

# In the Loop

## A special client

As I'm sure you have all discovered through the years, we frequently have the opportunity to meet some amazing people in our daily work. Today, Melissa and I completed an intake on a British gentleman who had been a photographer in the British Army through WWII.

This man had the MOST amazing photographs that he shared with us. These included a close up photo of Winston Churchill, several up close photos of Prince Phillip, the commandant of the Bergen-Belsen concentration camp, the Nuremberg Trials, beach pictures from D-Day at Normandy France, and the stark realities of war.

This is a great time to reflect on the need to treat all of our clients with respect as our elders and well as people who have done, seen, and experienced incredible things, all while keeping in mind sensitivity and dignity when we have to ask questions about bowels and bladders.

Today was a truly humbling experience for me. This gentleman had short term memory loss but was able to recount details of taking photos and moving pictures of things such as small children playing hide n seek in and around the remains of victims of the horrible atrocities committed at concentration camps and he recognized that, for these children, this was normal and they didn't know any different.

I still have goose bumps thinking of this man's stories.

*Amanda Anderson, Medford*

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## SOFFST conference on elder abuse

On March 10, 2017, the Southern Oregon Financial Fraud and Securities Team (SOFFST), along with Gold Beach Police Department and Evergreen Federal Bank, hosted an Elder Abuse Conference in Gold Beach. Due to the location of the one day conference, we had anticipated 50 to 60 people. We were pleasantly surprised when we ended up with over 110 attendees from various locations around the state and our sister county across the border Del Norte County APS, sheriff's and District Attorney's offices.

Our guest speaker was a nationally renowned authority in the prosecution of elder abuse, Paul Greenwood, Assistant District Attorney, San Diego County District Attorney's Office. Paul heads up the elder abuse prosecution unit and has convicted over 600 cases of Elder Abuse and 10 homicides that resulted from Elder Abuse. Our other speakers were Daniel Norris, head of the newly formed Elder Abuse Unit with Oregon Department of Justice and Robin McCreery, local manager of Social Security Administration. Each speaker brought valuable knowledge they have gained over the years in dealing with elder abuse.



*Darci Hogue, APS; Paul Greenwood, San Diego County District Attorney's office; Kim Wood, APS; Gail Palmer, Evergreen Federal Bank*

We were also fortunate local businesses in Gold Beach, Brookings, Bandon, and Crescent City donated to this wonderful cause. In particular, Fred Meyer donated enough food for 150 people as did Bigfoot Pepsi, donating enough drinks for 150.

In talking with attendees after the conference, we received only positive feedback and they have shared with us some of the myths about elder abuse prosecution that they believed and how this conference dispelled those. We are hoping to make this conference an annual event so stay tuned for next year!

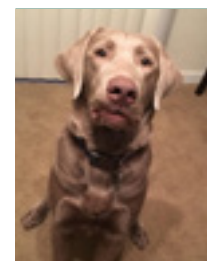
*Darci Hogue, APSS, District 7*

## APD policy inbox

Despite the name (and until further notice), the APD Policy email group is *not* actually intended to be used for eligibility or case management policy questions.

The APD Policy email group is used by Central Office for reviews of policy changes and transmittals. The email group includes a number of field and Central Office staff who have no role in answering policy questions.

If you have a policy question, please check the *Program Analyst contact list* located on the main APD Staff Tools [page](#) on the right side in the *Latest News* column. You can also copy and paste the following URL in your internet browser address bar: <http://www.dhs.state.or.us/spd/tools/medicaid%20analyst%20contact.htm>.



*Apollo - Ashley Hayes, Bend*

*APD Policy*

## Roseburg celebrates their team!

Balam Perez, Supervisor of the Support Team in Roseburg, celebrates with his amazing team and other members of leadership. Each team member received a personalized certificate of appreciation. They included beginning on your left:

- Pam Thayer, **First Responder Award** for always being ready to go when needed;
- Kathy Shipman, **99% Perspiration Award** for willingness to put in the hard work;
- Nancy Grimes, **Little Miss Sunshine Award** for the brightest smile;
- Dena Cardillo, **The Energizer Bunny Award** for always being ready to dive in, you just keep going, and going and...
- Danielle Hebert, **The A.D.D. Award** for most likely to be distracted by – Look, Something Shiny!
- Sabrina Kusler, **Baby's Bottom Award** for smoothest in times of crisis;
- Jennifer Johnson, **Point Guard Award** for running with the ball;
- Lea Ginn, **Champagne Award** for most sparkling personality;
- Racheal Schartner, **Fourth and Long Award** for most likely to come through in the clutch;
- Danielle Richardson, **The High School Musical Award** for most likely to break into song;
- Cindy Wolford, **Grandma's Dumplings Award** for most comforting;
- Molly Park-Sample, **Duct Tape Award** for being able to fix just about anything;
- Tom Maloney, **Loch Ness Award** for least likely to be found;
- Gina Graham, **Firing on all Cylinders Award** for getting the best out of every team member;
- Balam Perez, **Rookie of the Year Award** for his ability to remain calm in the midst of change;
- Chris Huse, **The Guru Award** for being able to fix any computer problem while making your co-worker feel like a complete idiot for not knowing how to fix it themselves;
- Merry Bayly, **The Abacus Award** for being there to count on.



