

In the Loop

Still time to participate in the Food Drive!

The Oregon Food Bank Network provides meals for about 270,000 people. The rate of food insecurity in Oregon is 16.1% and about 1 in 3 children do not have enough food to eat.

While food donations are always welcome, an easy way to support the Oregon Food Bank Network is by donating money. The Network is able to buy in bulk and use funds to distribute donated goods to regional food banks; a \$10 donation provides 40 pounds of food or 30 meals.

The Governor has challenged state employees to each donate at least \$144 annually to the food bank of their choice. You can meet the challenge through a one-time payroll deduction or with a monthly payroll deduction of at least \$12 per month (for one year), or a one-time cash donation. Please give checks, completed payroll deduction forms, and cash to the Site Food Drive Coordinator at your local office.

You can help by volunteering; your local food bank can provide opportunities in your community such as helping at a food distribution site, in a soup kitchen or even helping with a class to provide education about how to prepare nutritious meals from a food box.

For more information contact our DHS Food Drive Coordinators [Tammy Brooks](#) or [Sarah Lambert](#), your local Food Drive Coordinator, or visit the [Oregon Food Bank website](#).

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

Aging and People with Disabilities

DHS Mission:

Help Oregonians in their own communities achieve well-being and independence through opportunities that protect, empower, respect choice and preserve dignity.

APD Vision:

Oregon's older adults, people with physical disabilities and their families have easy access to services, supports and early interventions that help maintain independence, promote well-being, honor choice, respect cultural preferences and uphold dignity.

APD Goals:

- Ensure the safety and protection of the population we serve with a focus on prevention.
- Facilitate broad awareness of, and easy access to, services.
- Invest in preventive services to keep people independent, safe and healthy for longer periods of time.
- Provide person centered services and supports.
- Serve people in an equitable and culturally sensitive manner.
- Promote high quality services by APD, its local partners and providers.
- Increase advocacy efforts to improve outcomes for APD consumers.
- Administer programs with the utmost integrity.

SNAP medical deductions effective February 1

The Food and Nutrition Services (FNS) has approved a waiver for Oregon to implement a Standard Medical Deduction (SMD). The SMD will allow individuals with more than \$35 (at least \$35.01) in verified medical expenses to receive a standard deduction of \$170 from their countable income.

***Note:** Individuals who have verified medical costs greater than \$205 (\$170 + \$35) will be granted their actual medical expenses as their deduction.*

The way staff code a medical deduction on FSMIS will remain the same; to be eligible for a medical deduction, customers must still meet the SNAP definition of elderly (GP-A.29) or disabled (GP-A.24). How medical expenses are calculated is not changing and coding a medical deduction as a one-time expense or dividing it over the certification period will not change.

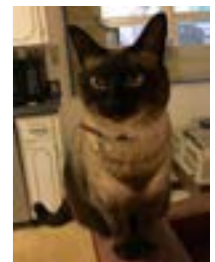
With a Standard Medical Deduction, anyone who meets the SNAP definition of elderly or disabled and who has expenses of at least \$35.01 will receive \$170 deducted from their income, as the standard.

Beginning February 1, 2017, implementation of the SMD will take effect. The system will automatically update current cases with a MED code to receive the SMD effective February 1, 2017. Any actions taken in FSMIS with an effective date of Feb 1, 2017, or later, will follow the procedures in this document.

At initial certification:

Branch offices should continue to process medical deductions at initial application.

- Staff should verify medical expenses of at least \$35.01 if an individual is to receive the SMD;
- Workers should code in FSMIS the actual reported medical deduction if the consumer reports expenses greater than \$35.01. This is required for DHS to comply with the federal waiver and for federal reporting requirements on cost neutrality;
- FSMIS will complete the correct calculation based on the information entered by the worker into the system;
- Workers will not need to determine if an individual is eligible for the SMD.



