HSB BBQ potluck

On June 21st, staff at HSB celebrated the solstice with a BBQ potluck. DJ Mikey Mike McCormick was back by popular demand and Grillmasters Kevin Everidge and Jeb Oliver kept the hot food coming.

There were tables full of amazing food and a chance to pause and spend some fun time with each other. Many thanks to everyone who made it possible!

In this edition:

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

Discrimination and harassment free workplace

As you may be aware, all state employees (including temporary employees, board and commission members, and volunteers) are expected to provide a work environment free from discrimination and harassment. We have policies in place that prohibit discrimination and harassment in the workplace, encourage individuals to report such conduct, and outline investigatory procedures and consequences for violations.

The two statewide policies primarily covering appropriate workplace behavior are DAS Policy 50.010.03, *Maintaining a Professional Workplace,* and DAS Policy 50.010.01, *Discrimination and Harassment Free Workplace*, the latter of which has been revised with input from agencies. Changes made include:

- Adding "volunteer" to the definitions;
- Adding training requirements for all employees and volunteers;
- Providing options for employees to report concerns outside of their agency;
- Eliminating the one-year reporting time frame.

Please take the time to review the revised policy. If you have any questions, please talk to your HR manager or reach out to the DAS Chief Human Resources Office. Thank you for your attention and for ensuring our workplaces are a welcoming and safe place for all.

Department of Administrative Services

Manual Letter #80

Please review Manual Letter #80 on the APD Staff Tools website for updated rules and procedures. Please see SS-PT-18-012 and SS-PT-18-013 for a complete list of updates.

If you find errors, omissions, or confusing information, please email Heather Williams, heather.d.williams@state.or.us, directly.

Remember to integrate from OA!

A veteran's income review project at Central Office has discovered many staff members are not integrating with the mainframe/DHR when they make changes to the medical case so changes are not appearing on the mainframe or MMIS.

To maintain eligibility accuracy, *it is essential to integrate*! Oregon ACCESS (OA) does many things, especially for services, but MMIS is the system where medical providers look for eligibility and benefit level when they are treating consumers.

Pickle - Carrie Rohlik, Warrenton

MMIS is not able to look directly at the case info on OA so it used the mainframe instead. Integrating from OA to the mainframe/DHR helps the consumer access the medical benefits to which they are entitled.

NOTE! *Integrating <u>will not</u> update the SNAP case; go to the mainframe/DHR to update SNAP.*

Don't forget! All new benefit applicants or their representatives should be given the MSC 9093, *Estates Recovery Program*, brochure. Please explain what the brochure is and address any fears they may have; guidance is available in the APD Worker Guide, D.5 Interactions with the Estate Administration Unit. Don't forget to narrate!

## Changes to the Consumer-Employer Training Program

The Oregon Home Care Commission is launching our revised consumer-employer training program (formerly STEPS). As part of the revision, we have updated materials, changed the name, and commissioned a new logo. Our new program name is Employer Resource Connection with the tag line - **Teach ◊ Empower ◊ Assist ◊ Mentor**.

The Employer Resource Connection is free and voluntary to individuals receiving in-home services through Medicaid or Oregon Project Independence. This program empowers individuals to be effective, successful employers by providing tools, resources, and supports to help them manage how their services are provided, so they can live as independently and safely as possible at home and in their communities.

For more information about Employer Resource Connection, please visit our updated webpages.

If you have any questions, please contact Nancy Janes, Employer Resource Connection Coordinator at 503-378-4050 or OHCC.ERC@state.or.us.
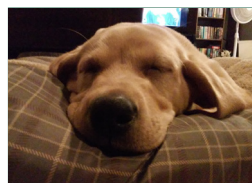
Sunnie - Shari Friebus, Grants Pass

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

OCWCOG and Relay for Life

Oregon Cascades West Council of Governments (OCWCOG) supported the American Cancer Association's Relay for Life.

