

In the Loop

Roseburg: Walk-A-Mile-In-Her-Shoes

Local men in Roseburg stepped into some heels and walked a mile through downtown Roseburg as part of the [A Walk a Mile in Her Shoes®](#) event to raise awareness about sexualized violence against women.

April's walk was the 9th year local men made the walk during Sexual Assault Awareness Month in support of the [Battered Persons' Advocacy in Roseburg](#).

This fun event plays with the adage *You can't really understand another person's experience until you've walked a mile in their shoes* and walk they did!

For local coverage of the event, and more photos, check out the [write-up](#) on the channel 4 [KPIC](#) website.

New District 6 APD Supervisor Balam Perez walked more than a mile in those shoes to support Battered Persons' Advocacy in Roseburg. Great job Balam. Way to represent!!



Balam Perez ,
Supervisor in
Roseburg (love your
socks!)

Many thanks to Merry Bayly, Douglas County District Manager, for the great information and photos!

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

New elements for APD SNAP targeted reviews

Effective June 1st, Quality Assurance (QA) will be adding shelter and utilities back to the monthly SNAP targeted reviews for all AAA and APD offices. QA will continue to review household composition, earned and unearned income, and self-employment along with the shelter and utilities elements.

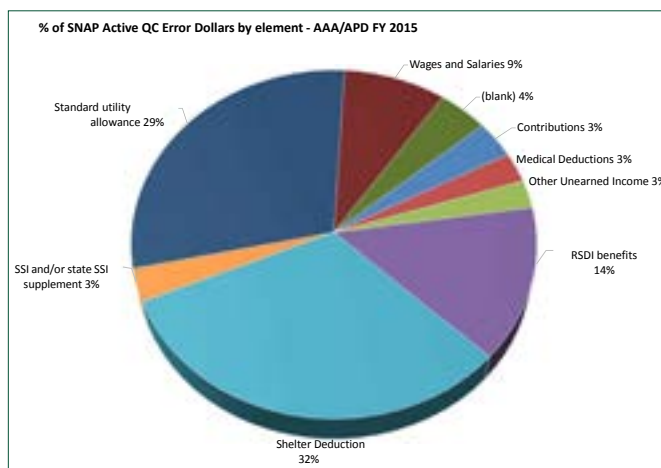
The basis of the change was the results of the fiscal year 2015 SNAP QC active reviews; the same pattern has continued into fiscal year 2016. The differences in results between SSP and AAA/APD were drastic. SSP finished the year with a 3.06% error rate, while APD/AAA combined had a 4.63% (50% higher than SSP).

The error trends were also vastly different. SSP, which makes up the majority of the sample at 83.6% of dollars reviewed, had 21% of their error dollars attributed to shelter and utilities combined; AAA/APD offices had 61% of their errors associated with those elements.

In other words, the shelter and utility error rates at AAA/APD offices were nearly triple that of SSP offices.

Taking this data into consideration, it makes sense to include those elements on AAA and APD cases as part of our targeted review process to reduce our risk of QC errors.

Good information on avoiding errors related to incorrectly applying SNAP policy related to shelter and utility deductions can be found in the [June 2015](#) edition of *In the Loop*.



DHS Quality Assurance



Don't forget! DHS staff are *required* to complete mandatory reporter training online no later than July 29, 2016. The course takes 30 to 45 minutes to complete. [DHS Learning Center](#): *Online: 24/7 Mandatory Reporting Training*, keyword 24/7; course #C05401.

EAU and branch files

As you know, Estate Administrators review Oregon ACCESS for recipient information. At times, we may also need to review the actual documents contained in the branch file.

Estates Administration Unit (EAU) has recently received access to view scanned branch file information in EDMS. There are some files, however which have been archived. We can retrieve these files but need the *Accession* and *Box* numbers. Having this information narrated in Oregon ACCESS is very helpful!



Buttercup -
Cindy Pryor,
Central Office

Kathleen Rossi, Estates Administration Unit

ACA procedure document update

The Affordable Care Act (ACA) [procedure document](#) was updated on May 1, 2016 to include information about:

- Hospital presumptive process;
- MAGI referrals based on origin type;
- ONE system tasks;
- Updated information on contacts and case transfers;
- Medicare Savings Plan (MSP) consumers who become pregnant;
- Due process procedure clarifications;
- Procedure for MAGI consumers who are now receiving Medicare;
- MAGI + services consumers who need MAGI redeterminations;
- And more!