*Buttercup,
Cindy Pryor,
Central Office*

At recertification or when a change is reported:

At recertification or for reported changes, medical expenses will not need to be verified unless the individual reports a change in their medical expenses that causes an increase over \$35, if they were previously under the SMD threshold, or if medical deductions increase to over \$20; workers can accept the individual's statement.



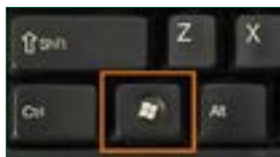
Don't forget! Remember to use the [Version 6 K Plan Ancillary Services Guide \(The Guide\)](#) located on the K Plan Services [webpage](#). Please check your bookmarks and make sure they point to the updated version. If you have a saved or (gasp!) printed version, please delete and use Version 6. See [APD-IM-16-111](#) for more information.

Computer security tip

Did you know you can lock your computer with one action instead of two?

Instead of using *Ctrl + Alt + Delete*, then *Enter* to lock your computer when you leave your seat, try the *Windows key + L* and your screen is locked!

The Windows key is between the *Ctrl* and the *Alt* keys on the left side; some keyboards have one on each side, some will only have one.



Don't risk leaving your computer open and vulnerable - switch to using *Windows key + L* to save keystrokes, time, and be more secure!

March 2017

Brain injury awareness month
 Chronic fatigue syndrome awareness month
 Multiple sclerosis awareness month
 Mar. 1 - 7: Write a letter of appreciation week
 Mar. 5 -11: Save your vision week
 Mar. 13 - 19: Brain awareness week
 Mar. 20 - 26: Wellderly week
 Mar. 3: Dress in blue day
 Mar. 10: Middle name pride day
 Mar. 12: Daylight Savings Time begins
 Mar. 19: Operation Iraqi Freedom day
 Mar. 20: Vernal equinox
 Mar. 21: World Down Syndrome day
 Mar. 28: American Diabetes Assoc. alert day
 Mar. 30: World bipolar day

Updated MSC 2099 in many languages!

Good news! The new [MSC 2099](#), *Authorization for Use and Disclosure of Information* is updated as of 11/01/2016 and now available in eleven (11) languages on the [DHS Forms Server](#). Older versions of the MSC 2099 are not compliant with HIPAA or DHS/OHA privacy policies and should not be used.

The new [MSC 2099](#) includes some great features, including an expandable *Release To* section allows multiple parties to share information about the same *Release From* individual. Staff can also update the form to remove one of the *Release To* parties.

A print button at the top of the form allows the form to print with or without the instructions. All language has been simplified and all these features are available in each language and format.

Please delete all copies of the prior versions of the MSC 2099 from desktops and archives and use only the current version going forward. All current forms are available on the [DHS Forms Server](#).



Blu - Janice
 Castle, Central
 Office

Quick facts about PACE

The Program of All-Inclusive Care for the Elderly (PACE) is a cooperative program under Medicare and Medicaid. PACE was created to provide flexibility to meet the long-term care and health needs of consumers in a more coordinated manner than traditional coverage. A team of professionals from multiple disciplines, called an interdisciplinary team (IDT) work together with consumers, caregivers and families to develop a plan of care that is comprehensive and responsive to the individual's healthcare and social service needs.

Who can join PACE? To join PACE, the consumer must be:

- Age 55 or older;
- Meeting SPL 1-13;
- Able to live safely in the community;
- Eligible for Medicaid or Medicare;
- Resides in a PACE service area: Multnomah, Clatsop, and parts of, Tillamook, Washington, and Clackamas Counties;



Mabel - Darcy
Patterson,
Burns

What are PACE services? The PACE provider is responsible for meeting all of the healthcare and social service needs identified in the care plan. Most services are provided in ElderPlace's health and social centers. PACE covered services include but are not limited to:

- Case management;
- Adult Day services;
- Medical care;
- Palliative Care;
- Social services;
- Therapeutic services.
- Nursing home care;
- Emergency services;
- In-home care;
- Transportation;
- Community nursing;

PACE may also cover other services in the local area which are determined necessary by a team of health care professionals to improve and maintain overall health.

