APD Field Services newsletter contents: 2016 - 2018

ADRC

Advocacy and development

APD Field Services newsletter contents: 2016 - 2018

APS

Month		Page	Title	Subject
August	2017	8	24/7 mandatory reporters	clarification and resources for reporting abuse
February	2018	2	AFH residents Bill of Rights	SDS 305A and 305 are updated and ready to use
March	2017	3	April is National Sexual Assault Awareness Month	
April	2016	13	APS reports to OLRO	tips for a great APS report
March	2018	7	APS self-reporting	providers legally required to report abuse incidents
August	2018	3	APS tools on the web	new APS webpage via staff tools
January	2017	10	APSS Core Comps on iLearn	registration and instructions are on iLearn
September	2017	13	Call for proposals	the 2017 conference is requesting proposals
November	2017	8	CAM - Next steps and preparing for change	
November	2018	10	CAM implementation update	tips for using the system
October	2018	15	CAM implementation update	rollout schedule
August	2017	8	CAM progress and workgroup	user acceptance training is scheduled
August	2018	10	CAM project expansion updates	statewide expansion in AAA and APD
January	2018	8	CAM readiness survey results and updates	
July	2017	6	CAM standardization	work is ongoing to standardize and improve CAM
October	2017	10	CAM update - preparing for UAT	next step is user acceptance training
January	2018	9	CAM video	visit YouTube for CAM and other videos
November	2017	12	CBC survey process	steps for a SOQU surveys
February	2017	10	Centralized Abuse Management (CAM) project kick-off	
July	2018	7	Centralized Abuse Management pilot	pilot starts in APD/AAA offices
May	2017	10	Don't forget - CBC report change	draft reports are now sent differently
April	2017	6	Elder abuse	identifying and reporting elder abuse
June	2017	6	Finding help from OAAPI	contacts in the new OAAPI structure
October	2017	16	Greetings from the Licensing Complaint Unit	
December	2017	9	Long-Term Care website	LTC facility review info is now online

APD Field Services newsletter contents: 2016 - 2018

October	2016	2	New ROSE form now available	follow directions in APD-PT-16-034
February	2018	10	Nursing Facility Licensing Unit (NFLU)	who they are and what they do

Background Check Unit (BCU)

Month		Page	Title	Subject
December	2016	5	BCU LTR recheck letters going out early	changes in reminder mailings
July	2016	10	QEDs, QEIs: BCU news you can use!	reducing delays in background checks

Branch news

Month		Page	Title	Subject
June	2018	3	Access to adult day care provides unexpected benefits	
August	2018	1	AFH community come together for Central Point fire	
March	2017	1	APD Central Office food drive	2017 results from Central Office
November	2018	5	APD Field Services Halloween	great costumes from staff
March	2017	3	Beaverton Food Drive	2017 results from Beaverton APD
February	2017	11	Beaverton food drive activity	Beaverton hosts a raffle, pot luck, auction and more
March	2017	9	Bend food drive	2017 results from Bend APD
December	2017	1	Bryan Johnston Award recipient Nicki Holmes (Klamath Falls)	
July	2017	1	Central Office celebrates Independence Day	
February	2017	7	Central Office chili cook-off	winners and totals from the CO chili cook off
November	2017	10	Clackamas County Halloween	costumes across the county
March	2016	10	District 1 and 16 food drive results	food drive action in Columbia and Washington counties
July	2016	1	District 1 privacy stars	St. Helens meets challenge of privacy training
March	2016	10	District 11 food drive results	food drive action in Klamath Falls
March	2016	2	District 6 food drive results	food drive action in Roseburg
March	2016	2	District 9 food drive results	food drive action in The Dalles
November	2017	10	District 9 hosts LBDT community workshop	

APD Field Services newsletter contents: 2016 - 2018

November	2017	14	Dr. Richardson visits District 14	Assistant Director Richardson tours Burns and Ontario
November	2017	2	Gelatinous Halloween in Albany	staff dress as giant jellyfish
March	2018	9	Grants Pass food drive results	food drive action in Grants Pass
November	2017	6	Halloween at HSB	dressing up for the costume contest
July	2018	4	Hermiston 4th of July tree	festive lobby décor
November	2018	3	Hermiston Halloween	great costumes from staff
June	2018	2	Klamath Falls event	recognizing World Elder Abuse Awareness Day
June	2018	11	Klamath Falls Hospice walk	case management team walks for Hospice
December	2017	7	Klamath Falls launches assisted therapy dog program	
March	2018	4	Medford DSO food drive results	food drive action in Medford
May	2017	5	Milwaukie's TYCTW Day	news and photos - Take Your Child To Work Day 2017
January	2018	1	Myrtle at 105	transition work in Medford
July	2016	14	New Grants Pass address	please update your records
March	2017	17	New office for North Bend	photos and updated address for the new facility
November	2018	2	North Bend honors their veterans	0611 created a display to honor veterans in their office
September	2017	2	North Bend Wellness Committee	success in a month long challenge
July	2018	3	OCWCOG and Relay for Life	events to raise funds
January	2016	3	Ontario APD holidays	holiday cubicle decorating contest
February	2017	6	Oregon City starts their food drive	last year's District 15 winner is trying to keep the trophy
May	2017	7	Oregon City's TYCTW Day	news and photos - Take Your Child To Work Day 2017
February	2017	14	Pay it forward	APD Safety, Oversight, and Quality Unit food drive info
May	2017	3	Roseburg celebrates their team!	appreciation and awards in Roseburg
March	2016	15	Roseburg staff appreciation celebration	recognizing the past year's effort in District 6
May	2016	1	Roseburg Walk-A-Mile-In-Her-Shoes	annual awareness event in Roseburg
October	2016	1	Roseburg weight loss losers	weight loss success in the Roseburg office
May	2017	9	Roseburg's TYCTW Day	news and photos - Take Your Child To Work Day 2017
February	2017	7	Services and supports auction and sale	Field Services and Central Delivery Supports food drive

APD Field Services newsletter contents: 2016 - 2018

Month	Year	Page	Title	Subject
November	2018	3	Shake it out Grants Pass	staff practice staying safe in an earthquake
August	2016	1	Sharen Yeager - Service Excellence Award recipient	
May	2016	13	Take Your Kids to Work Day - Grants Pass	kids in the office!
May	2016	14	Take Your Kids to Work Day -Canby	kids in the office!
September	2017	2	The Dalles goes Portland to Coast	staff participate in largest relay race
May	2017	11	Tigard's TYCTW Day	news and photos - Take Your Child To Work Day 2017
January	2017	6	Ugly sweater day at 1017 Roseburg	Roseburg staff and their terrible holiday sweaters
January	2018	7	Warrenton has perfect PME	100% accuracy for secondary review

Case management

Month		Page	Title	Subject
July	2018	8	494 process reminders	tips for success with the 494
April	2018	7	494 resources	help to complete the 494 form
July	2017	13	494 Special Needs Contract reminder	reminder to complete form and check eligibility
June	2018	3	Access to adult day care provides unexpected benefits	
February	2017	15	Accessing homecare workers on short notice	
May	2018	10	Accessing SNC AFH placements - the 4Ws	specific needs contract placements
May	2017	12	Adult Foster Home recruitment	ideas for recruitment
June	2016	7	AFH licensor lingo - Properly documenting a volition in the AFH 517A and 517B	
June	2017	10	ALF/RCF and memory care facilities	differences and similarities
October	2016	6	APD LTC exceptions word search	
October	2017	5	APD October change resources	information links regarding the Oct 2017 changes
August	2017	15	APD program change: October 2017 Director's video message	
April	2016	14	APD reports to OLRO	tips for a great APD report
June	2016	1	APD stakeholder update	phasing out the live-in program
June	2017	1	Ashland AFH receives grant for sprinklers	
November	2016	4	ASPEN news	exciting update on the ASPEN system

