

2018 APD Field Services newsletter contents

ADRC

Month	Page	Title	Subject
February	7	ADRC information video	tips and tricks tutorial

Advocacy and Development

Month	Page	Title	Subject
January	10	APD boards and commissions	information on active boards
February	9	Coming soon: Languages for public forum documents	
June	12	National Core Indicators: Adults and People with Disabilities 2018 survey launch	
March	14	Nursing Facility Survey Unit (NFSU)	function and actions of the NFSU team
May	8	Working with our tribal partners	strengthening partnerships and collaborations

APS

Month	Page	Title	Subject
March	7	APS self-reporting	providers legally required to report abuse incidents
August	3	APS tools on the web	new APS webpage via staff tools
November	10	CAM implementation update	tips for using the system
October	15	CAM implementation update	rollout schedule
August	10	CAM project expansion updates	statewide expansion in AAA and APD
January	8	CAM readiness survey results and updates	
January	9	CAM video	visit YouTube for CAM and other videos
July	7	Centralized Abuse Management pilot	pilot starts in APD/AAA offices
February	10	Nursing Facility Licensing Unit (NFLU)	who they are and what they do
August	3	ODHHS web address	Oregon Deaf and Hard of Hearing website

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Branch news

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
June	3	Access to adult day care provides unexpected benefits	
August	1	AFH community come together for Central Point fire	
November	5	APD Field Services Halloween	great costumes from staff
March	9	Grants Pass food drive results	food drive action in Grants Pass
July	4	Hermiston 4th of July tree	festive lobby décor
November	3	Hermiston Halloween	great costumes from staff
June	2	Klamath Falls event	recognizing World Elder Abuse Awareness Day
June	11	Klamath Falls Hospice walk	case management team walks for Hospice
March	4	Medford DSO food drive results	food drive action in Medford
January	1	Myrtle at 105	transition work in Medford
November	2	North Bend honors their veterans	0611 created a display to honor veterans in their office
July	3	OCWCOG and Relay for Life	events to raise funds
November	3	Shake it out Grants Pass	staff practice staying safe in an earthquake
January	7	Warrenton has perfect PME	100% accuracy for secondary review

Case management

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
July	8	494 process reminders	tips for success with the 494
April	7	494 resources	help to complete the 494 form
June	3	Access to adult day care provides unexpected benefits	
May	10	Accessing SNC AFH placements - the 4Ws	specific needs contract placements
September	10	Changes to HCW enrollment standards	remove underage waiver, removal of tax ID number
March	9	Complex case referrals	DHS 2841 is updated for referrals

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July	3	Consumer Employer Training Program	program revision and new name
July	3	Don't forget - Hand out the MSC 9093	provider and explain the estates recover brochure
July	4	Don't forget - 2018 NCI-AD survey	survey continues through September
November	2	Don't forget - 512 rate adjustments	follow directions on the 494 to request an adjustment
June	10	Don't forget - Correct system codes	removing old codes and using the correct ones
January	9	Don't forget - Online payment	consumer option to pay fees online
January	7	Don't forget - SDS 494 requirements	remember to complete all sections, use current form
March	11	Don't forget - SNC resources	placing consumers in a special needs contracted facility
December	2	FAQ Consumers in facilities	see case management site for questions and answers
December	2	HCBS compliance - Memory care	right to privacy
June	6	How to place a consumer in an SNC AFH	guidance and advice for a successful placement
January	9	Mandatory CM webinars	2018 webinars for case managers and supervisors
July	5	New Central Office Medicaid email box	single contact for Medicaid related questions
March	10	New direct contact type	new contact type in Oregon ACCESS
April	7	No more NOTM	staff must discontinue NOTM use for all but ABAWD
April	11	Oregon Money Management Program	option consumers can use to make payments
August	6	Statement of work for SNCs	narration tips for approvals
January	6	Stewardship facts	value and impact of good stewardship
April	2	Tell the story!	narrate all eligibility actions and changes to eligibility
March	9	Transferring a case to another branch?	challenges arising from case transfers

Client Maintenance Unit (CMU)

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
February	3	CMU wants to save you time	web form guidance
July	5	How is CMU doing?	feedback request CMU

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July	7	New PIL internet-based reporting form	replacement form for personal injury liens
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Diversion/Transition

