

In the Loop

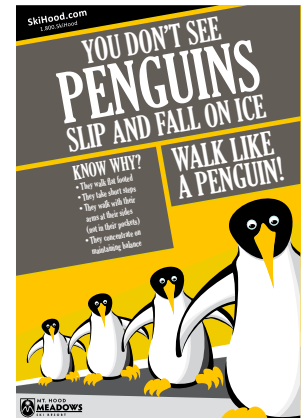
SAIF urges Oregonians to *walk like a penguin*

With inclement weather arriving in some parts of the state and forecast for others, SAIF again wants to remind Oregonians to *walk like a penguin*.

“Slips, trips, and falls are the leading cause of injury in Oregon – both in and out of the workplace,” said Scott Clark, safety innovations manager for SAIF. “Changing how you walk on slippery surfaces can mean the difference between making it home safely and taking an unexpected trip to the hospital.”

Clark offers the following guidance for taking walking cues from our arctic friends:

- Keep your hands by your sides (and not in your pockets);
- Slow down and take short steps;
- Walk flat-footed;
- Point your toes slightly to the sides.



Watch a demonstration from SAIF on how to walk like a penguin [here](#).

Oregonians are encouraged to show how they #WalkLikeAPenguin throughout the winter, and share the [poster](#) from Mt. Hood Meadows to encourage others to *walk like a penguin* too.

You can find more tips like this on the saif.com [Safety and health](#).

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

Making the most of available resources as a LTC case manager

Although the Medicaid APD LTC Systems Policy Analysts and the Case Management Analysts are here to help and are happy to do so, we also have some ideas about how to get the most out of your contacts with us.

Look before you ask.

Don't spend a bunch of time struggling to find an answer, but do get familiar with the Manuals and the Administrative Rules website as well as the Case Management Tools website.

- [APD Worker Guide](#);
- [Chapter 410](#) (OHA/DMAP rules);
- [Chapter 411](#) (Service rules);
- [Chapter 461](#) (Eligibility rules);
- [Case Management Tools](#).



TJ and Max - Gene Sundet,
Clackamas County

Try using the *Search* function.

Improving your skills at using the *Search* function can be incredibly helpful. You can narrow the focus to a few rules or sections.

Go to your local lead worker or other local expert.

Every branch or office should have someone on-site whose job duties includes this kind of help.

If the answer to your question is clearly documented and contained in an available resource...

We will sometimes just tell you exactly where to find it. This is intended to aid staff in learning where rules can be found for future reference. But if you don't understand the answer, ask for further clarification.

Narrow your search to find who the best Analyst is for you to contact based on their area of expertise.

Click on the [Program Analyst contact list](#) to help learn who the Policy Analysts are for each topic area. This will help you direct your questions to the person most likely to have an answer for you.

Give us the situation as clearly and as completely as you can.

Please give as much information as possible including dates, names or other key information needed for the Analyst to make a decision. We can't over-emphasize how important it is to give us all the information we need to provide a correct answer. Otherwise we're just going off partial information and the answer you receive may not be correct.

Knowledge is power; share it!

Some offices have a great practice in place. When staff can't come to an internal consensus, they send the question to policy, then share the response they get back. This is especially helpful for new policy questions, uncommon situations that aren't so uncommon in your area and to address branch folklore that just won't go away.

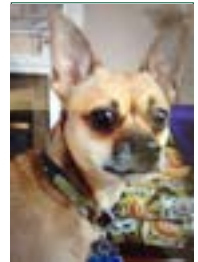


Don't forget! Please review Manual Letter #74 on the APD Staff Tools website for updates; see [SS-PT-16-027](#) and [SS-PT-16-028](#) for a complete list of changes. Updates to the Case Management Tools section of APD Staff Tools have been incorporated in this manual letter and will be included in subsequent letters.

SNAP Civil Rights - 2017

The 2017 Supplemental Nutrition Assistance Program (SNAP) Civil Rights training is available on [iLearn](#). This course describes the civil rights of persons receiving or applying for SNAP or other cash benefits.

Annual Civil Rights training is a required course for staff working with SNAP benefits and recommended for other DHS staff and community partners. This course must be taken yearly. Locate the course by searching for *SNAP Civil Rights – 2017*.