APD Field Services newsletter contents: 2016 - 2018

September	2017	5	Assessment changes to ADLs	resources for the October 2017 changes
May	2016	7	Assessment tip - from TTT	use your own observations and interaction
April	2016	8	Assessment tips	questions to consider during an assessment
August	2016	2	CA/PS comments: Appropriate documentation	
April	2017	4	CA/PS comments: Appropriate documentation updated fields	
November	2016	7	Case Management Tools webpage	resources for case managers
November	2016	8	CBC late payments and adjustments	when and how to complete CBC payment adjustments
June	2016	3	CBC Licensing Complaint Unit (LCU)	addressing licensing complaints in ALS, RCFs, and MCCs
September	2018	10	Changes to HCW enrollment standards	remove underage waiver, removal of tax ID number
April	2016	11	Closing checklists	use available checklists to close benefits correctly
August	2016	15	Cognitive screening instruments	do not use any third party screening tools
May	2016	4	Community conversations about caregiver respite	
December	2017	3	Complex case coordinator	Beth Lee is the new coordinator for complex cases
March	2018	9	Complex case referrals	DHS 2841 is updated for referrals
July	2018	3	Consumer Employer Training Program	program revision and new name
February	2017	15	Consumer information disclosure to law enforcement	
May	2016	12	Consumer representative restrictions	June 1 actions to meet law on representatives
August	2017	13	D/T resources for everyone	tools for case managers
April	2017	2	Direct deposit for ICP	updated form and clarification
July	2018	3	Don't forget - Hand out the MSC 9093	provider and explain the estates recover brochure
March	2017	13	Don't encourage application withdrawals	encouraging voluntary withdrawals is a disservice
July	2018	4	Don't forget - 2018 NCI-AD survey	survey continues through September
November	2018	2	Don't forget - 512 rate adjustments	follow directions on the 494 to request an adjustment
September	2016	12	Don't forget - CA/PS narration	questions to answer when narrating in CA/PS
November	2017	13	Don't forget - Complete all parts of the 494	
June	2018	10	Don't forget - Correct system codes	removing old codes and using the correct ones
June	2016	3	Don't forget - Mainframe screens	check all available potential mainframe income screens

APD Field Services newsletter contents: 2016 - 2018

Month	Year	Pg	Title	Description
May	2016	6	Don't forget - Medicaid fraud referrals	sending in the referral form
May	2016	13	Don't forget - Narrate attempted placements for the APD Complex Case team	
September	2016	3	Don't forget - Narration	reminder to narrate timely, per guidance
April	2017	10	Don't forget - NCI-AD survey	Natl Core Indicators Aging and Disability survey ongoing
January	2018	9	Don't forget - Online payment	consumer option to pay fees online
September	2017	2	Don't forget - Online payment option	web-based payment option for monthly case costs
December	2016	4	Don't forget - RA notices	changes to printing of remittance advice notices
May	2017	9	Don't forget - Recurring card payments end June 30	
May	2017	12	Don't forget - Reducing HDMs	steps needed for home delivered meals reduction
January	2018	7	Don't forget - SDS 494 requirements	remember to complete all sections, use current form
February	2017	4	Don't forget - The Guide Version 6 for K Plan is on the web	
January	2017	10	Don't forget - Validate HCW tasks when setting up the plan	
October	2016	10	DQ divisor change	increase in the disqualification divisor amount
August	2017	5	ERS billing codes for MMIS	codes and services provided
September	2017	8	Extended Waiver Eligibility Program	program details and implementation
December	2018	2	FAQ Consumers in facilities	see case management site for questions and answers
December	2017	12	GA program	explanation of GA program and availability
November	2016	16	General Assistance (GA) program Q&A	
December	2018	2	HCBS compliance - Memory care	right to privacy
March	2017	13	HCBS Limitations	watch for training announcements and more information
July	2017	1	HCBS update - Case managers gear-up for	person-centered consumer education
April	2017	3	HCW caps monitoring and actions	work continues at Central Office with your help
November	2016	2	HCW hourly cap	applying the overtime cap
September	2016	2	HCW overtime and hours	finalized agreement for OT and work hours
June	2018	6	How to place a consumer in an SNC AFH	guidance and advice for a successful placement
March	2017	7	K Plan ancillary services	requesting ancillary services
November	2017	2	Liability payment option	website available for all liability payments

APD Field Services newsletter contents: 2016 - 2018

April	2016	14	List of available APD LTC online training	see the case management tools website for the full list
January	2017	2	Making the most of available resources as a Long Term Care case manager	
January	2018	9	Mandatory CM webinars	2018 webinars for case managers and supervisors
August	2016	4	MED referral reminder	explanation of APD-PT-15-031
December	2017	15	Medicaid home delivered meals	who is eligible and how tips for success
May	2016	6	Medicaid services - paying for companionship	
April	2016	13	Narration reminder	timely narration is essential for accurate reporting
July	2018	5	New Central Office Medicaid email box	single contact for Medicaid related questions
March	2018	10	New direct contact type	new contact type in Oregon ACCESS
January	2016	2	New exception form	updates to the SDS 514 for 2016changes
June	2017	11	New in-home exceptions analyst	Scott Spencer joins Central Office
February	2016	4	New tools available on the case management website	
April	2018	7	No more NOTM	staff must discontinue NOTM use for all but ABAWD
September	2017	13	October is Resident's Rights Month	
May	2016	7	OHCC expands caregiver registry to the public	
May	2017	11	Online payments for in-home consumers	online option available
September	2016	12	Online training in iLearn	APD online training moved to iLearn
June	2017	2	Oregon #4 for LTC services and supports	Oregon scores as #4 nationally
May	2017	16	Oregon ACCESS reminders	tips for community spouses, detaching, removing
April	2018	11	Oregon Money Management Program	option consumers can use to make payments
August	2016	5	Placing a consumer in an SNC AFH	placements requirements for an SNC AFH
May	2016	10	Public guardianship - from TTT	public guardianship is building resources
October	2016	2	Right to apply for APD benefits	staff are not to encourage applicants to withdraw
August	2017	17	Specialized placements	new link to a SNC webpage
January	2017	7	SSA video training series for representative payees	
August	2018	6	Statement of work for SNCs	narration tips for approvals
January	2016	13	STEPS to Success support in changing times	

