

# In the Loop

## AFH community comes together for Central Point fire

On July 17<sup>th</sup> wildfire broke out in the City of Central Point. We have a beautiful walkway, known locally as the Greenway, which meanders through wooded areas of the Rogue Valley’s cities - this is where the fire started at about 4pm.

When the Flash Alert came about 5pm, Medford SSO manager Karen Kahl found staff - Anita Fitch, Diana Burney, Pat Elderton, Deborah Myers - to stay and call consumers and AFHs in the area to see if they needed assistance and problem-solve emergency plans if needed. Concurrently, Connie Saldana with AAA’s Disaster Registry was calling citizens, not just APD consumers, who have special needs and signed up for the registry. Kathie Young and Marsha Ellis, who called the Memory Care and AFHs, stayed in constant contact updating each other on the status of consumers and facilities.

The fire calmed down about 7:30 that night after claiming 95 acres and scorching, but not destroying, many private homes and a memory care facility. If it weren’t for the fire suppression bombers the city could have easily gone the way of Redding, CA. The memory and three AFHs were evacuated without incident.



L – R: Diana Burney, Karen Kahl, and Deborah Myers viewing fire maps

At the incident debriefing with our community-wide Vulnerable

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

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Populations Workgroup, the AFH providers were grateful for the multiple calls they received from us checking on their status. They repeatedly stated how comforting it was to know that APD cared so much and was willing to assist.

The Rogue Valley has a tradition of collaboration among all service providers; it certainly showed that day. A big thank you to the first responders, the AAA, AFH providers, the Vulnerably Populations Workgroup and our course our own staff!!!

*Kathie Young, APD District 8 Manager, Serving Josephine and Jackson Counties*

## Call centers set stage for Virtual Eligibility Centers

Over the next year, call centers will be opening in Baker City, Enterprise, La Grande, Klamath Falls, Astoria, Portland, Tillamook, North Bend, Hermiston and Milton-Freewater focusing on determining financial eligibility for SNAP and MAGI Medicaid; call centers will be the beginning of establishing the infrastructure for the Virtual Eligibility Center (VEC).

The VEC, which will be established when Integrated ONE is rolled out, will connect to the call center sites and assist in determining financial eligibility for non-case management benefits.

Call centers are in various stages of hiring, training, and opening. Establishing call centers today will allow for the testing of business processes as preparations are made to roll-out the integrated ONE system.

Moving forward, the call centers being established today will become VEC sites in the future - providing the customer service and skills needed to help Oregonians and get us closer to the goal of providing same-day or next-day approvals for all benefits.

For questions about the VEC, please [send an email](#) to the ONE communications group.

## Address coding alignment

A recent transmittal, [APD-AR-18-047](#), explains an August 1 2018 change to specific address language on all DHS systems. The address situations are for consumers who:

- Have a safety concern – code *DND*;
- Do not have a fixed address – code *TEMP*; or
- Are members of the Address Confidentiality Program - code *ACP*.

Without the alignment of address coding across all platforms, the future conversion to the ONE system could put the safety of these specific consumers in risk.

For SNAP cases: *only* update with the *TEMP*, homeless/ no fixed address, at initial certification, recertification, or when processing an 852; not when changes are reported.

The *ACP* and *DND* coding can be updated on SNAP cases when changes are reported because there are safety concerns associated with these codes.

To see how to use the coding, where to place it, and view screen shots, please review the transmittal. This coding has been standardized for AAA, APD, SSP, and OHA.



Riley -  
Amber  
Cheli, The  
Dalles

### ODHHS web address

Oregon Deaf and Hard of Hearing Services (ODHHS) now has an alias, or shortened, web address: [www.ODHHS.com](http://www.ODHHS.com).



Epic - Kelly Hendrix, Madras

The alias web name is easier to share with consumers, friends, and family; please do not share the full length address any more.

Looking for past issues of In the Loop? All newsletters, yearly indices, and a master index for everything are on the APD Field Services [web page](#).

### APS tools on the web

The APD Staff Tools [webpage](#) now has a section for Adult Protective Services (APS). Look for find the addition under the *Program/Policy tools* banner, which is near the bottom of the tools page, on the right.

Although it is under construction, the APS tools include a variety of tools and resources linking to DHS webpages and the DHS intranet.



Check back to for additions to the list of resources and for completed links.

Many thanks to the APS team for putting these resources together.

### EAU and FAQs

The Estate Administration Unit (EAU) is contacted on a daily basis for information about the estate recovery process.

