

# In the Loop

## APD Central Office Governor’s Food Drive totals

The 2nd annual DHS Central Office Hunger Games were in full swing here with teams vying for bragging rights, a (work safe) bow and arrow, and the lovely trophy pictured.

It was neck and neck until State Unit on Aging (SUA) starting filling the aisles with cases (and cases and cases) of peanut butter, pasta, and other great non-perishables. In a single burst of generosity, SUA brought in 1,494 pounds of food making them the clear winners with a month long total of **1,537 pounds** for the Marion Polk Food Share. Thank you SUA!



Overall, APD Central office collected:

- Pounds of food collected: 2,741 lbs.
- Payroll deductions: \$1,204
- Cash/checks collected from events and donations: \$1,263.63

Due to the Oregon food banks ability to purchase food at a discounted cost, the Central Office donations will provide 9,445 meals to families in Marion County - great job APD!

*Many thanks to Shannon Gregory, the APD Central Office Coordinator for 2017!*

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

## SNAP shelter deductions for housing and utilities

Deductions for shelter and utilities are allowed when incurring a cost where the filing group is currently residing. The shelter deduction is made up of two parts: housing and utilities. Housing and utility deductions accuracy errors have increased across the state.

Having a discussion with the consumer is the best practice to avoid these errors; *remember to narrate* the conversation. Here are some questions to ask in the interview to capture the correct shelter amounts:

- What is the total amount of your rent or mortgage?
- What is the amount you are responsible to pay?
- Does anyone help pay this like HUD, Section 8, an ex-spouse, an employer, a friend, or relative? If yes, how much do they pay?
- Do you pay heating or cooling costs separate from your rent or mortgage?
- Did you receive energy assistance last year?
- Do you have any other utility costs you are responsible for like water, sewer, garbage or phone?

### What's the difference?

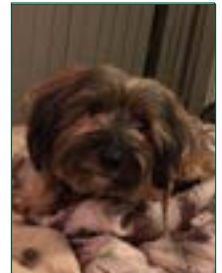
- Full Utility Allowance (**FUA**): Consumer is responsible and paying heating or cooling costs separately from their housing costs.
- Limited Utility Allowance (**LUA**): Consumer billed for multiple allowable utility costs other than heating.
- Individual Utility Allowance (**IUA**): Consumer billed for single, non-heat cost.
- Telephone Utility Allowance (**TUA**): Consumer is paying for a telephone, cell phone or internet phone service.

### Special notes from the Family Service Manual (FSM):

- Each SNAP filing group must have an identified utility bill. Utility costs included in rent are not generally a separately identified bill. To be separate, the rent receipt or identified billing statement must break out each identified such as \$350 rent, \$50 electricity, or \$20 water and sewer.
- Wood heat is an allowed FUA deduction if the filing group buys wood and it is the only source of heat.
- Cable TV or satellite is not an allowable utility cost.
- How a household meets their shelter obligation is addressed at certification and recertification.

See [OAR 461-160-0420](#); [SNAP.G-23](#)

From the February 2017 On Target Newsletter



Corky Sue -  
Cindy Pryor,  
Central Office

## April is National Sexual Assault Awareness Month

CNN recently published a report related to rapes and sexual assaults taking place in America's nursing facilities. The report may be found [here](#).

This report served as a shocking reminder that abuse, including sexual abuse, of long-term care residents continues to be a very real problem. Although this report focused specifically on nursing homes, these horrific acts take place against vulnerable people in all licensed setting types and in-home settings.

Frail older adults are often targeted by abusers, and signs of abuse can easily be overlooked or mistakenly attributed to factors normally associated with aging. Research indicates people living with dementia are especially vulnerable to abuse, and their abusers are less likely to be prosecuted.

Our work in the field is incredibly impactful and we have a very real opportunity to offer support to older adults and their families. It is vital we are all mindful of the risks of elder sexual abuse. As mandatory reporters, we need to be aware of the signs of abuse and do all we can to help protect individuals who may not be able to protect themselves.