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
July	8	494 process reminders	tips for success with the 494
April	7	494 resources	help to complete the 494 form
October	13	512 rate changes	rate changes are not automatic
May	10	Accessing SNC AFH placements - the 4Ws	specific needs contract placements
March	11	Don't forget - SNC resources	placing consumers in a special needs contracted facility
September	5	Have a successful 494	completing the 494
June	6	How to place a consumer in an SNC AFH	guidance and advice for a successful placement
July	5	Specific Needs Contract assistance	resources for the 494 process
August	6	Statement of work for SNCs	narration tips for approvals

Estates Administration Unit (EAU)

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
May	1	Celebrating the ADA	celebrating the 28th anniversary of the ADA
December	6	Don't forget - MSC 9093	every person should receive the form
June	8	EAU and administrative hearings	living recipients cannot have an admin hearing
September	4	EAU and annuities	
February	9	EAU and death notification	
August	3	EAU and FAQs	see the website for FAQs and brochure
November	6	EAU and mortgage information	
May	3	EAU and real property	
January	7	EAU and voluntary repayments	

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July	5	EAU as the beneficiary	EAU and insurance policies
March	2	EAU brochure use	providing brochure MSC 9093
April	9	Estate recovery brochure is now available in Spanish	
October	5	Medicare part D and estate recovery	

Features

Month	Page	Title	Subject
March	1	2018 legislative highlights	most important developments from the 2018 session
May	4	AARP Oregon Saves flyer	new program to save for retirement
June	3	Access to adult day care provides unexpected benefits	
August	1	AFH community come together for Central Point fire	
November	1	ALP graduation in La Grande	Director Pakseresht celebrates with District 13
February	3	Burns Food Drive Results	Burns raises over \$600
February	12	CDDU changes lives	assisting a consumer in Coos Bay
May	1	Celebrating our state service	State Employment Recognition Day
February	4	Central Delivery Supports food drive results	
March	2	Central Office chili cook-off results	winning chefs for the 2018 food drive
December	1	Dear APD Staff & Partners	message from Ashley
March	10	DHS Rocks	music to support the 2018 food drive
September	1	Disasters happen - prepare now	resources for disaster preparedness
April	5	Hermiston's St. Patrick's Day tree	season décor in Hermiston
July	1	HSB BBQ potluck	summer solstice celebrated at HSB
May	2	Medicare scam alert	DOJ reminder about new Medicare card
January	1	Myrtle at 105	transition work in Medford
February	1	National Core Indicators: Message from Ashley	

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September	3	Oregon Government Waste Hotline	providing accountability and transparency
February	11	Student interns at APD field offices	
January	2	Toy drive success	Central Office toy drive results
April	1	Visiting District 8	Ashley visits Medford DSO and leads a Town Hall
April	9	Volunteering inspires Kasandra to become a social worker	
September	8	Walk safe	tips and reminders for personal safety

Forms

Month	Page	Title	Subject
April	7	494 resources	help to complete the 494 form
February	2	AFH residents Bill of Rights	SDS 305A and 305 are updated and ready to use
June	10	APD 568 updates	now includes the MSC 447
May	9	APD 753 update	now with branch and worker fields
March	9	Complex case referrals	DHS 2841 is updated for referrals
April	7	Don't forget - NVRA forms	all NVRA forms and materials are available on FBOS
July	8	Don't forget - APD 450 updates	
December	6	Don't forget - MSC 9093	every person should receive the form
September	10	Don't forget - Requirements for 9033	hand out the MSC 9033 to all new beneficiaries
January	7	Form updates	APD 241, 450, 905, 3401, DHS 3510, MSC 231
February	5	Form updates	APD 540 and DHS 9301
March	4	Form updates	APD 540P, 914, DHS 210, 1005, 2841, 9017
December	7	Form updates	DHS 0094, MSC 3010
April	7	Form updates	MSC 0371, SDS 541, SDS 4102
September	10	Forms update	APD 301 and 9377
November	4	New CI sheet for submission	revised form for submissions

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July	7	New PIL internet-based reporting form	replacement form for personal injury liens
April	7	No more NOTM	staff must discontinue NOTM use for all but ABAWD

Governance Group

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
May	9	APD 753 update	now with branch and worker fields
March	12	APD Governance Team CI sheet updates	
February	4	CI sheet successes from APD Governance	recently completed CI sheets
April	5	CI sheets - What happens next	process when a CI sheet is submitted
June	9	Don't forget - CI tracker	check on sheet status and open CI projects
November	4	New CI sheet for submission	revised form for submissions
December	8	Use the new CI sheet	CI sheet has been updated for ease of use