Sawyer - Kathy Shipman,
Roseburg

Use the links at the beginning of the document, or search using *Ctrl+F* and enter the search terms. Remember to look for current procedures – things changes pretty fast so double check!

TTT highlights – Updates from 5503

The April 28, 2016 Train the Trainer (TTT) meeting included information on work at OHA branch 5503; see below. For information on attending TTT in person or via v-con, or about presenting at the TTT meeting, please contact [Lauren Mitchell](#).

For questions related to these topics, please contact APDLeads5503@state.or.us.

MAGI closures:

- 5503 is closing all MAGI cases. 5503 will not transfer CMS closed MAGI cases. 5503 may instruct APD/AAA workers to open a new CMS APD case;
- If a MAGI case is closed and you need it, please e-mail the APD Leads and request it.

Cases from MAGI conversion spreadsheet not getting worked:

- 5503 has a backlog and they are taking a long time closing the cases referred in the MAGI spreadsheets;
- If you have cases that need coordination, please email the APD Leads.

ONE Referrals:

- All ONE Referrals will have the following generic narration:
 - *5503 APD Team/CCBC *** MAGI ONE SYSTEM APD TASK *** (Worker) - Worked APD Task. (Client Name/Case #/Individual ID#. Client) was denied for OCCS Medical Programs. Client needs to be reviewed for possible APD program eligibility by Local APD Branch (XXIX);*
- APD/AAA staff will need to do some research to find the referral reason.

Community conversations about family caregiver respite

Are you providing care for a loved one, or have you in the past? Do you think you might in the future? Are you working in the field of providing services to people who need care? Or do you own or work for a business impacted by employees needing to provide care for an adult loved one? Are you in a position to change policies to could help family caregivers?

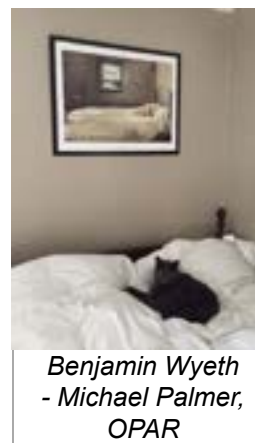
If you answered yes to any of the above, we want to hear your thoughts on how Oregonians can have better access to, better use of, and better knowledge about caregiver respite.

What is respite? Respite is just another way to say “a short break” from care giving. Respite helps prevent caregiver exhaustion and burnout, as providing care can result in emotional, financial, and physical stress. Getting some short breaks from care giving helps the health of the caregiver AND leads to providing better care for their loved one. It also means people are more likely to stay in their own home longer.

Please join us for a community meeting, at which you can share your thoughts and ideas and we can discuss what we are hearing across the state. We want to ensure Oregon families can stay together and in their own homes as long as they wish, and enjoy the independence, choice, and dignity we all deserve.

Here are the dates and links to RSVP; you may also RSVP for any of these events by calling 877-926-8300. Location details are provided at the links; all times are 4:00 to 6:00 p.m. *except* Lincoln City, which starts at 4:30 p.m. and La Grande from 9:00 to 11:00 a.m.

- Albany – [June 7th](#)
- Roseburg – [June 8th](#)
- Lincoln City* – [June 9th](#)
- Eugene – [June 14th](#)
- Medford – [June 15th](#)
- Salem – [June 16th](#)
- Beaverton – [June 21st](#)
- Portland – [June 28th](#)
- Astoria – [June 29th](#)
- Bend – [July 12th](#)
- Burns – [July 13th](#)
- La Grande* – [July 14th](#)
- Pendleton – [July 14th](#)



*Benjamin Wyeth
- Michael Palmer,
OPAR*

We hope to see you at one of these meetings. Please feel free to share this information to anyone you feel would be interested in attending one of these events.

Jon Bartholomew, AARP, Director Government Relations

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

April 2016 SNAP honor roll

100% accuracy!

0111 Baker City APD	100%	1911 Woodburn AAA	100%
0311 Oregon City APD	100%	2019 Cottage Grove AAA	100%
0313 Milwaukie APD	100%	2311 Ontario APD	100%
0911 La Pine APD	100%	3011 Pendleton APD	100%
1311 Burns APD	100%	3112 Enterprise APD	100%
1513 Medford SSO	100%	3211 Florence AAA	100%
1611 Prineville APD	100%	3518 Gresham AAA	100%
1612 Madras APD	100%		

90% or better accuracy!

