

In the Loop

Celebrating the Americans with Disabilities Act

On July 26, 2018, the Oregon Disabilities Commission (ODC), with the staff support of APD’s Advocacy and Development unit, will sponsor an Americans with Disabilities Act (ADA) celebration on the 28th anniversary of the law at the Human Services Building in Salem. Many staff, advocates, and organizations will come together to provide information on the ADA and celebrate the legacy of this impactful legislation. The event will include workshops on behavioral health, living with a disability, the Workforce Incentives Network, the NW ADA Center, adaptive technology, employee accommodations, and ABLE accounts.

Attendees will also be able to view the documentary, *Lives Worth Living*, which follows the struggles and successes of the disability rights movement from World War II up to the passage of the ADA in 1990. During the noon hour, there will be a series of speakers including DHS Director Fariborz Pakseresht, OHA Director Patrick Allen, disability advocates, along with the reading of Governor Kate Brown’s Proclamation for the ADA’s anniversary. Ted Wenk, ODC Chair will be the Emcee.

The ADA prohibits discrimination against people with disabilities in employment, schools, transportation, and public and private accommodations open to the general public. We see the legacy of the ADA every day with curb cutouts, workplace accommodations, and home

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

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and community-based services so that people with disabilities no longer live segregated lives in institutions. This event provides time to reflect on past successes, as well as to contemplate the work and advocacy that still needs to be done to have a truly accessible society.

To learn more:

- [ADA Resources](#);
- [NW ADA Center](#);
- [ADA Accommodations](#) at DHS;
- [ABLE Net](#) - Employee resource group for employees with disabilities and their allies;
- [Oregon Disabilities Commission](#) on Facebook.



Yogi - Kelly
Hendrix,
Madras

APD Advocacy and Development

Klamath Falls event

Excerpted from Director Fariborz Pakseresht's email

To recognize World Elder Abuse Awareness Day, the Klamath Falls office mobilized an extensive team, including the AAA, to host a community-wide event on June 15. Among the highlights will be a drawing to support an emergency fund for elders who have been abused or neglected.

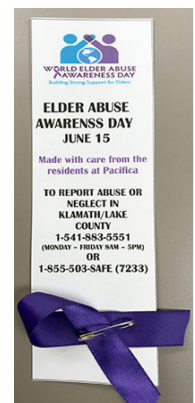
"We wanted to create a sense of community with our event because, without our neighbors and community members, we wouldn't be as effective in helping people we serve," said supervisor Nicki Holmes.

This year, as part of the event at Veterans Memorial Park, the group will distribute about 1,200 purple ribbons and attached to bookmark-shaped cards with the state's abuse reporting hotline, (855) 503-SAFE (7233), and office phone number.

Shawn Georgiou, administrative specialist, was instrumental in securing many of the contributions that made the event possible. *"Everybody who is involved has a deep passion for it and that is inspiring,"* she added.

In addition to Nicki, employees who organized the event include Shawn Georgiou, who secured many contributions, Mandy Trippett, Nancy Baker, Andrea Fenner, John King, Shari Whiteley, Debbie Botelho, Chris Stromberg, Alice King-Oliver, and Gloria Pena.

The dedication of the Klamath Falls team is also reflected in the people they have helped. *"They are very responsive,"* said Peggy T., who was twice a victim of financial abuse, which the Klamath Falls team investigated. *"There have been times when I've been crying and they were so caring. I really appreciate their kindness."*



Department of Human Services food resources

Did you know the Department has a website dedicated to food resources throughout the state? You can find up-to-date links for resources such as emergency food, free and reduced school lunches, Meals on Wheels and WIC. There's information on SNAP-related benefits as well, including SNAP-match at Farmers' Markets and the SNAP-Ed nutrition education program. Click [here](#) for more information!



Bruce - Amber Cheli, The Dalles

Access to adult day care provides unexpected benefits

Laurie Ramberg was a new case manager in the Aging and People with Disabilities (APD) office in Hillsboro when she received a call from a medical social worker that one of her consumers may need more support.