Hearings

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
January	12	Aid Paid Pending/Continuing benefits	entitlement and rules
June	5	APD Hearings - Additional notices	contact the hearing rep before issuing notices
January	9	Hearings received and assigned - Calendar year 2017	
October	12	Service notices - CA002 and hearings	be sure to send the notice as appropriate
September	3	SNAP hearing requests	clarification of the 443 process

Homecare workers

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
February	2	AFH residents Bill of Rights	SDS 305A and 305 are updated and ready to use
September	10	Changes to HCW enrollment standards	remove underage waiver, removal of tax ID number

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November	2	CPR and First Aid cards for homecare workers	
July	4	Don't forget - 2018 NCI-AD survey	survey continues through September
March	5	Don't forget - HCW tax withholding	required actions for HCW withholding changes
July	4	HCW transit tax	all employed persons in Oregon will be taxed 1%
January	13	OHCC workforce development website highlights	

Honor rolls

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
March	13	Direct and indirect WCMI completion statistics	December 2017
February	6	Direct and indirect WCMI completion statistics	January and February 2018
March	8	Direct and indirect WCMI completion statistics	November 2017
January	14	Kudos - Monthly assessments	November 2017 assessments honor roll
April	4	Kudos - Monthly assessments	February 2018 assessments honor roll
August	5	Kudos - Monthly assessments	June 2018 assessments honor roll
May	6	Waivered CM completions statistics	March and April 2018
January	16	XiX CA/PS assessments expired - Trends	August 2016 - October 2017
April	6	XiX CA/PS assessments expired - Trends	August 2016 - February 2018
August	8	XiX CA/PS assessments expired - Trends	August 2016 - August 2018

Integrated eligibility

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
August	2	Address coding alignment	address to align across all platforms
August	2	Call centers set stage for Virtual Eligibility	statewide call centers to open over the year
December	7	Integrated eligibility common terms	
February	12	Name changes on DHR	primary name replaces legal and preferred

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December	5	ONE system training	upcoming preparation training
September	3	ONE timeline	implementation timeline

Lean Academy

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
March	13	A letter from Lean Academy	7-step problem solving, lean daily management system
October	10	A letter from Lean Academy	building community partnerships
November	7	A letter from Lean Academy	CM process backup
February	8	A letter from Lean Academy	cohort 4 graduation, cohort 5 news, cohort 6 selection
January	12	A letter from Lean Academy	update of cohorts
June	9	A letter from Lean Academy - APD project spotlights	
August	7	A letter from Lean Academy - APD project spotlights	
May	6	A letter from Lean Academy - APD projects	
April	9	A letter from Lean Academy: APD	information on projects and participants from APD
December	3	Apply now for DHS Lean Academy	expectations and deadlines
September	6	Lean Academy project spotlight	closing paper claims

Manuals

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
April	3	APDRS in the FSAM	new receipt and deposit procedures added to FSAM
August	6	Don't forget - LGBTQ+ terminology guide	available in FSAM
August	10	FSAM updates	Service Desk requests and Voyager cards
April	11	LGBTQIA+ terminology guide	terminology resources added to the FSAM
June	12	LGBTQIA+ terminology guide from OEMS	reference guide
January	6	Manual letter #78	check APD Staff Tools for the latest updates

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April	3	Manual letter #79	check APD Staff Tools for the latest updates
July	2	Manual letter #80	available on APD Staff Tools
October	8	Manual letter #81	available on APD Staff Tools
April	3	Service animal resources	information on treatment of services animals in FSAM

Medical

Month	Page	Title	Subject
November	9	Asset Verification Services (AVS) kickoff	verifying assets for non-SSI OSIPM-M consumers
July	3	Don't forget - Hand out the MSC 9093	provider and explain the estates recover brochure
October	8	Don't forget - MMIS changes	a time out pop-up has been added to MMIS
October	13	Don't forget - 5503 questions	email box for 5503 questions
June	10	Don't forget - Correct system codes	removing old codes and using the correct ones
May	5	Don't forget - Income code accuracy	code income type accurately on all systems
August	5	Don't forget - Use the medical email box	guidance for use of the email box
April	11	EPD fee payments	cease payments plans for EPD fees owed
October	7	Medicaid questions - email box	centralized email box for Medical questions
July	5	New Central Office Medicaid email box	single contact for Medicaid related questions
April	7	No more NOTM	staff must discontinue NOTM use for all but ABAWD
April	11	Oregon Money Management Program	option consumers can use to make payments
July	2	Remember to integrate from OA	changes are not being integrated causing MMIS errors
March	5	Reminders from the APD financial policy unit	
July	9	Save the date - Eligibility summits	summits begin in September
April	2	Tell the story!	narrate all eligibility actions and changes to eligibility
May	11	Verifying SSNs	provide options to verify SSNs