2411 Salem AAA	97.30	0811 Gold Beach APD	93.33
0611 North Bend APD	96.00	3415 Tigard APD	92.86
1717 Grants Pass DSO	96.00	3417 Beaverton APD	92.86
1811 Klamath Falls APD	96.00	1517 Medford DSO	92.31
3515 Portland AAA	96.00	0511 St. Helens APD	92.00
0914 Redmond APD	95.00	1017 Roseburg APD	90.00
0310 Canby APD	94.44	2011 Eugene AAA	90.00
0314 Estacada APD	93.33	2211 Albany AAA	90.00
2911 Tillamook AAA	93.33	3411 Hillsboro APD	90.00

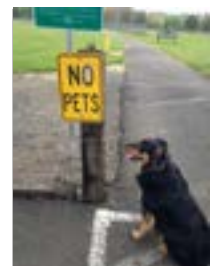
71% of all AAA and APD branches are on the honor roll!

Hospital presumptive cases

Please see full detailed instructions in our ACA Procedure Document pages 6-8

If the customer is determined MAGI eligible by the hospital presumptive (HP) process, they have a limited eligibility period and NO due process rights if they do not follow through with completing a 7210. Determine if the case is HP:

- Is there a CMS case?
- If so, is there a HP load code and has the case has a BED date two months from the Medicaid start date?



Sydney -
Nikki Volz,
McMinnville

Determine if the customer has completed the full 7210. If not, complete the 7210 and scan to APDleads.5503@state.or.us and explain this is an HP Service case needing a full MAGI determination. In the subject line of the email type *MAGI SVC HP 7210*.

- While on the HP case the customer is allowed an enrollment exemption. If the case is approved for full MAGI, send an MEDC to APDleads.5503@state.or.us to enroll the customer in their chosen plan.



Don't forget! When you fax an [SDS 727](#), *Medicaid Fraud Referral Form*, to the Medicaid Fraud Control Unit (MFCU) for issues related to homecare workers, please remember to also send a copy to Chris Ellis at Central Office; Chris will happily accept an email copy: christopher.m.ellis@state.or.us. Chris' contact information is also on top of the referral form.

Medicaid services - Paying for companionship

At times we get exception requests asking for approval of time related to covering a period where someone is experiencing anxiety. Anxiety, or the condition of a person being worried or distressed, is not a condition by itself for which we can provide a homecare worker. When someone needs comfort or human companionship, this need is not to be covered by Medicaid.

A common example, but not limited to this situation, is the care of an individual on hospice or end of life care. Often these end of life cases, appropriately, become high needs cases very quickly as a person deteriorates and becomes less able to perform ADLs. As one assesses these cases, be aware of the temptation to cover the anxiety and worry which may accompany the dying process.



Durin - Karen Kaino, Central Office

As compassionate individuals, it is natural to not want someone to suffer or die alone. While we cannot use our service Medicaid dollars to pay for anxiety or companionship, we can seek the natural supports of family and friends. We can look to our hospice organizations that often have volunteers or paid staff. We can look to the individual's church or religious organization for assistance if they have one and so desire.

A related area we cannot cover is "just in case" care related to anxiety. If a person worries an event may happen, such as they *might* fall, *might* become weak, *might* get dizzy, *might* choke, *might* forget their medication - we need to determine if the need is predictable and regular enough to warrant paid assistance. Having had a bad fall a year ago, but none since, does not qualify one for help in this area.

Not paying for anxiety or companionship does not mean we should not be compassionate, just the opposite. We may need to slow down our planning and clearly explain our services. We may need to look at alternative ways to meet the needs.

For example, if someone is anxious about bathing due to falling in the bathtub, equipment to aid the person such as a bath bench or hand-held shower may be considered. A bed/sponge bath may be another alternative. Seeking other community resources to provide companionship for individual's experiencing anxiety also demonstrates compassion.

Thank you for the important work you do and the compassion you bring to your work every day.

OHCC expands caregiver registry to the public

Click [here](#) for the complete press release.

The [Oregon Home Care Commission](#) (OHCC) unveiled a new service to connect people needing in-home care with caregivers. The [Homecare Choice Program](#) provides consumers with access to the OHCC's online [registry of homecare and personal support workers](#) who have been background checked and trained.