Resources:

- Consumers and their families may contact PACE with questions with a toll free number: 844-224-7223;
- Visit the [PACE webpage](#) for more information about PACE, including areas served and services;
- Staff questions about the PACE program should be referred to Cindy Susee, 503-945-6448 or cynthia.susee@state.or.us.

EAU and elective share

The Estate Administration Unit (EAU) occasionally receives probate documents for the pre-deceased spouse of a living consumer. The estate administrator will review the information to determine if the consumer is listed as the heir of the estate.

In some cases, the consumer may be excluded from the estate. In those instances, EAU will contact the case manager with this information so they can take action to ensure the consumer receives the required *elective share* of the estate.



*Goliath, Abby,
Dee Dee - Debi
Quant Burns*

If a conservatorship needs to be initiated, please contact Valerie Eames at (503) 945-5884 or Valerie.m.eames@state.or.us for information.

Oregon City starts their food drive

Oregon City APD office (0311) is ramping up our Governor's food drive collections. The attached picture is the result of a single activity from our morning all staff meeting.

The golden pig in the middle is the "trophy" Oregon City won last year for collecting/raising the most funds in the district.



Oregon City APD has a great motivation to keep the pig another year in our office!

Amber Rawson, Quality Assurance Coordinator

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.

Happy Year of the Rooster from APINet

Gōngxǐ Fācái, Kung Hee Fat Choy, Happy New Year! On February 2nd the Asian & Pacific Islanders Network (APINet) hosted a first annual celebration of Chinese New Year in the Barbara Roberts Human Services Building lobby.



The event featured speakers, a chance to make hand fans, traditional food and beverage samples, Chinese couplets, and lucky envelopes.

If you are interested in the APINet or another Employee Resource Group (ERG) at DHS, please visit the Office of Equity and Multicultural Services (OEMS) [website](#).



Services and Supports auction and sale

The APD Field Services and Central Delivery Support team hosted an auction and sale to benefit the food drive in the HSB lobby.



Sale items includes jewelry, gifts, and décor. We auctioned vintage and antique items, art glass, fine jewelry, craft supplies, and many other things.

All together we raised **\$1002.75** for the Marion Polk Food Share – at 40 pounds of food for every \$10, or **4.011 pounds** of food!



Central Office chili cook-off!

Thank you to everyone who supported support the APD Central Office chili cook-off!

We had a great turn out and raised roughly \$300 for the food drive! the 2016 winners are:

ALL of the chili was great, but the judges have spoken!

- Hottest chili: Bob Allyn for Butiful Chili
- Best names chili: Jennifer Stallsworth for *Chili Bean is not my lover*.
- And the BEST CHILI in APD award goes to Brian Kirk!

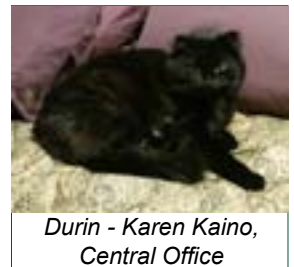
Congratulations to everyone!

Shannon Gregory, 2016 APD Food Drive Coordinator

Form updates

Delete all copies of the prior versions of these forms from desktops and archives and use only the current version going forward. All current forms are available on the [DHS Forms Server](#):

- APD 445, *Application for Benefits*, has been translated into [Korean](#) with the current version date;
- APD 539A, *Aging and People with Disabilities Application Form* has been translated into [Korean](#);
- APD [546AD](#), *Adult Day Services - Payment Authorization*, now shows additional providers on the drop-down menu;
- APD [546IC](#), *SPD Independent Choices Benefit Calculation*, is updated with the increase in hourly rate of pay;
- APD 914, *Client Choice of Service Options*, is updated and translated into [Spanish](#) and [Romanian](#);
- MSC [2099](#), *Authorization for Use and Disclosure of Information* is to meet HIPPA and privacy requirements (see page 4);
- MSC 3400, *Information and Referrals for Low-Income Families* is updated to replace the DHS 3400 and available in [English](#), large print [English](#), [Spanish](#), [Russian](#), [Vietnamese](#), [Korean](#), and [Somali](#);
- MSC 9093, *Estate Administration Brochure*, has been translated into [Korean](#).