Some examples of questions asked by recipients or their family include: *What happens when I pass away? Can I make a voluntary repayment? My family member just died, what do I do now? Can I use bank funds for funeral expenses?* Case managers ask for clarification about the recovery process, request a claim amount, or have about a living or recently deceased client.

EAU is always ready to provide answers to these and other questions. Contact us at 503-378-2884, 800-826-5675, or by email at [estate.admin@state.or.us](mailto:estate.admin@state.or.us). Additional information, including our brochure, can be found on the EAU [website](#).

### September 2018

Hunger action month  
Pain awareness month  
World Alzheimer's month

Sept. 1 - 7: International enthusiasm week  
Sept. 9 - 15: Suicide prevention week  
Sept. 17 - 23: Prostate cancer awareness  
Sept. 24 - 30: International week of the deaf

Sept. 2: V-J Day  
Sept. 3: **Labor Day - CLOSED**  
Sept. 7: National food bank day  
Sept. 11: National day of remembrance  
Sept. 13: Celiac awareness day  
Sept. 19: Talk Like a Pirate day  
Sept. 21: World Alzheimer day  
Sept. 22: Autumnal equinox  
Sept. 25: National voter registration day  
Sept 29: National public lands day



**Don't forget!** Beginning September 1, 2018, consumers who report a stolen EBT card will need to call the Oregon Trail Card Replacement Line at 1-855-328-6715 to get a replacement; a police report is not required. Supervisors are still able to approve an exception if the situation meets the [guidelines](#). See [SS-AR-18-013](#) for details.

## More NVRA Q&A

Below 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. XIII](#) for the complete NVRA manual, including procedures and examples.

**FYI:** *Staff are expected to follow procedures and guidance in the [FSAM](#).*

### Q: Where do we send voter registration cards?

**A:** All completed and partially completed voter registration cards are to be mailed to your local county elections office. You can find the address to your own county printed on the [SEL 503](#) registration form. [XIII.E.2. Mailing completed cards](#)

- **Do not mail registration cards to the Secretary of State or Central Office;**
- Mail the SEL 503 *only*, not the declination forms;
- All cards must be placed in an SEL 516 envelope for mailing - *no other envelope is allowed.*

### Q: Do we need to look at voter registration when we are doing 24B mid-cert actions?

**A:** The only time you would need to ask about voter registration during the 24B process is if they consumer has an NVRA qualifying event – the 24B itself is *not* a qualifying event. In this circumstance, please look for new people in the benefit group or a change of address. [XIII.F.4 24B renewals for SNAP](#)

### Q: If the consumer is homeless and has no mailing address, how do we record this?

**A:** You can use whatever area where the consumer normally stays as their home address. It can be a mission, shelter, park, off-ramp, street corner, bridge – whatever they choose. Their mailing address, however, must be able to receive a mail delivery; use general delivery if the consumer chooses. [XIII. A. 1. When to offer voter registration](#)



*Ben and Thicket - Maureen Hensen, Albany*

### Q: What do we do with outdated voter registration forms?

**A:** Blank voter registration forms are treated exactly like any other form and can be disposed of in the same way. *However*, you are allowed to use any voter registration form you have as long as it has the same format and questions as the current version. [XIII.D. Registration forms](#)

### Kudos - Monthly assessments

Considering all the work that needs to be done every day, the changes coming from Central Office, and the craziness that comes along with it all - you all are doing a great job in keeping up with the monthly service reassessments. THANK YOU!!

One of the most important things you do is ensure consumers' continued eligibility & ensuring we are serving individuals who continue to need our assistance. Statewide, we are above 95% for timely service reassessments. **Nice job!**

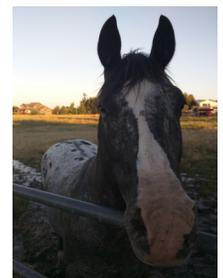
**Report period: June 2018**

Branch	All valid assessments	*Monthly reassessed	*Monthly not assessed	% past due	% completed
Statewide	31,746	2,307	103	4.3%	95.7%

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

**Honor roll - 100% timely service reassessments**

Branch	Valid assessments	Monthly reassessed	Monthly not assessed	% past due
0111	108	10	0	0.00%
0313	866	63	0	0.00%
0913	170	10	0	0.00%
0914	276	16	0	0.00%
1211	54	3	0	0.00%
1311	50	1	0	0.00%
1611	149	10	0	0.00%
1811	529	37	0	0.00%
2311	265	36	0	0.00%
2411	1888	143	0	0.00%
3011	287	30	0	0.00%
3013	343	27	0	0.00%
3112	62	7	0	0.00%
3211	179	11	0	0.00%
3411	1110	90	0	0.00%
3617	942	72	0	0.00%