### **What are signs a resident is being sexually abused?**

#### *Physical indicators of sexual abuse include:*

- Bruises around the outer arms, chest, mouth, genitals, abdomen, pelvis, or inside thighs;
- Bite marks;
- Unexplained genital infections or venereal disease;
- Unexplained vaginal or anal bleeding, pain or irritation;
- New difficulty sitting or walking;
- Torn, stained, or bloodied underclothing;
- An elder's report of being sexually assaulted or raped.

#### *Social indicators of sexual abuse include:*

- Extreme agitation or change in mood or temperament;
- Withdrawal from social interactions;
- Panic attacks or emerging post-traumatic stress disorder (PTSD) symptoms;
- Suicide attempts;
- Avoidance, or fear of, specific people or gender;
- Recent resistance to certain kinds of caregiving tasks;
- Unexplained change in resident's preference of caregiver or gender specific requests are made.



Brucey Baby -  
Darcy Patterson,  
Burns

Please remember, sexual abuse knows no age limit or gender; anyone can be vulnerable and everyone deserves protection.

### Beaverton food drive

The Beaverton office raised a total of **\$1,770.00** with a variety of activities and events, including:

- Coffee, tea, and King Cake sale;
- Garage sale;
- Bottle and can drive;
- Raffle; and
- Payroll deductions.

Thank you to Paula Casner and Alissa Walker for the hard work – Great job Beaverton!



*Have a question about Voter Registration? Check the manual, or contact Karen Kaino: 503-569-7034; [karen.l.kaino@state.or.us](mailto:karen.l.kaino@state.or.us).*

### April 2017

Defeat diabetes month  
 Financial literacy month  
 Stress awareness month

- Apr. 1 - 7: Medication safety week
- Apr. 9 - 15: National library week
- Apr. 15 - 22: National park week
- Apr. 23 - 29: Air quality awareness week

- Apr. 2: World autism day
- Apr. 6: National fun at work day
- Apr. 9: Former prisoners of war day
- Apr. 11: World Parkinson’s Disease day
- Apr. 17: Bat appreciation day
- Apr. 23: Talk like Shakespeare day
- Apr. 27: Take our daughters and sons to work
- Apr. 30: Adopt a shelter pet day

### Preparing to participate in an APD hearing

Who is required to participate in a hearing? The Department requires that any workers who take actions on a case to approve, deny, reduce, suspend or close a case may be asked to witness in a hearing. Also, if you are instructed you will be a witness you must participate and support the Agency’s decisions on the case. The hearing representative will work closely with staff to prepare for the hearing.

Preparing for a hearing is easier than you might think. Hearing representatives are available and will work closely with you as the worker to discuss the case and help prepare you for the hearing.

Share any relevant information with the hearing rep. If you are unsure what information may or may not be relevant to the case, ask the hearing representative.

You should provide only statements of fact. Describe what happened and why you took the actions you did on the case, as well as the rules used on the decision notice.

It is important to remember this is the consumer’s right to due process and should be followed without hesitation.

The hearing representative will give you an idea of the questions they and the other party will be asking to help you feel more comfortable at the hearing. Last but not least, you should just relax and provide only the true and accurate information you already know about the case.



*Mona - Shaina  
 Thomes, Roseburg*

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As a witness you can expect to be asked about your involvement with the consumer's case. You will be subject to direct examination by the Department hearing rep and cross examination by the consumer's lawyer or representative.

The direct examination might include open ended questions which requires the witness provide detail in his or her answers such as:

- Did you assess consumer A?
- When did you complete your assessment on consumer A?
- Who was present during the assessment with consumer A?
- Please discuss your finding of that assessment.
- What action or actions did you take on consumer A's case based on your assessment?



*Maggie and  
Cassie - Jennifer  
Lawrence,  
Washington County*

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- Who was present during the assessment with consumer A?
- Please discuss your finding of that assessment.
- What action or actions did you take on consumer A's case based on your assessment?

For more information about APD hearings procedures, rules related to hearings, or the APD hearing representative's contact information, please visit the APD Hearings [webpage](#).

*APD Hearings Unit*

### **Homecare worker orientation materials**

The homecare worker (HCW) orientation presentation is updated as of February 26, 2017. Please make sure your office is using only the most current copy of the [materials](#).

Materials are located on the HCW [webpage](#) as *Homecare Worker Orientation PowerPoint (updated 2/2017)*.

For more information, please see [APD-IM-17-018](#).

