

In the Loop

APD managers work retreat - highlights

Back in January, your managers spent a day at a work retreat to look at how things are going in your local area. They had a chance to brag about the remarkable work you do and present challenges shared by all, those which are unique to local areas, and discuss solutions.



Some of the highlights were:

- Program and district managers spent a day together with new APD leadership and learned about the uniqueness of each district including challenges and positives;
- The leadership team reviewed the direction and focus of the APD program, including our current goals; added a safety goal and highlighted service equity to make it its own goal;
- The Director set expectations around identifying measures to meet the goals and reviewing measures regularly to see how we are doing to reach them;
- The group discussed how they can be proactive and improve information sharing on upcoming and ever changing policies. A routine collaboration meeting was set up specifically to discuss the legislative/federal/legal changes and eventual operational changes which may result, what communications should be used, and how leadership informs you, our field, of the changes in a streamlined, clear manner.



If you would like to know, please talk with your local leadership team.

<i>In this edition:</i>		April 2016 training calendar	9
APD managers work retreat - highlights	1	Don't forget - NED	9
District 6 food drive results	2	Is the sponsored noncitizen eligible?	10
EAU and voluntary repayments	2	District 11 food drive results	10
April 2016 calendar of events	2	Requesting removal of documents -EDMS	10
Correction! W-2	2	Don't forget - Due process applications	11
District 9 food drive results	2	District 1 and 16 food drive results	11
ABAWD policies affect the entire state	3	Hearings referral sheet	11
Don't forget - EDMS scanning	4	More HSB food drive fun - Pie in the face	11
DHS 749	4	Form updates	11
Food drive results at HSB	4	More NVRA Q&A	12
April 2016 CBC payment schedule	5	Don't forget - ABAWD Q&A on the web	12
Issuing HCW vouchers timely	5	HCBS - Out and about in the community	13
February 2016 SNAP honor roll	6	LTSS innovator agents: Transition success	13
HCW payroll calendar in list format	6	Don't forget - Verification	14
Six signs it's a scam	7	Military to real time conversion chart	14
What the auditor saw - 2015 Medicaid	8	Roseburg staff appreciation celebration	15

District 6 food drive results

APD District 6, Douglas county, raised \$1,134.20 which, along with the actual food donations, equates to 5,256.80 total pounds (over 2.5 tons!) of food donated. Activities included:

- Super bowl board;
- Coffee and donuts;
- Jeopardy with the lead workers and the managers. Staff purchased flags before the game and if they had a flag from the winning team they get a special break with that lead worker and manager;
- Chili/Hot dog lunch;
- Canned Film Festival: A local theater donated a movie and we asked for 3 can of food to watch the movie and 1 can for popcorn. This is where all of our canned food came from!
- Raffle: Local businesses donated items and some workers made things which were raffled off.



Great job - thanks for sharing Rachael Schartner!

EAU and voluntary repayments for past assistance

One of the services the Estate Administration Unit (EAU) provides is processing voluntary repayments for past assistance. As you are aware, EAU can accept voluntary repayment for up to the amount of recoverable assistance provided. If a recipient is considering this option, please contact EAU first so they can provide accurate information regarding this process.

Kathleen Rossi, Estates Administration Unit

April 2016

- Bereaved spouses awareness month
- Physical wellness month
- Stress awareness month

- April 3 - 9: Bat appreciation week
- April 10 - 16: National volunteer week
- April 18 - 23: Consumer awareness week
- April 24 - 30: Air quality awareness week

- April 1: National walk to work day
- April 3: Tweed day
- April 7: World health day
- April 11: World Parkinson's Disease day
- April 15: Income tax day
- April 16: Husband appreciation day
- April 22: Earth day
- April 27: Administrative professionals day
- April 30: Adopt a shelter pet day

Correction! W-2

The correct number for replacement of homecare worker W-2 forms is: **503-947-5138**. Please update your lists.