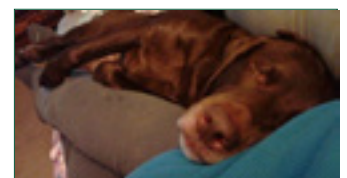
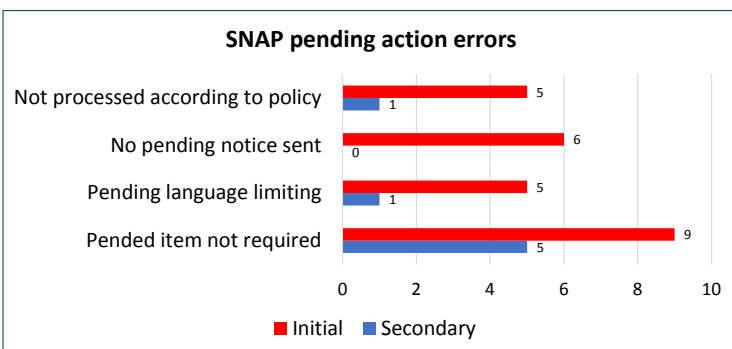
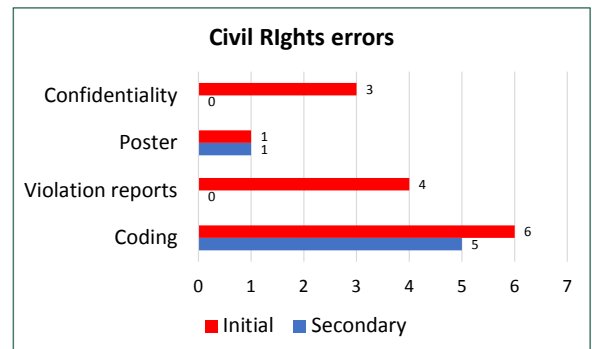
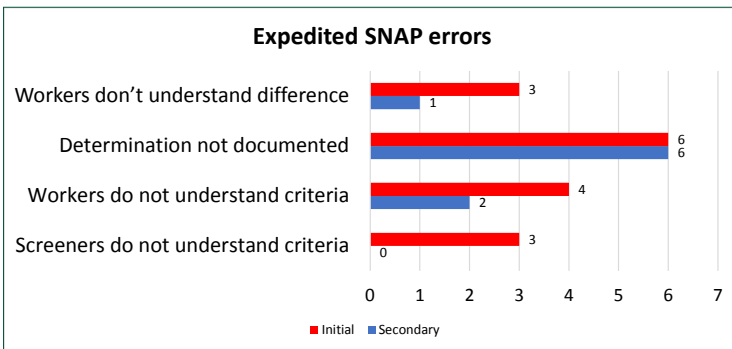
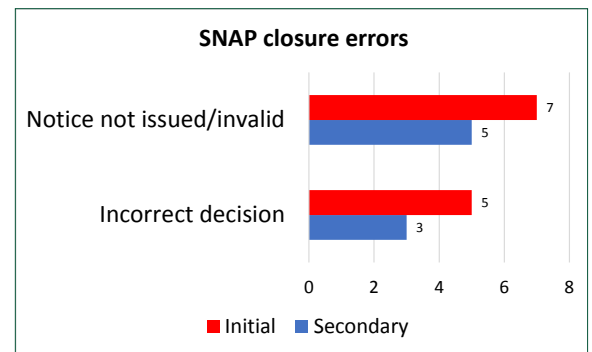
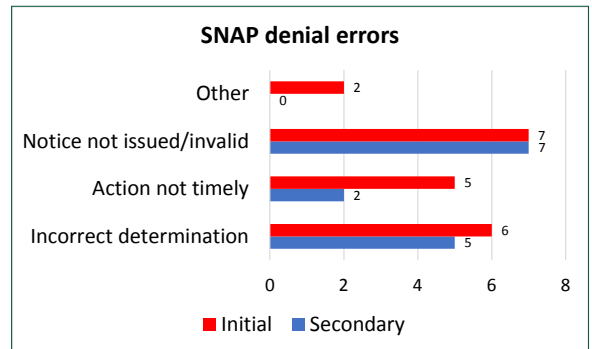
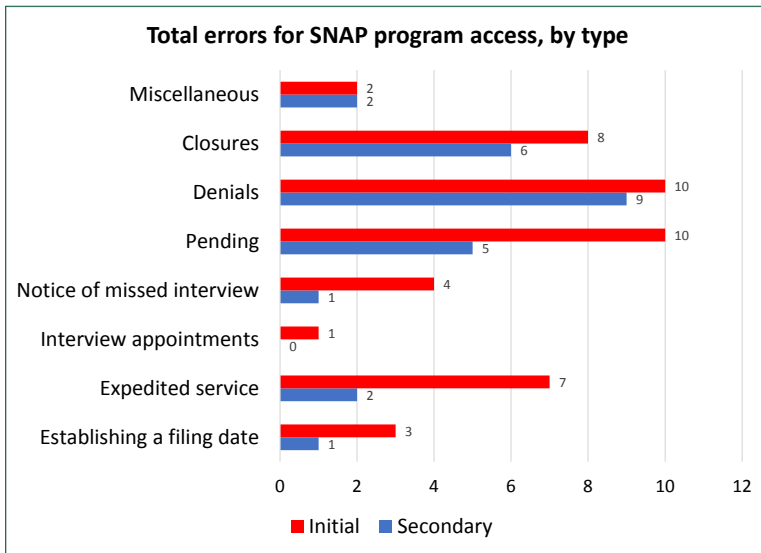
On a more serious note, District Staff recognize and appreciate how well this team works together providing support to all areas of the program, being on the front line of customer service, and doing it all with a smile. ***Thank you District 6 Support Team!***