### **Required medical applications**

If you cannot locate a medical application at recertification in either the file or on EDMS, you **must get another application**.

It doesn't matter how long the consumer has been continuously receiving medical benefits, we are required to have an application on hand/ in the file as proof the consumer completed the application process and were initially found eligible.

Missing applications continue to be an audit finding; see page 10.

### Kudos – Monthly assessments

With all the work required on a daily basis, you’re doing a great job keeping up with monthly reassessments. One of the most important things we do is ensuring individuals’ continued eligibility. Statewide, we are close to 100% for timely reassessments! **Nice job** everyone!

*Report period: January 2017*

Branch	All valid assessments	*Monthly reassessed	*Monthly not assessed	% Past due	% Completed
Statewide	33,409	2,213	72	3.2%	96.8%

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

#### Honor roll - 100% timely reassessments by month: January 2017

Br	Valid assessments	Reassessed	Not assessed	% Past due
0111	10	8	0	0.00
0310	471	31	0	0.00
0311	975	59	0	0.00
0313	893	54	0	0.00
0314	288	25	0	0.00
0411	331	21	0	0.00
0511	364	26	0	0.00
0811	255	11	0	0.00
0913	121	9	0	0.00
0914	284	9	0	0.00
1017	1012	57	0	0.00
1211	63	4	0	0.00
1311	47	3	0	0.00
1418	1003	79	0	0.00
1612	142	13	0	0.00
1811	540	30	0	0.00
1911	678	50	0	0.00
2019	267	17	0	0.00
2711	816	47	0	0.00
2911	206	16	0	0.00
3013	367	28	0	0.00
3111	216	9	0	0.00
3112	72	4	0	0.00
3415	651	27	0	0.00
3516	1257	77	0	0.00
3518	1586	87	0	0.00
3617	938	63	0	0.00



*Durin - Karen Kaino, Central Office*

### K Plan Ancillary Service

**K Plan Ancillary Service** is a Medicaid funded service option that helps the consumer stay as independent as possible within their own home. Ancillary services cover environment modifications, chore services, assistive technology, and transition services.

The request for K Plan Ancillary Services must be the minimal necessary to meet the needs of the individual. K Plan is not for normal wear and tear of a home or what is the home owner's responsibility, but it can help people tremendously.

Please refer to [www.dhs.state.or.us/spd/tools/cm/K\\_Plan/index.htm](http://www.dhs.state.or.us/spd/tools/cm/K_Plan/index.htm) for the OARs, the needed forms and the Guidance. If you have any questions please email them to [KPlan.requests@state.or.us](mailto:KPlan.requests@state.or.us).

APD Long Term Care System Policy Unit

### How is CMU doing?

CMU would like your feedback on their customer service. The survey is short and takes only three minutes. You can give kudos and offer ideas for improvement. The survey will be open from 03/15/17 through 04/15/17.

**Take the survey now** at [www.surveymonkey.com/r/Y2M3LWP](http://www.surveymonkey.com/r/Y2M3LWP).

*Please be aware that CMU is not part of the Service Desk or Client Enrollment services. CMU does not handle Service Desk tickets or enrollment issues*



Molly - Coralene Laffleur, Klamath Falls

Thank you in advance for your participation and helping us continue good customer service!

Barbara Key, Office of Payment Accuracy and Recovery (OPAR)

### 2017 Privacy and security awareness training

The 2017 mandatory training for privacy and security is available on iLearn under keywords: privacy, 2017.

Employees, volunteers, partners, and contractors are required to complete one online training by October 13, 2017.

Everyone will complete the same training this year.

The training will take about an hour to complete and can be stopped and restarted as needed. Be sure to go all the way through to the last screen to get full credit.

If you have any questions or need accommodation, please see the [ISPO intranet page](#) or contact them directly at [ISPO.AwarenessEducation@state.or.us](mailto:ISPO.AwarenessEducation@state.or.us).

### SFDNP selection April 1

The eligibility list for the 2017 Senior Farm Direct Nutrition Program (SFDNP) will be pulled on April 1, 2017. Eligibility criteria for 2017 was updated to include MAGI consumers.