APD Field Services newsletter contents: 2016 - 2018

Client Maintenance Unit

APD Field Services newsletter contents: 2016 - 2018

Diversion/Transition

Month		Page	Title	Subject
January	2016	3	2016 policy changes	changes to MSP, OSIPM, and special needs policy
July	2018	8	494 process reminders	tips for success with the 494
April	2018	7	494 resources	help to complete the 494 form
July	2017	13	494 Special Needs Contract reminder	reminder to complete form and check eligibility
October	2018	13	512 rate changes	rate changes are not automatic
May	2018	10	Accessing SNC AFH placements - the 4Ws	specific needs contract placements
August	2017	13	D/T resources for everyone	tools for case managers
November	2017	13	Don't forget - Complete all parts of the 494	
March	2018	11	Don't forget - SNC resources	placing consumers in a special needs contracted facility
September	2018	5	Have a successful 494	completing the 494
June	2018	6	How to place a consumer in an SNC AFH	guidance and advice for a successful placement
August	2016	5	Placing a consumer in an SNC AFH	placements requirements for an SNC AFH
August	2017	17	Specialized placements	new link to a SNC webpage
July	2018	5	Specific Needs Contract assistance	resources for the 494 process
August	2018	6	Statement of work for SNCs	narration tips for approvals
July	2016	13	The 4Ws	placing into a special needs contracted home

EDMS

Month		Page	Title	Subject
November	2017	4	Don't forget - Confidential EDMS section	use the confidential section to capture most items
January	2018	4	Don't forget - EDMS reminder	do not add screen prints to EDMS
March	2016	4	Don't forget - EDMS scanning	staff can scan at any time
June	2016	11	Don't forget - IRMS timeline	allow 10 days for scanning to be complete
January	2016	1	EDMS error trends & process reminders	preventing EDMS scanning errors

APD Field Services newsletter contents: 2016 - 2018

Month		Page	Title	Subject
April	2016	6	EDMS expansion project closing	relocation of all information
June	2016	9	EDMS tip - No case or application	assign primes and scan into EDMS
July	2016	5	EDMS updates!	updated Quick Reference Guide
February	2016	4	Great new way to use EDMS	scan files requests to EDMS instead of email
January	2016	4	Packaging scans for EDMS	guidelines for accurate scanning of files to EDMS
March	2016	10	Requesting removal of a document in EDMS	
June	2016	6	Verifying EDMS scans	efficient queries in EDMS

Estates Administration Unit (EAU)

Month		Page	Title	Subject
December	2018	6	Don't forget - MSC 9093	every person should receive the form
January	2016	6	Don't forget - transferring 8606 files	do not end hard fills to EAU
June	2016	8	EAU and administrative hearings	living recipients cannot have an admin hearing
September	2018	4	EAU and annuities	
November	2016	9	EAU and annuities	identifying annuities in OA
November	2017	3	EAU and bank accounts	
July	2017	10	EAU and branch files	EAU using EDMS and Archived files
May	2016	2	EAU and branch files	EDMS and archive information is needed in narration
April	2017	9	EAU and contact information	secondary/third party contacts in Oregon ACCESS
August	2016	7	EAU and death notification	reminder to code deceased person as 8606
February	2018	9	EAU and death notification	
February	2017	6	EAU and elective share	probate documents and pre-deceased spouses
August	2018	3	EAU and FAQs	see the website for FAQs and brochure
July	2016	10	EAU and funeral expenses	pre-paid funeral expenses
January	2017	6	EAU and funeral expenses	send questions of excess funds to EAU
September	2017	9	EAU and funeral plans	accessing funds for burial
October	2017	2	EAU and Income Cap Trusts	the state as first remainder beneficiary

APD Field Services newsletter contents: 2016 - 2018

Month	Year	Page	Title	Subject
November	2018	6	EAU and mortgage information	
March	2017	10	EAU and mortgage information	please collect and save current mortgage verification
December	2017	2	EAU and personal effects	EAU cannot accept any personal items
May	2018	3	EAU and real property	
January	2018	7	EAU and voluntary repayments	
March	2016	2	EAU and voluntary repayments	reminder to contact EAU for any voluntary payments
June	2016	9	EAU and voluntary repayments at branch offices	
July	2018	5	EAU as the beneficiary	EAU and insurance policies
March	2018	2	EAU brochure use	providing brochure MSC 9093
September	2016	13	EAU on EDMS	EAU is now using EDMS
June	2017	5	EAU survey results	using survey results to create a Q&A
February	2016	5	EAU technology updates	changes at EAU
April	2018	9	Estate recovery brochure is now available in Spanish	
May	2017	13	Estate recovery questions	EAU as a resource for consumers
October	2016	6	Has EAU called you?	potential calls from EAU
October	2018	5	Medicare part D and estate recovery	
August	2017	13	More about Elective Share	death of a community spouse
April	2016	10	Mortgages and estate recovery	significance of real property
August	2017	11	QMB only customers & estate recovery	Medicare clawback in recovery
December	2016	4	Talking with EAU	staff may call EAU with any questions

Excel

Month		*Page*	*Title*	*Subject*
June	2017	9	Excel - Online training available	hands-on training in iLearn
February	2017	11	Excel tip - Centering a workbook	centering horizontally and vertically
September	2016	11	Excel tip - Concatenate	combining two columns into a single column
January	2017	12	Excel tip - iLearn	three levels of Excel training are on iLearn

APD Field Services newsletter contents: 2016 - 2018

Month		Page	Title	Subject
November	2016	4	Excel tip - Separate cell information	moving data into separate cells
April	2016	2	Excel tips - Adding a second line	how to correctly add lines in a single cell
February	2016	7	Excel tips - Remove duplicates	deleting duplicates from worksheets

Fair housing

Month		*Page*	*Title*	*Subject*
January	2016	10	Housing protections for families with children	
February	2016	5	Language is not a barrier to housing	accommodation for non native English speakers

Features

Month		*Page*	*Title*	*Subject*
August	2016	13	2016 Diversity and Inclusion conference	registration, with approval, is open
January	2017	9	2017 Governor's state employees food drive	
March	2018	1	2018 legislative highlights	most important developments from the 2018 session
May	2017	1	A special client	Medford meets a remarkable man
May	2018	4	AARP Oregon Saves flyer	new program to save for retirement
June	2018	3	Access to adult day care provides unexpected benefits	
August	2018	1	AFH community come together for Central Point fire	
November	2018	1	ALP graduation in La Grande	Director Pakseresht celebrates with District 13
March	2016	1	APD managers work retreat - highlights	APD manager met in January to discuss opportunities
February	2017	2	APD Mission, Vision, and Goals	
October	2017	6	APD tribal liaison and cultural navigation	creating and increasing service equity
June	2017	1	Ashland AFH receives grant for sprinklers	
November	2016	3	Bend Halloween	celebrating Halloween
December	2017	1	Bryan Johnston Award recipient Nicki Holmes (Klamath Falls)	
February	2018	3	Burns Food Drive Results	Burns raises over $600
June	2017	11	CAM project	updates and news for Centralize Abuse Management