*Many thanks to Merry Bayly, District 6 manager for sending this and to the whole Roseburg team for all you do!*

## 2016 PME results

Program Management Evaluation (PME) reviews of SNAP access and civil rights compliance were conducted in eleven (11) DHS/AAA offices across the state for federal fiscal year 2016.

In the charts below, the red bar graph shows the number of offices which were not meeting compliance at *initial* PME review and the blue graph shows the number still out of compliance at the *secondary* review. Please notice the improvements in nearly every category!

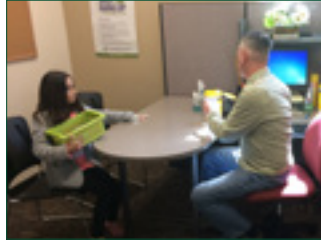


Shilo - Debra Lutes,  
Office of Safety,  
Oversight and Quality

PME results are posted on the Office of Program Integrity intranet [website](#) along with Quality Control data and trends, and QC error panel summaries.

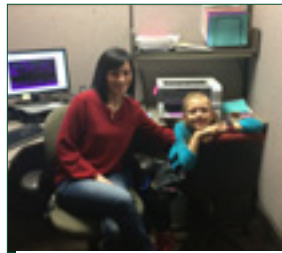
## Milwaukie's TYCTW

We had two intrepid helpers for Take Your Kids to Work (TYCTW) day. Addie, daughter to CM Gretchen Mobley, who cleaned with another CM she refers to as “Uncle Johnny”; Addie called me “Bossman” all day long which at first was weird but I got used to it quick!



Addie and “Uncle Johnny”

Logan is working with her mom - one of our esteemed OS2s, Kathleen Felix. Logan has been having so much fun she told her mom she wants to work here when she grows up (she’s hired!).



Kathleen and Logan

These two bright young people assisted us in a variety of ways including organizing documents and handouts, taking out recycling, cleaning, replenishing and organizing interview rooms and our lobby, making sure people had the right supplies at their desk, and of course their most important contribution – spreading joy and hope for the future. We hope they come back again next year!

*John Henry Crippen, Milwaukie Manager*

## Person-centered thinking and planning

Being person-centered is not a task but a way of thinking and doing our work that relates to the person we are working with.

Building rapport or a good working relationship is fundamental to person-centered thinking and planning. Good listening and observational skills, and the ability to get collaborative information for a holistic picture of the person are important skills to work on and sharpen. How well you know the person (strengths, goals, likes/dislikes) all help build better plans.

See [APD-IM-17-031](#) for information in training in iLearn. An excellent person-centered course for caregivers created by [Making Oregon Vital for Elders \(MOVE\)](#) is also available. All courses are short and designed to help fit busy schedules. These resources may be helpful in raising person-centered knowledge and expertise.

*Medicaid Long-Term Care HCBS*

## ABCs of Oregon ABLE Savings Plan webinar

This free, online webinar is held the first Thursday of each month at noon and 5:30 p.m. Upcoming webinar dates include June 1, July 6, August 3, September 7, October 5, November 2 and December 7. Live web captioning is available upon request, preferably a week in advance by sending an email to [oregon.529@ost.state.or.us](mailto:oregon.529@ost.state.or.us).

To participate in the noon webinar:

- Call 1-877-668-4493 Access Code 802 311 639; or
- Go to <http://bit.ly/2lAWIU9>.