*Durin - Karen Kaino,
Central Office*

Late hearing requests

If your branch receives what you believe is a late hearing request you should always refer the request to the hearings unit (even if it is past the 45 days). Requests must be processed by the APD Hearing Unit and action taken no matter when the local office receives the 443.

A hearing request past 45 days could still be valid because each program has specific rules about when a hearing request is late. The only way to truly know is to have the request referred to the hearings unit and have a hearings representative assigned to the request. In some cases even if the request is late, good cause may be granted for the late request or the hearings representative assigned to the case could refer the consumer for a limited hearing on good cause.

Remember the hearing process is not complete until a final order is issued either by a Department Designee, an AAG, or an Administrative Law Judge.

If you ever have questions about how to process a hearing request please feel free to email the APD Hearing's email box.

APD Hearings Unit



Sydney -
Niki Volz,
McMinnville

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. See [FSAM. VIII](#) for the complete NVRA manual, including procedures and examples.

Staff are expected to follow procedures and guidance in the [FSAM](#).

Q: Do staff have to ask about voter registration with 24B renewals?

A: The 12 month action on the SNAP case is unique – it is not a renewal, it is not request for more benefits, it's just kind of its own thing. Sort of like the desk audit actions we do for SSI consumers, but for SNAP. Because it's a check-in and not actually a request for benefits, the 24B does not automatically trigger a voter registration event.

However, IF the 12 month 24B renewal shows a change of address or adds a new HH member to the filing group (which is a new request for benefits) the worker *would* have to ask about voter registration because those things trigger a voter registration event regardless of the situation, timing, or benefit type. If neither of those things have happened at the time of the 24B action, there is no need to ask about voter registration until either the next qualifying event or the next certification. [G.4: 24B renewals for SNAP](#)

Q: Does the 539A application replace the declination for intake works?

A: The 539A, and every other DHS approved form with the voter registration question printed on it, DOES replace the 503D declination form. It does NOT replace the requirement to

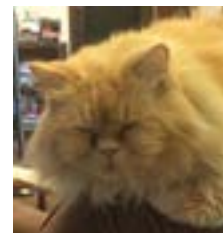
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narrate, however. If the intake worker or CM receives a completed DHS approved form with the voter registration question, they do not have to complete another declination but they do have to complete a narration. [C.1: Applications and reporting forms declination](#)

Q: If the worker takes the voter registration card out into the field and the consumer says *maybe*, but they take the form and keep it and may fill it out and mail it in later or they may not, does that count as a *Yes* or a *No*?

A: It is considered a *Yes*. We do not care why they want us to leave the registration card or if they ever complete it. All we care about in these situations is did they ask for a card. If they did ask for a card, or a card was left because they couldn't make up their minds, for our purposes is considered a *Yes* and the worker would narrate *Yes*. [C. Declinations](#)



Sunny Boy -
Steve Ettlich,
Medford

Q: Do we need to count the voter registration forms left with consumers during home visits?

A: No, the local branch only needs to count and report the cards which are mailed *by the office* to the county elections office.

Q: I have already completed and turned in our January report for month end and just had a registration card handed to me dated and stamped 01/31. Should I just do this as a February registration since it was handed in on 02/02/2017, or do I need to REDO the January report?

A: There are a few things going on here, so we'll take in in parts. This information is in [F. Local Site Coordinators](#) in the FSAM.

Branches are required to do weekly reports, not monthly. A report is required to be submitted via the [internet form](#) once every seven (7) calendar days. The report includes the total number of cards submitted to the county office in the prior seven (7) days, regardless of the date of the card. Completed cards must be mailed to the local elections office within five (5) calendar days of the day of receipt, so you have time to send this one in and not have it be late. Please be sure to use the SEL 516 envelope (available through FBOS) and *not* a plain envelope.