APD Field Services newsletter contents: 2016 - 2018

Month	Year	Page	Title	Description
November	2016	9	Canby Halloween	celebrating Halloween
February	2018	12	CDDU changes lives	assisting a consumer in Coos Bay
May	2018	1	Celebrating our state service	State Employment Recognition Day
June	2018	1	Celebrating the ADA	celebrating the 28th anniversary of the ADA
August	2017	6	Celebration the ADA	27th anniversary of the ADA
February	2018	4	Central Delivery Supports food drive results	
February	2018	4	Central Delivery Supports food drive results	
March	2018	2	Central Office chili cook-off results	winning chefs for the 2018 food drive
February	2016	12	Central office Morale Committee	new committee activities
October	2016	7	CI sheet success	change to mail procedures from CI sheet
September	2017	14	Clyde Saiki retires	outgoing Director Clyde Saiki celebrated
December	2018	1	Dear APD Staff & Partners	message from Ashley
March	2018	10	DHS Rocks	music to support the 2018 food drive
September	2018	1	Disasters happen - prepare now	resources for disaster preparedness
July	2016	1	District 1 privacy stars	St. Helens meets challenge of privacy training
August	2017	2	District 15 Wellness Fair fun	celebration of staff and work-life balance in D15
November	2017	14	Dr. Richardson visits District 14	Assistant Director Richardson tours Burns and Ontario
January	2018	2	Driver safety updates	legal requirement to move to another lane or slow
August	2017	1	Eclipsing	eclipse preparations in Central Oregon
July	2017	2	Equity and Inclusion 2017 Diversity Conference	
November	2016	14	Estacada Halloween	celebrating Halloween
February	2016	12	Food drive events in your area	send in your events for the March newsletter
March	2016	4	Food drive results at HSB	competition to bring in food at HSB
July	2016	12	Fraud advisory: Email phishing as SSA	SSA fraud advisory
November	2016	14	Grants Pass community Halloween	celebrating Halloween
December	2016	1	Happy Holidays	message from Ashley Carson-Cottingham
February	2017	6	Happy Year of the Rooster from APINet	celebration at HSB and ERG information for everyone

APD Field Services newsletter contents: 2016 - 2018

June	2017	3	Heat alert - Signs to watch for	heat exhaustion and stroke signs and actions
February	2016	1	Hello APD!	message from Ashley Carson-Cottingham
November	2016	7	Hermiston Halloween	celebrating Halloween
April	2018	5	Hermiston's St. Patrick's Day tree	season décor in Hermiston
October	2017	7	Hispanic Heritage Month	celebration of Hispanic Heritage at HSB
July	2018	1	HSB BBQ potluck	summer solstice celebrated at HSB
April	2017	1	HSB earns 2-year EarthWISE Certification	awarded for environmentally friendly practices
November	2017	1	Jane-ellen Weidanz wins award	Weidanz wins Patriot Award
April	2017	9	Kevin Everidge joins Central Office	new manager for Central Delivery Supports
November	2016	6	Klamath Falls Halloween	celebrating Halloween
December	2017	7	Klamath Falls launches assisted therapy dog program	
November	2016	12	McMinnville Halloween	celebrating Halloween
May	2018	2	Medicare scam alert	DOJ reminder about new Medicare card
March	2016	11	More HSB food drive fun - Pie in the face	managers took a pie to the face for charity
January	2018	1	Myrtle at 105	transition work in Medford
February	2018	1	National Core Indicators: Message from Ashley	
December	2017	5	Native American heritage celebration	cultural celebration at HSB
August	2018	3	ODHHS web address	Oregon Deaf and Hard of Hearing website
June	2017	2	Oregon #4 for LTC services and supports	Oregon scores as #4 nationally
November	2016	4	Oregon City Halloween	celebrating Halloween
September	2018	3	Oregon Government Waste Hotline	providing accountability and transparency
December	2016	2	Our goal-seeking nature	essentials of setting goals from The Pacific Institute
April	2016	14	Political activity reminder	banned political activity for state employees at work
November	2016	7	Quick facts about falls from the CDC	data related to falls in Oregon
August	2016	6	Recognizing a living trust scam	top indicators of a scam
May	2016	1	Roseburg Walk-A-Mile-In-Her-Shoes	annual awareness event in Roseburg
October	2016	1	Roseburg weight loss losers	weight loss success in the Roseburg office

APD Field Services newsletter contents: 2016 - 2018

Month	Year	Page	Title	Subject
December	2017	16	Safe winter driving	tips and resources to stay safe this season
January	2017	1	SAIF urges you to walk like a penguin	tips for safely navigating icy ground
April	2017	10	Service animal guidance	guidelines for allowing service animals in facilities
August	2016	1	Sharen Yeager - Service Excellence Award	recipient
May	2017	2	SOFFST conference on elder abuse	Curry Co hosts a multi disciplinary conference
June	2017	8	Solar eclipse readiness	resources to prepare for eclipse visitors
February	2017	1	Still time to participate in the Food Drive!	ideas and contacts for food Drive participation
October	2017	1	The Great Shake Out	participation in the state-wide earthquake drill
January	2018	2	Toy drive success	Central Office toy drive results
January	2017	3	USDA National Hunger Clearinghouse	
April	2018	1	Visiting District 8	Ashley visits Medford DSO and leads a Town Hall
April	2018	9	Volunteering inspires Kasandra to become a social worker	
September	2018	8	Walk safe	tips and reminders for person al safety
September	2017	1	Welcome Director Pakseresht!	New director joins DHS
November	2016	1	Wise Giving Guide	DOJ donation guidance

Forms

Month		*Page*	*Title*	*Subject*
April	2018	7	494 resources	help to complete the 494 form
February	2018	2	AFH residents Bill of Rights	SDS 305A and 305 are updated and ready to use
July	2016	2	APD 287 Series updates on forms server	Provider Payment Adjustment forms are updated
September	2017	12	APD 450 updates	new FUA and calculations
June	2018	10	APD 568 updates	now includes the MSC 447
May	2018	9	APD 753 update	now with branch and worker fields
May	2017	9	CCO brochure for dual eligibles	OHA 1424 available in 7 languages
March	2018	9	Complex case referrals	DHS 2841 is updated for referrals
March	2016	4	DHS 749	new form for changing license capacity

APD Field Services newsletter contents: 2016 - 2018

April	2017	10	DHS 9017 updated	QMB brochure in English and Spanish is updated
April	2017	2	Direct deposit for ICP	updated form and clarification
April	2018	7	Don't forget - NVRA forms	all NVRA forms and materials are available on FBOS
July	2018	8	Don't forget - APD 450 updates	
August	2016	9	Don't forget - CMU request form	discontinuing the 148 and using a web form
November	2017	13	Don't forget - Complete all parts of the 494	
January	2016	2	Don't forget - discontinue use SDS 539C	use the SDS 539A for all medical benefit requests
May	2016	6	Don't forget - Medicaid fraud referrals	sending in the referral form
December	2018	6	Don't forget - MSC 9093	every person should receive the form
June	2016	8	Don't forget - Privacy notices	correct use of privacy notices
September	2018	10	Don't forget - Requirements for 9033	hand out the MSC 9033 to all new beneficiaries
October	2017	11	Drug disposal record	new form for provider to record drug disposal
April	2017	12	Email cleanup needed in OA	fields to update and check on Oregon ACCESS
October	2017	7	Form updates	APD 241, 450, 539H, and SDS 288
January	2018	7	Form updates	APD 241, 450, 905, 3401, DHS 3510, MSC 231
July	2017	7	Form updates	APD 241, 556V, 747, MSC 3741, SDS 460, 737
September	2016	10	Form updates	APD 287C, 287D, 287F, 307, and 727
January	2017	4	Form updates	APD 354, 450, 539D, 914, 3401, 4105, 3510, 3511+
February	2017	7	Form updates	APD 445, 539A, 546AD, 914, MSC 2099, 3400, 9093
October	2016	7	Form updates	APD 450 and APD 727
February	2018	5	Form updates	APD 540 and DHS 9301
March	2018	4	Form updates	APD 540P, 914, DHS 210, 1005, 2841, 9017
December	2016	6	Form updates	APD 738C, DHS 7262i, and MSC 2099
December	2018	7	Form updates	DHS 0094, MSC 3010
March	2016	11	Form updates	DHS 9014 brochure and SDS 850A updates
November	2017	6	Form updates	DHS 9043, SDS 0613
April	2018	7	Form updates	MSC 0371, SDS 541, SDS 4102

