

## 2017 APD Field Services newsletter contents

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### **ADRC**

<b>Month</b>	<b>Page</b>	<b>Title</b>	<b>Subject</b>
March	11	ADRC of Oregon Data Sheet	report from the 2015-2015 biennium

### **Advocacy and Development**

<b>Month</b>	<b>Page</b>	<b>Title</b>	<b>Subject</b>
July	14	Advocacy and Development	current projects at Central Office
August	6	Celebration the ADA	27th anniversary of the ADA
December	5	Disability Services Advisory Councils	the function and importance of DACs

### **APS**

<b>Month</b>	<b>Page</b>	<b>Title</b>	<b>Subject</b>
August	8	24/7 mandatory reporters	clarification and resources for reporting abuse
March	3	April is National Sexual Assault Awareness Month	
September	13	Call for proposals	the 2017 conference is requesting proposals
November	8	CAM - Next steps and preparing for change	
August	8	CAM progress and workgroup	user acceptance training is scheduled
July	6	CAM standardization	work is ongoing to standardize and improve CAM
October	10	CAM update - preparing for UAT	next step is user acceptance training
November	12	CBC survey process	steps for a SOQU surveys
February	10	Centralized Abuse Management (CAM) project kick-off	
May	10	Don't forget - CBC report change	draft reports are now sent differently
April	6	Elder abuse	identifying and reporting elder abuse
June	6	Finding help from OAAPI	contacts in the new OAAPI structure
October	16	Greetings from the Licensing Complaint Unit	
December	9	Long-Term Care website	LTC facility review info is now online

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### **Branch news**

<b>Month</b>	<b>Page</b>	<b>Title</b>	<b>Subject</b>
March	1	APD Central Office food drive	2017 results from Central Office
March	3	Beaverton Food Drive	2017 results from Beaverton APD
February	11	Beaverton food drive activity	Beaverton hosts a raffle, pot luck, auction and more
March	9	Bend food drive	2017 results from Bend APD
December	1	Bryan Johnston Award recipient Nicki Holmes (Klamath Falls)	
July	1	Central Office celebrates Independence Day	
February	7	Central Office chili cook-off	winners and totals from the CO chili cook off
November	10	Clackamas County Halloween	costumes across the county
September	14	Coos Bay 2017 Veterans Stand Down	area resources provided for local veterans
November	10	District 9 hosts LBDT community workshop	
November	14	Dr. Richardson visits District 14	Assistant Director Richardson tours Burns and Ontario
November	2	Gelatinous Halloween in Albany	staff dress as giant jellyfish
November	6	Halloween at HSB	dressing up for the costume contest
December	7	Klamath Falls launches assisted therapy dog program	
May	5	Milwaukie's TYCTW Day	news and photos - Take Your Child To Work Day 2017
March	17	New office for North Bend	photos and updated address for the new facility
September	2	North Bend Wellness Committee	success in a month long challenge
February	6	Oregon City starts their food drive	last year's District 15 winner is trying to keep trophy
May	7	Oregon City's TYCTW Day	news and photos - Take Your Child To Work Day 2017
February	14	Pay it forward	APD Safety, Oversight, and Quality Unit food drive info
May	3	Roseburg celebrates their team!	appreciation and awards in Roseburg
May	9	Roseburg's TYCTW Day	news and photos - Take Your Child To Work Day 2017
February		Services and supports auction and sale	Field Services and Central Delivery Supports food drive
September	2	The Dalles goes Portland to Coast	staff participate in largest relay race
May	11	Tigard's TYCTW Day	news and photos - Take Your Child To Work Day 2017