The Elections office will decide how to assign the registration a received month; you don't need to worry about what month it came in. The date stamp determines when the card has to be turned in by the branch, it doesn't matter for the reporting month. All you need to do here is get the cards mailed in on time and complete the weekly report!

Q: Is there a 2017 online training for NVRA?

A: No, there is not. For outlying offices, I am presenting training via SMARTBoard (about 90 minutes) or can come to your office if you are close to the Salem area. Contact me and we'll see what will work best for your area: Karen Kaino: karen.l.kaino@state.or.us.

CAM project kick-off



It is official: The project to create our new, statewide Centralized Abuse Management (CAM) solution is underway. Contracts between the Oregon Department of Human Services (DHS), the systems integrator, [Vertiba](#), and the solution provider, [Salesforce.com](#), were executed on December 31st, 2016.

We are excited to announce that kick-off for the project was Monday, January 9th, 2017.

CAM will ease the documentation and tracking of investigative efforts and results. It will provide a universal best-practice approach and offer easier access to collected data. The project team is currently conducting an analysis to identify where the existing solution platform deviates from our requirements.

This “fit-gap analysis” is conducted to identify the areas of the solution where functional or other adjustments and additions are needed. The fit-gap analysis will be followed by two design iterations, which will lead to a pilot version of the solution. The pilot is expected to be available mid-June of this year. Training for users in the two districts who will participate in the pilot should be anticipated two weeks prior to the deployment of the pilot.



The pilot is scheduled to last 60 days and will be followed by a rolling implementation. That means the initial version of CAM will be rolled out to the field in three phases. Each phase allowing 30 days for implementation in the participating districts. By the end of 2017, Aging and People with Disabilities and Office of Developmental Disabilities Services will use the initial version of CAM in their daily work.

This initial information is meant to provide an overview of the project timeline and the planned progression. We will continue to offer more detailed information as the project moves along. If you have any questions or concerns, the email address below was created so you can directly communicate with the project.

Contact Info: CAM.Communications@dhsosha.state.or.us



Don't forget! Use expedited issuance coding for expedited SNAP cases even when the 7 days have passed. See [SNAP manual B.6](#) or contact the SNAP analysts snap.policy@state.or.us.

Beaverton food drive activity

Our branch is lively and compassionate as usual when raising funds and food for the Food Drive. So far we have 22 prizes for our raffle offered by restaurants and local establishments, and we have a silent auction going for a silk scarf offered as an incentive by a local merchant.

We had a coffee break fund raiser, our healthy pot luck Food Drive lunch, and we have another event the final week. People are also bringing food to donate.

This is a cause that is dear to our hearts and we know it benefits our clients directly. With the raffle funds we have contributions equivalent to between 3500 and 4000 meals. It is a pleasure to do this every year.

Paula Casner, Beaverton

Update - APD Governance Group

The APD Governance Group has been working to close submitted CI sheets, including:

- CI sheet #336: Request to improve or update Oregon ACCESS templates which is actively being addressed by the APD Financial Eligibility Team.
- CI sheet #372: The APD Long Term Care Policy unit has sent *Requests for Applications* to vendors statewide which will allow contractors to apply and qualify as Medicaid providers in their local areas, and be responsible for obtaining bids, overseeing work and ensuring work is satisfactory – instead of case managers doing this work.

Information about CI sheets is available on the Governance Team intranet [website](#).

Using Copy and Create to complete a re-assessment

Using the *Copy and Create* feature in CA/PS to complete a re-assessment is a time saving benefit that must not be abused. If you choose to copy a previous assessment, it is a requirement that you still complete an in-person home visit, as well as review and update the need levels and comments as appropriate.

This means when comments are no longer appropriate they should be deleted and replaced with comments which reflect the consumer's current needs and limitations.

If in the event a consumer's needs have not changed and you have determined that the comment and need level is correct, you should add a comment which indicates the date, that the comments have been reviewed, and that the need level is still appropriate.