To participate in the 5:30 p.m. webinar:

- Call 1-877-668-4493, access code 807 412 598; or
- Go to <http://bit.ly/2leJN9u>.



Durin - Karen Kaino,  
Central Office

## 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.

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

### Q. How do we order more voter registration forms?

A: All voter registration forms are available for order through the standard FBOS forms ordering process. [E. Forms](#)

### Q: If the consumer we're talking with wants to take a voter registration card with them for the other household member – like a spouse – what do we narrate? Whose name do we put on the declination?

A: This could be a couple scenarios so let's imagine this is a wife, Eva, you're with and a husband, Dan, at home:



1. Eva completes an SDS 539A, or other approved DHS form with the voter registration question, says *Yes* to voter registration, and wants to take an [SEL 503](#) home for Dan. Mark the 539A *Yes* on the voter registration question and throw away the declination portion of Eva's voter registration card; the 539A is Eva's declination. Tear off the declination portion of the [SEL 503](#) Eva is taking home for Dan, write Dan's name on the declination, and mark it yes; you can complete an electronic declination for Dan instead and throw out the paper declination portion. You will narrate *Vote Reg: Yes*.
2. Eva completes an SDS 539A, or other approved DHS form with the voter registration question, says *No* to voter registration but wants to take an [SEL 503](#) home for Dan. Mark the 539A *Yes* on the voter registration question and throw away the declination portion of Dan's voter registration card Eva is taking home; the 539A is Dan's declination. You will narrate *Vote Reg: Yes*.

### Q: Do I mail any of the long strips from the right hand edge, which people sometimes sign and tear off from the rest of the voter registration cards?

A: The "long strip:" is the declination portion of the [SEL 503](#). Declinations are stored at the local office for at least 24 months and never mailed to the elections office. The declination portion of the SEL 503 is interchangeable with the [SEL 503D](#) and are stored in the same manner. VIII.C. Declinations, [2. Declination section of the SEL 503](#)

### Q. If they don't mark on an 852 do we have to call them and ask if they want to register to vote?

A: THIS IS A NEW PROCESS: If you are processing the 852 without calling them, like you

*Continued on the next page*

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normally do, you do not have to call the consumer only to ask about voter registration. The new requirement is to mail an SEL 503 with the declination removed and marked *Yes* and narrate *Vote Reg: Yes*. If you do need to call the consumer for any reason related to processing the 852, you will have to ask and get a real answer. The FSAM will be updated as soon as possible with this change.



Buttercup - Cindy Pryor, Central Office

### **Q. Is there training available for new employees?**

**A:** Yes there is! Voter registration training is required once a year for all DHS and AAA employees who determine or screen eligibility for any benefit or who accept change of address information - so basically everyone. If you are close to Salem, I (your friendly neighborhood Karen) will come to your office and deliver the 90 minute training in person and give you multiple training sessions if needed for either capacity or coverage. If you are not close to Salem, we can set up Smart Board training times. Either way, send an email to [karen.l.kaino@state.or.us](mailto:karen.l.kaino@state.or.us) and we will find a time that works best for everyone.

## **Oregon City TYCTW Day**

Oregon City APD had a great Take Your Child to Work Day (TYCTW) Day with a lot of activities for future employees. Each child received an official name badge and were assigned a “junior role”. The junior workers got to understand their new positions for the day by interviewing staff in those roles, touring the office, completing a mock application, and playing some *Minute To Win It* games with a twist that mimicked doing tasks with a disability. For the hearing impairment activity, the junior workers work earplugs to play the telephone game. What started out as “The brown cat runs fast at night” ended as “Somebody is stuck in the mud.”



Of course no work day is complete without a coffee break to Dutch Bros. and a visit to an ALF. Throughout the day the DHS Core Values were integrated into the activities and posters made to reflect those values. The kids were sent home with an accomplished, value filled day. We are already hearing a resounding “I can’t wait for next year!”

*Amber Rawson and Gene Sundet, Oregon City*



“Like” [ADRC of Oregon](#) on Facebook to keep up with all the latest news and information from the ADRC. You’ll also find advice, links, and comments from consumers .

## Why don't I get a PARIS result?!

The Public Assistance Resource Information System, or PARIS, is a resource staff can request *in some cases* to verify VA income when the consumer struggles to provide verification on their own - this should be a last resort. PARIS provides information for the database once a quarter *if* the consumer shows up *as an exact match* in both systems. A very small difference can mean there isn't a match and no data on a consumer's VA income is returned to us.