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January	6	Ugly sweater day at 1017 Roseburg	Roseburg staff and their terrible holiday sweaters
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### ***Case management***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
July	13	494 Special Needs Contract reminder	reminder to complete form and check eligibility
February	15	Accessing homecare workers on short notice	
May	12	Adult Foster Home recruitment	ideas for recruitment
June	10	ALF/RCF and memory care facilities	differences and similarities
October	5	APD October change resources	information links regarding the Oct 2017 changes
August	3	APD October changes	upcoming changes to case management
May	2	APD policy inbox	correct use of the box and how to reach an analyst
August	15	APD program change: October 2017 Director's video message	
June	1	Ashland AFH receives grant for sprinklers	
September	5	Assessment changes to ADLs	resources for the October 2017 changes
April	4	CA/PS comments: Appropriate documentation updated fields	
December	3	Complex case coordinator	Beth Lee is the new coordinator for complex cases
February	15	Consumer information disclosure to law enforcement	
August	13	D/T resources for everyone	tools for case managers
April	2	Direct deposit for ICP	updated form and clarification
March	13	Don't encourage application withdrawals	encouraging voluntary withdrawals is a disservice
November	13	Don't forget - Complete all parts of the 494	
April	10	Don't forget - NCI-AD survey	Natl Core Indicators Aging & Disability survey ongoing
September	2	Don't forget - Online payment option	web-based payment option for monthly case costs
May	9	Don't forget - Recurring card payments end June 30	
May	12	Don't forget - Reducing HDMS	steps needed for home delivered meals reduction
February	4	Don't forget - The Guide Version 6 for K Plan is on the web	
August	5	ERS billing codes for MMIS	codes and services provided

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September	8	Extended Waiver Eligibility Program	program details and implementation
December	12	GA program	explanation of GA program and availability
March	13	HCBS Limitations	watch for training announcements & more info
July	1	HCBS update - Case managers gear-up for	person-centered consumer education
April	3	HCW caps monitoring and actions	work continues at Central Office with your help
March	7	K Plan ancillary services	requesting ancillary services
November	2	Liability payment option	website available for all liability payments
January	2	Making the most of available resources as a	Long Term Care case manager
December	15	Medicaid home delivered meals	who is eligible and how tips for success
June	11	New in-home exceptions analyst	Scott Spencer joins Central Office
September	13	October is Resident's Rights Month	
May	11	Online payments for in-home consumers	online option available
June	2	Oregon #4 for LTC services and supports	Oregon scores as #4 nationally
May	16	Oregon ACCESS reminders	tips for community spouses, detaching, removing
May	5	Person-centered thinking and planning	guidance and resources for creating a holistic picture
August	17	Specialized placements	new link to a SNC webpage
January	7	SSA video training series for representative	payees
September	3	Talking tips: October changes	help for staff when speaking about the LTC changes
March	15	Tools found on the CM Tools website	updates on the homecare worker web page
December	13	Two new services available October 1st	CBC transition and intermediate waived services
March	17	Using collateral information during the assessment	process
February	11	Using Copy and Create to complete a re-assessment	
June	9	Welcome branch 5510	Oregon State hospital service determinations
March	10	What the auditor saw	2016 Medicaid payment audit results
July	5	XiX CA/PS assessments expired - Trends	12 months of trends
August	10	XiX CA/PS assessments expired - Trends	12 months of trends
September	12	XiX CA/PS assessments expired - Trends	12 months of trends

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October	12	XiX CA/PS assessments expired - Trends	Aug 2016 - August 2017
November	7	XiX CA/PS assessments expired - Trends	Aug 2016 - September 2017
December	11	XiX CA/PS assessments expired - Trends	Aug 2016 - October 2017

### ***Client Maintenance Unit***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
November	3	CMU extended phone hours	CMU starts a 6-month hours pilot
March	7	How is CMU doing?	survey request from CMU

### ***Diversion/Transition***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
July	13	494 Special Needs Contract reminder	reminder to complete form and check eligibility
August	13	D/T resources for everyone	tools for case managers
November	13	Don't forget - Complete all parts of the 494	
August	17	Specialized placements	new link to a SNC webpage

### ***Estates Administration Unit (EAU)***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
November	3	EAU and bank accounts	
July	10	EAU and branch files	EAU using EDMS and Archived files
April	9	EAU and contact information	secondary/third party contacts in Oregon ACCESS
February	6	EAU and elective share	probate documents and pre-deceased spouses
January	6	EAU and funeral expenses	send questions of excess funds to EAU
September	9	EAU and funeral plans	accessing funds for burial
October	2	EAU and Income Cap Trusts	the state as first remainder beneficiary
March	10	EAU and mortgage information	please collect and save current mortgage verification
December	2	EAU and personal effects	EAU cannot accept any personal items

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June	5	EAU survey results	using survey results to create a Q&A
May	13	Estate recovery questions	EAU as a resource for consumers
August	13	More about Elective Share	death of a community spouse
August	11	QMB only customers & estate recovery	Medicare clawback in recovery