When Laurie visited the consumer for an assessment, she discovered that his setback was also creating challenges for his partner and caregiver, Tanna Willis. Tanna provides round-the-clock care for her partner and is paid for some of her time through APD's Medicaid Long Term Services and Supports program.

Laurie suggested that Tanna consider an adult day care program for her partner, so she could get some much-needed breaks to rest and do errands. She found an option for them in Tigard. Given Tanna and her partner did not have a car, Laurie provided information about Ride Connection so her consumer could travel on his own to the adult day care center.

Tanna described the changes in their weekly routine as life changing. Her partner now goes to adult day care twice a week.

"It had been very difficult because I could not leave him," Tanna said. "It was hard to do things like go grocery shopping or take out the garbage. Now I have some time to clean and go shopping."

The change in routine paid off in more ways than Tanna anticipated.

For Tanna's partner, the time out of their apartment has lifted his spirits and made him more communicative when he's at home. "He loves it," Tanna said.

"Laurie did a great job," Tanna said.

For Laurie, providing the couple with an option to better meet their needs was rewarding. "It's a privilege to do this work."

Adult day service centers provide a coordinated program of professional and compassionate services for adults in a group setting outside the consumer's home. They are designed to provide services and supports to adults who need supervised care in a safe place outside the home during the day. They also afford caregivers respite from the demanding responsibilities of caregiving. In Oregon, adult day service is a Medicaid covered service.



Laurie Ramberg

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. So far, every case found with UME has used it incorrectly.

- UME use as a N/R code is *extremely* limited.

[APD-IM-15-039](#) from May 2015 details when staff may use UME Need/Resource code:

*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.*

More information about the UME is also available in the OSIPM Manual, section E. Financial Requirements. 2. [Income Standards](#), which includes this information and 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.*

Veteran income is under increasing scrutiny by the legislature and it is essential we code VA income, and all income, as what it actually is with the correct coding. Extra care with coding ensures consumers are receiving the right benefits.

OAAPI becomes OTIS

The Office of Adult Abuse Prevention and Investigations (OAAPI), an OHA | DHS Shared Service has had a name change.

As of June 13, 2018, their office will be known as: **Office of Training, Investigations and Safety (OTIS).**

During this past year, OTIS (formerly OAAPI) convened a group of stakeholders. These stakeholders came from many of the areas they connect with in DHS and OHA, including:

- Oregon State Hospital;
- Community Developmental Disabilities Programs;
- Child caring residential programs;
- Mental health programs;
- Aging and People with Disabilities;
- Child welfare.



Bubbles and Norbert - Shanara Miller, Hermiston

The goal was to work together to come up with a name that better represents their work and is less confusing.

Please get ready to start using the new name of OTIS. Be sure to let others you work with know about the name change as well.

Please contact the OTIS group if you have any questions about the change or any other topic. Thank you.

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](#).

Farmer's markets stretch the EBT dollar!

It's nearly summer, which means more fresh fruits and veggies available in our communities. Oregon is fortunate to have a number of farmers' markets throughout the state, providing Oregonians access to local produce.

Many of Oregon's farmers' markets participate in SNAP incentive programs and **will even match purchases made with SNAP dollars**, allowing Oregonians to purchase more fruits and vegetables for their families and make their EBT benefits go a little further.



*Sunnie-D,
Denise Henry,
Grants Pass*

Each market has different guidelines for how they match SNAP dollars, so be sure to mention to participants that they should check with their [local farmers' market](#) for specific details. For more information and market locations, please see [here](#).

SNAP Policy Analysts

APD Hearings – Additional notices

What do I do if my consumer has a pending hearing and I need to issue notices?

When a branch worker has an active case at hearing please contact the APD Hearing Representative prior to issuing the consumer any new notices. In certain situations a new notice may have an impact on the current case at hearing and the Hearing Representative can review to ensure if it is appropriate to proceed with the local offices new notice.