Seely -
Camille Hang,
Hillsboro

USDA National Hunger Clearinghouse

The [USDA National Hunger Clearinghouse \(NHC\)](#) raises awareness about Food and Nutrition Services (FNS) nutrition programs and food resources in communities.

The NHC is an important tool to combat hunger and support economic mobility. The Clearinghouse provides services in two ways:



1. The USDA National Hunger Hotline, which operates Monday through Friday from 8:00 AM to 8:00 PM Eastern Time (excluding federal holidays). If you need food assistance, call 1-866-3-HUNGRY or 1-877-8-HAMBRE to speak with a representative who will find food resources near you. The USDA National Hunger Clearinghouse is currently operated by [Hunger Free America](#);
2. A database of non-governmental, grassroots organizations that provide food assistance. These organizations enter their information into the [Clearinghouse database](#), which is available to the public. The database is searchable and downloadable. The organizations are also added to an email list that receives monthly newsletters on nutrition news and education.

Background on the Clearinghouse:

The USDA National Hunger Clearinghouse is authorized by Congress to be operated by a non- governmental, anti-hunger organization, per Sec. 26 of the Richard B. Russell National School Lunch Act. The Clearinghouse contract is competitively awarded for a firm-fixed price of \$250,000 per year.

Last updated: 1/4/2017 USDA Food and Nutrition Service, Office of the Chief Communications Officer

February 2017

American heart month

Care about your indoor air month

Feb. 1 - 7: Women's heart week

Feb. 7 -14: Risk awareness week

Feb. 14 - 21: Alzheimer's & dementia education week

Feb. 19 - 25: Through with the chew week

Feb. 1: Spunky old broad's day

Feb. 3: Wear red day

Feb. 11: Shut-in visitation day

Feb. 13: Clean out your computer day

Feb. 19: Iwo Jima landing day

Feb. 20: President's day - **CLOSED**

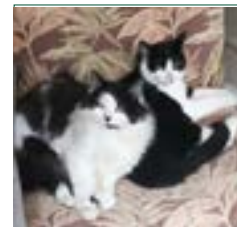
Feb. 28: Rare disease day

NCOA releases redesigned BenefitsCheckUp® tool

The National Council on Aging (NCOA) has released a new and improved version of the BenefitsCheckUp® [tool](#).

It is a free web-based tool that can help older adults and caregivers screen over 2,000 public and private benefits in their area.

The redesigned tool includes the ability to search for specific types of benefits. The tool has helped has more than 5 million people find more than \$16 billion in benefits.



George Girl and Bandit - Cindy Pryor, Central Office

Form updates

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

- APD 354, *Workers Compensation Agreement and Consent*, has been translated into Romanian;
- APD 450, *Liability Worksheet for Long Term Care or Home and Community-Based Care*, has been updated to use the 2017 income calculations;
- APD 539D, *Children's Medical Eligibility Unit Application*, is updated to be interactive;
- APD 914, *Service Options*, has updated language and agency logo;
- APD 3401, *Resource Assessment*, has been updated to use the 2017 income calculations;
- APD 4105, *Homecare Worker Notice of Authorized Hours and Services*, has been updated to add buttons, update the date field, hours worked, consumer employer, case manager, and case number fields;
- DHS 3510, *Oregon Supplemental Income Program Medical (OSIPM) Income Allocation and Deeming - When an Adult is Applying*, is updated with the current standards;
- DHS 3511, *Oregon Supplemental Income Program Medical (OSIPM) Income Allocation and Deeming - When a Child is Applying*, is updated with the current standards;
- MSC 231, *Designation of Authorized Representative or Alternate Payee*, has been translated into Romanian;
- MSC 2099, *Authorization for Use and Disclosure of Individual Information*, has been updated with the current policy.