The COG held several fun events including an outdoor ice cream social and a mini-relay around the building. Their efforts raised a total of $563!

Great job everyone – and many thanks to Randi Moore for sending this in!

August 2018

Happiness happens month
Win with civility month

Aug. 1 - 7: Simplify your life week
Aug. 6 - 12: Bargain hunting week
Aug. 12 - 18: Assistance dog week
Aug. 20-24: Safe at home week
Aug. 25 - 31: Be kind to humankind week

Aug. 1: US Air Force day
Aug. 4: Social Security day
Aug. 14: V-J day
Aug. 17: Black cat appreciation day
Aug. 18: World honey bee day
Aug. 21: Senior citizen's day
Aug. 25: Second-hand wardrobe day
Aug. 30: National grief awareness day

Hermiston 4th of July tree

Hermiston is keeping their tree in rotation and morale high with another great seasonally decorated tree!

Thank you to Jacque Gribskov for sending in this picture.

Don't forget! The 2018 National Core Indicators (NCI-AD) survey of consumer's who receive long-term care or Older American Act services has begun. Interviewers from Vital Research will contact consumer's between July and the end of September. Please assure any consumers who contact you the survey is not a scam. For more information, see APD-IM-18-055.

Find help at Central Office using the contacts listed on the APD Staff Tools page!

HCW transit tax

Effective July 1, 2018, House Bill (HB) 2017 requires the implementation of a statewide transit tax to finance investments and improvements in public transportation services (except light rail). The transit tax is one tenth of one percent (.001) of employee's wages and affects everyone employed in Oregon

APD updated the homecare worker (HCW) payment system to deduct this mandatory statewide transit tax. HCWs will see the transit tax listed on their remittance advice (RA) for any payments issued July 1, 2018 or after.

Staff can view the HCW tax amount on both the HDTL and HSVC screens. Please see APD-IM-18-059 for screenshot examples and more information.
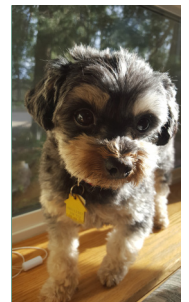
Jake - Rebecca Brooks, Medford

UME is not for every veteran

Only veterans who receive *exactly* $90 of aid and attendance benefits – no more, no less – **AND** lives in a nursing or veterans facility may be coded with the UME need/resource on their medical case.

In nearly every case, the income type coded on consumer's medical case will be VET because *both criteria must be* every time to qualify as UME. As examples:

- $312 in aid and attendance is coded as VET;
- $71 in aid and attendance is coded as VET;
- $101 in aid and attendance and living full-time in a veteran's home is coded as VET;
- $91 in aid and attendance living at home is coded as VET.

Please look at all income coding to make sure it is appropriate and accurate with each review and correct any errors found. See transmittal APD-IM-15-039, Counting Client Assets # 84, and OSIPM Manual, E Financial Requirements, 2. Income Standards for more information.

Specific Needs Contract help

Would your team like to know more about accessing Specific Needs Contracted (SNC) placements and tips on how to complete the APD 494, *Specific Needs Contract Resident Admission*? Contact Amy Gordin for additional help, amy.gordin@state.or.us.

Marvin Gaye -Darcy Patterson, Burns

Don't forget! Staff cannot end SNAP benefits in SRS for returned mail. Instead, narrate, update what you can, and act on the other benefits. See SS-PT-18-010 for directions and more information.

494 process reminders

The Special Needs Contract (SNC), or 494, process is under increasing scrutiny so staff may see denials and requests for additional information more frequently. There are things you can do to get a clean approval the first time:

- Check the Statement of Work (SOW) carefully and make sure the CAPS and narration *clearly* indicate how the consumer is meeting the target group requirements;

- Narrate each failed placement attempt with the dates the contact was made;

- Don't narrate you sent an email or called to staff placement - narrate you connected and spoke to someone, who it was, and when it happened;

- Narrate when and where the provider completed the assessment.

