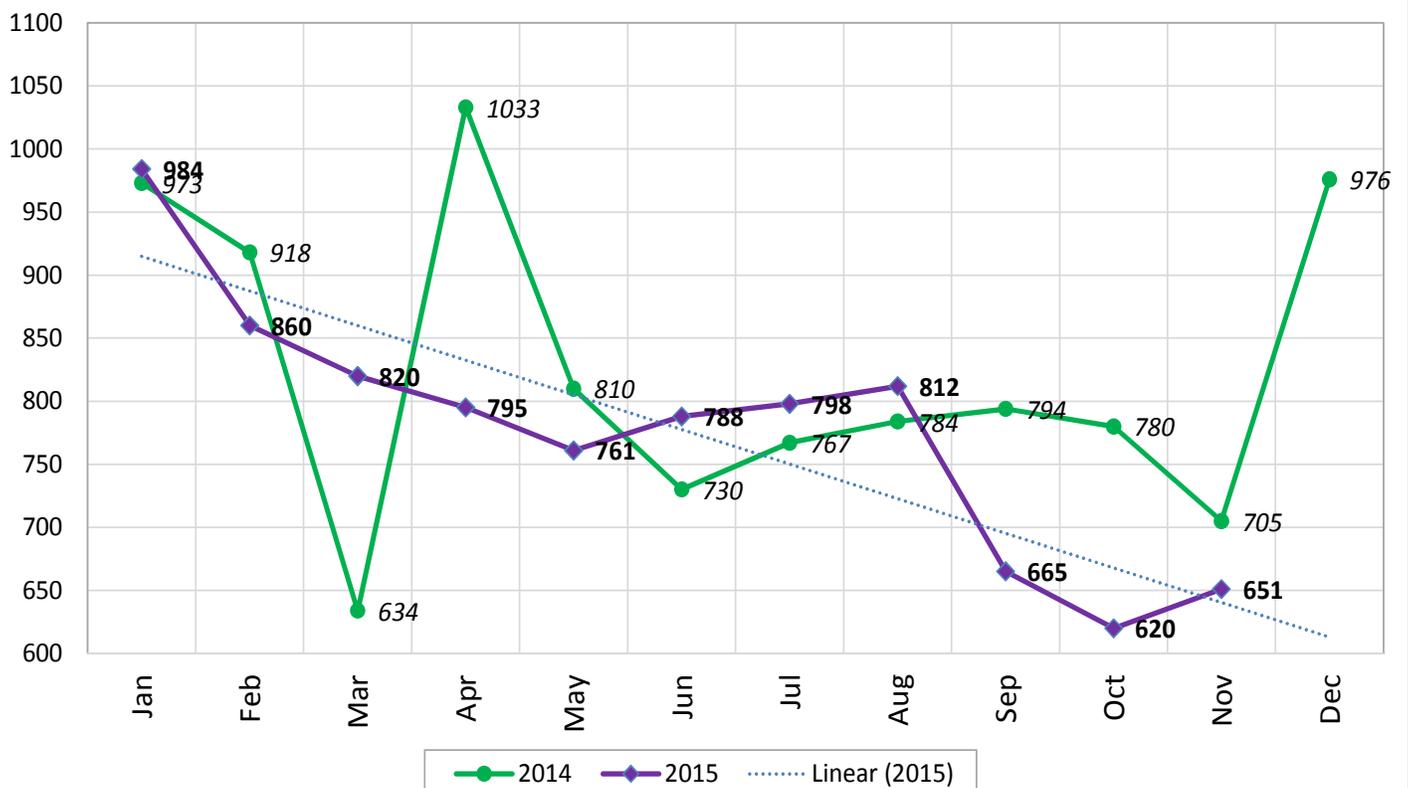_Buttercup - Cindy Pryor, Central Office_

Form updates

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

- APD 312, *Behavior Support Services Feedback Form*, is updated with specific needs contract team email address as a link.
- APD 481, *PASRR Level II/Resident Review*, has an all new look and is updated for nursing facilities (nor for staff use);

Leo - Traci Robertson, Burns

- APD 514, *Request for Exception*, is updated with new drop downs to make the form specific to AFH, RCF, or ADS and a corrected email address;
- APD 539C: Please stop using this form and use the APD 539A for all medical requests including Medicare Savings Program;
- APD 539R, *Rights and Responsibilities*, (web version only) has been updated to maintain compliance with federal requirements;
- APD 546AD, *Adult Day Services – Payment Authorization*, is updated with corrected provider numbers;
- APD 546ic, *SPD Independent Choices Benefit Calculator*, has been updated for 2016.