To be eligible for SFDNP, on April 1st seniors must:

- Be 62 years old;
- Receive Medicaid or SNAP;
- Have income under \$1,387 for an individual or \$1,868 for a couple; and
- Not have their food provided for them.

Notification letters will be mailed at the end of April with a response card which will need to be returned by May 15. For more information please see [APD-AR-17-017](#).

## 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](mailto:karen.l.kaino@state.or.us), or IM. See [FSAM. VIII](#) for the complete NVRA manual, including procedures and examples.

**FYI:** *Staff are expected to follow procedures and guidance in the FSAM.*

**Q: We received an incomplete SEL 503 in the mail with an application. Part 1 and 2 of the form was not filled out. Can we fill the rest out?**

**A:** Yes and No. You can complete information in section 2, but citizenship must be self-declared, so leave that blank. Elections will attempt to match with the DMV for that info or contact the consumer directly for the answer. Because we are allowed to assist the consumers with completing all forms, completing Section 2, which is their printed name and address, using exactly the info on the app is fine. [A.2. Assisting potential registrants](#)

**Q: If the paper declination is signed, can it be scanned into our electronic folder for retention purposes or do we have to retain the paper copy?**

**A:** Yes – the paper 503Ds can be scanned and stored in the electronic file with the other versions. Please make sure to then shred the paper copy to protect the registrants privacy. [C.3 Declination retention](#)

**Q: Should we offer voter registration to homecare workers who change their address?**

**A:** No, you do not have to offer voter registration to a HCW when they changes their address because they are not a *recipient* of a benefits; they are the provider. If the HCW requests a registration form we of course give it to them because *everyone gets a registration card who asks for one*. If the HCW is updating their provider address and they let you know they also receive a benefit, then you would need to offer voter registration. We offer voter registration to all recipients and applicants; we do not offer to providers and the general public. [B.1. When to offer voter registration](#)

**Q: If the consumer brings in an SEL 500 from the lobby, should we send it in or have them complete the right form?**

**A:** The SEL 500 lobby only application (with the lick and stick strip) is intended for persons who are not applicants or recipients of our programs. Staff are *never* allowed to hand or mail it to consumers *for any reason*. However, should a consumer pick up any voter registration form at any agency or office and request we mail it in for them, we are always happy to do so. Because we are designated voter registration agencies, AAA and APD are required to have a general/public use form and a staff use form (the SEL 503), which have distinct and different uses. However, we don't need to force someone to complete the agency use form if they already completed the public one. [E.2. SEL 500](#)



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**Q: Are we still supposed to send a weekly report, even if the report is zero?**

**A:** Yes you are. Use the online reporting form [SEL 504](#) and your designated Election agency number. Each individual office should be sending in a report once every seven (7) days. [F.2 SEL 504](#)

**Please note!** You can bookmark the link but do not save a copy to your desktop; a saved copy doesn't go anywhere when you click submit.

**Q: When the consumer wants a registration form, the case managers are keeping the declination, marking it yes or no, and letting the consumer mail it in - is that right?**



Gwen - Robin Schacher, Grants Pass

**A:** Part of it, yes. Everyone who asks for a card can have one - so that is great! But, if the consumer wants a registration form the declination is always a *Yes*. The response on the declination refers to if the consumer wants the declination; it is not about what they do with the declination. And please remember we are very happy to mail it for them so make sure that is offered. [C. Declinations](#)

**Bend food drive**

The Bend office raised a total of **\$957.38** in cash, checks, and payroll donations through their food drive activities - that's about **2,872 meals** - and they collected a box of canned goods!

Great work Bend! Thank you to Nehala Pullam and Karren Ruesing for the info.

**February 2017 SNAP honor roll**

Congratulations to all offices that achieved a SNAP Quality Assurance accuracy rate of 90% or higher!