APD Field Services newsletter contents: 2016 - 2018

January	2016	7	Form updates	updates to 312, 481, 514, 539C, 539R, 564AD, 546ic
February	2016	6	Form updates	updates to 517E, 517F, 517G, and 539R
September	2018	10	Forms update	APD 301 and 9377
August	2016	6	Forms update	APD 450 and APD 542
November	2018	4	New CI sheet for submission	revised form for submissions
June	2016	5	New CMU web-based form	web-based form replaces the old 148
July	2018	7	New PIL internet-based reporting form	replacement form for personal injury liens
October	2016	2	New ROSE form now available	follow directions in APD-PT-16-034
April	2018	7	No more NOTM	staff must discontinue NOTM use for all but ABAWD
May	2017	16	Obsoleted forms	APD 449 series has moved to ASPEN
April	2017	12	Obsoleted forms	APD 516 and 517 series are now obsolete
August	2016	2	Stop using in-house forms	locally created forms are not approved for use
August	2016	16	The SDS 914 - A must have	federal requirements for the SDS 914 form
January	2016	2	Updated exception form	updates to the SDS 514 for 2016 changes
February	2017	4	Updated MSC 2099 in many languages	available in 11 languages, HIPAA and privacy compliant

Governance Group

Month		Page	Title	Subject
May	2018	9	APD 753 update	now with branch and worker fields
March	2018	12	APD Governance Team CI sheet updates	
October	2017	13	APD Governance Team update	Team is actively working every CI sheet
November	2017	5	CI sheet success - Thank you!	successful activity via the CI process
February	2018	4	CI sheet successes from APD Governance	recently completed CI sheets
April	2018	5	CI sheets - What happens next	process when a CI sheet is submitted
June	2018	9	Don't forget - CI tracker	check on sheet status and open CI projects
November	2018	4	New CI sheet for submission	revised form for submissions
February	2017	11	Update - APD Governance Group	CI sheet success stories from the Governance Group

APD Field Services newsletter contents: 2016 - 2018

December	2018	8	Use the new CI sheet	CI sheet has been updated for ease of use

Hearings

Month		*Page*	*Title*	*Subject*
January	2018	12	Aid Paid Pending/Continuing benefits	entitlement and rules
December	2017	3	APD hearings	consumer case files; referral time lines
June	2018	5	APD Hearings - Additional notices	contact the hearing rep before issuing notices
October	2017	7	APD Hearings packets	consumer rights to access their records
August	2016	14	APD Hearings team	who's who with hearings
August	2016	11	Don't forget - Decision notice language	reminder to refer to the notice templates for accuracy
October	2016	4	Hearing resources and reminders	training and tools for hearings
October	2016	10	Hearings received and assigned - Calendar year 2016	
January	2017	5	Hearings received and assigned - Calendar year 2016, complete	
January	2018	9	Hearings received and assigned - Calendar year 2017	
March	2016	11	Hearings referral sheet	new sheet to send with hearing requests
July	2016	10	Hearings training	online training for hearings success
October	2017	2	Helpful reminders to minimize your work on hearing cases	
August	2016	15	Important news on filling out the 443	tips for completing the hearing referral form
February	2017	8	Late hearing requests	send all hearing requests to the hearings unit
March	2017	4	Preparing to participate in an APD hearing	what to expect and tips
October	2018	12	Service notices - CA002 and hearings	be sure to send the notice as appropriate
September	2018	3	SNAP hearing requests	clarification of the 443 process
November	2016	5	TTT highlights - Completing an MSC 443	tips for accurately completing a hearing request

Homecare workers

Month		*Page*	*Title*	*Subject*
February	2017	15	Accessing homecare workers on short notice	

APD Field Services newsletter contents: 2016 - 2018

Month	Year	No.	Title	Description
February	2018	2	AFH residents Bill of Rights	SDS 305A and 305 are updated and ready to use
September	2018	10	Changes to HCW enrollment standards	remove underage waiver, removal of tax ID number
January	2016	5	Coming changes to in-home service vouch	transmittal and manual updates for current changes
July	2018	3	Consumer Employer Training Program	program revision and new name
May	2016	12	Consumer representative restrictions	June 1 actions to meet law on representatives
November	2018	2	CPR and First Aid cards for homecare workers	
July	2018	4	Don't forget - 2018 NCI-AD survey	survey continues through September
March	2018	5	Don't forget - HCW tax withholding	required actions for HCW withholding changes
January	2017	10	Don't forget - Validate HCW tasks when setting up the plan	
October	2017	11	Drug disposal record	new form for provider to record drug disposal
April	2017	3	HCW caps monitoring and actions	work continues at Central Office with your help
September	2016	2	HCW overtime and hours	finalized agreement for OT and work hours
April	2017	3	HCW Professional Development Certification	
July	2018	4	HCW transit tax	all employed persons in Oregon will be taxed 1%
April	2016	1	Home and community based services: Supporting residential providers during transition period	
April	2016	3	Homecare worker notice of incorrect completed voucher	
March	2017	5	Homecare worker orientation materials	links to the most up-to-date materials
April	2016	14	Homecare workers paid time off	how to assist HCWs requesting time off
March	2016	5	Issuing HCW vouchers timely	voucher issuance within new processing requirements
January	2016	6	LTCC webpage	providers, contacts, rules, webinars, and alerts
February	2016	10	March 2016 CBC payment schedule	payment schedule for community based care providers
January	2018	13	OHCC workforce development website highlights	
February	2016	3	Quick hints: Homecare Workers not receiving vouchers	
October	2016	4	Voucher payment changes	change to seven day processing requirement
July	2016	4	Voucher reminders	clarification on which vouchers need sent back
February	2016	4	W-4: Employee Withholding allowance	how to get a replacement form for a provider

APD Field Services newsletter contents: 2016 - 2018

Integrated eligibility

Month		Page	Title	Subject
August	2018	2	Address coding alignment	address to align across all platforms
August	2018	2	Call centers set stage for Virtual Eligibility	statewide call centers to open over the year
June	2017	2	Email addresses in OA	phase one and two of email cleanup
April	2017	12	Email cleanup needed in OA	fields to update and check on Oregon ACCESS
December	2018	7	Integrated eligibility common terms	
February	2018	12	Name changes on DHR	primary name replaces legal and preferred
December	2018	5	ONE system training	upcoming preparation training
September	2018	3	ONE timeline	implementation timeline

Lean Academy

Month		Page	Title	Subject
March	2018	13	A letter from Lean Academy	7-step problem solving, lean daily management system
October	2018	10	A letter from Lean Academy	building community partnerships
November	2018	7	A letter from Lean Academy	CM process backup
November	2016	10	A letter from Lean Academy	cohort 2 graduation, cohort 4 recruitment
December	2016	7	A letter from Lean Academy	cohort 2 graduation, cohort 4 recruitment
March	2017	16	A letter from Lean Academy	Cohort 3 graduation
June	2016	10	A letter from Lean Academy	cohort 3, root cause, OR City, celebrations
October	2017	15	A letter from Lean Academy	Cohort 4 & 5 updates and training
February	2018	8	A letter from Lean Academy	cohort 4 graduation, cohort 5 news, cohort 6 selection
February	2017	13	A letter from Lean Academy	Cohort 4 members, Cohort 3 prepping for graduation
August	2017	14	A letter from Lean Academy	Cohort 5, Lean Academy conference,
November	2017	11	A letter from Lean Academy	Cohort 6 recruitment, updates
July	2017	13	A letter from Lean Academy	Cohorts 4, 5, and 6
August	2016	12	A letter from Lean Academy	definition of Lean, facilitation/problem solving tools