Total AAA/APD CAPI applications
2014 and 2015

Chart values:

Month	2014	2015
Jan	973	984
Feb	918	860
Mar	634	820
Apr	1033	795
May	810	761
Jun	730	788
Jul	767	798
Aug	784	812
Sep	794	665
Oct	780	620
Nov	705	651
Dec	976	

Legend: 2014, 2015, Linear (2015)

ABAWD policies affect the ENTIRE state – how?

By now you have heard Washington and Multnomah counties must apply the time limits to ABAWDs as of 1/1/16 but the rest of the state has a waiver to not apply those time limits. Does this mean business as usual if the customer doesn't live in one of those counties? **NO!** It is just the *time limits* do not apply to these ABAWDs.

There are changes in the **ENTIRE** state due to the loss of the waiver in two counties. With every CRT and REC you must determine if each adult is an ABAWD or not and use the correct *Work Reg* code.

- Determine if there are any exemptions;
- Always use a number exemption if one applies before using a letter exemption. Letter exemption codes is for non-ABAWD OFSET only.

If the person recently moved here from another state determine if the person was an ABAWD in that state.

- Contact the other state to ask if the person has any countable months as an ABAWD;
- If yes find out which months;
- If those months were from January 2016 or after code them on the case and the SNAP Time Limit screens.

Note: As the economy improves other counties may lose the waiver. It could be as early as 12/31/16. When this happens the ABAWDs in those counties will be subject to time limits and it will be important for us to know if they received any countable months after of 1/1/16 anywhere in the country.

If a case is transferred into your office check to see if there are any ABAWDs on the case.

- You may need to change the *Work Reg* code;
- Add any ABAWDs who have already lost their benefits due to the time limits back to the benefit group;
- Determine if the ABAWDs have already done enough to fulfill the OFSET requirement in the current certification period;
  - If not determine if there is an exemption now;
  - If no exemption, refer the ABAWD to the local OFSET contractor.
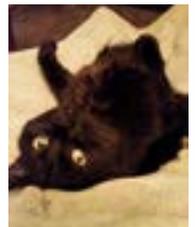
Durin - Karen Kaino, Central Office

If a person moves to Multnomah County or Washington County alert the receiving office that you are transferring a case which includes an ABAWD by typing ABAWD in the subject line of the email.

The newly reactivated and revised DHS1467 may help with the determinations. Be sure to narrate your decisions.

SNAP Policy Analysts

February 2016 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
1	**2**	**3**	**4** Cultural competency and cultural humility (8:30 - 4:00)	**5** Cultural competency and cultural humility (8:30 - 4:00) DV 101 (8:30 - 4:30)
	Dates and availability are subject to change. Please review availability on the DHS Learning Center.			
8	**9**	**10** Service financial eligibility (8:30 - 4:30)	**11** Service financial eligibility (8:30 - 4:30)	**12**
15 **CLOSED** 	**16**	**17**	**18** Ask diversity, Portland (9:00 - 4:00)	**19** Cultural competency and cultural humility (8:30 - 4:00)
22 Ask diversity, Portland (9:00 - 4:00)	**23** APD 101 Person centered service planning (8:30 - 4:30) CBC: 512 (8:30 - 4:30) DV 101, Portland (8:30 - 4:30)	**24** APD 101 Person centered service planning (8:30 - 4:30) CBC: 512 (8:30 - 4:30)	**25** Oregon ACCESS Inquiry for non eligibility staff (8:30 - 4:30) Independent Choices program (8:30 - 4:30)	**26** Oregon ACCESS Inquiry for non eligibility staff (8:30 - 4:30)
29 Ask diversity (9:00 - 4:00)		 *Zoe - Kassje Hoekstra, Beaverton*		

Don't forget! If you have question about whether or not the person is a hospital presumptive, if they have turned in the regular 7210 or whatever, you can contact the Hospital presumptive team at 5503 directly! Hospital.Presumptive@state.or.us (this is in the new MAGI Contact cheat sheet!)

Housing protection for families with children

Following is the first in a series of five facts about protection for families with children (including grandchildren).

Fair housing laws make it illegal for landlords, Realtors®, homeowners associations, shelters, and other housing providers to deny housing to families with children or to place unreasonable restrictions on them, yet this is one the most common of all the protected class violations.

You cannot be denied housing because there is a child in the home.

Although it has been illegal for 20 years, many housing developments and apartment buildings still have rules prohibiting families with children or families expecting a child. With the exception of senior housing and small properties where the owner resides such provisions (for instance, a roommate in a private home) are always illegal. HUD takes these matters seriously and will take action when it sees housing developments keep parents out.