### **Excel**

<b>Month</b>	<b>Page</b>	<b>Title</b>	<b>Subject</b>
June	9	Excel - Online training available	hands-on training in iLearn
February	11	Excel tip - Centering a workbook	centering horizontally and vertically
January	12	Excel tip - iLearn	three levels of Excel training are on iLearn

### **Features**

<b>Month</b>	<b>Page</b>	<b>Title</b>	<b>Subject</b>
January	9	2017 Governor's state employees food drive	
May	1	A special client	Medford meets a remarkable man
February	2	APD Mission, Vision, and Goals	
October	6	APD tribal liaison and cultural navigation	creating and increasing service equity
June	1	Ashland AFH receives grant for sprinklers	
December	1	Bryan Johnston Award recipient Nicki Holmes (Klamath Falls)	
June	11	CAM project	updates and news for Centralize Abuse Management
August	6	Celebration the ADA	27th anniversary of the ADA
September	14	Clyde Saiki retires	outgoing Director Clyde Saiki celebrated
August	2	District 15 Wellness Fair fun	celebration of staff and work-life balance in D15
November	14	Dr. Richardson visits District 14	Assistant Director Richardson tours Burns and Ontario
August	1	Eclipsing	eclipse preparations in Central Oregon
July	2	Equity and Inclusion 2017 Diversity Conference	
February	6	Happy Year of the Rooster from APINet	celebration at HSB and ERG information for everyone

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June	3	Heat alert - Signs to watch for	heat exhaustion and stroke signs and actions
October	7	Hispanic Heritage Month	celebration of Hispanic Heritage at HSB
April	1	HSB earns 2-year EarthWISE Certification	awarded for environmentally friendly practices
November	1	Jane-ellen Weidanz wins award	Weidanz wins Patriot Award
January	9	Kevin Everidge joins Central Office	new manager for Central Delivery Supports
December	7	Klamath Falls launches assisted therapy dog program	
December	5	Native American heritage celebration	cultural celebration at HSB
June	2	Oregon #4 for LTC services and supports	Oregon scores as #4 nationally
December	16	Safe winter driving	tips and resources to stay safe this season
January	1	SAIF urges you to walk like a penguin	tips for safely navigating icy ground
January	10	Service animal guidance	guidelines for allowing service animals in facilities
May	2	SOFFST conference on elder abuse	Curry Co hosts a multi disciplinary conference
June	8	Solar eclipse readiness	resources to prepare for eclipse visitors
February	1	Still time to participate in the Food Drive!	ideas and contacts for food Drive participation
October	1	The Great Shake Out	participation in the state-wide earthquake drill
January	3	USDA National Hunger Clearinghouse	
September	1	Welcome Director Pakseresht!	New director joins DHS

### **Forms**

<b>Month</b>	<b>Page</b>	<b>Title</b>	<b>Subject</b>
September	12	APD 450 updates	new FUA and calculations
May	9	CCO brochure for dual eligibles	OHA 1424 available in 7 languages
April	10	DHS 9017 updated	QMB brochure in English and Spanish is updated
April	2	Direct deposit for ICP	updated form and clarification
November	13	Don't forget - Complete all parts of the 494	
October	11	Drug disposal record	new form for provider to record drug disposal
October	7	Form updates	APD 241, 450, 539H, and SDS 288

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July	7	Form updates	APD 241, 556V, 747, MSC 3741, SDS 460, 737
January	4	Form updates	APD 354, 450, 539D, 914, 3401, 4105, 3510, 3511+
February	7	Form updates	APD 445, 539A, 546AD, 914, MSC 2099, 3400, 9093
November	6	Form updates	DHS 9043, SDS 0613
May	16	Obsoleted forms	APD 449 series has moved to ASPEN
April	12	Obsoleted forms	APD 516 and 517 series are now obsolete
February	4	Updated MSC 2099 in many languages	available in 11 languages, HIPAA and privacy compliant

### ***Governance Group***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
October	13	APD Governance Team update	Team is actively working every CI sheet
November	5	CI sheet success - Thank you!	successful activity via the CI process
February	11	Update - APD Governance Group	CI sheet success stories from the Governance Group