Medicaid APD LTC Systems Policy Unit

Excel tip - Centering a worksheet

Centering a worksheet on a page in Excel is very easy (please don't add empty columns):

1. Click *Page Layout* from the Ribbon;
2. Click the expansion arrow in the lower right corner (the little gray box);
3. A *Page Setup* dialog box will open;
4. Select the *Margins* tab (second from the left);
5. In the bottom left of the dialog box, choose *Horizontally*, *Vertically*, or both to center your data;
6. Click *OK*.



*Harper - Erin Drake,
AFH Licensing*

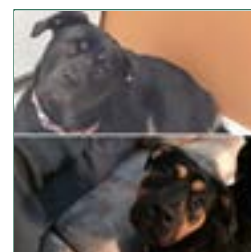
iLearn system personal information

There have been a large number of no-shows for training lately (please always cancel your training if you cannot attend) which have uncovered two places where we can do better and potentially reduce no-shows.

- The primary issue is many staff have not added an email address to their iLearn profile so they are not receiving email reminders from the trainer about their class.
- The second issue is the name of the supervisor is missing making it impossible for trainers to contact the supervisor with updates or questions.

Both things are quick fixes in the *My Account* screen and together take less than 3 minutes:

1. Click on the down arrow to the right of your name in the upper right corner of the screen;
2. Choose *My Account*;
3. Click the *Edit* box on the upper right of the *User Information* box;
4. Enter your work email address, phone number and any other relevant information which is missing;
5. Click *Save*;
6. In the box below, click the *Edit* box on the upper right of the *Work Information* box;
7. Choose the blue *Select* under *Manger(s)*;
8. Enter the last name of your manger to search;
9. Click on your manager's name;
10. Click *Save*;
11. Click *Save* again;
12. DONE!



Maggie and
Cassie - Jennifer
Lawrence,
Washington Co.

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.

Information found on the Work Number

Reprinted from the February 2017 QA Accuracy in Action.

An important part of the eligibility process, is checking the [Work Number](#) for all adults on a case to look for unreported income.

We use this database to verify employment and income information. It also saves ourselves and the client the extra work of a pending case. The Work Number database is updated each time an employer runs payroll.

The Work Number needs to be checked when we complete certifications, recertifications, and at ICR time. To get access, talk with your supervisor.

A letter from Lean Academy

Cohort 4 – Up and running!

The fourth cohort of the Lean Academy has officially started! Enthusiastically, these eager minds have been accepted and integrated into the growing world of the Lean Academy due to their desire for problem solving knowledge and experience. They have shown an ability to work with others in areas all over the agency and represent leadership from every level. Class has already begun and they have started on their projects – solving problems and improving process throughout the department.



Check out who's in Cohort 4:

- Robin Brandt – VR, Central Office
- Lorene Calzada – SSP, Springfield
- Gloria Clark – CW/SSP, Coos Bay
- Dwonna Coe – SSP, Corvallis
- Katie Darby-Smiths – CW, Portland
- Mindy Harbick – CW/SSP, Salem
- Monica Henderson – DD, Portland
- Amy Johnson – SSP, Portland
- Jade McCredy – SACU, Salem
- Abigail Ofstedahl – CW, Central
- Lorie Sailor – APD, Hillsboro
- Rudy Torres – CW, Central Office

Congratulations to all those who made it in!

Cohort 3

While another cohort starts, Cohort 3 is working hard to continue their projects and are looking to graduate as Local Lean Experts in May of this year!

Contact us

Questions about Lean Academy? Contact us on our Lean Academy – specific e-mail address: OCIDirector.LeanAcademy@State.or.us. Or check us out on our [intranet site!](#)

Updating Outlook information

Please check Outlook and make sure all your information is up to date, especially your telephone numbers. Outlook is the primary way someone is able to locate and contact you so if information is incorrect or absent, you may be missing essential information.

For directions on how to update your telephone number in Outlook, or add a mobile phone number, see the FSAM, section X. Procedures for state offices, F. [Outlook: 2. Adding or changing phone numbers in Outlook.](#)

FYI – the FSAM section on Outlook will also explains how to [ignore](#) a conversation, [recall](#) a message, or [create](#) a contact from an email outside of the state system. If there is another Outlook topic you would like included, please let Karen Kaino know!