APD Field Services newsletter contents: 2016 - 2018

April	2017	13	A letter from Lean Academy	Graduation, Cohort 4 problem solving, recruiting 5
October	2016	11	A letter from Lean Academy	graduation, progress of cohort groups
May	2016	8	A letter from Lean Academy	projects, graduation, participant location
April	2016	12	A letter from Lean Academy	recruitment, kudos, and info from Lean Academy
January	2018	12	A letter from Lean Academy	update of cohorts
September	2017	7	A letter from Lean Academy	updates for Cohort 4 and 5
December	2017	14	A letter from Lean Academy	updates from cohort 4, 5, and 6
June	2018	9	A letter from Lean Academy - APD project spotlight	
August	2018	7	A letter from Lean Academy - APD project spotlights	
May	2018	6	A letter from Lean Academy - APD projects	
April	2018	9	A letter from Lean Academy: APD	information on projects and participants from APD
December	2018	3	Apply now for DHS Lean Academy	expectations and deadlines
September	2018	6	Lean Academy project spotlight	closing paper claims

Manuals

Month			*Page*	*Title*	*Subject*
April	2018		3	APDRS in the FSAM	new receipt and deposit procedures added to FSAM
January	2017		12	Don't forget - APD MAGI manual	updates to GA and recipient information
August	2018		6	Don't forget - LGBTQ+ terminology guide	available in FSAM
January	2016		3	Don't forget - Manual letter #70	available on APD Staff Tools
April	2016		12	Don't forget - Manual letter #71	available on APD Staff Tools
July	2016		14	Don't forget - Manual letter #72	available on APD Staff Tools
October	2016		5	Don't forget - Manual letter #73	available on APD Staff Tools
January	2017		3	Don't forget - Manual letter #74	check APD Staff Tools for the latest updates
April	2017		8	Don't forget - Manual letter #75	check APD Staff Tools for the latest updates
January	2017		10	FSAM clean-up and additions	new section on posters; old versions deleted
December	2016		5	FSAM fraud section	addition of fraud informational section

APD Field Services newsletter contents: 2016 - 2018

Month	Year	Page	Title	Subject
August	2018	10	FSAM updates	Service Desk requests and Voyager cards
October	2016	5	FSAM updates	FSAM is overhauled and updated
April	2016	11	FSAM updates	work continued on the FSAM
April	2018	11	LGBTQIA+ terminology guide	terminology resources added to the FSAM
June	2017	13	Manual letter #76	check APD Staff Tools for the latest updates
September	2017	9	Manual letter #77	check APD Staff Tools for the latest updates
January	2018	6	Manual letter #78	check APD Staff Tools for the latest updates
April	2018	3	Manual letter #79	check APD Staff Tools for the latest updates
July	2018	2	Manual letter #80	available on APD Staff Tools
October	2018	8	Manual letter #81	available on APD Staff Tools
November	2017	5	New and improved FSAM	complete revision of the FSAM
April	2018	3	Service animal resources	information on treatment of services animals in FSAM
March	2017	13	Updates to the FSAM	additions, removals, and corrections

Medical

Month		Page	Title	Subject
January	2016	3	2016 policy changes	changes to MSP, OSIPM, and special needs policy
May	2017	5	ABC of OR ABLE Savings Plan webinar	training opportunities for ABLE
May	2016	3	ACA procedure document update	numerous updates as of May 1, 2016
January	2016	6	APD MAGI contacts	ACA procedures now include a contact cheat sheet
May	2017	2	APD policy inbox	correct use of the box and how to reach an analyst
November	2018	9	Asset Verification Services (AVS) kickoff	verifying assets for non-SSI OSIPM-M consumers
May	2017	9	CCO brochure for dual eligibles	OHA 1424 available in 7 languages
December	2016	5	Check MMIS first!	requirement to view MMIS before opening medical
April	2016	11	Closing checklists	use available checklists to close benefits correctly
January	2017	12	Don't forget - APD MAGI manual	updates to GA and recipient information
March	2016	11	Don't forget - Due process applications	do not fax or email due process apps, follow procedure

APD Field Services newsletter contents: 2016 - 2018

April	2016	2	Don't forget - Due process applications	follow written procedures for due process apps
July	2018	3	Don't forget - Hand out the MSC 9093	provider and explain the estates recover brochure
March	2017	13	Don't encourage app withdrawals	encouraging voluntary withdrawals is a disservice
October	2018	8	Don't forget - MMIS changes	a time out pop-up has been added to MMIS
July	2017	10	Don't forget - 5503 narrations in TRACS	all offices can get TRACS access to 5503 narratives
October	2018	13	Don't forget - 5503 questions	email box for 5503 questions
November	2016	5	Don't forget - Check MMIS first	requirement to view MMIS before opening medical
June	2018	10	Don't forget - Correct system codes	removing old codes and using the correct ones
January	2016	10	Don't forget - Hospital presumptive	resource to verify hospital presumptive applications
May	2018	5	Don't forget - Income code accuracy	code income type accurately on all systems
June	2016	3	Don't forget - Mainframe screens	check all available potential mainframe income screens
April	2016	5	Don't forget - MEDC applications	send MEDC apps to Lauren Mitchell
May	2016	6	Don't forget - Medicaid fraud referrals	sending in the referral form
September	2016	3	Don't forget - Narration	reminder to narrate timely, per guidance
May	2017	9	Don't forget - Recurring card payments end June 30	
January	2016	2	Don't forget - SDS 539C discontinued	use the SDS 539A for all medical benefit requests
August	2018	5	Don't forget - Use the medical email box	guidance for use of the email box
October	2016	10	DQ divisor change	increase in the disqualification divisor amount
February	2016	12	Due process app reminder	do not fax or email due process apps, follow procedure
April	2018	11	EPD fee payments	cease payments plans for EPD fees owed
June	2016	8	General Assistance eligibility	how to refer for GA benefits
April	2017	2	Hospital hold ends May 1	new process in place for hospital admissions
May	2016	5	Hospital presumptive cases	information and tips on HP cases
August	2016	14	Long-term acute hospital services	information on making a referral for LTAC hospital
October	2016	8	Medicaid procedure changes	review the new APD MAGI Manual
October	2018	7	Medicaid questions - email box	centralized email box for Medical questions
July	2016	14	MMA team - Medicare part D	when and how to contact the MMA hotline

