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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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Month	Page	Title	Subject
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)

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

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Forms

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Month	Page	Title	Subject
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

Month	Page	Title	Subject
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

Month	Page	Title	Subject
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

Month	Page	Title	Subject
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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Honor rolls

Integrated eligibility

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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

Month	Page	Title	Subject
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

Month	Page	Title	Subject
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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SNAP

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Month	Page	Title	Description
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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Training

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Month	Page	Title	Subject
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

Month	Page	Title	Subject
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	