Umpqua - Cindy Wolford, Roseburg

- *Note*: *The small property exemption, known as The Mrs. Murphy Exemption, is not valid in Oregon. Oregon fair housing laws provide greater protection by effectively nullifying this exemption.*

For example, last year a parent reported an apartment building in Highwood, Illinois, refused to rent to her because of her child. The parent wished to remain anonymous, so a local fair housing organization sent testers to the property to see if they treated families with children different from applicants without children. The tests showed the property owner discouraged families with children from renting apartments and informed parents the units were for single people. The fair housing organization filed a complaint with HUD. After a thorough investigation, HUD charged the owners with discrimination against families with children.

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*

SNAP and Turbo Tax

Just like last year, Turbo Tax is offering SNAP applications to users who appear eligible based on the information on their submitted tax returns; offices will (and may already) have SNAP applications in the EDMS SNAP folder queues generated by this service. Branches must start checking their SNAP folder on EDMS to identify these applications for review and action. For directions, guidance, and frequently asked questions, please review SS-AR-15-019.

Safety tip - Lights on!

DAS Fleet services have had several reports of people driving state owned vehicles with no taillights on in the dark. State Police has also contacted us with the same concern and a few people have been pulled over by Police Officers.

In many newer model vehicles, the daytime running head lamps will come on even when the light control is in the "Off" position but the vehicle's taillights will not be on. It is extremely dangerous to drive in the dark with no tail lights.

Please make sure you know how to work the light controls on the vehicle you are driving.

Thank you to DAS for this reminder!
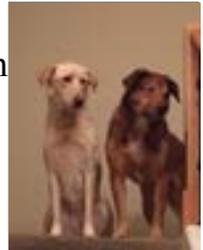
Avery and Slade - Tawya Baer, Portland

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. If you want a handy tools that is not available, email your idea. You can also contact Karen to ask about training or help in your area.

The Homecare Choice Program

The Oregon Home Care Commission's Homecare Choice Program is now enrolling participants and providers!

What is it?
It's a program that lets people paying privately for in-home services to do so through the Commission's Registry. Individuals will have a choice of providers, services, and how and when those services are provided.

What's the difference between this program and Medicaid?

- There is more flexibility in the services offered. In addition to ADLs and IADLs, providers can assist with pet care, running errands, assisting with hobbies, and going on social outings, just to name a few.

- Eligibility for the program is not based on how much help someone needs. Participants complete a self-assessment to determine what they need, and as long as services are paid for in advance and the person can be an employer, he or she can participate.

- The number of hours per month a participant receives is determined by that person, not by the program. It is not based on an assessment.

- The program is using an online electronic time capture system to pay providers. Homecare Choice providers are paid through a fiscal intermediary contracted with the Commission, not a state system.

Continued from the previous page

- Case management services are not provided, but Homecare Choice staff will provide information about other services and resources which may benefit the participant.

- Those who want to enroll as providers must participate in an online orientation, pass a readiness assessment, and sign a Homecare Choice Provider Enrollment Agreement.

Why would someone want to participate in the program?

Private Pay Individuals: It is a safer option for people who want to choose their own provider and who would otherwise find someone from Craigslist or another site. All the workers on the Registry have passed a thorough background check, have access to trainings, and are covered under workers' compensation. The Homecare Choice Program's fiscal intermediary pays workers and withholds and reports taxes so the participants don't have to worry about getting it right. Our Homecare Choice Specialist also provides STEPS-like information to help participants be successful employers.

Workers: It's an opportunity for people who want to work for someone privately, but worry they will not receive a high enough wage, have their taxes withheld and reported, or have coverage if injured on the job. Workers receive $14 per hour. It's also an opportunity to pick up extra hours along with Medicaid. Homecare Choice providers are universal providers. This means they can work for anyone of any age or disability.

What do I have to do? Spread the word. Please direct those interested in enrolling as participants or providers directly to the Homecare Choice Specialist with the Commission:

Allie - Candace Adams, Gresham

Phone: 1-844-494-4227
Email: homecare.choice@state.or.us
Website: www.Homecare-choice.oregon.gov (will soon be live)

The nice thing is, local offices will **not** enroll participants or providers in the program, have to do any assessments or service planning, or issue and pay time sheets. We just ask you let people know there is another in-home service option for those not eligible for Medicaid and send them our way. We will take it from there.