APD Field Services newsletter contents: 2016 - 2018

April	2016	13	Narration reminder	timely narration is essential for accurate reporting
July	2018	5	New Central Office Medicaid email box	single contact for Medicaid related questions
April	2018	7	No more NOTM	staff must discontinue NOTM use for all but ABAWD
January	2016	4	Open medical enrollment phone calls	SNAP customers without Medicaid will be called
May	2017	16	Oregon ACCESS reminders	tips for community spouses, detaching, removing
April	2018	11	Oregon Money Management Program	option consumers can use to make payments
May	2017	8	Protected eligibility	evaluation for groups such as PICKLE, DAC, widows
July	2018	2	Remember to integrate from OA	changes are not being integrated causing MMIS errors
March	2018	5	Reminders from the APD financial policy unit	
March	2017	5	Required medical applications	staff must get a new app if one is not on file
October	2016	2	Right to apply for APD benefits	staff are not to encourage applicants to withdraw
July	2018	9	Save the date - Eligibility summits	summits begin in September
July	2016	14	Submitting 7210s	processing non due-process applications
April	2018	2	Tell the story!	narrate all eligibility actions and changes to eligibility
May	2016	10	TTT highlights - Medicaid fraud referrals	referral process and branch involvement
May	2016	3	TTT highlights - Updates from 5503	updates on MAGI and ONE
May	2018	11	Verifying SSNs	provide options to verify SSNs
March	2016	8	What the auditor saw	2016 Medicaid payment audit
March	2017	10	What the auditor saw	2016 Medicaid payment audit results

Oregon ACCESS

Month		Page	Title	Subject
January	2016	4	ACCESS training materials	ACCESS inquiry materials available online
May	2016	9	APD LTC Clean Slate work continues	updates to Oregon ACCESS based on requests
June	2017	2	Email addresses in OA	phase one and two of email cleanup
April	2017	12	Email cleanup needed in OA	fields to update and check on Oregon ACCESS
March	2018	10	New direct contact type	new contact type in Oregon ACCESS

APD Field Services newsletter contents: 2016 - 2018

Month			Page	Title	Subject
May	2017		16	Oregon ACCESS reminders	tips for community spouses, detaching, removing
July	2016		5	Searching in Oregon ACCESS	how to search narratives in Oregon ACCESS

PACE

Month			Page	Title	Subject
October	2016		8	PACE payment options	PACE participants may now pay online
July	2017		12	PACE resources	manuals, websites and other tools for PACE
February	2017		5	Quick facts about PACE	what is PACE and how can someone participate

Privacy and security

Month		Page	Title	Subject
March	2017	7	2017 privacy and security training	required training for 2017 is online
April	2016	10	Avoid phishing email	identifying and avoiding phishing scams
December	2018	4	Avoiding donatoon scams this season	message from the DOJ
February	2017	4	Computer security tip	lock your computer with just one step
February	2017	15	Consumer information disclosure to law enforcement	
November	2017	4	Don't forget - Confidential EDMS section	use the confidential section to capture most items
May	2017	15	Don't fall for phishing scams	spotting and reporting attempts at phishing
June	2016	8	Don't forget - Privacy notices	correct use of privacy notices
June	2016	4	Don't forget - Report privacy incidents	resources for reporting privacy or security issues
April	2018	2	Don't forget - Secure email	email with protected information must be sent secure
September	2018	10	Email security	send consumer information securely
October	2017	8	Leaving your computer unlocked	flyer
July	2016	12	Mandatory privacy training	online training must be completed by October 14
April	2018	2	Mandatory security training	2018 privacy and security training is on iLearn
November	2017	14	Medicare cards	new Medicare cards is a new opportunity for fraud
October	2018	10	OIG impersonation	beware of scammers asking for

APD Field Services newsletter contents: 2016 - 2018

Month	Year	Page	Title	Subject
September	2016	11	Privacy and security mandatory training	required online training for all state staff
June	2016	5	Protecting information outside of work	requirements to keep protected information secure
August	2016	6	Recognizing a living trust scam	top indicators of a scam
April	2016	8	Reporting a privacy or security incident	new form available for reporting incidents
September	2018	2	Scam alert - Fake DOJ documents	alert from the Department of Justice
March	2017	14	Scam alert - Fake news	alert form the Oregon Department of Justice
June	2017	8	Scam alert form Assured Independence	false offers for emergency alert buttons
March	2016	7	Six signs it's a scam	resource from the Oregon Secretary of State
November	2016	3	Spear phishing: Don't get caught	tips to avoid targeted email scams
February	2017	4	Updated MSC 2099 in many languages	available in 11 languages, HIPAA and privacy compliant

Resources

Month		*Page*	*Title*	*Subject*
September	2016	2	5515 case transfers reminder	how to get a case reassigned from 5515 in OA
July	2016	7	ABLE Act of 2014	what is and who can qualify for an ABLE account
November	2016	11	APD and ODDS shared eligibility CI sheet: Closing document	
April	2018	3	APD drop-in cubicles	drop-in cubicles at HSB available for reservation
January	2016	6	APD MAGI contacts	ACA procedures now include a contact cheat sheet
February	2017	2	APD Mission, Vision, and Goals	
May	2017	2	APD policy inbox	correct use of the box and how to reach an analyst
October	2018	6	Are you prepared for winter?	tips for sheltering in place this winter
February	2018	4	Avoid the Reply All nightmare	how to ignore mis-directed reply all email
October	2018	6	Central Office branch 5510	transferring cases from 5510
October	2017	5	Check your lights	reminder from Fleet to use auto head lamps
January	2017	7	Checking VA income via the PARIS	option to verify some VA income
August	2018	12	Considering a reverse mortgage guide	resource for reverse mortgage
January	2016	5	Current DOL change - information links	transmittal and manual updates for current changes

APD Field Services newsletter contents: 2016 - 2018

Month	Year	#	Title	Description
June	2018	3	DHS food resources	links to food resources and benefits
Octo	2017	11	DHS/OHA shared and central services policy site	
August	2016	11	Do you know about 211info?	resource for consumers
July	2017	10	Don't forget - 5503 narrations in TRACS	all offices can get TRACS access to 5503 narratives
August	2018	7	Don't forget - 5510 case transfers	contact branch directly for transfers
February	2016	4	Don't forget - 5515	reminders for getting a case from 5515
April	2016	13	Don't forget - Client receipting email	new resource for all client payments
April	2016	14	Don't forget - Enterprise rent-a-car	skip the fuel service option when renting
January	2018	3	Don't forget - In case of accident	reminder of steps following a state vehicle accident
July	2017	12	Don't forget - Interpreter services	use the OEMS website for spoken language interpreters
December	2016	3	Don't forget - Lights on	reminder to turn taillights on in fleet vehicles
May	2016	6	Don't forget - Medicaid fraud referrals	sending in the referral form
October	2018	6	Don't forget - Service Desk contacts	new contact email for assistance
October	2016	4	Don't forget - SSN verification	a Social Security card cannot be required as proof
July	2016	2	Don't forget - SSN verification	do not pend/require items outside of rule
March	2016	14	Don't forget - verification	use only approved forms when requesting verification
February	2016	10	Don't forget - WAGE	do not use the WAGE screen as income verification
September	2018	9	Don't forget-Central Office case transfers	don't request transfers for other offices
June	2018	8	EAP support assistance	EAP has a suicide prevention line
April	2016	9	Elderly Rental Assistance (ERA)	accessing letter content and tips to assist customers
September	2018	5	Email for Central Office Medicaid	send all Medicaid questions to the box
October	2018	5	Employee sexual assault resources	phone resources for assistance
September	2017	6	Equifax data breach: What you need to know	
August	2017	5	ERS billing codes for MMIS	codes and services provided
May	2017	15	Faxing via computer	setting up an sending paperless faxes
June	2017	6	Finding help from OAAPI	contacts in the new OAAPI structure
April	2017	2	Fraud and waste hotline	resources for reporting concerns