Thank you for your help making this a clean and complete process!

EAU as the beneficiary

The Estate Administration Unit (EAU) received an interesting question about life insurance policies recently. Does a client need to name the state as the beneficiary? And the answer is….***no***.

There are no rules requiring a Medicaid recipient to name Oregon as a beneficiary of a *life insurance policy*. This is not to be confused with annuities under OAR 461-145-0022 which requires Oregon to be a beneficiary under certain circumstances.

We're available to answer this and many other questions by contacting us at 503-378-2884, toll free in Oregon at 800-826-5675, or by email at estate.admin@state.or.us.

Kathleen Rossi, Estates Administration Unit

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, 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: How do I find the Secretary of State's webpage for reporting?

A: The Voter Registration Manual section G. Resources includes links to all related forms, publications, and the links to the Secretary of State website. Links to the two forms on the Secretary of State website related to voter registration, SEL 504 *Agency Voter Registration Reporting*

Continued from the previous page

*Form* and SEL 504C *NVRA Site Coordinator Change Form* are both located there.

Q: What is "mark the box by the voter registration question Yes/No." in the manual, Section A.3 Acting on the consumer response, referring to? Is it referring to the box on the application, the online 503D, or the narration?

A: All forms/versions of the declination forms – the SEL 503D in all formats, or the question printed on DHS forms – may be used exactly the same and are interchangeable. When the manual says "mark the box" it means to mark *either* the Yes or No box on <u>one</u> version of the declination for every voter registration situation – every new application, every renewal, and every address change.

Narration is not the same as marking a declination and you need to do both things – mark a form AND narrate. FSAM. XIII. E. Declinations; FSAM. XIII. A. Procedures

Q: Do we need to complete a 503D for an authorized representative, POA, or guardian even though we don't ask them about voter registration?

A: No, you don't need to complete a declination if you are not required to ask about voter registration. Because third-party people, such as the authorized representatives, are not included in the voter registration process, there is nothing to document on a declination. FSAM. XIII. F. Authorized representatives and third-parties
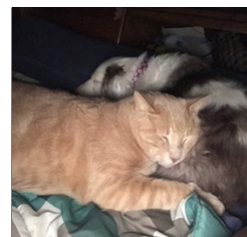
Mr. Hobbs and Dottie - Cindy Pryor, Central Office

Q: If a consumer is a legal permanent resident, not a citizen, are we required to ask the VR question?

A: You are not required to ask anyone who isn't included in the law as a potential voter. So you do not have to ask anyone under the age of 16 or anyone is identified as a non-citizen. Don't ask, don't complete a declination and don't narrate – easy!

DHS Oregon Department of Human Services

"Like" Aging and people with Disabilities on Facebook to see messages from our Director; meeting notices, job opportunities, celebrations, events, and much more!

How is CMU doing?

Client Maintenance Unit (CMU) would like your feedback on their customer service. The survey is short and takes only three minutes. You can give kudos and offer ideas for improvement. The survey will be open from 07/01/18 through 07/31/18.

Take the survey now at: https://www.surveygizmo.com/s3/4447454/2018-CMU-Customer-Service-Survey.

Please be aware CMU is not part of the Service Desk or Client Enrollment services. CMU does not handle Service Desk tickets or enrollment issues. Thank you in advance for your participation and helping us continue good customer service!

Barbara Key, Client Maintenance Unit

Central Abuse Management pilot

The Centralized Abuse Management (CAM) system launched pilot projects for the Aging and People with Disabilities program this week in the Northwest Senior and Disability Services AAA and Bend APD offices. During the pilot phase, staff in these offices, along with staff in several central office units, will use CAM as their adult protective services investigation documentation tool. This APD pilot phase will last about three months.
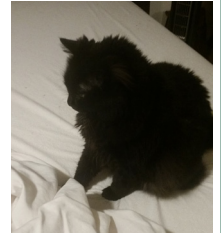
Staff involved with the pilot will identify necessary refinements to CAM prior to statewide APD implementation. The CAM training materials, business processes, communication and change management activities will also be validated. The Northwest Senior and Disability Services AAA covers Clatsop, Polk, Marion, Tillamook, Yamhill counties. The Bend APs team covers Deschutes, Crook, and Jefferson counties.