### ***Hearings***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
December	3	APD hearings	consumer case files; referral time lines
October	7	APD Hearings packets	consumer rights to access their records
January	5	Hearings received and assigned - Calendar year 2016	
October	2	Helpful reminders to minimize your work on hearing cases	
February	8	Late hearing requests	send all hearing requests to the hearings unit
March	4	Preparing to participate in an APD hearing	

### ***Homecare Workers***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
February	15	Accessing homecare workers on short notice	
October	11	Drug disposal record	new form for provider to record drug disposal



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May	10	Don't forget - CBC report change	draft reports are now sent differently
January	10	Don't forget - Validate HCW tasks when setting up the plan	
April	3	HCW caps monitoring and actions	work continues at Central Office with your help
April	3	HCW Professional Development Certification	
March	5	Homecare worker orientation materials	links to the most up-to-date materials

### *Honor rolls*

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
January	10	Direct and indirect case manager contact honor roll - November 2016	
April	8	Direct and indirect case manager contact honor roll - February 2017	
March	12	Direct and indirect case manager contact honor roll - January 2017	
May	13	Direct and indirect case manager contact honor roll - March 2016	
July	9	Direct and indirect case manager contact honor roll - May 2017	
August	7	Direct and indirect case manager contact honor roll - June 2017	
September	5	Direct and indirect case manager contact honor roll - July 2017	
October	11	Direct and indirect case manager contact honor roll - August 2017	
November	6	Direct and indirect case manager contact honor roll -October 2017	
December	6	Direct and indirect case manager contact honor roll - September 2017	
March	9	February 2017 SNAP honor roll	branches who achieved 90% or higher in QA reviews
January	8	Kudos - Monthly assessments	November 2016 assessments honor roll
March	6	Kudos - Monthly assessments	January 2017 assessments honor roll
April	11	Kudos - Monthly assessments	February 2017 assessments honor roll
May	14	Kudos - Monthly assessments	March 2017 assessments honor roll
July	4	Kudos - Monthly assessments	May 2017 assessments honor roll
August	9	Kudos - Monthly assessments	June 2017 assessments honor roll
September	11	Kudos - Monthly assessments	July 2017 assessments honor roll
October	3	Kudos - Monthly assessments	August 2017 assessments honor roll

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November	4	Kudos - Monthly assessments	September 2017 assessments honor roll
December	6	Kudos - Monthly assessments	October 2017 assessments honor roll
January	11	Kudos - Waivered QA results	LTSS honor roll for 90% or higher

### ***Lean Academy***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
February	13	A letter from Lean Academy	Cohort 4 members, Cohort 3 prepping for graduation
March	16	A letter from Lean Academy	Cohort 3 graduation
April	13	A letter from Lean Academy	Graduation, Cohort 4 problem solving, recruiting 5
July	13	A letter from Lean Academy	Cohorts 4, 5, and 6
August	14	A letter from Lean Academy	Cohort 5, Lean Academy conference,
September	7	A letter from Lean Academy	updates for Cohort 4 and 5
October	15	A letter from Lean Academy	Cohort 4 & 5 updates and training
November	11	A letter from Lean Academy	Cohort 6 recruitment, updates
December	14	A letter from Lean Academy	updates from cohort 4, 5, and 6

### ***Manuals***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
January	12	Don't forget - APD MAGI manual	updates to GA and recipient information
January	3	Don't forget - Manual letter #74	check APD Staff Tools for the latest updates
April	8	Don't forget - Manual letter #75	check APD Staff Tools for the latest updates
January	10	FSAM clean-up and additions	new section on posters; old versions deleted
June	13	Manual letter #76	check APD Staff Tools for the latest updates
September	9	Manual letter #77	check APD Staff Tools for the latest updates
November	5	New and improved FSAM	complete revision of the FSAM
March	13	Updates to the FSAM	additions, removals, and corrections