So why are you getting a message saying the consumer isn't found when you ask for verification? There is no way to tell for sure, but some common causes are:

- The consumer is new to the system or was pended at the match. PARIS is a retroactive, quarterly data matching service. If your person wasn't *receiving* state benefits at the previous quarterly match, they are not going to be in the PARIS.
- There is a mis-match on their SSN. If there is a typo on their Social Security number in our system, PARIS will not match – even if every single other piece of information is an exact match. Please be careful when entering SSNs and use a zero result as an opportunity to double check the entry.
- Consumer is using a preferred name in our system. The PARIS uses only legal names, so a preferred name in the DHS data file will give a zero result.
- The VA benefits are suspended or stopped. We cannot why this happens but there are many reasons it does from an unreported address change at the VA to excess income. There is nothing we can do to correct this in our system.
- Strange and mysterious reasons to which we are not privy. Why isn't there a match when *everything* looks perfect? Because, reasons! We just don't know and it's very frustrating. There is nothing to be done except double check their information to try again next time.

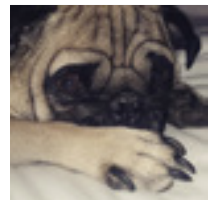
Staff can send a request to check the PARIS for VA income verification for ongoing consumers by sending a secure email to [karen.l.kaino@state.or.us](mailto:karen.l.kaino@state.or.us). Please include the FULL NAME and SSN; the prime number is not searchable. Please include *PARIS* in the subject line for faster responses.

## Protected eligibility

It's come to the attention of Central Office that eligibility staff are not evaluating individuals for the protected OSIPM groups such as PICKLE, DAC, and widow/widowers.

Staff should be asking every individual who applies for medical benefits if they have ever received SSI and evaluating for protected groups accordingly. If it was too long ago to verify SSI history on our SSA screens, we should be contacting SSA directly (whenever possible) or pending for verification.

APD Policy



Otto - Lynette Caldwell, Office of Safety, Oversight and Quality





**Don't forget!** Payment made for PACE, EPD participant fees, or in-home pay-in via recurring credit or debit card transactions will be stopped and this option discontinued on June 30. Instead, consumers can make payments online; see [APD-IM-17-041](#). If internet payments are not feasible for them, they can pay by mail or at the local AAA/APD office. **Staff must purge any DHS135A forms from the consumer file.** See [APD-IM-17-045](#) for more information.

### June 2017

Adopt a shelter cat month  
 Alzheimer's and brain awareness month  
 Dementia care professionals month

June 1 - 4: Roswell UFO days

June 4 - 10: National sun safety week

June 11 - 17: National flag week

June 4: National cancer survivors day

June 6: D-Day

June 15: World elder abuse awareness day

June 14: World blood donor day

June 18: Father's Day

June 20: Summer solstice (PDT)

June 23: Public service day

June 27: PTSD awareness day

### Roseburg TYCTW Day

For Roseburg's Take Your Child To Work (TYCTW) Day, the visiting children took a tour of the new building, participated in a mock staff meeting with their work parent, and helped with projects around the office.



Back row, L-R: Brittnee, Quintyn, Jordan, Kyleigh, Drew, Kylee Cierra, Andrew  
 Bottom row, L-R: Camden, Zoe, Rylie, Branson, and Skyler

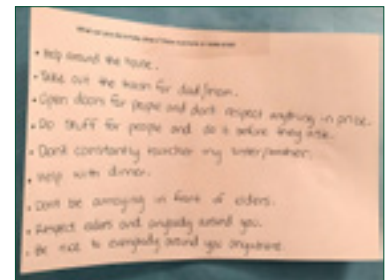
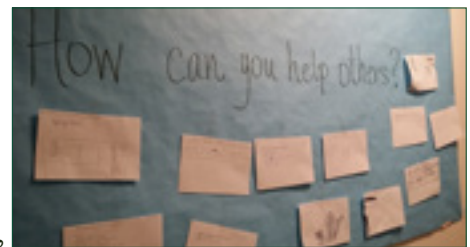
### CCO brochure for dual-eligibles

The new [OHA 1424](#) brochure, *Do You Have the Oregon Health Plan and Medicare? Learn How Coordinated Care Can Work for You*, is designed to help AAA and APD staff give full dual-eligible consumers more information on why a coordinated care organization (CCO) might be right for them.

Information on why a CCO is an advantage to the consumer and how to enroll with a CCO is included on the brochure.

Brochures are available for ordering through the standard FBOS process in [English](#), [Spanish](#), [Russian](#), [Vietnamese](#), [Korean](#), [simplified Chinese](#), and [traditional Chinese](#). See [HSD-IM-17-002](#) for more information.

Since DHS includes so many jobs that help other people, the kids also did some brainstorming on how they can help others. We are looking forward to next year's event already!



*Many thanks to Cindy Wolford for sharing these great photos!*



**Don't forget!** As of May 1, do not send the draft CBC facility reports to either the licensee or the complainant. DO make sure APS Specialists are clearly explaining the investigation process, the allegations, and providing a way for the parties to contact APS. See [APD-PT-17-014](#) for more information.