APD Hearings Team

July 2018

Independent retailer month
Social wellness month
Wheelchair beautification month

July 4 - 10: Freedom week
July 7 - 12: Sports cliché week
July 15 - 21: Everybody deserves a massage
July 19 - 22: Comic Con International

July 2: World UFO day
July 4: Independence Day - **CLOSED**
June 13: Brain injury awareness day
July 11: Cheer up the lonely day
July 13: Gruntled workers day
July 15: Summer Solstice
July 26: Americans with Disabilities Day
July 27: Korean War Veterans Armistice day
July 30: Paperback book day

Find help at Central Office using the [contacts](#) listed on the APD Staff Tools [page](#)!

Summer meal program – SEBTC

The 2018 Summer Electronic Benefits Transfer for Children (2018) provides food benefits for school age children through the EBT program. See [SS-IM-18-0015](#) for full details of the program.

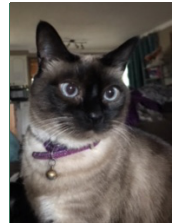
Eligibility for the program is different than for EBT and is based on if that student, aged 5 – 19, was able to receive free or reduced-priced lunches during the prior school year. Households with eligible students who are *not* currently receiving SNAP benefits may be eligible and receive an EBT card for the program.

Households with children are coded HNS for current SNAP households or HNO for SEBTC only. A narration has been added to Oregon ACCESS by Central Office explaining the eligibility .

Facilities acting as authorized representatives - SNAP

SNAP Policy has reviewed the guidance in the Worker Guide SNAP-2: [Facilities](#) and found in an area that needs correction:

Per rule 461-115-0145 3b, when a resident moves out of a facility, the facility must stop acting as the authorized representative. On the DHS [222](#), *Facility as Authorized Representative* form, facilities are informed they cannot continue to act as authorized representative for SNAP once the resident leaves (see #7). This means they can no longer sign forms, including the MSC [457D](#), *Voluntary Agreement to Take Action on Case*.



Buttercup -
Cindy Pryor,
Central
Office

The 457D can only be accepted from a facility *while* the SNAP participant is living in the facility. If a facility submits a 457D after the consumer has already left the facility, narrate receipt of the form, send a timely closure notice for the case to the SNAP participant and provider.

Meorah Solar, SNAP Policy Analyst

How to place a consumer in an SNC AFH

Do you have a consumer with high needs who wants to move out of a nursing facility into a community based care (CBC) setting and you're struggling to find placement? Or a consumer failing standard CBC settings and who doesn't want to move to a nursing facility? Maybe it's time to explore specific needs contracted adult foster home (SNC AFH); see the [May 2018 In the Loop](#) for screening information.

First, document in Oregon ACCESS the *several attempts* (date, location, and reason for refusal) to place the consumer into standard CBC settings as well as any failed CBC placements from the past and any current eviction notice. The number of attempts will depend on several things including the capacity in your area of the state, the area the consumer considers their community and their willingness to look outside the local area for placement.

Second, once an SNC AFH with a vacancy has assessed and agreed to admit the consumer, you must complete an [APD 0494](#), *Specific Needs Contract Admission Request* form following the instructions provided with the form; SNC placement in RCFs and ALFs require pre-screening by Central Office. If the form is not filled out in its entirety and on the most recent version it will be sent back denied.

Before sending in the form:

1. CAPS must be completed within the last 90 days;
2. Review the statement of work to ensure the consumer meets admission criteria; case should be staffed with leadership or local transition coordinator (TC) team to verify the consumer meets diversion/transition requirements;
3. Receiving case manager (CM) or transition coordinator (TC) must be contacted by current CM or TC to schedule a care planning team meeting pending approval of the APD 0494;

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4. Provider has completed their assessment and agreed to the admission;
5. Complete the APD 0494 form in its entirety and submit the form to apd.admissions@state.or.us at least **five (5) days prior to admission date**,

After the APD 0494 form back is received back in the office with an approval decision from Central Office:

- Coordinate the care planning team conference call or in person meeting with the following people prior to admission:
 - Current provider;
 - New SNC provider;
 - New SNC nurse;
 - Current TC or CM;
 - Receiving TC or CM;
 - Consumer or consumer's representative;
 - Consumer's natural support.