Cookie Monster - Kathie Young, Medford

APD Medicaid Long-term Care Policy Unit



**Don't forget!** Use the Medicaid policy, eligibility, and services email box, [APD.Medicaidpolicy@dhsosha.state.or.us](mailto:APD.Medicaidpolicy@dhsosha.state.or.us), to submit questions for Central Office help. Make sure the subject uses ONE of these terms: *Service, Financial, or Medicaid*. Use *Medicaid* if the question is general. See [APD-IM-08-060](#) for guidance.

## Limit use of the UME N/R code for veterans

Staff should stop using UME as a standard Veteran income code, immediately.

Central Office has discovered wide-spread, incorrect use of the Need/Resource (N/R) code of *UME* for veteran income on medical cases. UME use as a N/R code is *extremely* limited.

[APD-IM-15-039](#) details when staff may use UME:

*The UME Need/Resource code should only be entered when the individual receives Aid and Attendance payments of \$90 **AND** is residing in either a traditional nursing facility or a federally-run Veterans' nursing facility.*

The OSIPM Manual, E Financial Requirements. 2. [Income Standards](#) includes this note:

- *For clients who receive a VA Aid and Attendance benefits and reside in a traditional nursing facility or in a federally-run Veterans' nursing facility, (UME asset code on CMS), \$90 is allowed.*
  - *Note: Only those individuals who actually receive VA in the exact amount of \$90 for the VA can receive this standard.*

Income coding matters! Veteran income is under increasing scrutiny by the legislature and it is essential staff code VA income, and all income with the correct coding.

Your extra care is appreciated. Please review the manual above and contact Central Office if you still have questions.



**Don't forget!** There is a guide to LGBTQIA+ terminology from Trans Student Educational Resources located in the SAM, XV. Miscellaneous, [F. 5. Guide of useful LGBTQIA+ terminology](#). Please take a look!

## Statement of Work for SNCs

Before submitting a APD 494 *Specific Needs Contact (SNC) Resident Admission* form to Central Office for review, carefully read the Statement of Work (SOW) for the facility chosen to make sure the narration and the CAPS clearly indicate how the consumer is meeting the criteria in the SOW. Pay particular attention to the *Target Group* section.

Central Office cannot make assumptions about a consumer's eligibility for a placement and rely on current CAPS and narration to tell the story.

If it is not clearly evident how the consumer meets the SOW, please take the time to add a narration explaining eligibility for the Specific Needs Contact chosen and prevent the 494 from being denied.

**Tip:** One of the common problems which cause denial is the lack of narration around standard placement attempts. Narrate where and when calls were made as they happen to eliminate the need to recreate that information to get an approval.

When requesting a specialized - and therefore very expensive - placement, keep in mind the need to make the best use of time and funding!



Durin - Karen Kaino, Central Office



**Don't forget!** 5510 is an active branch in Central Office – it is the Complex Case Unit. If you need to have a case transferred to you from 5510, please send an email via the 5510 case transfer email box and they will let you know what's happening with the case and get it transferred if possible. *Do not send a request to Karen Kaino, Cassandra Riley, or Angela Munkers like you would for 5515*

## 2018 mandatory security training due September 28

DHS and OHA have a strong commitment to protecting the privacy and information security of the people we serve. To fulfill this responsibility, all employees, volunteers, partners and contractors with access to agency systems are required to take annual privacy and information security training.

The course, *2018 Information Security and Privacy Awareness*, is an overview of agency information security and privacy policies and practices. Training is available on iLearnOregon at this link: <https://go.usa.gov/xnybu>.

You can review the training at your own pace, starting and stopping as needed. It should take about 50 minutes to complete.

**Plan now to finish the course before Friday, September 28.** ISPO will collaborate with DHS and OHA leadership to ensure that staff and partners complete the training before the deadline.

If you have questions or need accommodation:

- For more information, go to the ISPO [Awareness and Education page](#);
- If you have questions or need accommodation, email [ISPO.AwarenessEducation@state.or.us](mailto:ISPO.AwarenessEducation@state.or.us);
- For problems using iLearn, call the OIS Service Desk at 503-945-5623.