Br	Location	Rate
0914	Redmond	100.00%
3311	The Dalles	100.00%
2311	Ontario	100.00%
3011	Pendleton	100.00%
3211	Florence	100.00%
1612	Madras	100.00%
1311	Burns	100.00%
3516	Transition & Diversion	100.00%
0611	North Bend	99.12%
3617	McMinnville	98.61%
1517	Medford	98.57%
0311	Oregon City	98.44%
0313	Milwaukie	98.41%
0411	Warrenton	97.87%
1811	Klamath Falls	97.85%
1717	Grants Pass	97.80%
1017	Roseburg	97.78%
3515	Portland Mid-Area	97.48%
1513	Medford	97.37%
2411	North Salem	97.30%
0811	Gold Beach	97.30%
3518	East Multnomah	97.06%
0111	Baker City	97.06%
2211	Albany	96.69%
0310	Canby	96.67%
2711	Dallas	96.55%
1418	SE Portland	96.43%
0314	Estacada	95.56%
2911	Tillamook	95.45%
3417	Beaverton	95.12%
2111	Toledo	95.00%

**66%** of all AAA and APD offices appear on the honor roll!

## EAU and mortgage information

As Estate Administrators review a deceased recipient's case in Oregon Access, we evaluate all resources for potential recovery. One of the most significant assets is real property. Did the consumer own a home, and if so, was there a mortgage? It's very helpful if case managers can obtain a copy of the most recent mortgage statement, narrate in Oregon ACCESS, and keep the copy in the file or scan it into EDMS. This will give Estates Administration Unit (EAU) an idea of the amount that is encumbering the property *before* we begin the recovery process.

*Kathleen E. Rossi, Estates Administration Unit (EAU)*

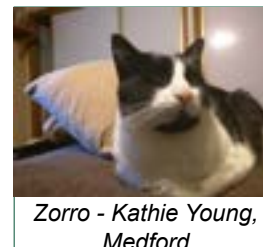
## What the auditor saw – 2016 Medicaid payment audits

APD and AAA offices have completed the 2016 Medicaid payment eligibility audit to determine if consumers and providers were eligible for the Medicaid payment they received on the date they received it. Findings include:

**Provider eligibility for payment:** There were **ZERO** cited errors!  
33 total AAA/APD providers were reviewed.

**Findings:** HCW issues which did not result in a payment error include:

- Missing identification (ID and SSN verification); and
- I-9 forms were not kept in a designated HCW provider file making it more difficult to locate.
  - *As in previous years, offices are encouraged to keep all provider forms and copies of verification together in a provider specific file.*



Zorro - Kathie Young,  
Medford

**Consumer eligibility for payment:** Only 2 errors were cited in AAA/APD which is a 98 % accuracy rate! One additional error was cited in a different DHS Program.

- Both errors were cited due to missing vouchers. The voucher signed by the consumer and provider could not be located therefore the payment authorization for services could not be verified. FSAM: Case File and archiving. **C: Retention**
- The system record only shows what was done, it does not provide verification the payment was authorized.
  - *Staff are required to keep a copy of the signed voucher on file for six (6) years from the issuance date or until released from audit.*

**Findings:** Consumer eligibility issues which did not result in a payment error include (these ARE considered incorrect cases):

- 4 missing applications for three (3) long-term SSI recipients receiving DD benefits and one (1) deceased consumer. APD Worker Guide: B.8. **Initial applications:**
  - *Staff are required to verify there is a current, valid application on file and to obtain one before continuing eligibility of one cannot be found.*
  - 1 of the SSI consumers was served by more than 4 branches in 10 years. None of the branches where the consumer was served obtained an application.

## ADRC of Oregon - Data sheet

The Aging and Disability Resource Connection (ADRC) of Oregon is a collaborative public-private partnership that streamlines consumer access to a complicated aging and disability service delivery system. ADRC Information & Assistance and Options Counseling services are free for people of all ages, incomes and disabilities.



The ADRC raises visibility about the full range of options available, provides objective and trusted information and assistance, empowers people to make informed decisions, and helps people easily access services and support.

### Information and assistance

- **Trained and certified staff** assess consumer needs over the phone or in-person, help them understand their service options and available resources, and empower them to make informed decisions.
  - 103 ADRC Information and Referral specialists certified by Alliance of Information and Referral Systems (AIRS) across the state.
- **Toll free number** 1-855-ORE-ADRC (673-2372) with knowledgeable staff who provide in depth information and assistance about long-term services and supports statewide.
  - 101,938 total calls recorded. 21,482 were received via the toll free ADRC number.
  - 127,768 referrals made for needed long-term services and supports.