*Pete - Sharen Yeager,
Medford*

The intent of this conference is to plan the discharge from the current location and admission into the specific needs contract. This could include, but is not limited to, discussing care needs, coordinating transportation, furnishing purchases, DME ordering, PCP change, and doctor's orders.

Finally, once the consumer is moved, follow the directions on the APD 0494 about working with Central Office to make sure the 512 is done correctly, **if this step is not followed it will result in an underpayment.**

1. Once the 512 payment has been set up, send an email to apd.admissions@state.or.us.
 - Include name, prime number, provider name, and provider number on the rate request email with the effective date. For the subject on email, please use *Rate Request*;
2. An email stating the specific need rate has been added and with instruction to "touch" the 512 to pick up the rate will be returned.

There is a great flow chart found [here](#) to help break down the big picture of **the initial and the yearly renewal process**. This link is found on the Specialized Services/Specific Needs Contract [page](#) just below the vacancy lists.

- *Please note, placing someone in a SNC AFH is not a quick process and should not, in most cases, be used as an emergency placement.*

Other resources available when serving consumers with high needs include behavioral support services, complex case staffing, exceptions request, and enhanced care (*only* for consumers with severe mental illness diagnosis) settings. Please reach out to your leadership team for guidance on local processes.

Amy Gordin, Transition Services Analyst

EAP support assistance

Suicide is a serious problem that affects all sectors of society, and the death of someone by suicide is always an upsetting and shocking occurrence. Here are some suggestions about ways the EAP can support you.

Are you feeling suicidal?

Talking with someone about your thoughts and feelings can save your life. You may feel like things will never get better or completely overwhelmed. If you are in crisis, there are options available to help you cope.

Reach out to just one person to start.

Call your Employee Assistance Program (EAP) to speak to someone and get support. Access to counselors and confidential support is available 24/7 by calling 1-800-433-2320. Consider talking with a trusted friend, family member, religious adviser, doctor or therapist - someone you trust and who is likely to listen.



Frankie -
Erika Woods,
North Bend

What you can do to help:

- *Ask.* If you have a friend who is talking about suicide talk about it.
- *Listen.* Listen to your friend without judging. Make sure he or she isn't left alone.
- *Urge professional help.* Suggest that he or she call a help line or EAP, see a counselor, or go to a free clinic.
- *Take care of yourself.* Pay attention to your own feelings and seek help if you need it.
- Download the complete [Suicide Prevention Guide](#).

For more help, contact Cascade EAP:

Call: 800-433-2320; Text: 503-980-1777

Email: info@cascadecenters.com

EAU and administrative hearings

Can a living recipient request a hearing in regard to potential estate recovery? That's a question that was asked recently so we wanted to provide case managers with this important information.

Living recipients *are not* entitled to an administrative hearing about whether there will be estate recovery. There is no final agency action until after the person passes away.

Always check with Estates Administration Unit (EAU) before proposing an administrative hearing about estate recovery. We are also available to answer client's questions about the recovery process. They may contact 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



Don't forget! Take a look at the CI sheet [tracker](#) on the APD Governance Team [intranet site](#) to see what's in the works. If you see an idea and would like to look at the CI sheet to see if that idea is the same as yours, contact Karen Kaino, karen.l.kaino@state.or.us. Find a blank [CI sheet](#) at the bottom of the page.

A letter from Lean Academy – APD project spotlight

As a project spotlight for APD in Lean Academy, we interviewed **Shawn Georgiou**. Shawn is an Administrative Specialist 1 for Klamath County APD and her project is regarding transportation of form 546.