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### **Medical**

<b>Month</b>	<b>Page</b>	<b>Title</b>	<b>Subject</b>
May	5	ABC of OR ABLE Savings Plan webinar	training opportunities for ABLE
May	2	APD policy inbox	correct use of the box and how to reach an analyst
May	9	CCO brochure for dual eligibles	OHA 1424 available in 7 languages
January	12	Don't forget - APD MAGI manual	updates to GA and recipient information
March	13	Don't encourage application withdrawals	encouraging voluntary withdrawals is a disservice
July	10	Don't forget - 5503 narrations in TRACS	all offices can get TRACS access to 5503 narratives
May	9	Don't forget - Recurring card payments end June 30	
April	2	Hospital hold ends May 1	new process in place for hospital admissions
May	16	Oregon ACCESS reminders	tips for community spouses, detaching, removing
May	8	Protected eligibility	evaluation for groups such as PICKLE, DAC, widows
March	5	Required medical applications	staff must get a new app if one is not on file
March	10	What the auditor saw	2016 Medicaid payment audit results

### **Oregon ACCESS**

<b>Month</b>	<b>Page</b>	<b>Title</b>	<b>Subject</b>
June	2	Email addresses in OA	phase one and two of email cleanup
April	12	Email cleanup needed in OA	fields to update and check on Oregon ACCESS
May	16	Oregon ACCESS reminders	tips for community spouses, detaching, removing

### **Privacy and security**

<b>Month</b>	<b>Page</b>	<b>Title</b>	<b>Subject</b>
March	7	2017 privacy and security training	required training for 2017 is online
February	4	Computer security tip	lock your computer with just one step
February	15	Consumer information disclosure to law enforcement	
November	4	Don't forget - Confidential EDMS section	use the confidential section to capture most items

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May	15	Don't fall for phishing scams	spotting and reporting attempts at phishing
October	8	Leaving your computer unlocked	flyer
November	14	Medicare cards	new Medicare cards is a new opportunity for fraud
March	14	Scam alert - Fake news	alert form the Oregon Department of Justice
June	8	Scam alert form Assured Independence	false offers for emergency alert buttons
February	4	Updated MSC 2099 in many languages	available in 11 languages, HIPAA and privacy compliant

### ***PACE***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
July	12	PACE resources	manuals, websites and other tools for PACE
February	5	Quick facts about PACE	what is PACE and how can someone participate

### ***Resources***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
August	15	5510 case transfers in OA	email address to request transfers for this branch
February	2	APD Mission, Vision, and Goals	
May	2	APD policy inbox	correct use of the box and how to reach an analyst
October	5	Check your lights	reminder and from Fleet to use auto head lamps
January	7	Checking VA income via the PARIS	option to verify some VA income
October	11	DHS/OHA shared and central services policy site	
July	10	Don't forget - 5503 narrations in TRACS	all offices can get TRACS access to 5503 narratives
July	12	Don't forget - Interpreter services	use OEMS website for spoken language interpreters
September	6	Equifax data breach: What you need to know	
August	5	ERS billing codes for MMIS	codes and services provided
May	15	Faxing via computer	setting up an sending paperless faxes
June	6	Finding help from OAAPI	contacts in the new OAAPI structure
April	2	Fraud and waste hotline	resources for reporting concerns

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November	14	Inclement weather closures and notifications	
February	12	Information found on the Work Number	check Work Number for all eligibility determinations
December	15	Materials to determine a consumer's language	
January	4	NCOA releases Benefits Checkup tool	free online tool for help screening benefits
May	13	New refugee policy email box	email box for refugee medical and policy questions
September	4	Oregon Deaf and Heard of Hearing services	
August	2	Outlook updates needed	using Directory Update to change your manager
July	3	Outlook updates needed	changing your manager for Outlook (and iLearn)
November	2	Report discrimination	report harassment and discrimination
November	11	Rules Advisory Committee website	information and resources for the RAC process
December	16	Safe winter driving	tips and resources to stay safe this season
May	11	TAG updated online	technical assistance guide for central office updated
June	9	Welcome branch 5510	Oregon State Hospital service determinations
May	8	Why don't I get a PARIS result?	information on how the PARIS works
August	15	Wildfire smoke and health risks	OHA resources for compromised air quality

### **SNAP**

<b>Month</b>	<b>Page</b>	<b>Title</b>	<b>Subject</b>
May	4	2016 PME results	review results and links
May	10	A few things about SNAP filing dates	filing date findings from PME reviewers
December	2	CAT EL changes for October 2017	changes include exclusion of liquid assists and more
December	4	Conflict between verification, interview, and/or application	
March	13	Don't encourage application withdrawals	encouraging voluntary withdrawals is a disservice
July	2	Don't forget - Update the SNAP address	OA doesn't integrate with DHS so take another action
February	10	Don't forget - Used the expedited issuance code for SNAP cases	
September	10	In the weeds - Marijuana industry and ABAWD	
October	4	Oh I'm sorry. Am I in your way?	common access areas cited in 2017 PME reviews