*Timber Limber  
Licorice - Annie  
Strocchio, Albany*

## Lean Academy – APD project spotlight

As a project spotlight for APD in Lean Academy, we interviewed **Lynnette Robben**. Lynnette is a Case Manager at the Medford DSO and her project is around Case Manager training within their 6-month trial period.

### 1. What is your Problem Statement?

The current case management training including online, classroom, field, and on the job training process is not satisfying the expectation that staff are able to complete the necessary duties of the position description within the 6 months from their hire date. Survey results indicated that 80% of case managers didn't feel they have the necessary training to meet job requirements at the end of their trial period. This results in staff turnover, decreased job satisfaction for new hire, increased stress on current case managers, negative consumer's experience, and higher cost burden on state.

### 2. What drew you to taking on this project?

When I applied for Lean Academy I saw training for new APD case managers as an opportunity for improvement and this was two-fold, on the ground and central office training.

### 3. What are some issues with the process that you and your team have identified?

Our workgroup identified the top 3 barriers to case manager training: 1) Time and availability of training 2) Quality of train

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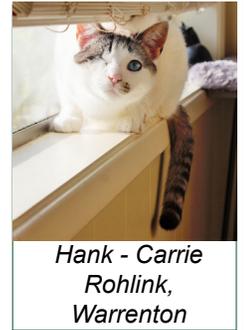
ing and not wanting to go back 3) Standard training process missing for on the ground.

**4. What are the identified root causes of the identified issues?**

The root cause of these identified barriers was capacity and consistency for central office and the local office.

**5. Are there any “ah ha” moments you would like to share?**

In step 3 when we were uncovering and proving the root cause, I thought ok, this topic is certainly worth exploring further as I noticed more gaps for case managers getting the training they needed. For example, the capacity for quarterly classroom training is less than 1/2 that of case managers hired per quarter. I also didn't realize how much time I would be spending using Microsoft programs.



**6. What are some notable pieces of the project that you would like to share?**

The workgroup used the root causes to come up with possible solutions (using the difficulty impact matrix). From that we came up with three tools: 1) Trial Service Review for Managers, 2) Trial Service Checklist for Case Managers, and 3) Workflow for New Case Managers, which we are currently piloting all of these in district 8.

**7. What is the status of your project?**

The team is in a pilot phase with these tools currently until September while we gather feedback. While we are working on supporting training for the local office, we are continuing to explore the training process for central office and how these trainings can reach case managers more efficiently and timelier.

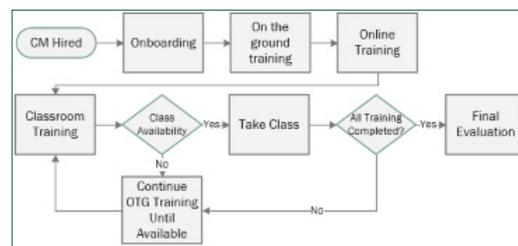
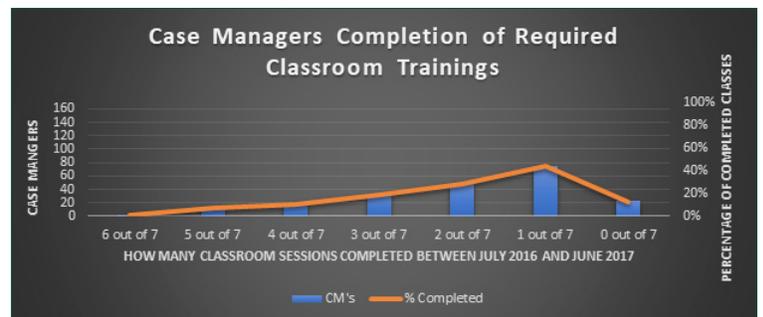
**8. Are there any take away ideas you would like to share?**

Central and local office training for case managers has so many moving pieces with constant changes, but having necessary training is something that most of us can appreciate. This project wouldn't have been the probable without the support of an amazing workgroup and I have my sponsor, Christine Maciel and mentor, Josh Harlukowicz specially to thank!

**9. Do you have supporting data for your project? If so, please share it with us.**

We did a survey and gathered figures around required classroom training. We collected statewide data of a year period, and of all case managers hired (171) only 11% were able to complete more than half of the required trainings within their first 6 months, with 44% able to complete just 1 of the required trainings within that period.