2017 Voter registration deadlines

The 2017 deadlines for voter registration and election dates are:

Deadline:

- February 21
- April 25
- August 29
- October 17

Election day:

- March 14
- May 16
- September 19
- November 7



Kleen - Janice Castle, Central Office

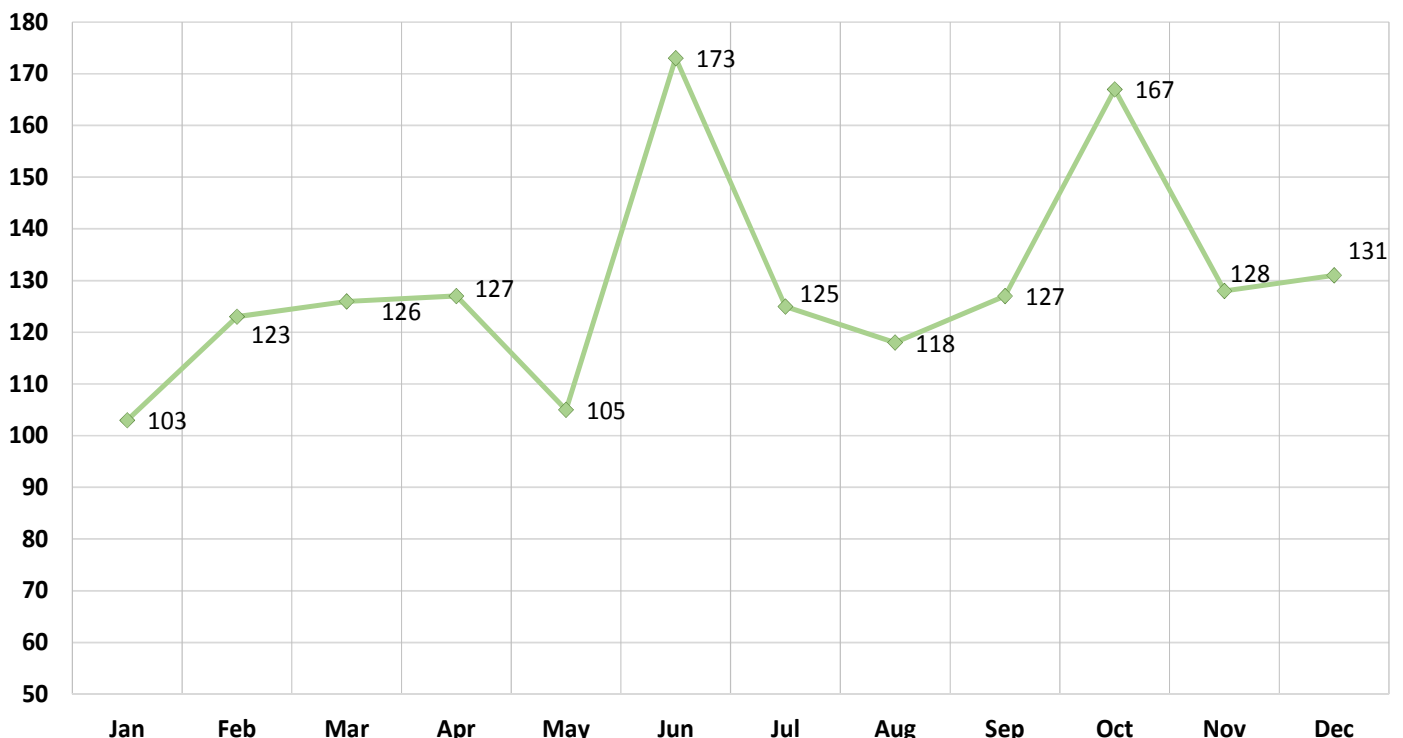
This information is also on the APD Field Services [webpage](#).

NVRA reminders from the SoS

The Secretary of State (SoS) Elections office has offered reminders on voter registration:

- **DO NOT send declinations to the county elections office.** Offices must keep declinations in their own offices for 24 months. Whenever possible, declinations should be gathered and stored electronically. [FSAM. C. Declinations 3. Retention](#)
- Send completed voter registration cards in the *required* SEL 516 envelope. Envelopes may be ordered, along with all other NVRA supplies, via FBOS. [FSAM. E. Forms](#)
- Complete the online [SEL 504C](#) *within 10 days* of a new site coordinator; do not send this information via email. [FSAM. F. Local Site Coordinators](#)

Hearings received and assigned
Calendar year 2016



Ugly sweater day at 1017 Roseburg

Roseburg staff celebrated the holiday spirit last month with an ugly sweater day in the office. Many thanks to Cindy Wolford for sharing the festivities!