This state-run registry is the first of its kind in the nation because it serves all populations, not just people who have state-funded plans. As the 65+ population continues to grow, more seniors and people with disabilities will require in-home care. [Services available](#) through the program include assistance with personal care, household tasks, companionship, meal preparation, pet care, running errands and medication.

The [Homecare Choice Program](#) is available to people of all ages and ability levels who need support to stay at home. The registry can be accessed 24 hours, 7 days per week and the hiring process includes doing [self-assessment](#), choosing the services needed, and selecting and interviewing a [pre-qualified caregiver](#). From there, consumers sign a written service plan, set their schedules and supervise the caregivers in their homes.

“We are thrilled about expanding our [existing homecare Registry](#) for everyone to use,” says Cheryl Miller, Executive Director of the OHCC. “The Homecare Choice Program simplifies the process of finding and hiring a safe, qualified caregiver. It also helps people handle the legal requirements, such as payroll and taxes, which lifts a burden of responsibility off of them.”

For more information about the program, see our [media kit](#), visit [www.HomecareChoiceOregon.com](#), email homecare.choice@state.or.us or call 1-844-494-4227.

Assessment tip – from TTT

Central Office would like to remind case managers when doing an assessment it is NOT sufficient to simply report what the consumer and care givers stated. It is easy to “move on” in the assessment once you hear an answer. However, you might not get the whole story.

Ask follow-up questions to clarify if they really require assistance, especially if it doesn't make sense. Your observations and interactions are also part of assessing their need. Resolve any conflicting pieces of information before completing an assessment.

Bonus tip: Don't assess a need under *Adaptation* for grieving when it is considered a normal, emotional response. This need is intended for those few persons who are unable to process the grief based upon their cognitive needs.



Eileen - Melissa Frye, Portland

Questions? Contact Medicaid LTC policy

A letter from Lean Academy

Cohort corner



Congrats to Cohort 2! They completed their classroom training in April and will spend the next 6 months with their mentors on their projects. If you know or see one of these wonderful folks feel free to say hi and ask them what DOWNTIME means!

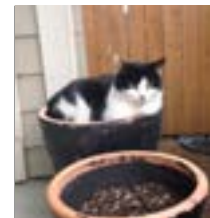
**Picture of Cohort 2 participants at the end of their training sessions!*

Cohort kudos

This Cohort Kudos for **Peggy Jensen**, a cohort 2 participant out of Grants Pass APD in District 8! Peg is newer to DHS and brings with her a background of Lean experience with her from previous backgrounds in private sector.

With help of her mentor Michele Parsons, Peg's project has been looking at a streamlined and balanced use of vehicles for her branch and potentially her entire district. She and Michele are partnering with her District Manager and APD Field Services to identify new areas of opportunity which may make vehicle processes more efficient and cost conscious. She's made great strides in gathering metrics to support identifying the root cause and new approached to her process improvement.

We look forward to your great results, Peg!



Jigs - Asha Singh, Milwaukie

Celebrations

Please join us at the first **Lean Academy** graduation on **June 1st, 2016**. We will be gathered in the large Cherry Ave Conference Room (3420 Cherry Ave NE Suite 110 Keizer OR 97303) to celebrate the successes of the first Cohort.

Visual boards for all process improvements and successes will be starting at **11am**. Cohort graduates and sponsors will provide testimonials on their projects and experiences throughout the Academy. Certificates will be presented for the first set of **Local Lean Experts!**

"I have learned so much from the Lean Academy and feel privileged to be a part of this group of people who consistently attempts to improve DHS and the way in which we serve families. I have already learned so much about Lean and have been asked to participate in projects in my district to promote improvement and innovation based on my education in the Lean Academy." -Lisa Brauer, future Cohort 1 Graduate