1. What is your Problem Statement?

The form 546 transportation process involves 7 different people (internal) and at 19 steps to get to the end, resulting in time spent transporting the form between 3 floors. Additionally, approximately 12-15 546 forms, which is .577% of the total forms created, get "lost" in a year.

The goal would be to eliminate excessive transportation waste to avoid the form getting lost or misplaced, resulting in a lapse of time for the client or a missed payment for the Home Care Worker.

2. What drew you to taking on this project?

We lacked a formal transportation process for form 546s, and they would sometimes would be "lost" in transport to the Homecare Worker Clerk.

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

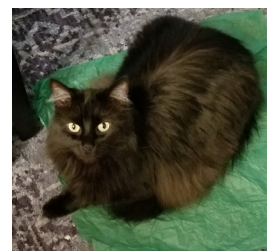
Through mapping the current process, we identified transporting the form 546 involved 19 steps, 7 people, and the form being handled multiple times.

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

The identified root cause was there was no formal process for transporting the form 546.

5. Are there any "ah ha" moments you would like to share?

I went to my first class thinking I already had a solution for the problem statement; however, I learned to use the 7-Step Lean Problem-Solving Process, and was surprised at what the solution ended up being. It was completely different. I had to trust in the program and am very happy with the result.



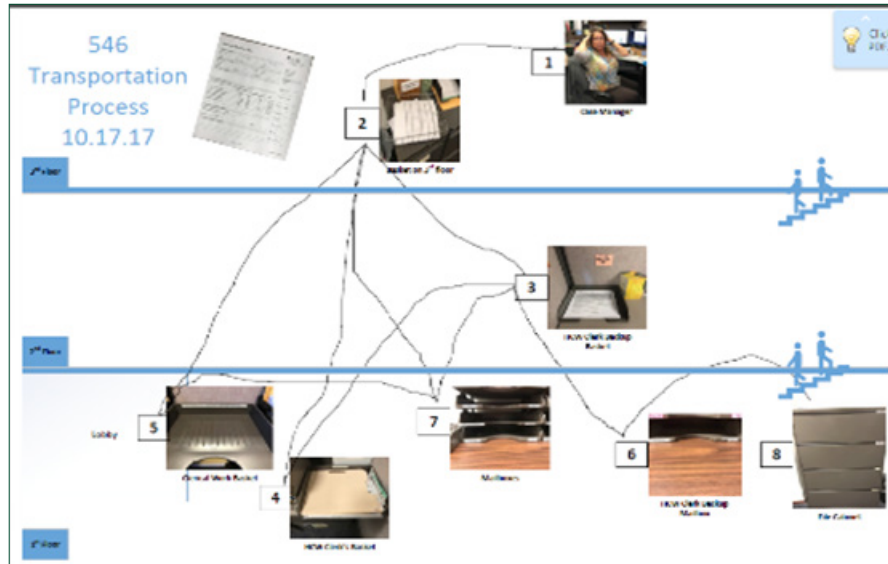
Gustav - Karen Kaino, Central Office

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

I enjoyed using the different tools that are taught to determine the root cause. We chose to brainstorm, use an Affinity diagram and use the 5 Why's. I used the Gantt chart to keep me on track and scheduled.

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7. What is the status of your project?

We are currently in the pilot phase of Step 5 of the project and are getting ready to roll out the new process on July 2, 2018.

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

I thought of myself as a “lean thinker” before Lean Academy, but now I recognize a more cost effective or a “leaner” way of doing things even when I am out shopping or at a restaurant. I feel like I want to use the 7-Step Process to help the public.

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

By far the best tool we used was the spaghetti diagram. It showed clearly the issue of the transportation process. This was all the supporting data we needed.

Contact us: Questions about Lean Academy? Contact us on our Lean Academy – specific e-mail address: OCIDirector.LeanAcademy@State.or.us. Or check us out on our [intranet site!](#)

Looking for a transmittal? Try typing *Transmittal + keywords* in the Google Custom Search box on the staff tools webpage.