- **Consumer-focused** website [www.ADRCofofOregon.org](http://www.ADRCofofOregon.org) with un-biased long-term services and supports information, planning toolkit, cost of care calculation worksheets, information to support family caregivers, and other tools.
  - The ADRC of Oregon website was visited 120,071 times by 75,604 people.
- **Searchable database** of private and public long-term services and supports resources with local provider contact information.
  - Nearly 6,000 public and private resources maintained in the database.
- **Veterans direct referral service** to state and county offices for benefits counseling.
  - 1,300 referrals made.

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**Options Counselling**

- **Trained Options Counselors** provide individualized person-centered decision support to consumers, family members and/or significant others in the home, office, or over the phone depending on consumer preference.
  - 290 ADRC community partners trained to deliver and supervise Options Counseling services statewide. (Includes APD, AAA, CILS, mental health, veterans, ID/DD).
  - 135 ADRC community partner staff delivered Options Counseling services as at least 0.25 FTE of their job duties statewide.
- **Person-centered decision support is provided and action plans** are developed when appropriate to address long-term services and supports needs that align with consumer preferences, strengths, values, and needs. Follow-up is provided with every consumer to ensure consumer needs are addressed.
  - 6,319 Options Counseling consumers served statewide.
  - 1,931 action plans developed for Options Counseling consumers statewide.



Loki and Dakota - Christy Woolard, Grants Pass

*Reported time period: 2015-17 biennium (July 1, 2015 – June 30, 2017)*

**Direct and indirect case management contact honor roll**

The following branches completed 98% - 100% of their assigned contacts for January 2017. Great job everyone!!

Branch	Completion rate
0111	100%
0310	99.0%
0311	99.5%
0314	99.6%
0411	100%
0811	98.7%
0913	100%
2411	99.6%
3411	98.7%
2019	100%
3111	100%
1811	99.6%
2818	99.0%
2011	99.5%
1418	99.6%
1513	99.6%
1017	100%
3013	99.7%
1311	100%
2211	98.7%
2311	98.8%
1911	99.1%
3311	98.9%
3617	99.5%
2711	99.7%
2111	99.6%
2911	100%
1517	99.5%
3112	100%
1211	100%

## Updates to the FSAM

The Field Support Assistance Manual (FSAM) had several sections updated in the last month and there are more planned! Some updates fix outdated links and references, some add or remove information, and some revamp everything.

The latest updates include:

- III.B *Receipting monies*: Updates were made to remove reference to a mail log, update links, and correct the format for easier readability;
- VIII. *Voter Registration*: Revised all sections and links. Added information on SNAP 24B reviews, authorized representatives and third parties, and procedures specific to case management;
- IX.D *Public disclosure files*: Section updated with current processes and terminology, file storage requirements, and links;
- IX.F *Case transfers*: Removed references to paper transfers, reordered actions throughout section to make them consistent, and updated language and links;
- IX.G *Requests for audits or reviews*: Deleted all reference to paper file responses and updated directions for EDMS scanning and notifications.

Updates to the FSAM are continuously happening, so if you locate a broken link or outdated information, contact [Karen Kaino](#) and [Janet Morse](#) to get the issue corrected.

### Don't encourage application withdrawals

All persons have the right to apply for any program, regardless of their situation or perceived eligibility. Encouraging consumers to withdraw an applications is not a recommended practice, even if they appear ineligible based on their initial statement or documentation.

Encouraging an application withdrawal can be detrimental to consumers if there is more information revealed later and may it disadvantage consumers who are limited in their ability to self-advocate or fully understand the implications of withdrawing their application for benefits.

Treating all applicants as though they are equally important may encourage those persons found ineligible to reach out again if their circumstances change.

### HCBS Limitations

Home and Community-Based Services (HCBS) Individually-Based Limitations to the Rules (Limitations) is a formal process for assessing and determining if an individual's rights should be limited due to a significant risk to the health and safety of the individual or others.

APD providers and Case Managers will begin using this process beginning in July 2017.

Watch for training announcements in April that detail training dates throughout May and June.