## The PME perspective: A few things about SNAP filing dates

Consumers establish a filing date by providing any written request for benefits which includes their name, address, and signature. For CAPI, consumers “sign” the application when they submit it electronically. Here are some of the filing date issues found during the Program Management Evaluation (PME) reviews:

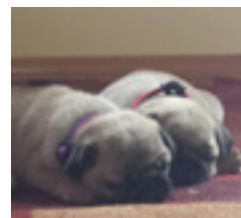
### **Informing consumers of the importance and process of establishing a filing date.**

Food and Nutrition Services (FNS) requires consumers be informed of the importance of establishing a filing date. Whether a consumer is having an application mailed to them, picking it up in the office, or planning to apply online, it is important staff explain how establishing the filing date as soon as possible can benefit them, including receiving more SNAP benefits if found eligible, and how to establish a filing date.

**A new filing date is established.** Any time an application is denied and a consumer re-signs within 60 days of the original filing date they have established a new filing date.

**Filing dates do not get moved due to proration or recertification.** When a consumer is found eligible for SNAP benefits, but their filing date is late enough in the month the system does not issue benefits due to proration, the *filing date is not* moved to the first of the following month, it remains the same and that proration month is still the first month of the certification.

Similarly, the filing date does not get moved to the following month when a consumer turns in their recertification application in the final month of their certification. For example, a consumer submits a recert application on the 14th of the month in which they expire. They have established a filing date on that day and the clock starts for completing the eligibility process. But, the *effective* date for recertification will be the first of the following month if all eligibility requirements are met.



Thor and Sadie  
- Kristina Wells,  
Tigard

**Deny on the 30th day.** Filing dates are good for only 30 days, unless an extension is granted. When the application process is not completed by the consumer in this timeframe deny the application *on the 30th day*. While it is tempting to wait until the 31st day or later, to give the consumer more time, it is not correct. Unless you are extending the timeframe, which requires a new pending notice, it is incorrect to deny later than the 30th day. If the office is closed on the 30th day for any reason deny on the first business day following the 30th day.

FSM SNAP B Applications: [5. Filing Dates](#); [16 Disposition of the Application](#)

## Tigard TYKTW Day

We had a great Take Your Kids To Work (TYKTW) Day at Tigard APD. We had five kids with us who helped finish some general office organization tasks including setting up and decorating some bulletin boards for us.

In the afternoon, we were able take them to one of our local Assisted Living Facilities to meet some of the seniors we serve. The kids did a great job making cards for the seniors that they passed out during our visit. They treated us cookies and a friendly Mario Cart competition. The kids won of course!



The seniors enjoyed our visit so much they asked us to come back next year!

*Kristina Wells, Tigard manager*

## TAG updated online

The Technical Assistance Guide, or [TAG](#), is now updated on the APD Staff tool [webpage](#) under the *Contacts* header.

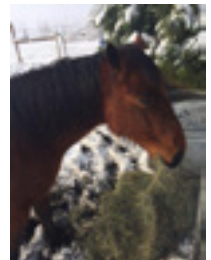
The TAG will tell you who does what and how to contact them across APD, OHA, and other DHS departments. The TAG is a great tool for all staff - thank you to everyone who worked so hard on the update!

## On-line payments for in-home consumers

Beginning Wednesday, May 10, the newest on-line payment option went live on the [DHS/OHA Payment Center](#). APD now has online payment options for Client Pay-in, EPD, and PACE programs.

For individuals who have a debit or credit card with a Visa, MasterCard, or Discover logo, they can go to the DHS/OHA Electronic Payment System and make a monthly payment. The process is easy to use and payments are confirmed immediately. Please encourage those with a pay-in or participant fee to try this new payment option.

Because we can now offer online payments, APD is ending the option to pay via automatic recurring withdrawals from a debit or credit card. Although it is a convenience, recurring withdrawals are subject to errors when pay-in amounts change, consumers move to another living situation, or pass away. If the recurring withdrawal amount is not updated timely, or ended, it creates problems - both for the consumer when funds are withdrawn from an account unexpectedly, and for OFS when refunds must be manually processed. The online payment method allows the consumer to remain in charge of their finances.



*Macaroni -  
Kathie Young,  
Medford*

See transmittal [APD-IM-17-041](#) for more information.

## Adult Foster Home recruitment

Oregon has been a leader in Adult Foster Home (AFH) care since the program was first implemented in the early 1980's. Adult Foster Homes provide a valuable service to vulnerable Oregonians while providing care in a home-like environment. It is important to recruit new applicants into this valuable program as we strive to make sure the AFH program continues to thrive for years to come. Caregiving is rewarding, but it is hard work, and we want to do all we can to help to empower new providers so they can be successful in their venture.