District 9 food drive results

APD District 9, based in The Dalles, raised 4,335 pounds of food (over two tons!) to help those in need in our five county area. A big thank you to our Food Drive Coordinator Kelsey Sanchez-Sorensen as well as the full participation of all of District staff. Everyone had a great time for a good cause.



Pink - Merry Bayly, Roseburg

Great job - thanks for sharing Carol Mauser!

ABAWD policies affect the ENTIRE state – how?

(Reprinted by request, because it actually is that important!)

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.



Eileen - Melissa
Frye, Portland

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.



Don't forget!

Any active eligibility or case management file may be scanned into EDMS. Staff do not need to wait for the recertification to scan the active files. Please be sure to follow the EDMS procedures around the storage of secure and restricted documents: FSAM Chapter [V. Case Files](#).

DHS 749

A new form was created for when a licensed provider wants to request a change in their home's license capacity at any time other than during the annual license renewal period: [DHS 0749, Request to Amend Adult Foster Home License Capacity](#). Requests which occur in-line with license renewal period can be made on the annual license renewal application.



Sir Theodore
Winston (Teddy)
- Elaine Quintero,
Roseburg

The new form corresponds with [OAR 411-050-0632\(8\)](#), effective January 1, 2016. For more information see [APD-IM-16-022](#) and the APD AFH Licensing Staff Tools [webpage](#).

Food drive results at HSB

The Central Office team at HSB had an excellent food collection result – we raised the equivalent of 8,451 pounds of food! (A ton is 2,000 pounds, btw.)

As I mentioned last month, we had a Hunger Games food collections (I can say it now - there was cheating...so much cheating...). Here are the results:

1. District 7	State Unit on Aging	1281.64 lbs
2. District 2	MMA/Buy-In	744.567 lbs
3. District 3	Central Delivery Support	442.33 lbs
4. District 4	Field Services	261.4 lbs
5. The Capitol	APD Administration	160.16 lbs
6. District 8	Long Term Policy	132 lbs
7. District 9	Provider Relations	68.81 lbs
8. District 1	Advocacy and Development	42 lbs
9. District 5	Financial Eligibility and Waiver	38 lbs



Total 3171 lbs



Central Office also held a chili cook off (\$221.85), bake sale (\$110.00), 50/50 drawing (\$133.50), collected cash donations, threw pies and asked for payroll deductions. (Look for pictures of the pie in face fund raiser later in the newsletter!)

Many thanks to Kristi Murphy, Dana Kowash, Shannon Gregory and Kesha Baxter who went all-out to make this event a huge success. Thanks also to Deb Harms for always being ready to do what needed to be done!

April 2016 Community Based Care payment schedule

April provider service payments for the APD and DD 512 Programs will issue the night of Friday, April 1st, and mail to providers the next business day which is Monday, April 4th.

*** Providers will need to allow time for their checks to arrive in the mail after this date. ***

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 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.

- EFT payments will be available on or before 11:59 p.m. of Wednesday, April 6th.

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

Issuing HCW vouchers timely

With all the changes to how homecare worker (HCW) vouchers are issued and paid, it's not surprising there is a little confusion! One of the areas of confusion Central Office heard about is when a new voucher can be issued to a HCW.

The local office has *up to* eleven (11) business days to process the correct and complete vouchers for HCWs after the end of each pay period. Some area staff wait until a voucher is processed to issue the next one which means, in some cases, there aren't enough days for the HCW to turn that second voucher in on time. See [APD-IM-16-021](#) for a time line example.

If your area has picked up this habit, starting immediately please begin issuing the vouchers prior to the start of the next pay period whenever possible. This may mean staff are sending out the next two vouchers when processing the current one or even sending out the next voucher for all homecare workers when the prior voucher hasn't been processed – that's fine! Just remember if the voucher you are issuing is for the next month, it won't actually go out in the mail until a few days before the end of the month.

We are working as fast as we can to get the CEP system to automatically issue out vouchers in advance! More to come on that topic soon.



*DeeDee, Goliath,
and Abigail - Deb
Quant, Burns*

A CEP system edit will not allow a voucher to be sent if the homecare worker's credentials is set to expire, so you shouldn't have any trouble. If you have questions, please contact Mat Rapoza: 503-945-6985 or mathew.g.rapoza@state.or.us.