Stephanie Pires



Dena Cardillo



Jackie Paxton



Danielle Richardson



Shannen Wooldridge



Pam Thayer



Wendy Fredlund and Jenna Brassart



Racheal Schartner



Meghan Jones, Cindy Wolford, Tom Maloney, Rachel Humphrey



Elizabeth Marlow



Jenna Maloney (SSP)



Jennifer Johnson



Cary Rhoads



Curtis Hannevold



Danielle Hebert

EAU and funeral expenses

When reviewing a case, the Estates Administration Unit (EAU) always checks to see if the deceased recipient had a pre-paid funeral plan, burial insurance policy, or money set aside in a bank account. Having this funeral information in Oregon ACCESS is very helpful!

EAU understands case managers are occasionally asked by family if they may use remaining bank funds for funeral expenses. DHS has a burial rule, [461-135-083](tel:461-135-083), that can affect the use of these funds. You may contact EAU with questions about this topic or refer the family directly to us. We can be reached by phone at 503-378-2884, toll free in Oregon at 800-826-5675, or by email at estate.admin@state.or.us.

Kathleen E. Rossi, Estates Administration Unit



Phoenix Huga-Muga, - Sean Phillips, LaGrande

SSA video training series for representative payees

The Social Security Administration (SSA) has released a [video series](#) on Representative Payee Interdisciplinary Training.

The video series includes modules providing key information for serving as a representative payee: an overview of programs administered by SSA; representative payee program policies; roles, duties and responsibilities for representative payees; recognizing signs of abuse and financial exploitation; how to recognize financial abuse and fraud in banking activities; and changes in decisional capacity, including the need to support beneficiaries in decision-making.

SSA notes that while the training was developed for representative payees, it also could be helpful for others who work with beneficiaries or other older individuals.

SSA collaborated with a number of partners in developing the training series:

- Administration on Aging within the Administration for Community Living;
- Consumer Protection Financial Protection Bureau;
- Senior Corps programs which are funded by the Corporation for National and Community Service;
- Anne Arundel County Department of Social Services;
- City of Chicago Department of Family & Support Services;
- Wells Fargo and its Financial Education Program Hands On Banking;
- National Adult Protective Services Association;
- Rush University Medical Center.



American Bar Association Commission on Law and Aging

Checking VA income via the PARIS

APD has a limited ability to verify Veterans Administration (VA) income through the Public Assistance Resource Information System or PARIS database. PARIS is a quarterly data match of persons who receive veteran's benefits and also actively receive benefits in Oregon.

If unable able to verify VA benefits *by any other means*, staff may send an email request to check the PARIS. PARIS should be a last resort option due to the infrequency of updates.

Send a secure email with *PARIS* in the subject line to Karen Kaino (karen.l.kaino@state.or.us) with the consumer's name and SSN; do not send the veteran ID number or prime as they cannot be used to search the database.

Consumers new to the state system will not appear in the PARIS until the following quarterly update. The consumer may not appear on PARIS for a variety of reasons such as if there is a discrepancy between systems or a suspended benefit. DHS cannot see why they are absent.

VA benefits verified by PARIS may be narrated: *Per PARIS XXXX receives \$XX.*

Kudos - Monthly assessments

With all the work that needs to be done on a daily basis, you all are doing a great job in keeping up with the monthly reassessments. This is one of the most important things we do ensuring individuals' continued eligibility. Statewide, we are close to 100% for timely reassessments! **Nice job** everyone!

