

## 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

### **APS**

<b>Month</b>	<b>Page</b>	<b>Title</b>	<b>Subject</b>
March	3	April is National Sexual Assault Awareness Month	
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

### **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
February	7	Central Office chili cook-off	winners and totals from the CO chili cook off
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
February	6	Oregon City starts their food drive	last year's District 15 winner is trying to keep the 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	7	Services and supports auction and sale	Field Services and Central Delivery Supports food drive

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May	11	Tigard's TYCTW Day	news and photos - Take Your Child To Work Day 2017
January	6	Ugly sweater day at 1017 Roseburg	Roseburg staff and their terrible holiday sweaters

### ***Case management***

<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	
May	12	Adult Foster Home recruitment	ideas for recruitment
April	4	CA/PS comments: Appropriate documentation updated fields	
February	15	Consumer information disclosure to law enforcement	
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 h	
January	10	Direct and indirect case manager contact honor roll - November 2016	
April	2	Direct deposit for ICP	updated form and clarification
March	13	Don't encourage application withdrawals	encouraging voluntary withdrawals is a disservice
April	10	Don't forget - NCI-AD survey	Natl Core Indicators Aging and Disability survey ongoing
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	
March	13	HCBS Limitations	watch for training announcements and more information
April	3	HCW caps monitoring and actions	work continues at Central Office with your help
March	7	K Plan ancillary services	requesting ancillary services
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

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January	11	Kudos - Waivered QA results	LTSS honor roll for 90% or higher
January	2	Making the most of available resources as a	Long Term Care case manager
May	11	Online payments for in-home consumers	online option available
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
February	5	Quick facts about PACE	what is PACE and how can someone participate
January	7	SSA video training series for representative payees	
March	15	Tools found on the CM Tools website	updates on the homecare worker web page
March	17	Using collateral information during the assessment process	
February	11	Using Copy and Create to complete a re-assessment	
March	10	What the auditor saw	2016 Medicaid payment audit results

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

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
March	7	How is CMU doing?	survey request from CMU

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

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
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
March	10	EAU and mortgage information	please collect and save current mortgage verification
May	13	Estate recovery questions	EAU as a resource for consumers

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### **Excel**

<b>Month</b>	<b>Page</b>	<b>Title</b>	<b>Subject</b>
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	
February	6	Happy Year of the Rooster from APINet	celebration at HSB and ERG information for everyone
April	1	HSB earns 2-year EarthWISE Certification	awarded for environmentally friendly practices
January	9	Kevin Everidge joins Central Office	new manager for Central Delivery Supports
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
February	1	Still time to participate in the Food Drive!	ideas and contacts for food Drive participation
January	3	USDA National Hunger Clearinghouse	

### **Forms**

<b>Month</b>	<b>Page</b>	<b>Title</b>	<b>Subject</b>
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
April	12	Email cleanup needed in OA	fields to update and check on Oregon ACCESS
January	4	Form updates	APD 354, 450, 539D, 914, 3401, 4105, 3510, 3511+

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February	7	Form updates	APD 445, 539A, 546AD, 914, MSC 2099, 3400, 9093
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>
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>
January	5	Hearings received and assigned - Calendar year 2016	
February	8	Late hearing requests	send all hearing requests to the hearings unit
March	4	Preparing to participate in an APD hearing	what to expect and tips

### ***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	
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

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### ***Lean Academy***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
March	16	A letter from Lean Academy	Cohort 3 graduation
February	13	A letter from Lean Academy	Cohort 4 members, Cohort 3 prepping for graduation
April	13	A letter from Lean Academy	Graduation, Cohort 4 problem solving, recruiting 5

### ***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
March	13	Updates to the FSAM	additions, removals, and corrections

### ***Medical***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></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
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

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March	10	What the auditor saw	2016 Medicaid payment audit results
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### ***Privacy and security***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></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	
May	15	Don't fall for phishing scams	spotting and reporting attempts at phishing
March	14	Scam alert - Fake news	alert form the Oregon Department of Justice
February	4	Updated MSC 2099 in many languages	available in 11 languages, HIPAA and privacy compliant

### ***Resources***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
February	2	APD Mission, Vision, and Goals	
May	2	APD policy inbox	correct use of the box and how to reach an analyst
January	7	Checking VA income via the PARIS	option to verify some VA income
May	15	Faxing via computer	setting up an sending paperless faxes
April	2	Fraud and waste hotline	resources for reporting concerns
February	12	Information found on the Work Number	check Work Number for all eligibility determinations
January	4	NCOA releases Benefits Checkup tool	free online tool for help screening for benefits
May	13	New refugee policy email box	email box for refugee medical and policy questions
May	11	TAG updated online	technical assistance guide for central office updated
May	8	Why don't I get a PARIS result?	information on how the PARIS works

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### **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
March	13	Don't encourage application withdrawals	encouraging voluntary withdrawals is a disservice
February	10	Don't forget - Used the expedited issuance	code for SNAP cases
March	9	February 2017 SNAP honor roll	branches who achieved 90% or higher in QA reviews
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
February	3	SNAP medical deductions effective February 1, 2017	
March	2	SNAP shelter deductions for housing and utilities	

### **Training**

<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
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
January	12	Excel tip - iLearn	three levels of Excel training are on iLearn
March	13	HCBS Limitations	watch for training announcements and more information
February	12	iLearn system personal information	reminder to add contact info to iLearn
March	15	Mental health first aid training	training for mental health and substance abuse
January	3	SNAP Civil Rights - 2017	please take the 2017 online training



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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	
February	8	More NVRA Q&A	24B, forms, cards with consumers, reports, training
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
April	5	More NVRA Q&A	when to offer, forms, reports, third-party, numbers
January	5	NVRA reminders from the SoS	declinations, envelopes, site coordinator changes

### ***Miscellaneous***

<b><i>Month</i></b>	<b><i>Page</i></b>	<b><i>Title</i></b>	<b><i>Subject</i></b>
March	15	Don't forget - Report bad driving	DHS Director asks for help monitoring E plate car usage
April	12	Email cleanup needed in OA	fields to update and check on Oregon ACCESS
January	12	Risk management word search	
January	9	Total CAPI applications in AAA and APD - January 2015 - December 2016	