February 2016 SNAP honor roll

100% accuracy!

0111 Baker City APD	100%	2311 Ontario APD	100%
0310 Canby APD	100%	2711 Dallas AAA	100%
0511 St. Helens APD	100%	2911 Tillamook AAA	100%
0914 Redmond APD	100%	3111 La Grande APD	100%
1211 John Day APD	100%	3112 Enterprise APD	100%
1311 Burns APD	100%	3211 Florence AAA	100%
1611 Prineville APD	100%	3617 McMinnville AAA	100%
1612 Madras APD	100%		

90% or better accuracy!

2411 Salem AAA	97.44	2019 Cottage Grove APD	93.33
2818 North/North East Portland AAA	96.67	3011 Pendleton APD	93.33
0611 North Bend APD	96.00	3013 Hermiston APD	93.33
1418 Portland South East AAA	96.00	3415 Tigard APD	93.33
1811 Klamath Falls APD	94.44	2211 Albany AAA	93.10
3411 Hillsboro APD	93.33	3417 Beaverton APD	92.00
0311 Oregon City APD	93.33	1017 Roseburg APD	90.00
0313 Milwaukie APD	93.33	3518 East Multnomah AAA	90.00
0811 Gold Beach APD	93.33		

68% of all AAA and APD branches are on the honor roll!

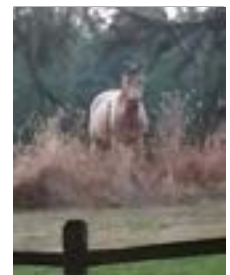
Have a question about Voter Registration? Ask your local site coordinator, check the [manual](#), or contact Karen Kaino: 503-569-7034; karen.l.kaino@state.or.us.

HCW payroll calendar for 2016-2019 in list format

After receiving some feedback from field staff and homecare workers (HCW) the *HCW Payroll Calendar* for 2016-2019 has been made available in a list format. This is intended to make it easier to follow and determine specific voucher submission deadlines, payment processing dates, and holidays for each month.

The calendar list is available on the Case Management Tools [website](#) under the Homecare Worker [link](#) as well as under the Provider Time Capture (PTC) [link](#) and can be found in [English](#), [Russian](#), [Spanish](#) and [Vietnamese](#).

Should HCWs wish to view or print these tools, they can also be found on the Oregon Home Care Commission [website](#). Information provided by Medicaid APD LTC Systems. Please contact Christine Maciel at christine.c.maciel@dhsosha.state.or.us if you have any questions.



Roscoe -
Marsha Ellis,
Central Office



OREGON DEPARTMENT OF JUSTICE

ATTORNEY GENERAL ELLEN ROSENBLUMFIGHTING FRAUD  PROTECTING OREGONIANS

SIX SIGNS IT IS A SCAM

1. Scammers Contact You "Out Of The Blue"

It could be a knock on the door, a phone call, or a piece of mail you weren't expecting. For example, you didn't think you owed the IRS or a debt collection agency money, but they called claiming you could be in trouble if you don't pay.

4. Scammers Want You To Wire Money

You may be asked to wire money or purchase pre-paid debit cards. This is the easiest way for scam artists to get their hands on your money, and it's almost impossible to get it back once it has been sent. Don't do it!

2. Scammers Claim There Is An "Emergency"

A scam might warn that if you don't respond immediately your prize winnings will be lost, or that a relative or friend is in trouble in a foreign country. If something prompts immediate action, be cautious.

5. Scammers Tell You To Keep It "Secret"

By asking you to keep a transaction secret, scammers know you won't have to respond to questions from family and friends who might see through the scam. Check with someone you trust before acting.

3. Scammers Ask For Your Personal Information

Scammers often pose as banks, health care providers and government officials asking for identifying personal or financial information. Anytime someone asks you for this information, be suspicious!

6. Scammers Make It Sound Too Good To Be True

If it seems too good to be true, it probably is! Above all, use this simple mantra to help you detect and avoid scams. It's always better to be cautious than to be a victim.