Sunny boy - Steve Ettlich,  
Medford

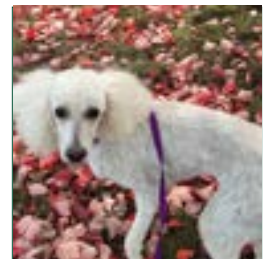
## Scam Alert - News hoaxes

“Fake news” and “alternative facts” have gotten a lot of attention lately. They show how prevalent news hoaxes have become in today’s media landscape - and how dangerous it can be to rely on bogus information.

“This is a significant consumer fraud problem,” says Attorney General Ellen Rosenblum. “People who post these bogus articles make a lot of money off your clicks, while you get information that can harm you. For years I’ve encouraged Oregonians to be skeptical of email and phone calls that sound too good to be true. I now urge you to do the same with news reports that aren’t properly sourced.”

This Scam Alert contains tips to help you distinguish between what’s real and what’s not in your daily news consumption. Please give it your attention.

1. If the author of an article or post is not given - or if the author is not properly identified - you should be skeptical.
2. The same is true if there are not references or links to legitimate source material.
3. If there are errors of spelling or grammar, this should be an immediate tip-off to doubt what you’re reading.
4. If the report seems hard to believe, it likely isn’t worth your time and attention.
5. The same is true if only one side of the story is reported.
6. If the headline is not consistent with the story, don’t trust either.
7. Doubt overly emotional stories - including those that “hyperventilate.”
8. Give the website’s domain name (URL) a careful look. ABCNews.com is real; ABCNews.com.co is not.
9. Similarly, check the “About Us” section of the website. Again, if it’s sketchy, the website likely is, too.
10. Have quotations been altered? You can check this easily. Just cut and paste into Google’s search engine.
11. You can verify stories that make you doubt them. [FactCheck.org](http://FactCheck.org) and [Politifact.com](http://Politifact.com) monitor U.S. political stories. [Snopes.com](http://Snopes.com) fact checks internet rumors.
12. Facebook is now providing warning labels on questionable news reports. You can also report news hoaxes to Facebook.



*Kona Keiki -  
Debbie Trude,  
Roseburg*

Remember: People who post fake news make money from clicks on the bad information they provide. You can do your part to stop this.

*Reprinted from the Oregon Department of Justice [Consumer Protection website](#).*

## Tools found on the Case Management Tools website

Some new tools have been created and made available to both field staff and homecare workers (HCW). You can find them on the Case Management Tools [website](#) on the [Homecare Workers](#) page. Take a look, they may be just what you've been looking for.

- How to Calculate and Track HCW Hours -
  - This tool describes in detail how to track HCW hours and turn in a correct voucher.
- HCW Scheduling Calendar –
  - This tool can be customized for each month/year, and is intended to aid CMs and consumers with their HCW scheduling needs.
- Voucher Hours Calculator –
  - This tool can be used to determine the percentage of Claimed Hours vs. Authorized Hours.
- Homecare Worker Overtime Calculation –
  - This tool can be used to help HCWs understand how their OT is calculated with one hourly wage and with more than one hourly wage.

*Medicaid APD LTC Systems Policy*



**Don't forget!** DHS Director Clyde Saiki asks all staff to please make a report to DAS Risk Management by calling (503) 373-7475, email [risk.management@state.or.us](mailto:risk.management@state.or.us) or by filling out a [report](#) at if you see bad driving behavior or the possible misuse of an E-plate vehicle.

## Mental health first aid training

Did you know Aging and People with Disabilities is now offering mental health first aid?

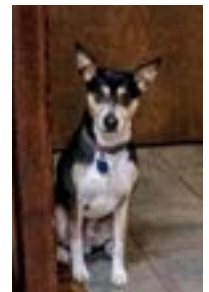
Similar to traditional first aid and CPR, mental health first aid is help provided to a person developing a mental health problem or experiencing a crisis until professional treatment is obtained or the crisis resolves. People who enroll in mental health first aid courses learn a five-step action plan to help loved ones, colleagues, neighbors and others cope with mental health or substance use problems.

Mental health first aid is an evidence-based public education and prevention tool – it improves the public's knowledge of mental health and substance use problems and connects people with care for their mental health or substance use problems.

Enroll through iLearn for classes currently scheduled April 26th and 27th and October 11th and 12th.

Additional APD trainings can be viewed at: [www.dhs.state.or.us/spd/tools/training/index.htm](http://www.dhs.state.or.us/spd/tools/training/index.htm).