In step 2, we mapped the current process but this a simplified version for this purpose:



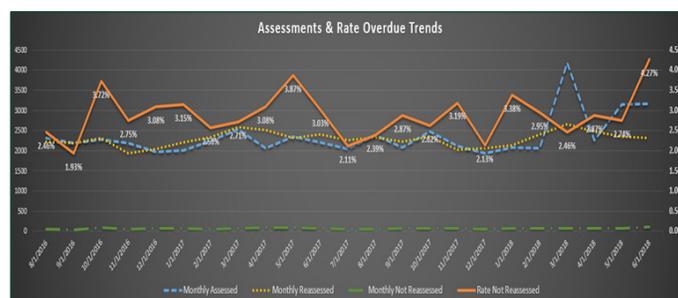
### XIX CAPS assessments expired – Trends

. The charts below provide information for CA/PS assessments expiring in reporting months August 2016 – August 2018. *Expiring* is defined as an assessment which has passed its *Review Date*, or does not have an administrative extension with an active service plan, or is without a more recent assessment (XIX or otherwise) in a status of completed or pending.



Buttercup -  
Cindy Pryor,  
Central Office

Review month	Total valid assessments	Assessments due 8/1/16 – 6/1/18	Monthly assessed	Monthly re-assessed	Monthly not re-assessed	Rate not re-assessed
06/01/18	31,746	26,181	3,155	2,307	103	4.27%
05/01/18	31,489	256,937	3,144	2,342	66	2.74%
04/01/18	31,266	26,464	2,256	2,473	73	2.87%
03/01/18	32,462	25,556	4,185	2,654	67	2.46%
02/01/18	32,900	28,373	2,054	2,400	73	2.95%
01/01/18	33,046	28,752	2,078	2,141	75	3.38%
12/1/17	33,176	29,124	1,943	2,064	45	2.13%
11/1/17	33,289	29,075	2,114	2,033	67	3.19%
10/1/17	33,428	28,538	2,483	2,344	63	2.62%
09/1/17	33,568	29,198	2,072	2,232	66	2.87%
08/1/17	33,636	28,866	2,382	2,331	57	2.39%
07/1/17	33,571	29,208	2,046	2,268	49	2.11%
06/1/17	33,552	28,870	2,204	2,403	75	3.03%
05/1/17	33,482	28,722	2,356	2,311	93	3.87%
04/1/17	33,502	28,850	2,057	2,515	80	3.08%
03/1/17	33,539	28,343	2,536	2,588	72	2.71%
02/1/17	33,471	28,843	2,244	2,323	61	2.56%
01/1/17	33,409	29,123	2,001	2,213	72	3.15%
12/1/16	33,418	29,332	1,979	2,042	65	3.08%
11/1/16	33,621	29,428	2,195	1,943	55	2.75%
10/1/16	33,784	29,105	2,285	2,305	89	3.72%
09/1/16	33,855	29,443	2,180	2,189	43	1.93%
08/1/16	33,806	29,212	2,316	2,222	56	2.46%



## FSAM updates

We are always working on the Field Staff Support Manual to keep it updated and search out problems. This month, we added a section on using the Service Desk online request, XV. G form and updated the information for using Voyager cards, [XIV.D.4](#).

## CAM project expansion update

The Aging and People with Disabilities program's implementation of the Centralized Abuse Management (CAM) system will expand to APD and AAA offices statewide starting in October.

The system launched in July at the Northwest Senior and Disability Services (NWSDS) AAA and the Bend APD office, which serves Deschutes, Jefferson and Crook counties. Since then, these offices have been using CAM as their adult protective services documentation system.

As of mid-August, these sites have inputted just over 1100 intakes into CAM and, of those, 257 were assigned for investigation and 72 have made their way through the investigation process and are now in the final status. Employees within these offices have provided valuable feedback to the project team and the system and business processes continue to be refined as a result.



*Gorey and  
LeGuin - Brian  
Kirk, SFPSS*

CAM is crucial to the Department of Human Services' effort to track and understand abuse as well as analyze its root causes so it can be prevented.

This system will enable investigators to track incidents by victim and share information statewide.

CAM will be rolling out statewide throughout APD and AAA offices as follows:

- **Rollout 1:** In process since July 9 in APD district 10 and NWSDS AAA;
- **Rollout 2:** Training begins in late September with go-live on Oct. 8 in APD districts 9, 12, 13, 14 and OCWCOG AAA;
- **Rollout 3:** Training begins in October with go-live on Nov. 5 in APD districts 15, 16 and Multnomah County AAA;
- **Rollout 4:** Training will be in November and early December with go-live on Dec. 10 in APD districts 6, 7, 8, 11 and LCOG AAA.

Six weeks prior to the go-live date for each group, the CAM project team will reach out to the area leadership to begin weekly check-ins and ensure each area is prepared for the implementation.