Report period: November 2016

Branch	All valid assessments	Monthly* assessed	Monthly* not assessed	% past due	% completed
Statewide	33,621	1,943	55	2.8%	97.2%

**Reporting population - Assessments with a review by date within the month*

Honor roll - 100% timely reassessments

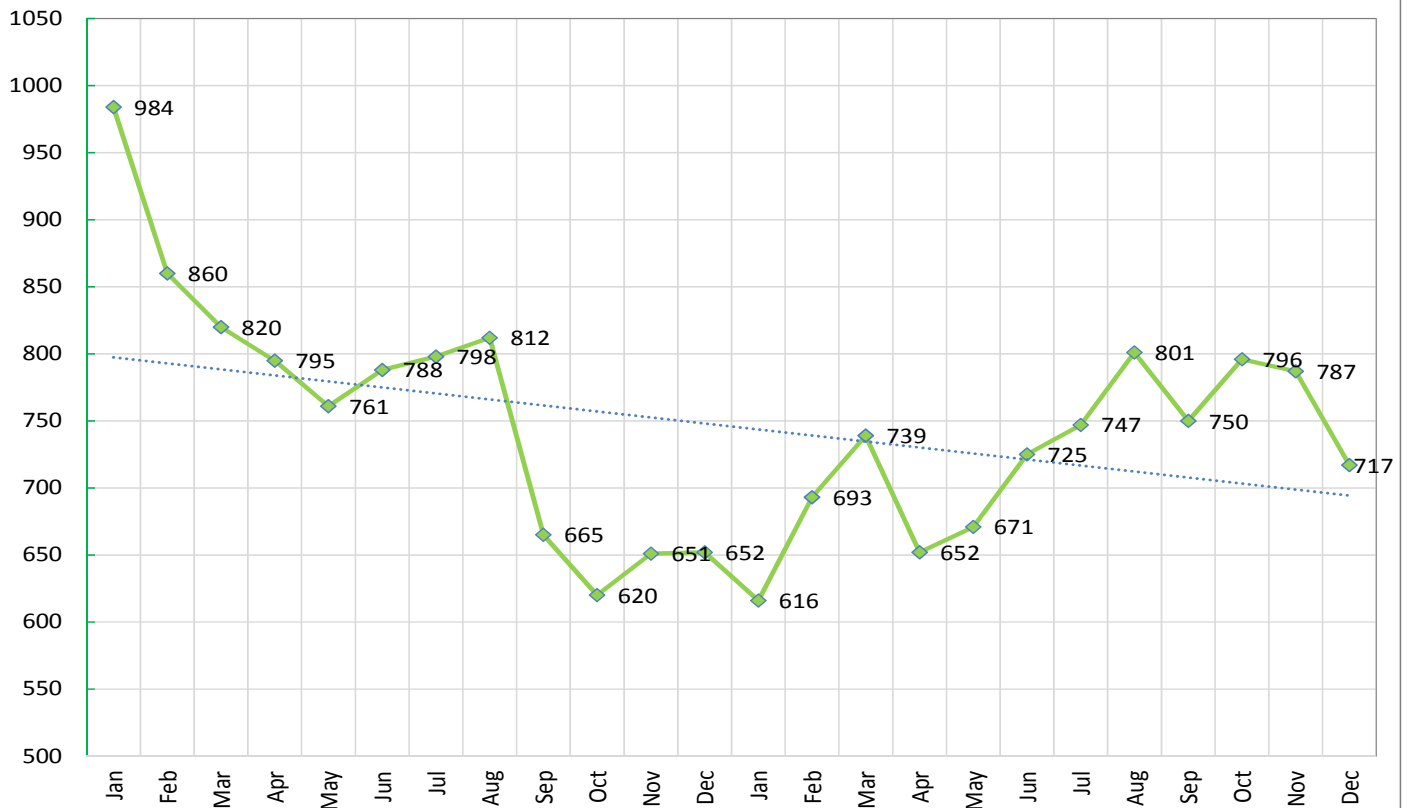
By month: November 2016

Br	Valid assessments	Reassessed	Not assessed	% past due
111	101	6	0	0.00
310	483	34	0	0.00
314	286	20	0	0.00
511	371	20	0	0.00
913	123	4	0	0.00
914	280	11	0	0.00
1017	1017	57	0	0.00
1211	63	2	0	0.00
1311	47	4	0	0.00
1517	674	31	0	0.00
1611	174	12	0	0.00
1612	139	6	0	0.00
1811	549	25	0	0.00
1911	685	35	0	0.00
2019	273	14	0	0.00
2711	815	56	0	0.00
3111	214	10	0	0.00
3112	75	2	0	0.00
3311	462	23	0	0.00
3415	653	41	0	0.00
3417	1261	90	0	0.00
3516	1252	71	0	0.00
3518	1586	98	0	0.00



Harper - Erin Drake, District 9 and 12

**Total CAPI applications in AAA and APD
Jan 2015 - Dec 2016**



2017 Governor’s state employees food drive

The 2017 Governor’s state employees food drive runs the month of February and is the largest food drive benefiting the Oregon Food Bank Network. Please help local food banks provide meals for hungry Oregonians by participating in the food drive next month.