APD 568 changes

The Residential Care/ Assisted Living Notice of Move-Out, [APD 568](#), has been updated and posted on the DHS forms server. The form now includes the [MSC 447](#), *Your Hearing Rights*, as an attachment.



Bella - Shari Friebus, Grants Pass



Don't forget! When recertifying a case, look for need/resource codes which are no longer valid, or blank, and remove them from the system. Some codes change how benefits are calculated so it's important to make sure all codes are valid and appropriate. Also, don't forget to check the household type codes on the SNAP case.

Klamath Falls Hospice Walk to Remember

On June 1, 2018 a team of case managers from the Klamath Falls APD office, 1811, participated in the 7th Annual Hospice Remembrance Run/Walk. The APD team wore T-shirts to acknowledge World Elder Abuse Awareness Day.

The event raises funds for Klamath Hospice and Palliative Care which serves Klamath County and northern California, <http://www.klamathhospice.org/>.

Great job everyone!



Top L-R: Mason Uso, Karen Hendricks, Kristin Hendricks, and Alyssa Kapanui
Bottom L-R: Monique Cole, Alison West, Morgan Uso, and Carol Spencer

NVRA tips for success for everyone

Need some quick tips for National Voter Registration Act (NVRA) success? See the Field Services [webpage](#) for cheat sheets and guides and see below:

- Offer voter registration to *every* applicant and recipient for *every* benefit, *every* time! There is no limit for how often voter registration can/should be offered. FSAM, XIII. [A.1. When to offer voter registration](#)
- Use the right form! If a voter registration form leaves you and is handed or mailed to an applicant/recipient, it MUST be the [SEL 503](#). You cannot use any other form – ever, not for any reason. FSAM, XIII. [D. Registration forms](#)
- Every format of declination is equally valid – use the one that makes the most sense to the situation. The voter registration question on a DHS form functions exactly the same as the [SEL 503D](#) and only *one* is needed. FSAM, XIII. [B. Declinations](#)

For complete information on the NVRA process, please see the FSAM, [XIII. Voter registration](#)



“Like” ADRC of Oregon on Facebook to get the latest news and information from the ADRC.

Weekly ABAWD conference calls

Do you have a tricky ABAWD case you need to staff? Do you have ABAWD questions?

The weekly ABAWD conference call with Analyst will continue through December.

Please join each Monday from 11:00 am to 11:30 am Schedule, call in phone number and conference call ID can be found per transmittal [SS-IM-18-011](#).

SRS returned mail

As of June 1, staff can no longer end SNAP for returned mail if the person is in SRS.

Instead, narrate the returned mail and label wording, update the address if possible, and take action on any non-SNAP benefits as needed.

For full information and directions, please see [SS-PT-18-010](#).



Hank - Nicki Holmes, Klamath Falls

LGBTQIA+ terminology guide from OEMS

As a resource for staff, the LGBTQIA+ terminology guide from Trans Student Educational Resources and provided by DHS Communications has been linked through the Field Support Assistance Manual (FSAM).

The guide was provided by the Office of Equity and Multicultural Services (OEMS) which is the primary source for additional resources and information.

Staff can locate this resource in the FSAM, XV. Miscellaneous, F. 5. [Guide of useful LGBTQIA+ terminology](#).



“Like” [Aging and people with Disabilities](#) on Facebook to see messages from our Director; meeting notices, job opportunities, celebrations, events, and much more!

National Core Indicators: Adults and People with Disabilities 2018 survey launch!

We are excited to announce the start the 2017-2018 NCI-AD survey in July! 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 will be mailed 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 will also receive letters as will their long-term care facility providers. Letters are expected to be mailed the week of July 2nd.

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 30th.

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

An information memorandum will be issued soon with more survey information or contact Naomi Sacks, NCI-AD Project Lead, Naomi.E.Sacks@state.or.us, 503-385-7168.



*Trixie - Rick Mills,
OPAR*

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>.