CAM training will be offered throughout the state in each of the roll-out areas with multiple dates offered to each group. The three-day training sessions will be computer-based to allow users to practice using the system in a variety of business scenarios.

For questions about CAM, please contact the project at [CAM.Communications@state.or.us](mailto:CAM.Communications@state.or.us).

## Nationwide test of the IPAWS

### *Fact Sheet*

- WHAT:** A national test of the Emergency Alert System (EAS) and Wireless Emergency Alert (WEA) with radio, TV, cable stations and wireless carriers. Integrated Public Alert and Warning (IPAWS) is a national system for local alerting that provides authenticated emergency alert and information messaging from emergency officials to the public through radio, TV, cell phones and Internet applications. This is the fourth EAS nationwide test since 2011 and the first national WEA test.
- WHY:** To be sure in times of an emergency or disaster, public safety officials have methods and systems that will deliver urgent alerts and warnings to the public. Periodic testing of public alert and warning systems is a way to assess the operational readiness of the infrastructure for distribution of a national message and determine whether technological improvements are needed. The WEA system became operational in April 2012, and there has never been a nationwide WEA message sent. A nationwide WEA message would only be used in the most extreme emergency situation.
- WHERE:** Nationwide
- WHEN:** September 20, 2018
- The WEA test commences at 11:18 AM Pacific Time (2:18 PM EDT);** the EAS portion follows at 11:20 AM Pacific Time (2:20 PM EDT).
- The EAS test is expected to last approximately one minute and will verify the delivery and broadcast of a national test message and assess the operational readiness of the infrastructure for distribution of a national message and determine whether technological improvements are needed.
- WHO:** FEMA in coordination with the Federal Communications Commission (FCC).
- HOW:** The WEA test message will be sent to all wireless providers that currently participate in IPAWS. Cell towers will broadcast the WEA test for approximately 30 minutes. During this time, cell phones that are 1.) switched on, 2.) within range of an active cell tower, and 3.) whose wireless carrier participates in WEAs, should be capable of receiving the test message. Cell phones should receive the WEA message once.
- The EAS test message will be made available and shared through radio, TV, cable, and direct broadcast satellite systems in all U.S. states and territories. Their participation in the test is mandatory per FCC rules. The WEA test message will be sent to all wireless providers that currently participate in IPAWS.



*Billy the Kid-T  
- Courtney  
Pommarane,  
Redmond*

## National Core Indicators - APD 2018 survey

The 2017-2018 The National Core Indicators - Aging and Disabilities (NCI-AD) survey launched in July and continues through the end of September. The survey gathers service quality and satisfaction information directly from consumers. The survey involves an in-person interview that takes 30-45 minutes in the person's home.

Information letters were mailed the second week of July to randomly selected people who are receiving Medicaid-paid long-term services and supports and to people receiving services through the Older Americans Act. Guardians of the selected people also received letters as did their long-term care facility providers.

Trained interviewers from Vital Research, an experienced survey and data collection firm will be contacting the people (and guardians if they have them) in the survey to invite participation. Survey participation is always voluntary; there is no impact on services if people prefer not to participate.

Interviewers will be contacting people and interviewing them from July 12 - September 30<sup>th</sup>.

If you receive questions about the survey, please assure people that the survey is a legitimate activity - it's not a scam!

For more information or questions about the survey contact Naomi Sacks, NCI-AD Project Lead, [Naomi.E.Sacks@state.or.us](mailto:Naomi.E.Sacks@state.or.us), 503-385-7168.

For additional information, the [February 2018 issue of In the Loop](#), has an article from APD Director Ashley Carson Cottingham about the 2016-2017 survey and the Oregon survey website is: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/ADVISORY/Pages/NCI-AD.aspx>.



Frank - Joy Plummer, Pre-SSI

## Considering a reverse mortgage guide

The Office of Financial Protection for Older Americans (OA) offers financial education and fraud prevention resources for free to consumers and intermediaries. You can download the materials and print them yourself or order single or bulk copies of many of our educational materials whether you serve older adults or family members managing the finances of a loved one.

This week's highlight: Considering a Reverse Mortgage guide - a brief, easy-to-understand guide on the basics of reverse mortgages.

- Order free [single copies](#);
- Order free [bulk copies](#);
- Download [your copy](#) now.

Learn more at [consumerfinance.gov](http://consumerfinance.gov).

Office of Financial Protection for Older Americans, Bureau of Consumer Financial Protection