Durin - Karen Kaino, Central Office

APD implementation of CAM will begin this fall after refinements have been made through the pilot process. As communicated previously, the ODDS and mental health roll-out of CAM will follow APD's implementation.

CAM is crucial to the Department of Human Services effort to better 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.

The launch of the pilot phase is an exciting milestone and the CAM team is eager to receive your feedback as it moves forward. With any project roll-out of this size, there will be both anticipated and unexpected impacts. Please share your feedback with the CAM team and they will work to mitigate issues as they arise. For more information, visit the CAM website. For specific questions about CAM or the pilot projects, send an email to CAM.communications@state.or.us.

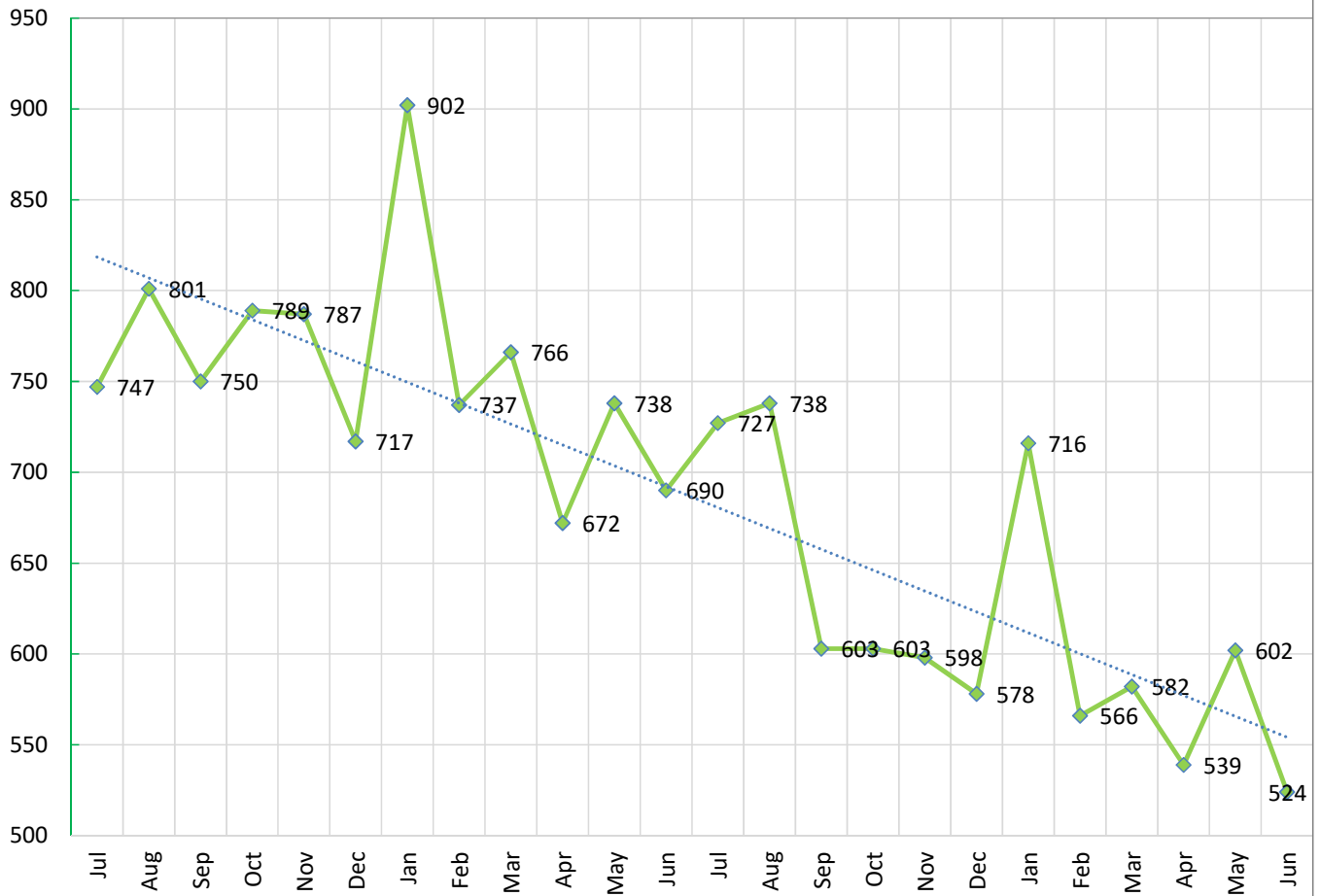*The APD Leadership Team*

New PIL internet-based reporting form

The Personal Injury Liens Unit (PIL) has a new internet-based form for reporting when a Medicaid recipient has been injured in a vehicle, during work, or another type of accident. The new form can be used by anyone authorized to make an accident report.

PIL created an easy to remember URL, www.reportinjury.org, with a link to the form and training on how to use it. After reviewing the directions in the PowerPoint link on the lower right, click on the *Report Injury* link on the upper right.

Effective immediate, discontinue using the MSC 541 and MSC 541NV and use the internet-based form instead.

Important: You must use a current browser version such as Chrome, Firefox, or Internet Explorer version 9 or higher. The form will not work properly on outdated browsers. See OPAR-IM-18-003 for more information.

Total CAPI applications in AAA and APD
July 2016 - Jun 2018

Chart data points (Jul 2016 – Jun 2018): 747, 801, 750, 789, 787, 717, 902, 737, 766, 672, 738, 690, 727, 738, 603, 603, 598, 578, 716, 566, 582, 539, 602, 524