How to get started:

- Share the Food Drive [poster](#) within your office to help us get the word out;
- Plan a fundraising event such as a bake sales; taco, nacho, and chili feed; salad, soup, and potato bars; ice cream social; silent auctions. Donate to or participate in those events!
- Make individual contributions through a payroll deduction, check, cash, or credit card directly to your local food bank. Complete the [Payroll Deduction Form](#) and return the form to your agency or site food drive coordinator;
- If you have an event planned, contact your local agency or site food drive coordinator so colleagues in your office can be invited. Employees in HSB, please contact [Misty Rozier](#) for your event to be added to the event calendar that will be shared within HSB.



Last year, state employees raised 151,944 pounds of food, \$333,961 in payroll deductions and \$347,632 in cash donations. Your participation in the Governor’s state employees food drive makes a positive difference in your community – let’s top those numbers this year!



Don't forget! Remember to validate HCW tasks *when setting up* the in-home service plan!

Direct and indirect case manager contact honor roll

The following branches completed 98% -100% of their assigned contacts for November 2016. Great job everyone!!

Branch	Completion rate
111	100.00%
411	100.00%
913	100.00%
1017	100.00%
1211	100.00%
1311	100.00%
2019	100.00%
2111	100.00%
2911	100.00%
3111	100.00%
3112	100.00%
2711	99.90%
1517	99.80%
3411	99.70%
310	99.50%
3617	99.40%
314	99.30%
511	99.30%
2011	99.20%
3013	99.10%
311	99.00%
2411	99.00%
1418	98.90%
2211	98.90%
1811	98.80%
1911	98.50%
3311	98.50%
2818	98.10%

APSS Core Comps registration on iLearn

APSS Core Competencies Training is scheduled for the February 27 - March 3, 2017. Staff are able to register for the class via [iLearn](#).

If the course is full, please continue signing up to generate a waiting list. Remember to cancel your registration if unable to attend to notify those on the waiting list.

About a week before the training you will receive email with attachments, building key and parking instructions, detailed printing instructions, as well as items to review before class. Students are responsible to print materials to bring to class and to make their own parking arrangements.

Contact [Thomas Swartz](#), 503-947-1062, if you need assistance with registration and/or ADA accommodation requests.

Office of Adult Abuse Prevention and Investigations

FSAM clean-up and addition

The APD Field Support Assistance Manual (FSAM) now includes a section on required posters and announcements for APD offices: [X. H. Posters and announcements](#).

Also, an effort has been made to locate and remove old versions of the FSAM lingering on the DHS servers and which were still able to be viewed. If you discover a bookmark no longer works, please go to the FSAM [index](#) and locate the updated section instead.

We hope this effort reduces incorrect information for the field. If you suspect a link is out of date, please let [Karen Kaino](#) or [Janet Morse](#) know and it will be removed.

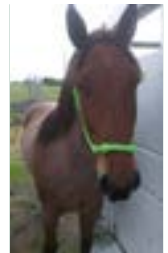


Missy Mae - Muriel Frambes, Roseburg

Kudos – Waivered QA results

The standard of accuracy to meet Centers for Medicare & Medicaid Services (CMS) requirements is 90% and higher. CMS and the state legislature have an expectation DHS and APD are excellent stewards of federal and State funds and are accurate in eligibility their determinations for Medicaid and Long Term Care Services & Supports (LTSS).

Setting up a case and maintaining it takes time and organization. Central Office knows this can be a difficult job and appreciate you and all you do to help consumers. Congratulations for hitting and exceeding the standard of accuracy mark (90%) in the categories below! **Nice job** everyone!