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Privacy and security

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
December	4	Avoiding donatoon scams this season	message from the DOJ
April	2	Don't forget - Secure email	email with protected information must be sent secure
September	10	Email security	send consumer information securely
October	10	OIG impersonation	beware of scammers asking for
September	2	Scam alert - Fake DOJ documents	alert from the Department of Justice

Resources

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
April	3	APD drop-in cubicles	drop-in cubicles at HSB available for reservation
October	6	Are you prepared for winter?	tips for sheltering in place this winter
February	4	Avoid the Reply All nightmare	how to ignore mis-directed reply all email
October	6	Central Office branch 5510	transferring cases from 5510
August	12	Considering a reverse mortgage guide	resource for reverse mortgage
June	3	DHS food resources	links to food resources and benefits
August	7	Don't forget - 5510 case transfers	contact branch directly for transfers
January	4	Don't forget - EDMS reminder	do not add screen prints to EDMS
January	3	Don't forget - In case of accident	reminder of steps following a state vehicle accident
October	6	Don't forget - Service Desk contacts	new contact email for assistance
September	9	Don't forget-Central Office case transfers	don't request transfers for other offices
January	2	Driver safety updates	legal requirement to move to another lane or slow
June	8	EAP support assistance	EAP has a suicide prevention line
September	5	Email for Central Office Medicaid	send all Medicaid questions to the box
October	5	Employee sexual assault resources	phone resources for assistance

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July	4	HCW transit tax	all employed persons in Oregon will be taxed 1%
November	10	Headlights safety reminder	turn lights on safety in state cars
April	11	LGBTQIA+ terminology guide	terminology resources added to the FSAM
June	12	LGBTQIA+ terminology guide from OEMS	reference resource from OEMS
August	11	Nationwide test of IPAWS	national emergency system test in September
February	2	New video interpretation service	Voiance is a new option for state offices
June	4	OAAPI becomes OTIS	name change
April	11	Oregon Money Management Program	option consumers can use to make payments
March	3	Overpayment Writing Unit	who is OWU and how to refer an overpayment
January	5	Protecting a harassment-free workplace	resources and policy to prevent harassment
April	7	QC contact with branch staff	when and why QC contacts the local branch
October	8	Quake it up	staying safe during an earthquake
March	5	Report moving violations and offenses	reminder from DAS of vehicle use requirements
April	3	Service animal resources	information on treatment of services animals in FSAM
March	9	Transferring a case to another branch?	challenges arising from case transfers
April	5	Updated Field Services webpages	pages are updated with more and current links
February	7	Vehicle use laws	laws in effect as of October 1, 2017
April	5	What is the QC unit?	who QC is and what they do
October	2	Who's who at Central Office	use the TAG to locate Central Office staff

SNAP

Month	Page	Title	Subject
March	10	ABAWD - January 2018 updates	five updated modules for ABAWD
January	4	ABAWD exemption - Code 3	guidance for using Code 3
January	2	APD SNAP training 2018	schedule for APD specific training on SNAP

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September	3	CAPI release 3 training	training for the last update for CAPI
May	2	CLO and DEN actions	documenting actions for reviews and audits
March	11	Consumers using feeding tubes & SNAP	when to allow SNAP benefits
October	7	Denying SNAP pm FSUP for over income	remember to add the benefit group size
June	3	DHS food resources	links to food resources and benefits
July	3	Don't forget - Hand out the MSC 9093	provider and explain the estates recover brochure
September	2	Don't forget - Address codes	add specific coding to cases
June	10	Don't forget - Correct system codes	removing old codes and using the correct ones
May	5	Don't forget - Income code accuracy	code income type accurately on all systems
April	4	Don't forget - Narrate the CAPI number	add the CAPI app number to narration
July	5	Don't forget - SRS and returned mail	SRS cases may not be closed due to returned mail
October	2	Don't forget - Update addresses for SNAP	update address in DHR for SNAP
August	4	Don't forget- Lost and stolen cards	consumers must contact the replacement line
June	6	Facilities acting as authorized reps - SNAP	procedures to end authorized rep after a move
March	15	Facilities as authorized rep (SNAP)	allowable SNAP use by facility representatives
June	5	Farmer's market stretch the EBT dollar	resources for SNAP participants
April	7	No more NOTM	staff must discontinue NOTM use for all but ABAWD
January	15	Pending and the mysterious 30th day	tips for pending and acting on SNAP applications
October	8	Processing the interim change report	align dates correctly to prevent suspense
July	9	Save the date - Eligibility summits	summits begin in September
October	4	SNAP - Gross pay and PERS	state gross income includes PERS
May	5	SNAP filing date exceptions	two exceptions for filing dates
September	3	SNAP hearing requests	clarification of the 443 process
November	6	SNAP medical deductions for service animals	
October	3	SNAP QC error rate and what it means	how penalty rate is set