Don't forget! APD 450, *Liability Worksheet for Long Term Care or Home and Community-Based Care*, is updated with current standards and allowances. Please use only the current version going forward.

New Central Office Medicaid email box

Staff can now send their questions about Medicaid policy, eligibility, and services to a single email box for help, APD.Medicaidpolicy@dhsoha.state.or.us.

Please use this new email box only for Medicaid questions instead of using other email boxes.

Because this is a shared box, please make sure the subject line is clear so email can be distributed correctly and add ONE of these terms: *Service*, *Financial*, or *Medicaid*. Use *Medicaid* if the question is general or you're not sure where it should be directed.

Bella - Chris Putman, CDDU

Staff are still welcome to contact individuals, if that is more appropriate, or other units in the Technical Assistance Guide (TAG). Please see APD-IM-08-060 for complete guidance and information.

This fall, eligibility workers will have the opportunity to attend a summit to enhance knowledge about the tools used to determine eligibility for program benefits. In addition, there will be a demonstration of the Integrated One system and an opportunity to network with colleagues across different programs.

Please review the schedule below, and check with your supervisor to determine which one you should plan to attend. Registration information will be sent out later this summer. Stay tuned for more information.

Date	City	Venue
September 6	Bend	Riverhouse
September 7	Bend	Riverhouse
September 18	La Grande	Eastern Oregon University
September 19	La Grande	Eastern Oregon University
October 9	Medford	Ramada Hotel
October 10	Medford	Ramada Hotel
October 16	Eugene	Lane Center for Meeting and Learning
October 23	Roseburg	Umpqua Community College
October 30	Salem	Salem Convention Center
October 31	Salem	Salem Convention Center
November 6	Clackamas	Monarch Hotel
November 7	Clackamas	Monarch Hotel
November 27	Clackamas	Monarch Hotel
November 28	Clackamas	Monarch Hotel