For more information on scams, or to file a complaint, contact the Oregon Department of Justice online at www.oregonconsumer.gov or call 1-877-877-9392.

What the auditor saw – 2015 Medicaid audits

APD and AAA offices have just completed the 2015 Medicaid payment eligibility audit to determine if the customers reviewed were eligible for the Medicaid payment they received on the date they received it, and if providers were eligible to receive the payment they were given. Findings include:

Provider eligibility for payment findings: 34 total providers reviews:

- Provider enrollment forms, APD 736, could not be located for 1 provider;
 - 2014 audit found this error for 7 providers;
 - *Suggested remedy: Amazing improvement – keep it up!*
- The I-9 could not be located for 4 providers;
 - 2014 audit found this error for 3 providers;
 - *Suggested remedy: Please keep all provider forms together in a provider specific file.*

Client eligibility for payment findings: 56 total case reviews:

- Entire client files could not be located for 9 clients;
 - 2014 audit found this error for 11 clients;
 - *Suggested remedy: Review archiving and EDMS guidelines.*
- Missing or inadequate eligibility narration for 7 clients;
 - 2014 audit found this error for 3 clients;
 - *Suggested remedy: This is under discussion at Central Office.*
- Incorrect liability was used for 1 client;
 - 2014 audit found this error for 2 clients;
 - *Suggested remedy: Error caused by inadequate notice; please see notice suggestion on the APD Hearings [webpage](#).*



As in previous years, additional issues were discovered and tracked during the audit which were not specifically part of the audit findings. These include:

- Applications used for eligibility decisions are not signed, dated, or date stamped;
 - *All applications MUST be signed to be valid; a date is required for determining eligibility start.*
- Protected information sent insecurely;
 - *Whenever possible, except in cases where the information is needed very urgently, please scan requested material into EDMS.*
- Screen prints and narration found in files;
 - *There is no reason to ever print narration or DHS screens and non-DHS screens may NOT be printed.*
- Workers are using WAGE as income verification;
 - *WAGE cannot be used as income verification in any situation.*

April 2016 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
<p><i>Dates and availability are subject to change. Please review availability on the DHS Learning Center.</i></p>				<p>1 DV 101 (8:30 - 4:30)</p>
<p>4</p>	<p>5 Case management essentials (8:30 - 4:30)</p>	<p>6 Case management essentials (8:30 - 4:30)</p>	<p>7 Case management essentials (8:30 - 4:30)</p>	<p>8</p>
<p>11 Cultural competency and cultural humility, Portland (8:30 - 4:00)</p>	<p>12 Ask diversity, Klamath Falls (9:00 - 4:00)</p>	<p>13 Service financial eligibility (8:30 - 4:30) DV 101, Portland (8:30 - 4:30) Ask diversity, Klamath Falls (9:00 - 4:00)</p>	<p>14 Service financial eligibility (8:30 - 4:30)</p>	<p>15 Cultural competency and cultural humility, Salem (8:30 - 4:00)</p>
<p>18 Ask diversity, Portland (9:00 - 4:00)</p>	<p>19 CBC: 512 (8:30 - 4:30)</p>	<p>20 CBC: 512 (8:30 - 4:30) APD 201 Person centered service planning (8:30 - 4:30)</p>	<p>21 APD 201 Person centered service planning (8:30 - 4:30)</p>	<p>22</p>
<p>25 APS specialist community report writing (8:00 - 5:00)</p> <div data-bbox="159 1604 367 1881" data-label="Image"> </div> <div data-bbox="159 1881 367 1948" data-label="Caption"> <p>Kona - Debbie Trude, Roseburg</p> </div>	<p>26 APS specialist community report writing (8:00 - 5:00) Advanced case management interviewing and assessment techniques - <i>Session 1</i> (8:30 - 4:30)</p>	<p>27 APS specialist community report writing (8:00 - 5:00) Advanced case management interviewing and assessment techniques - <i>Session 1</i> (8:30 - 4:30)</p>	<p>28 APS specialist community report writing (8:00 - 5:00) Advanced case management interviewing and assessment techniques - <i>Session 2</i> (8:30 - 4:30)</p>	<p>29 APS specialist community report writing (8:00 - 5:00) Advanced case management interviewing and assessment techniques - <i>Session 2</i> (8:30 - 4:30) Cultural competency and cultural humility, Salem (8:30 - 4:00)</p>