Macaroni
- Kathie
Young,
Medford

Honor roll

<i>Total offices reviews: 23</i>		<i>Total cases reviews: 689</i>	
<i>Categories with 90% and above</i>			
Category	# correct	# reviewed	% correct
Application signed and in file?	660	689	95.79%
Medical program correct?	654	689	94.92%
Needs/resource correct?	636	689	92.31%
Case descriptors correct?	630	689	91.44%
In-home: No break in service (30 days) ?	365	392	93.11%
In-home: Two completed copies of the SDS598N were sent to the consumer?	334	361	92.52%
Consumer/consumer rep is able to direct any or all services?	323	326	99.08%
Risks addressed and agreed to by consumer and/or consumer rep?	324	326	99.39%
Is the consumer able to contact the case manager when needed?	309	326	94.79%
Facility: Provider is able to contact the case manager when needed?	120	126	95.24%
Danger to self or others	644	689	93.47%
Demands on others	627	689	91.00%
Risk of wandering	663	689	96.23%
HCW is able to get 5 hours or more of sleep	639	689	92.74%
Financial eligibility not questioned	654	689	94.92%
<i>Results are the most current information from the waiver QA reviews conducted through December 2016</i>			



Don't forget! The APD MAGI [Manual](#) has updates to new application procedures for existing MAGI recipients in [AAA and APD](#) offices and existing MAGI recipients who are [GA applicants](#). There is also an update to MAGI recipients who [report a change](#), Look for the red *NEW* and stay up to date!



“Like” ADRC of Oregon on Facebook to get the latest news and information from the ADRC.

Excel tip – iLearn!

The [iLearn site](#) has multiple learn-by-doing trainings for Excel 2013 and 2016 at beginner, intermediate, and advanced skill levels. There is even an course for just formulas.

Courses are self-paced and repeatable so there is no pressure. Check out the available options!



Durin - Karen Kaino, Central Office

Risk management word search

Use your keen eye skills to find the words in the puzzle below!

C	H	N	F	W	E	D	G	Y	I	M	X	J	B	C	A	I	E	Z	O
Z	D	X	O	Y	H	R	C	I	M	E	D	I	U	M	L	J	J	Q	K
D	B	V	C	I	U	L	M	P	M	B	R	M	L	V	M	E	F	G	V
A	O	S	G	I	H	C	O	B	R	A	K	L	Q	L	M	C	R	E	H
A	I	H	E	C	C	Q	K	J	V	F	I	F	Q	O	T	T	V	J	K
K	M	O	N	I	T	O	R	I	N	G	Y	Y	H	W	T	C	M	D	M
J	K	O	S	F	Y	V	A	X	X	F	T	N	Q	D	V	S	A	C	W
D	E	R	I	U	Q	E	R	T	I	R	I	H	C	M	G	K	P	A	E
W	G	F	M	F	B	F	F	Q	B	B	L	B	T	G	E	S	Y	N	Q
H	D	O	C	U	M	E	N	T	A	T	I	O	N	N	P	I	T	R	W
Y	E	D	Y	K	G	F	Q	T	G	S	C	D	O	I	G	R	T	Q	D
G	K	F	K	K	I	G	V	Y	D	V	A	G	O	T	A	N	H	B	F
N	V	J	D	Q	I	C	R	V	T	P	F	T	P	A	G	R	A	C	S
I	Q	A	Q	O	W	S	S	X	X	I	V	N	K	G	W	W	Z	S	X
S	J	E	Y	Q	I	S	A	D	B	D	G	M	R	I	M	Z	U	S	J
S	R	E	A	S	P	U	F	U	F	V	N	O	R	T	R	I	O	K	F
E	S	O	R	T	J	Q	E	W	M	O	R	C	Y	I	M	M	K	O	C
S	L	A	L	G	Q	C	T	P	F	V	E	O	X	M	M	U	M	O	M
S	Q	Z	P	E	C	S	Y	J	G	H	J	F	K	A	Z	B	X	F	M
A	S	S	N	Q	T	F	I	M	F	F	P	F	S	H	A	K	Z	K	Z

- | | | | |
|---------------|----------|------------|------------|
| ASSESSING | RISKS | MITIGATING | MONITORING |
| DOCUMENTATION | FACILITY | INHOME | SAFETY |
| HIGH | MEDIUM | LOW | REQUIRED |