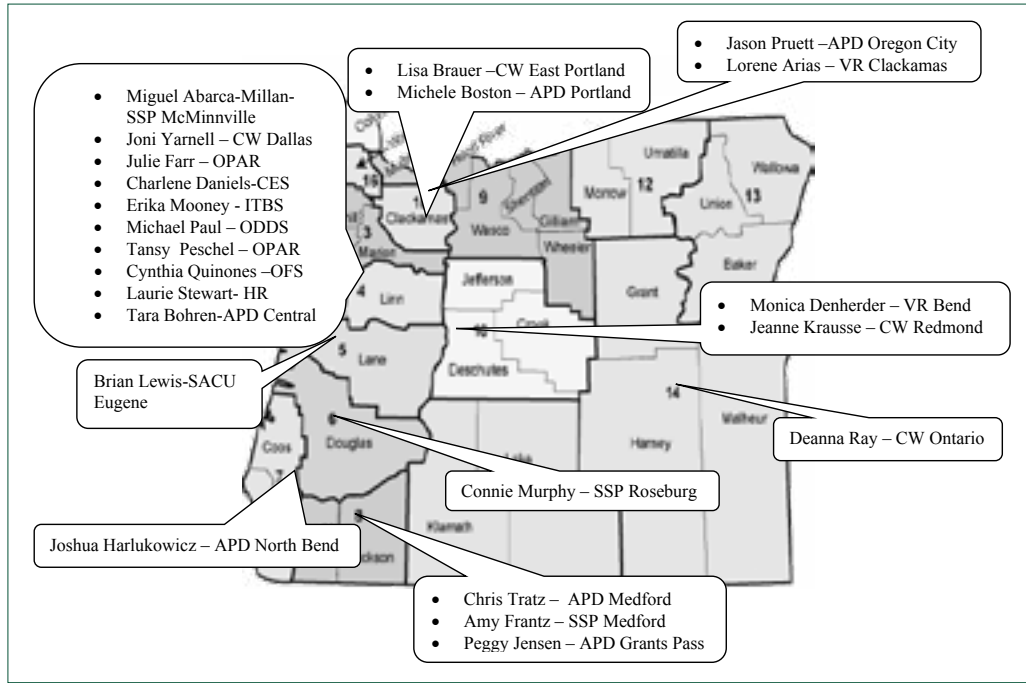
- Graduation is open to everyone. Please join us in celebration -

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Lean Academy: Snapshot

Below is an outline of ALL the Lean Academy participants:

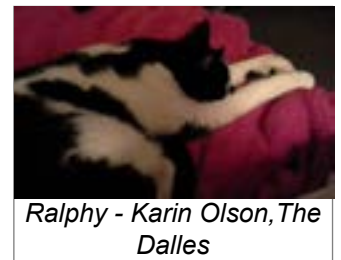


Do you have any questions about Lean Academy, its participants, mentors or the program?
 Please send any questions to: OCI.Director@dhsosha.state.or.us.

APD LTC Clean Slate work continues

The Medicaid APD LTC Systems Policy unit continues to work closely with the IT Business Support unit to ensure work identified by the Clean Slate workgroup does not stop. Included in the Oregon ACCESS Release 23.77 on Friday, May 6, 2016 the following Clean Slate items were completed and can be checked off our to-do list.

- Increase the size of the text field to 255 characters in the *Goals Details* under *Client Details*;
- Once a SSN is added to a record and saved, the SSN field will become read only on the *Person* tab. The SSN field can be edited under the *Person Details* screen;
- The *Initial Inquire MMA* checkbox has been removed from the *Person* tab on cases and screenings, and from the call info tab in the call module;
- The [APD 539R](#), *Rights and Responsibilities Form*, has been updated to reflect current policy (including the addition of information about ABAWD), and to align with the forms server version.



Public guardianship – from TTT

The state public guardianship program was authorized by the legislature and is still in early stages of both development and funding, which leads to limited availability. Despite the limited resources, however, the program is working in several counties to develop a multi-disciplinary team presence.

The Oregon Public Guardianship Program has developed materials to help the public understand their role and the role of a guardian; materials are available on their resource [page](#).

Please contact the Oregon Public Guardianship Program when you have an unmet need. Even if they are unable to help you, the Program documents your request for the legislature to demonstrate the need for more public guardians across the state. You may email info@opg.state.or.us or call: 800-522-2602

TTT highlights – Medicaid fraud referrals

The April 28, 2016 Train the Trainer (TTT) meeting included Medicaid fraud referrals; see below. For information on attending TTT in person or via v-con, or about presenting at the TTT meeting, please contact [Lauren Mitchell](#).

For questions related to this topics, please contact Chris Ellis at APD Central Office: christopher.m.ellis@state.or.us. *This information pertains only to suspected Medicaid billing fraud involving an in-home service case.*

If staff suspect Medicaid billing fraud, complete the referral form, SDS 727, and fax the form to the Medicaid Fraud Control Unit (MFCU); email or fax a copy to [Chris Ellis](#).