Don't forget! There is easy to use NED help on the SNAP Desk Tools [website](#). The Power Point explains all about what NED is and how to code it. You can also try the [NED skill challenge](#) and prove you know your stuff!

Is the sponsored non-citizen indigent?

SNAP Policy gets occasional questions about determining indigence for sponsored non-citizens. During the intake the worker would have the conversation necessary to determine if the customer meets the criteria of indigency.

In the Family Services Manual SNAP [D.21.B](#) you will find information about making the determination and what you need to do.

To make the determination add the following:

- All the income of the noncitizen's filing group;
- Cash given to the noncitizen's filing group from the sponsor or others;
- The value of in-kind assistance to the noncitizen's filing group.

If the sum total is under the countable income (130% of FPL) for the filing group the noncitizen is indigent.

Noncitizens who are indigent are not subject to deeming. If the noncitizen is indigent the worker must complete the DHS 1058 and send it to SNAP Policy. SNAP Policy will forward it to Food and Nutrition Services (FNS).

Please inform the noncitizen they have the option to not have an indigence determination made by DHS. If they choose to opt out the worker will need to deem the sponsor's income and will not complete the DHS 1058.

SNAP Policy Analysts

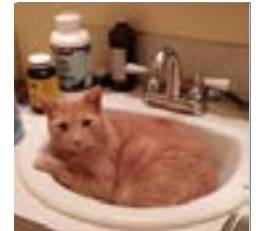
District 11 food drive results

District 11, Klamath and Lake counties, raised 85 pounds of food and had a payroll deduction of \$20.00!

Great job - thank you Shari Whiteley!

Requesting removal of a document in EDMS

In instances where you find an exact duplicate document within EDMS, it is appropriate to request the duplicate document be removed from EDMS. If you find any document you believe should be removed, use the following process to request the removal of that document:



Mr. Hobbs - Cindy Pryor, Central Office

1. Verify both documents are indeed exact duplicates (verify one document doesn't contain additional information the other does not contain. For example— one may be signed by the customer, while the other may not be);
2. Email EDMS.Help@state.or.us for assistance in confirming and correcting the duplicate document and *cc your direct supervisor on the email*.

In the email, describe the documents you believe are duplicated and request one document be removed from EDMS.

Do you have the latest versions of these Quick Reference Guides (QRGs)?
[Document Types for AAA/APD QRG](#)
 (updated 1/19/16).



Don't forget! Due process applications will not be processed if they are scanned to 5503. Instead, please make sure and send them to the APD leads, APDleads.5503@state.or.us, following the process in the [ACA procedure document](#). A link to the due process procedures is on the cover page of the procedure document to make things easy!

Districts 1 and 16 food drive results

The three District 16 offices in Washington county and the District 1 office in St. Helens gathered a total of 11,863.70 pounds of food! 7,143.4 of that total was from the Beaverton office alone!



Princess and Jasmine - Retta Harvey, Roseburg

Amazing job – thanks sharing Jessica Soltesz!

Hearings referral sheet

A new version of the [referral sheet](#) for APD hearings is available on the APD Hearings [webpage](#). Please delete all previous versions of the referral sheet and use only the updated version with revision date 03/01/2016

Be sure to check out the other items on the webpage, such as a contact list and sample notice language.

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.

More HSB food drive fun - Pie in the face!

One of the fund raisers for the Governor's food drive was the managers pie in the face. Staff could buy tickets to shove (gently) a pie at a manger and the manager could try to buy their way out of it!



Many thanks to the managers who were good sports (Nathan Singer is pictured) and the staff who were

brave enough to take a shot!