*APD Long Term Care System Policy Unit*



*Juice - Annie  
Strocchio,  
Albany*

## A Letter from Lean Academy

### Cohort 3

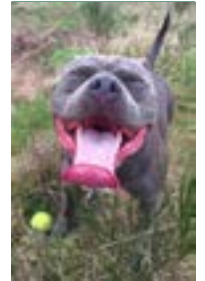
The members of the third cohort of Lean Academy are working hard and have **GRADUATION** in sight! Each one of them has learned about continuous improvement utilizing Lean methodology for problem solving and have applied it in their own improvement projects. Each project affects a piece of DHS and betters the work we do and how we do it. This has a direct relation to the Core Values of DHS and the betterment for all we serve.

Graduation will be held:

Human Services Building on 500 Summer St. NE, Salem  
 Tuesday, May 16<sup>th</sup>, 2017 | 10 – 12:30 PM

*Sponsors and supervisors of Lean Academy projects are encouraged to attend. Workgroup members, supporters, DHS staff, and partners are all welcome.*

The following Cohort 3 members of the Lean Academy will become *Local Lean Leaders* in their respective areas to utilize what they've learned to help those around them continuously improve:



Diesel,  
 Shannon  
 Hunter, North  
 Bend

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>▪ Diana Burney – APD, Medford</li> <li>▪ Jennifer Chaney – SSP, Madras</li> <li>▪ Megan Dinsmore – SSP, Tigard</li> <li>▪ Xochitl Esparza – Central/SSP</li> <li>▪ Sarah Ferebee – SSP, Lebanon</li> <li>▪ Anastasia Godsey – APD, Hillsboro</li> <li>▪ Rhonda Neighorn – SSP, Klamath Falls</li> </ul> | <ul style="list-style-type: none"> <li>▪ Brenda Pearson – Shared Services</li> <li>▪ Lance Pugh- CW, D4 Albany</li> <li>▪ Maria Santos – SSP, East Portland</li> <li>▪ Luisa Waites – APD, D8 Medford</li> <li>▪ Christine Whitaker – SSP, Portland</li> </ul> |
|--|--|
- Congratulations to all those who are about to graduate!*

### Cohort 4

As Cohort 3 wraps up their journey through the Lean Academy, a new Cohort has just begun. Cohort 4 attended Lean Academy classroom training for the first time in February and have already started applying what they've learned. Each member of the Cohort joins in the growing family of the Lean Academy and are working hard on their projects to continue the tradition of using Lean practices and tools in the world of DHS.

*“The Lean Academy has exceeded my expectations and it only has been a month. I would love to hit the fast forward button and see how much our projects have grown in a years’ time. But most importantly what we learn along the way and the relationships we build with each other.”*  
 – Gloria Clark, Coos Bay, Cohort 4

### Contact us

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



### New office for North Bend

The North Bend office, 0611, has moved to a new location; phone and fax are unchanged. Their new office is quiet, bright, colorful (I know - I couldn't believe it either!), and highly functional. Kudos to both the North Bend staff and Facilities for creating such a great space! North Bend's new address is:

North Bend APD  
 2675 Colorado Street  
 North Bend, OR 97459-2001



Front entrance



Lobby



Interview room



Kitchen



Conference room

### Using collateral information during the assessment process

During every assessment and re-assessment it is critical to ask consumers questions which will allow you to correctly determine their functional need levels. For each assessed need you should be able to clearly describe:

- Why is there a need?
- How frequent is the need?
- How is the assistance being received?

In many cases however, it is not always easy or even possible to get this information from the consumer. When you receive inaccurate, conflicting or incomplete information you should always follow-up with a collateral contact during the assessment process. Collateral information can be received from several points of contact including, but not limited to:

- Medical records;
- Caregivers (paid and unpaid);
- Family;
- Friends;
- Long Term Care Community Nurses.

This is especially important when consumers are so cognitively impaired they are unable to reflect or comprehend their health and safety needs. Or if you have any questions on the validity of what is being reported. All that to say, you should not just rely on what consumers or caregivers say. Whenever possible ask them to do something that shows you exactly what they can or cannot do.



Cleo - Brandi Truitt, Hillsboro