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June	11	SRS returned mail	do not close SRS SNAP with returned mail
June	5	Summer meal program - SEBTC	SNAP food program for children
April	2	Tell the story!	narrate all eligibility actions and changes to eligibility
October	15	Verifying SNAP benefits	request verification from SNAP policy for older amounts
May	11	Verifying SSNs	provide options to verify SSNs
May	5	VET coding for SNAP	HH and income type coding
June	11	Weekly ABAWD conference calls	continue through December

Training

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
August	7	2018 mandatory security training due September 28	
May	4	AARP Oregon Saves flyer	new program to save for retirement
October	8	ABAWD training in your area	ABAWN essential available in November
January	2	APD SNAP training 2018	schedule for APD specific training on SNAP
May	2	APDRS training in Captivate	converted training now available
September	7	CAPI update training	three training classes available
November	5	Don't forget - iLearn instructions	how to access iLearn for training
October	1	Elder Financial Exploitation seminars	three seminars in November across the state
September	7	Hurry - Last chance for training	2018 privacy and security training
October	4	iLearn profiles	make sure your manager is accurate on iLearn
May	3	Introducing the Lead Training Hub	resource for local lead workers
January	9	Mandatory CM webinars	2018 webinars for case managers and supervisors
March	12	New LDMS training on iLearn	mandatory privacy training for 2018 available
October	12	New online course requirements	three course required before December 31
December	5	ONE system training	upcoming preparation training

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October	2	Register now for eligibility seminars	opportunity to improve eligibility and view ONE
December	4	Three online course requirements	all staff must complete course by December 31
November	4	Three online course requirements	all staff must complete course by December 31
January	3	Top-5 caregiver classes online	free online classes from Oregon Care Partners

Veterans

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
August	6	Limit use of UME/NR for veterans	UME is only allowed in limited circumstances
July	4	UME is not for every veteran	UME cannot be used as a default code for VET income
June	4	Use of the UME N/R code for veterans	UME has limited and specific use
October	14	VA aid and attendance treatment	coding and counting VA income
May	5	VET coding for SNAP	HH and income type coding

Voter registration

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
April	7	Don't forget - NVRA forms	all NVRA forms and materials are available on FBOS
January	6	Don't forget - 2018 voter registration deadlines	
January	5	Don't forget - 504 weekly requirement	complete an online NVRA report every week
November	5	More NVRA Q&A	CAPI procedures, 416 envelope, application declination
October	13	More NVRA Q&A	CAPI, 539A declinations, mailing apps, narration
September	9	More NVRA Q&A	dating cards, authorized rep, 516 agency numbers
January	10	More NVRA Q&A	declination completion, scanning, back-ups
August	4	More NVRA Q&A	mailing cards, 24B actions, homeless address, old forms
March	6	More NVRA Q&A	motor voter, when to offer, forms, back-ups
May	8	More NVRA Q&A	reporting, declinations, trainings, forms

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July	5	More NVRA Q&A	reporting, tracking, third-parties, non-citizens
December	5	NVRA addressing concerns	addressing concerns sent to Elections
April	8	NVRA process reminders	general how-to information on NVRA
June	11	NVRA tips for success for everyone	when to offer, use the right form, declination types

Miscellaneous

<i>Month</i>	<i>Page</i>	<i>Title</i>	<i>Subject</i>
March	2	April 2018 calendar of events	
November	3	December 2018 calendar of events	
February	4	Don't forget - Pay equity survey	due Feb 28, 2018
January	6	February 2018 calendar of events	
June	5	July 2018 calendar of events	
May	11	June 2018 calendar of events	
February	5	March 2018 calendar of events	
April	3	May 2018 calendar of events	
October	6	November 2018 calendar of events	
July	8	Total CAPI applications June 2016 - July 2018	