*Kona Keiki and Flurry -
Debbie Trude, Roseburg*

Pay it forward!

If you had an opportunity to help the many people you see daily asking for food on almost every corner of our streets, would you take it? If in addition to helping them, you could do something fun in the process, would you do it? **WELL, YOU CAN!**

We're all aware of the Governor's State Employees Food Drive. The APD Safety, Oversight and Quality Unit (SOQ) takes this opportunity to heart and has participated in the food drive since 2014. Our main form of fundraising has been in the form of a **GARAGE SALE**. Who doesn't love a good garage sale? Many have found fun, useful, and endearing treasures; everything from furniture to clothing and all things imaginable. Donations are always welcome!

We have a dedicated team of volunteers in Ann Birch, Keith Ramey, Kim Hector, Kristina Krause, Nikki Stifel, Patti Shaw, Valerie Johnson, Marci Wingerter and others. Ann has been dedicating her time to the food drive since 2003! Together, these staff have organized, priced, and secured monies to make the food drive a huge success. All SOQ's money has gone to benefit the **Marion-Polk Food Share**.

The following is a testament to how many people/families have been helped because of this team's effort:

- 2014 – Raised in excess of \$1,288 equaling more than **4,912 pounds of food**.
- 2015 – Raised in excess of \$1,700.00, equaling more than **6,800 pounds of food**.
- 2016 – In the February drive we raised \$1,533.50, equaling **6,134 pounds of food**.
 - In the fall of 2016, we had an extra little sale and raised \$1,200, equaling **4,800 pounds of food**.
- 2017 – Our sale is off to an excellent start and continues through March 3, 2017. Come shop at 3406 Cherry Ave.

As SOQ has proven, anyone can do this if they put their mind to it. It is fun and rewarding. There are many great ideas like raffles, guessing how many objects are in a jar, etc. Use your imagination, go for it and **PAY IT FORWARD!**



*Duke and Sheba -
Lisa Bouchell, Central
Office*



Pictured left to right: Keith Ramey, Kim Hector, Ann Birch, Nikki Stifel, Kristina Krause, and Andria Otjen.

Ann Birch, APD Safety, Quality and Oversight

Accessing homecare workers on short notice

Are you looking for a homecare workers who will work on a short notice? *The Registry* tracks workers who have identified themselves as being available on short notice. Currently, there are around 1,800 workers who have identified themselves in this category. To locate the list of self-identified workers, do the following:

- Log into the Registry at <https://or-hcc.org>;
- Click on *Specialty Reports*;
- Select your Service Group: *Senior's and People with Disabilities*;
- Select Location type: either *Branch Office* or *County*;
- Select *Registry Status: Complete*;
- Select *Availability: Recommendation is Available for Referral*;
- Work Type: *Choose Working with Short Notice*;
- Language: This field is optional; it defaults to all languages;
- To include mailing addresses, click the box;
- Select *Show Workers*; run report;
- If you would like to save the report to an excel spreadsheet, click *Save to File*.

To generate a report that includes workers who have self-identified as being able to respond in an emergency, such as evacuation or in-home services in the event of a disaster; follow the same instructions as above, but choose Assisting with evacuation and in-home services in the event of a natural disaster.

For more training or additional information about this report or other functions the registry performs, please contact Ron McGhee at Ronald.G.McGhee@state.or.us.

Consumer information disclosure to law enforcement

Ever wonder what you can and cannot share about consumers to law enforcement? You can now find a helpful tool located on the Case Management Tools [website](#) which explains just that. It includes communication from Salem about what you should do if you are faced with this situation, as well as the current rules/policies which pertain to the topic. You can locate a link to the tool on the CM Tools website under the *Other Links & Tools* section, or you may [click here](#) to view the document now.

Medicaid APD LTC Systems Policy Unit



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