- MCFU may not be able to pursue the suspected fraud because of limited resources;
 - APD Central Office will pursue termination when appropriate;
- MCFU can only accept cases based on billing fraud;
 - Claiming hours the homecare worker (HCW) is not working;
 - Forging vouchers;
 - Include all vouchers believed to be forgery and a voucher which is not for comparison;
 - Refer all cases on potential forgery for pursuit of identity theft;
 - Rate stacking;
 - This is charging multiple consumers for a single action such as food shopping for everyone in one trip and claiming the same time for all consumers who receive the food instead of splitting it up;
 - Investigations may be expanded to include other issues after billing fraud is established;
- Include all supporting documents: too much is better than not enough;
- Staff may have a delay in response to preserve the integrity of the case;
 - If the case is pursued, please cooperate fully with MFCU!

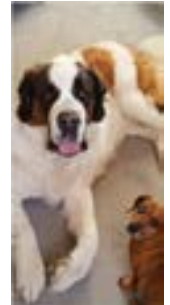


Tucker and Jax - Jodi West, LaGrande

More NVRA Q&A

Here are more questions from the field for the month of May with answers about the National Voter Registration Act (NVRA) procedures. If you have a question, contact Karen Kaino by phone, 503-569-7034, email: karen.l.kaino@state.or.us, or IM.

ATTENTION! Stop contacting the Secretary of State or the Elections office for forms - that is entirely inappropriate! All materials - without exceptions - related to voter registration can be ordered through the regular forms ordering process. The state elections offices have been instructed to stop responding to inquiries for forms as of now. [FSAM. VIII. E. Forms](#)



Goliath
and Mater -
Jodi West,
LaGrande

Q: We ran out of the 503s, can we still use the SEL 500s if we include a separate SEL 503D with them when a worker goes out into the field or are they for the lobby only?

A: No, never ever. The two forms have distinct and separate uses, per the Act. I know it feels ridiculous, but they are not interchangeable. The 500s are lobby/non-customer only and cannot be given, mailed, or handed to an applicant or recipient of any benefit. 503s are the form required for customers. If possible, borrow from another office until you get more (FYI - they borrowed from SSP). [FSAM VIII. E. Registration Forms](#)

Q: A new worker used the date stamp identifying our office. Can we send this in with the wrong stamp?

A: Do you have the ability to mark it out without obscuring any information? If you can, then do that. Otherwise, yes send it in as it and we will cross our fingers. The requirement is to *always* use an anonymous date stamp so there is no opportunity for our customers to be singled out in any way. Make sure all voter registration forms are stamped with only the date – not your office, the county, agency, whatever. [FSAM VIII. E. Registration Forms 3. General information](#)

Note bene! The Elections office has requested all completed voter registration forms be dated to the right of the barcode. Yes, this is the old process come back to us. The card will not be rejected if the stamp is in the wrong place, but since you have to stamp it anyway, why not stamp it where they requested? It should look like this:

Q: How do we get our branch ID number for the voter registration report?

A: Your ID number is posted on the Field Services webpage, here.

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Q: Can we use Voters Registration in NOTM?

A: We cannot use the NOTM. The reason is, all materials for APD and AAA have to be a minimum of 14 pt font – have you noticed APD forms are all much larger font than SSP? The NOTM is incapable of getting to 14 pt. (we tried, oh how we tried....) Because the font can't meet the minimum size, we can't use it because it becomes an invalid/inappropriate communication for us. FSAM VIII. **B. Procedures**



Corky Sue - Cindy Pryor, Central Office

Q: Is anyone working on an NVRA manual?

A:you're killing me...seriously. I have to lie down now....

<http://www.dhs.state.or.us/spd/tools/additional/ssam/index.htm#viii>

Consumer representative restrictions

Some in-home service consumers do not carry out the duties of an employer; these duties can be found in OAR 411-030-0040(8)(a). To be eligible for in-home services provided by a homecare worker, such consumers must have a representative, as the term is defined in OAR 411-030-0020(46), carry out these duties for them.

For many consumers, their representative is also a homecare worker who is providing paid care to the consumer. This is against not only Oregon Administrative Rule 411-030-0040(8)(b), but is against federal regulations (42 CFR 441.505). A consumer's representative may never be a homecare worker paid to provide services to the consumer. This is true even if the homecare worker has power of attorney, guardianship, or is the consumer's representative payee; it is also true in spousal Pay cases.