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 3401, *Resource Assessment*, is updated with additional language on page five (5);
- DHS 9017, *DHS/SPD – QMB Qualified Medicare Beneficiaries*, is available in English and [Spanish](#);
- SDS 0850A, *Employed Persons with Disabilities (EPD) Adjusted Income Calculation Worksheet*, is updated with current and adjusted income limits.

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: Does the SDS 400 qualify as a valid declination or do we still need to fill out a 503D in addition?

A: The [SDS 400](#) was made specifically to capture the change of address *and* the voter registration question. The form was deliberately left simple so we didn't compromise any specific program rules or requirements, so go ahead and use it whenever you get a reported change of address. You can keep the 400 at the front desk or fill it out yourself while on the phone; the voter registration question is there to help you remember to ask. Once you've made the changes and narrated, go ahead and place it in the customer file. (FYI – all of DHS and AAA can use this form!)



Callie - Amy
Namitz,
Central Office

Q: If a customer comes in, marks yes on the declination, dates the form, and doesn't sign it, do we just date stamp and file it away?

A: Sort of. Please print their name on the signature line before and make sure their choice is narrated, THEN file it away, Because the declination is an internal use form, we are always ok to print the customer's name on the signature line.

Q: How do we get the form in other languages? I need one in Cantonese.

A: The short answer is: you can't. The official answer from Elections is: *We only have registration cards in English and Spanish. So the voter will need to get help from someone who can help in person. I think the best option would be to have this site ask a nonprofit organization for help. Two that work in this area are [Oregon Voice](#) and [APANO](#).*

The difficult to accept truth is, the Elections office doesn't have to provide the form in any language but English (per the current federal administration) or Spanish (per Oregon rule); it's a problem, we know. To help your folks right now, you can try a few things:

- The registration form can be read to them by a translator who can then help them fill it out – please impress on the translator how important it is to not influence the registrant;
- Try one of the non-profit organizations suggested by Elections for help;
- AND in every case, give the customer an [MSC 585](#), *Oregon Secretary of State Elections Division Contact Information* form so they can call, write, or email the Elections Office and let them know how difficult the process is when they can't read the forms. Remember – if our customers never call, nothing will ever change.



Don't forget! Find the full list of ABAWD questions and answers on the SNAP Desk tools web page. The webpage includes all of the questions listed in the transmittals previously sent, Remember *ABAWD applies to you regardless of where you work*. If you have a question, please contact the [SNAP Policy Unit](#).

HCBS - Out and about in the community

At times individuals we serve ask if their HCW can accompany and be reimbursed while: fill in the blank, doctor, movies, park, fishing, hair dresser, etc., etc., etc. There are two important principles under the new HCBS expectations:

- Access to the broader community;
- Ability to control one's own schedule.

These principles are consistent with the current State K plan.

Once appropriate hours of need have been assessed for an individual, the gets to prioritize and schedule for their own ADL needs.

If a person, say with dementia, would not be able use public transportation safely then of course they should be accompanied to a doctor visit.

Beyond that, if it can reasonably be expected that a person would need assistance with any ADL activity (for example eating or going to the bathroom) while they are away from the home, then it would be appropriate for the caregiver to be with that person where ever they choose to be. That place would become the HCW's work site.

Conversely, if the person can manage independently then they should be encouraged and supported to freely go out and about. A HCW is not a paid companion or friend; if an HCW chooses to be involved with activities that the individual is independent in, that is on their own time. Hours should not be increased to meet the desire for individual's to be in the community. The individual must manage their needs within their authorized hours.

Medicaid Home and Community Based Policy



Cosmo - Terry
Sutton, Coos Bay

LTSS innovator agents at work: Transition collaboration success story

Dawn Cain, District 12, began work as an LTSS Innovator Agent in January, 2016 and shares this story from her work:

The first quarter of 2016 has presented many opportunities to collaborate within APD and with community partners, including the following situation:

A local law enforcement agency responded to a call concerning a domestic dispute. When the police checked inside the home, they discovered the suspect's adult child with a disability who appeared to have been neglected. The adult with a disability was taken to the hospital and was admitted with dehydration, malnutrition and skin ulcerations. The hospital referred the patient to APD for long term care service and support options.