DHS 9836 (Rev. 8/2015) is a colorful brochure that details the basic requirements for those looking to become a licensed adult foster care provider, and it also addresses the benefits to both the licensee and consumer. The brochure can be a great conversation starter and might initiate the first step taken towards a new and rewarding career.

Here are some ideas and resources for recruitment in your area:

- Leave flyers in your local Aging and People with Disabilities (APD) or Area Agency on Aging (AAA) office(s);
- Work with local community colleges, CNA programs, and nursing programs;
- Provide brochures to local employment agencies;
- Provide brochures to the small business administration in your area;
- Participate in local job fairs to promote the concept of operating an adult foster home;
- Offer brochures to your local Chamber of Commerce;
- Set up a display table and talk to people at adult-care related conferences.

As you engage in conversations with others it would also be helpful to provide local knowledge, such as the number of providers in your region, the location of adult foster homes within your area, and if available, anecdotal information about the need for specific types of care such as class 3 AFHs, traumatic brain injury, dementia, etc..



Oregon has long been a leader in the evolution of long-term care and the transition from nursing facilities to community-based care options, and the adult foster home program provides a critical long-term care option to vulnerable adults who are older and adults with physical disabilities.

*Lynette Caldwell, Office of Safety, Oversight and Quality*



**Don't forget!** When reducing hours due to receipt of Home Delivered Meals (HDM), staff must send a timely reduction notice; please reference to OAR 411-030-0070 and 411-040-0000(2). Use example #1 in WG9, and language similar to: *You have begun receiving home delivered meals. These home delivered meals have reduced the number of hours of service you need in the area of meal preparation.*

### Estate recovery questions

Estate Administration Unit (EAU) receives many calls from consumers, families, and case managers looking for answers to their questions about estate recovery.

We provide accurate information on many topics such as making a voluntary repayment for past assistance, what is expected when a recipient dies, or the estate recovery process in general.

Some questions may be simple: *What should I do now? When will someone contact me?*

Others may be more complex: *What if there is a surviving spouse or a disabled or minor child? What about property transfers or “jointly owned” assets?*

Just like case managers though, EAU is unable to give legal or financial advice. Additionally, any questions regarding eligibility are referred back to case managers or local branch offices.



Omar and Jackson  
- Kevin Everidge,  
Central Office

If you or your consumers have questions about estate recovery, please call our main line at 503-378-2884 or send an email to [estate.admin@state.or.us](mailto:estate.admin@state.or.us).

Kathleen Rossi, Estate Administration Unit

*Find past issues of In the Loop and indices on the APD Field Services [web page](#).*

### Direct and indirect Case Management contact honor roll

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

Branch	Completion rate
1017	100%
1211	100%
1311	100%
2311	100%
2911	100%
3013	100%
3112	100%
0111	100%
0411	100%
1513	99.9%
0314	99.6%
2019	99.5%
1517	99.3%
2411	99%
1811	99%
2211	99%
1911	98.9%
2111	98.8%
0310	98.8%
2711	98.7%
0511	98.6%
2011	98.6%
3617	98.6%
3311	98.6%
3111	98.4%

### New refugee policy email box

There is a new policy email box for all questions related to refugees and the refugee program. As with all programs, please review the manual first to see if your question is addressed in the manual. If you are unable to find the answers you need, the Outlook address is [Refugee Policy](#), or you can email to [Refugee.Policy@state.or.us](mailto:Refugee.Policy@state.or.us).

### Kudos – Monthly service assessments

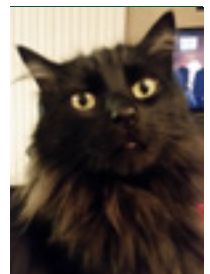
With all the work that needs to be done on a daily basis, you all are doing a great job in keeping up with the monthly service reassessments. This is one of the most important things we do, ensuring individuals’ continued eligibility and ensuring that we are serving individuals who continue to need our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

*Report period: March 2017*

Branch	All valid assessments	*Monthly reassessed	*Monthly not assessed	% Past due	% completed
Statewide	33,539	2,588	72	2.7%	97.3%
<i>*Reporting population – Assessments with a review by date within the month</i>					

### Honor roll - 100% timely service reassessments

Branch	Valid assessments	Monthly reassessed	Monthly not assessed	% Past due
0111	106	8	0	0.00%
0310	480	34	0	0.00%
0314	306	21	0	0.00%
0411	346	19	0	0.00%
0511	361	22	0	0.00%
0911	594	43	0	0.00%
0913	125	8	0	0.00%
1017	1013	90	0	0.00%
1211	64	6	0	0.00%
1311	51	7	0	0.00%
1611	172	11	0	0.00%
1612	145	7	0	0.00%
1811	551	42	0	0.00%
1911	695	58	0	0.00%
2311	295	25	0	0.00%
2411	2044	171	0	0.00%
2711	841	66	0	0.00%
2911	202	15	0	0.00%
3011	356	25	0	0.00%
3013	367	32	0	0.00%
3112	77	5	0	0.00%
3211	188	14	0	0.00%
3311	468	29	0	0.00%
3516	1227	94	0	0.00%