APD-PT-15-013 made staff aware this was a concern last year, and many case managers responded by proactively making necessary corrections to these cases. However, there are still some cases where a homecare worker is acting as a consumer's representative, and these remaining cases need to be brought into compliance.

Beginning June 1, 2016, APD/AAA case management staff must begin this process. When a consumer's annual review is due, case managers must determine whether the consumer's HCW is acting as a representative. If so, then the consumer must:

- Find a new representative;
- Find a new homecare worker;
- Begin fulfilling the duties of an employer;
- Begin receiving in-home services from an in-home agency, or
- Move to a community-based or long-term care facility.

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Case managers must work with consumers to identify and select from these options. Consumers whose homemaker worker is also their representative, and who do not select one of these options will be ineligible for in-home services provided by a homemaker worker, and their service benefits will be closed.

Case management staff must have cases in compliance or closed within 90 days from the last day of the month in which they complete the consumer’s assessment. For example, if a consumer’s assessment is completed on June 8th or 18th or 28th, the consumer must have a new representative in place, or must be receiving services from an agency or community-based or long-term care facility, by 09/30/16.

APD Long Term Care Policy has created tools and resources to help case management staff. These tools will be available on the APD Case Management Tools [website](#).



Don't forget! Please narrate all placement attempts before and while working with the APD Complex Case team. This information is essential and saves a lot of re-work. If a placement is assessing a consumer, that is vital to know!

Take Your Kids to Work Day - Grants Pass

I wanted to take a minute to share a few photos from *Take your Kids to Work* day here at Grants Pass APD. It was a real joy to be able discuss the career options within DHS.



Karen Kahl, Grants Pass

June 2016

- Adopt a shelter cat month
- Alzheimer’s and brain awareness month
- Men’s health awareness month
- PTSD awareness month
- June 5 - 11: Sun safety week
- June 12 - 19: Men’s health week
- June 19 - 25: Lightening safety week
- June 1: Go barefoot month
- June 5: Cancer survivors day
- June 6: D-day
- June 14: Blood donor day
- June 15: Elder abuse awareness day
- June 19: Husband caregiver day
- June 20: Summer solstice
- June 23: Public service day
- June 27: PTSD awareness day



Don't forget! The online SNAP civil rights course is mandatory for all staff who work with SNAP customers and recommended for everyone. Find the class on the DHS Learning Center, course # C05454, key words: Civil Rights; please allow 20 minutes to complete the training.

Take You Kids to Work Day - Canby

Canby APD had a fun and productive Take Your Kids to Work Day on Thursday, April 28th. Three children of staff members, ranging in age from 12 to 14, came for an entire day.

They spent time organizing brochures and other information for our lobby renovation project. They created colorful signs to help clearly identify where specific information is located within our reception area and had a great time working the label maker! The kids made copies of forms and EDMS cover sheets. They also did an amazing job of organizing our lactation room!



L-R: daughter of J. Jay, daughter of Becky Holbrook, and son of Kacey Dodson

One of the highlights of the day was the lunchtime pizza party where staff and children gathered together in the conference room. We are certainly looking forward to next year's visit!

Jillian R. Johnson, Canby

Don't be snoopy – It violates policy and the law

Examples of workplace “snooping”

- Looking up client records when it's not a required part of your job;
- This includes records on your family, friends, co-workers or even yourself;
- Shoulder surfing – looking over someone's shoulder to read information;
- Eavesdropping – listening in to a conversation that doesn't include you.

Snooping is costly to the agency and you

- A breach of protected health information can be costly to both the agency and you:
 - DHS/OHA could be fined millions of dollars and damage the agencies' reputation;
 - You and your manager could be fired, fined and even sent to prison.



*Kooper -
Christine Maciel,
Central Office*

Safeguards against snooping

- Look up only the minimum necessary information you need to get your job done;
- Be aware of what's on your computer screen and who can see it;
- Lower your voice when discussing client information on the phone or in person;
- Review the Information Security policy on Security Awareness, Training and Enforcement.

Questions? For more information, talk to your manager or email dhs.privacyhelp@state.or.us.

- [Agency privacy and security policies](#)
- [ISPO website](#)
- [ISPO on Inside DHS|OHA ISPO Training](#)