Our APD team went into action. Our eligibility workers quickly had an application completed and medical benefits opened that same day with the consumer being enrolled in a CCO within the week. Our diversion/transition (D/T) team was able to go out and do an assessment the

Continued on the next page

Continued from the previous page

next day. Our innovator agent notified the CCO the consumer would be enrolled in their plan and opened a clear line of communication as it was expected there would be several durable medical equipment (DME) orders. Our eligibility team was also able to notify SSA to suspend the consumers SSI benefit payments which were going to the suspect as the rep payee.

While visiting with the consumer, our transition coordinator was able to begin framing the consumer's desired discharge and care plan. The consumer did not want to return to the prior place of residence and wanted "freedom", not having previously been outside the home in 10 years. The consumer requested only three items be brought from the prior residence and also wanted to reunite with an absent parent who had been kept away from them over the years.

To address medical conditions, the consumer needed a Hoyer lift with several slings, a motorized wheel chair, a drop arm commode, a reclining shower chair, a bedside table, adaptive eating utensils, incontinence supplies, and a hospital bed with a gel pressure reducing mattress. Orders were quickly written and submitted to the local DME providers as discharge planning was progressing. Then the hospital called on a Friday, requesting the consumer be discharged earlier than expected to the Adult Foster Home as there was a flu outbreak at the hospital.



*Jax - Jodi West,
LaGrande*

Due to the efficiency of our diversion/transition team, the consumer was able to be discharged to the AFH that day with all but two of the needed DME supplies.

D/T continues to follow up on the consumer's progress and coordinate the progressive needs of the consumer during the transitional phase of care. The consumer noted that he/she is still adjusting to living with other people but is comfortable at the AFH. This is great example of collaboration within the APD teams as well as with the medical community, the LTSS provider, the CCO and community other partners!

Dawn Cain, LTSS Innovator Agent



Don't forget! Hand or mail out the DHS 223, *Proof of Eligibility* form - NOT a form made in your branch! Make sure your pending language does not limit what the customer can provide. If there is a reason you need additional verification, the narration should very clearly explain why.

Military to real time conversion chart

A tool has been made available for local offices to use when HCWs submit their vouchers using military time for their time in and time out entries on the new voucher. The tool is on the Case Management Tools website and can be found on the Provider Time Capture (PTC) Information page. The chart will assist staff to more easily convert military time to real time. Please [click here](#) to view the chart.

Medicaid APD LTC Systems Unit

Roseburg staff appreciation celebration

The management team in District 6 honored staff by providing pizza, salad, cookies and punch during an all staff meeting. During the meeting we review challenges and accomplishments over the past year or so.

Stuff we've done in District 6 over the past year

- Successful move to join the DSO and the SSO offices;
- Blended senior and adult disabled case management caseloads;
- Implemented the K Plan;
- Banked eligibility case load;
- > 20% increase in APS reports coming in over prior year;
- Case management caseloads hitting 90 for some;
- Increase in eligibility caseloads;
- Training on bias agility;
- Outreach to Cow Creek Tribe and the Hispanic community;
- Reduction in nursing facility cases;
- Specific Needs contracts;
- MAGI;
- Coordination projects with partners;
- EDMS;
- E-Time reporting;
- The ONE system;
- HCBS changes;
- DOL changes for HCWs;
- New voucher system;
- Reduction in live-in program;
- Supervisors and lead workers with high ratio of staff;
- 14 new staff hired with 4 more on the way;
- 12 staff promoted;
- 4 retirements and more on the way;
- New babies;
- Grand babies;
- Food drives 2015/5397 lbs 2016/5256.8 lbs;
- Fan drive;
- Warm drive;
- All the committee work you do to keep us balanced in the workplace;
- Helping each other with coverage;
- Collaboration between teams.

***Best
team
ever!***



*Roxy - Karin
Olson, The Dalles*