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April	8	Reminder - Issuing EBT cards	less common reasons to issue EBT cards in branch
March	7	SFDNP selection April 1	Senior Farm Direct Nutrition Program 2017 update
May	16	SFDNP use starts June 1	information about the 2017 SFDNP program
April	9	SNAP cash-out project	SNAP as cash in specific counties
January	3	SNAP Civil Rights - 2017	please take the 2017 online training
December	13	SNAP Civil Rights 2017	training is due by the end of December
February	3	SNAP medical deductions effective February 1, 2017	
July	8	SNAP Q&A	SNAP questions specific to AAA and APD
March	2	SNAP shelter deductions for housing and utilities	
October	14	Verification of benefits for SNAP/TANF/ERDC	

### ***Training***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
June	10	2017 Privacy and Security Awareness training	
March	7	2017 privacy and security training	required training for 2017 is online
May	5	ABC of OR ABLE Savings Plan webinar	training opportunities for ABLE
May	5	ABC of OR ABLE Savings Plan webinar	training opportunities for ABLE
January	10	APSS Core Comps on iLearn	registration and instructions are on iLearn
July	4	Don't forget - iLearn for AAA	
August	10	Don't forget - Mandatory fraud training	training is available on iLearn
August	5	Don't forget - Voter registration training	schedule 2017 training
January	12	Excel tip - iLearn	three levels of Excel training are on iLearn
March	13	HCBS Limitations	watch for training announcements & more info
February	12	iLearn system personal information	reminder to add contact info to iLearn
November	13	Last chance for 2017 NVRA training	
June	13	Mandatory fraud prevention training	online training for Medicaid fraud prevention
November	2	Mandatory fraud training reminder	fraud training is due in 2017

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October	2	Mental health first aid training	new classes in November
March	15	Mental health first aid training	training for mental health and substance abuse
June	13	New LDMS training online	updated LDMS now available
July	3	Outlook updates needed	changing your manager for Outlook (and iLearn)
August	15	Privacy and security awareness training	mandatory training required by October 31, 2017
January	3	SNAP Civil Rights - 2017	please take the 2017 online training
November	3	SNAP Civil Rights 2017	training is recommended for all staff
June	4	SNAP Civil Rights 2017	mandatory training on iLearn
January	7	SSA video training series for representative payees	

### ***Voter registration***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
January	5	2017 voter registration deadlines	
December	4	Don't forget - Voter registration age change (16 and older may register)	
August	5	Don't forget - Voter registration training	schedule 2017 training
February	8	More NVRA Q&A	24B, forms, cards with consumers, reports, training
December	10	More NVRA Q&A	516, coordinator change, Yes/No narration, EBT line
August	12	More NVRA Q&A	auth rep, back-ups, out of state, reporting in 2 months
November	8	More NVRA Q&A	forms, guardians, address changes, declinations
October	9	More NVRA Q&A	FSAM, SDS 400, SEL 500LP, declinations, original forms
June	5	More NVRA Q&A	HH requirements, declinations, NOTM, backups
March	8	More NVRA Q&A	incomplete forms, 503Ds, HCW, 500, CMs, reporting
May	6	More NVRA Q&A	mailing a 503, changes, forms, declinations, training
July	11	More NVRA Q&A	missing a SNAP deadline, desk audits, 2 wk split, nartrn
April	5	More NVRA Q&A	when to offer, forms, reports, third-party, numbers
July	14	NVRA change	send an SEL 503 when question is not answered
January	5	NVRA reminders from the SoS	declinations, envelopes, site coordinator changes

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September 13 voter registration and the EBT replacement line

### *Miscellaneous*

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
August	7	Depositing at US Bank branches	identification requirements for cash deposits
March	15	Don't forget - Report bad driving	DHS Director asks for help monitoring E plate car usage
June	13	Minimum wage increase July 1	minimum wage increases by area
January	12	Risk management word search	
January	9	Total CAPI applications in AAA and APD - January 2015 - December 2016	
October	15	Manager updates needed in Directory updates	