Jenny Cokeley, Homecare Choice Program Manager

Complex coordination success story – Klamath
Long Term Services & Supports Innovator Agents at Work

With increasing complexity of client needs, care coordination is an essential component of case management and accessing assistance and supports from multiple agencies is the new norm. In a good example from Klamath County, recently an APD Case Manager was assisting with transitioning a client back into the community who had resided in an adult foster care home for the past several years. With increasing behavioral/mental health needs and ongoing physical assistance needs, transitioning was both exciting and nerve racking for the client.

Continued from the previous page

Based on the Long Term Services and Supports (LTSS) APD care coordination agreements with the local CCO and other community organizations, partners held several meetings o to solve the anticipated barriers and address client concerns during her move back to more independent living. APD LTSS was able to wrap around supports and engage the client with community health workers, retain the APD community nursing nurse, and coordinate care between the primary care clinic and the behavioral health provider to create a safe sustainable plan upholding the client's needs and goals. The APD transition coordinator and case manager stated, "It is a relief in knowing that we now have an avenue to collaborate on complex cases where several organizations provide supports and share the concern for some of our most vulnerable community members."

Jill Sipes, LTSS Innovator Agent, Klamath, Lake, Deschutes, Jefferson & Crook Counties

STEPS to Success support in changing times

STEPS to Success specialists are uniquely equipped to support consumers and representatives adapt to the new vouchers resulting from DOL rule changes. Specialists are ready, willing and able to assist all in-home consumers and designated representatives to do their part in assuring that new vouchers are completed correctly.

STEPS specialists can assist consumers and representatives with:

Sunny - Lori Watt, State Unit on Aging

- Scheduling shifts per pay period;
- Assuring they are not asking or allowing HCWs to work more hours than authorized;
- Easy-to-read fact sheets reflecting:
  - Current policies and procedures;
  - Consumer/representative responsibility for accuracy of vouchers they sign;
- Large-print versions of the tracking forms for consumer use;
- Mileage logs; and
- Employment agreements that include HCW schedules and unpaid break policies.

The STEPS to Success referral form has been revised with two new categories:

- *Timesheet Issues* assists with understanding and verifying the voucher, and fulfilling their responsibilities as employers when signing vouchers.
- *Scheduling Multiple HCWs* for hiring and scheduling one or more additional HCWs as a result of limits on the number of hours a HCW may work for an individual. As noted in APD-PT-15-028, STEPS is an appropriate referral prior to requesting an exception.

Updated STEPS to Success referral forms have been distributed to local offices. Case managers who need contact information or who have recommendations for other ways the program can support in-home consumers may email: STEPS.OHCC@state.or.us.

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 had a lady come into our office and ask about voters registration. She completed a card for herself <u>and</u> one for her husband, who was not with her, and handed them to the receptionist. The lady signed her husband's name to his registration card. Our receptionist didn't know what to do.

A: My advice is to shred the form signed by the wife and mail a 503 (with declination removed and marked YES) to the absent husband. If it comes back and she has signed it again we have no way of proving it this time and you can turn it in. The Elections office will then compare the signature on the card to the signature on file at the DMV. We can't process something we know for sure is fraudulent, but we also can't ignore that apparently the husband wants to vote. *Authorized representatives, guardians, family members, or other persons designated to speak on behalf of a customer or applicant cannot accept or decline to register a person to vote.* FSAM, IX. Voter Registration: Overview.

Q: Are we still okay to fax site coordinator changes?

A: Sure – but why would you? The Secretary of State elections office has created a web-based form to report site coordinator changes: http://sos.oregon.gov/elections/Pages/nvra-site-coordinator.aspx. Using the web-based form will actually reduce some work, so please start using this exclusively. If you encounter any problems, please send a screen shot of the issue to Karen Kaino and we will get it fixed for you.

Q: Do you want us to take the online training?

A: DHS was able to get that training created, originally, through an agreement with Portland State and it needs some updating; we are looking into that right now. Of course it is okay to take, but I hope to be able to tell you it's updated soon.

Zorro - Kathie Young, Medford

Q: Do we really have to report every single week?

A: Yes. Please report once every 7 days using the online form: http://sos.oregon.gov/elections/Pages/voter-registration-reporting.aspx

Q: Can we report once a month if we do a good job?

A: No. Every office is required to report once a week.

Q: The Bill says we report once a month, why are we reporting once a week?

A: Although we have made HUGE improvements, we still struggle with reporting completed registration cards timely so <u>the requirement is to report more frequently</u>. The web-based form has a field for the DAY of the reporting, specifically for weekly reporting so this requirement ***is*** supported by our Elections Division.