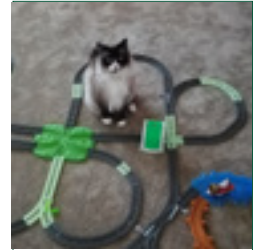


Gustav - Karen Kaino, Central Office

## Faxing via computer

With the help of your local area technician with workstation rights to install on computers, staff can have a LAN/Fax function on their computer and fax directly from their desks as a print job - no paper needed.

The print job is spooled through the local multifunction copier and sent out as a fax. In Coos and Curry counties, staff have already faxed forms directly from Oregon ACCESS at their workstation. The benefits of this function are:



Tom Cat Jones -  
Jillian Jamieson,  
Central Office

- Helps eliminate waste of paper and other resources;
- Saves time, by eliminating extra steps because staff won't print out document, then wait at fax to transmit document;
- Improves efficiency;
- Protects privacy by not having protected information on a piece of paper which requires special handling.

*Many thanks to Eric Stallings, OIS Field Technician, in Coos and Curry Counties for the information!*

## Don't fall for phishing scams

Phishing is an attack using email or a messaging service that tricks you into taking an action, such as clicking on a link, opening an attachment, or getting you to provide confidential information. Remember, DO NOT click links or open attachments after opening email from unknown sources.

How to spot a phishing attack. For a phishing attack to work, the cyber criminals need to trick you into taking some type of action. Here are some common clues that an email may be a phishing attack:

- Not personalized or has a generic greeting, like *Dear Customer*;
- Unexpected and includes an attachment for you to open or a link for you to click n;
- Creates a sense of urgency, telling you to take immediate action;
- Requests sensitive or confidential information.

If you fall victim to a phishing attack, immediately contact the OIS Service Desk at 503-945-5623 or [dhs.servicedesk@state.or.us](mailto:dhs.servicedesk@state.or.us).

For more information:

- State of Oregon Enterprise Security Office – [Phishing Video](#)
- [What does a phishing email look like?](#)
- [How to deal with phishing scams.](#)

## Oregon ACCESS reminders

**Community spouse and the Oregon ACCESS case:** Please note community spouses may not always be included on an institutionalized spouse's CMS medical case (they definitely would not for CBC cases), but they *always* have to be included on the ACCESS case.

- Unless you are including the spouse on the in-home service case for the MSP portion, the community spouse should be listed as *Not Applying/Need Info* on the *Case Overview* tab in the *Applying For* section under the *MED* and *SVC* categories.
- During integration, make sure the *Include Person* box is unchecked and that you select *No* when you are prompted to include others on the case. If you have questions about how to set up services cases with a community spouse, please email Heather Williams at [heather.d.williams@state.or.us](mailto:heather.d.williams@state.or.us) or Ada Osuna at [ada.osuna@state.or.us](mailto:ada.osuna@state.or.us).

**Removing and detaching:** Remember you have to integrate the removal of a case member (change *Ingnt* to *RE* and remove any case descriptors and N/R codes) before detaching him/her from the ACCESS case.

- If you detach first, you'll get error messages when you integrate, because the CMS case still has two members, and you're trying to send information from a system that only contains one - the two systems have to mirror each other to integrate successfully.



Bella - Cindy Pryor, Central Office

**If you need help** with case setup, removing or detaching, or anytime you get an error message when working in Oregon ACCESS (during integration or otherwise) that does not involve CA/PS or service planning, please email Heather Williams at [heather.d.williams@state.or.us](mailto:heather.d.williams@state.or.us) or Ada Osuna at [ada.osuna@state.or.us](mailto:ada.osuna@state.or.us) *before* contacting the Service Desk.

APD Policy

## Obsoleted forms

The APD 0449 series of letters have been removed from the DHS forms server. All forms are now part of the ASPEN.

## SFDNP use starts June 1

Consumers selected for the 2017 Senior Farm Direct Nutrition Program (SFDNP) will be eligible to use their checks at farm stands and farmers markets from June 1 to October 21, 2017. For information about SFDNP, please see [APD-AR-17-017](#) and [APD-IM-17-042](#).

OHA will be sharing the day-to-day operations with APD again this year and 211info has received the SFDNP fact sheet in case seniors contact them. Seniors who met eligibility on April 1 were required to return a response card by May 15 to be eligible for the selection process.

For 2016, the federal funding was insufficient to cover all eligible seniors, however approximately 41,500 seniors were randomly selected to receive a benefit of \$24 in the form of \$4 checks.