APD Field Services newsletter contents: 2016 - 2018

Month	Year	Page	Title	Description
February	2016	10	Fraud referrals	basic information for referring fraud
July	2018	4	HCW transit tax	all employed persons in Oregon will be taxed 1%
November	2018	10	Headlights safety reminder	turn lights on safety in state cars
April	2016	14	Homecare workers paid time off	how to assist HCWs requesting time off
November	2017	14	Inclement weather closures and notifications	
February	2017	12	Information found on the Work Number	check Work Number for all eligibility determinations
February	2016	2	I-Speak	language resource non English proficient customers
April	2018	11	LGBTQIA+ terminology guide	terminology resources added to the FSAM
June	2018	12	LGBTQIA+ terminology guide from OEMS	reference resource
September	2016	6	Lights on!	requirement to have taillights on in fleet vehicles
January	2016	6	LTCC webpage	providers, contacts, rules, webinars, and alerts
July	2016	5	Managing someone else's money	informational booklets available for order or printing
December	2017	15	Materials to determine a consumer's language	
March	2016	14	Military time to real time	reference chart for military time
July	2016	14	MMA team - Medicare part D	when and how to contact the MMA hotline
April	2016	13	Narration reminder	timely narration is essential for accurate reporting
August	2018	11	Nationwide test of IPAWS	national emergency system test in September
January	2017	4	NCOA releases Benefits Checkup tool	free online tool for help screening for benefits
May	2017	13	New refugee policy email box	email box for refugee medical and policy questions
February	2018	2	New video interpretation service	Voiance is a new option for state offices
June	2018	4	OAAPI becomes OTIS	name change
May	2016	7	OHCC expands caregiver registry to the public	
September	2017	4	Oregon Deaf and Heard of Hearing services	
April	2018	11	Oregon Money Management Program	option consumers can use to make payments
August	2017	2	Outlook updates needed	using Directory Update to change your manager
July	2017	3	Outlook updates needed	changing your manager for Outlook (and iLearn)
March	2018	3	Overpayment Writing Unit	who is OWU and how to refer an overpayment

APD Field Services newsletter contents: 2016 - 2018

October	2016	5	Political campaigning reminder	review guidelines from the Secretary of State Elections
January	2015	5	Protecting a harassment-free workplace	resources and policy to prevent harassment
April	2018	7	QC contact with branch staff	when and why QC contacts the local branch
October	2018	8	Quake it up	staying safe during an earthquake
December	2016	9	Quality Control documents	please forward requested QC documentation
June	2016	2	Questions and answers on APD hearings	procedures explained
November	2017	2	Report discrimination	report harassment and discrimination
March	2018	5	Report moving violations and offenses	reminder from DAS of vehicle use requirements
October	2016	2	Right to apply for APD benefits	staff are not to encourage applicants to withdraw
November	2017	11	Rules Advisory Committee website	information and resources for the RAC process
December	2017	16	Safe winter driving	tips and resources to stay safe this season
July	2016	5	Searching in Oregon ACCESS	how to search narratives in Oregon ACCESS
April	2018	3	Service animal resources	information on treatment of services animals in FSAM
November	2016	3	Spear phishing: Don't get caught	tips to avoid targeted email scams
June	2016	9	Spoken language interpreters	guide to requesting verbal interpreters
May	2017	11	TAG updated online	technical assistance guide for central office updated
March	2018	9	Transferring a case to another branch?	challenges arising from case transfers
April	2018	5	Updated Field Services webpages	pages are updated with more and current links
December	2016	6	Updated zip code directory	updated resource for locating zip codes available
February	2018	7	Vehicle use laws	laws in effect as of October 1, 2017
December	2016	3	Verification coding for SSA records	WQY3 coding on SSA records
June	2017	9	Welcome branch 5510	Oregon State hospital service determinations
April	2018	5	What is the QC unit?	who QC is and what they do
October	2018	2	Who's who at Central Office	use the TAG to locate Central Office staff
May	2017	8	Why don't I get a PARIS result?	information on how the PARIS works
August	2017	15	Wildfire smoke and health risks	OHA resources for compromised air quality
November	2016	3	Your Outlook information	how to update your information

APD Field Services newsletter contents: 2016 - 2018

SNAP

Month		Page	Title	Subject
September	2016	3	2015 FFY PME results	2015 PME results are available online
May	2017	4	2016 PME results	review results and links
May	2017	10	A few things about SNAP filing dates	filing date findings from PME reviewers
March	2018	10	ABAWD - January 2018 updates	five updated modules for ABAWD
February	2016	11	ABAWD - New to Oregon	how to treat ABVAWD persons who move to Oregon
January	2018	4	ABAWD exemption - Code 3	guidance for using Code 3
January	2016	8	ABAWD policies affect the entire state	ABAWD requirements for all staff
March	2016	3	ABAWD policies affect the entire state	ABAWD requirements for all staff
July	2016	3	ABAWD work registration exemption	brief explanation of exemption codes for ABAWD
January	2018	2	APD SNAP training 2018	schedule for APD specific training on SNAP
September	2018	3	CAPI release 3 training	training for the last update for CAPI
December	2017	2	CAT EL changes for October 2017	changes include exclusion of liquid assists and more
June	2016	5	Changes to the SNAP honor roll	honor roll will now only show 95% or higher
May	2018	2	CLO and DEN actions	documenting actions for reviews and audits
April	2016	11	Closing checklists	use available checklists to close benefits correctly
December	2017	4	Conflict between verification, interview, and/or application	
March	2018	11	Consumers using feeding tubes & SNAP	when to allow SNAP benefits
October	2018	7	Denying SNAP pm FSUP for over income	remember to add the benefit group size
June	2018	3	DHS food resources	links to food resources and benefits
July	2018	3	Don't forget - Hand out the MSC 9093	provider and explain the estates recover brochure
March	2017	13	Don't encourage app withdrawals	encouraging voluntary withdrawals is a disservice
March	2016	12	Don't forget - ABAWD Q&A on the web	questions and answers posted on the SNAP webpage
July	2016	4	Don't forget - Address change	reminder to update address changes in both systems
September	2018	2	Don't forget - Address codes	add specific coding to cases

APD Field Services newsletter contents: 2016 - 2018

Month	Year	No.	Title	Description
June	2018	10	Don't forget - Correct system codes	removing old codes and using the correct ones
May	2018	5	Don't forget - Income code accuracy	code income type accurately on all systems
June	2016	3	Don't forget - Mainframe screens	check all available potential mainframe income screens
April	2018	4	Don't forget - Narrate the CAPI number	add the CAPI app number to narration
September	2016	3	Don't forget - Narration	reminder to narrate timely, per guidance
August	2016	6	Don't forget - NED	links of help with NED coding
March	2016	9	Don't forget - NED	NED resources available on the web
December	2016	8	Don't forget - Right to apply	do not request an application withdrawal
August	2016	16	Don't forget - shelter costs	tips for getting shelter and utilities right for SNAP
October	2016	10	Don't forget - SNAP filing date	establish a filing date as soon as possible
September	2016	13	Don't forget - SNAP right to apply	staff are not allowed to discourage applicants
July	2018	5	Don't forget - SRS and returned mail	SRS cases may not be closed due to returned mail
October	2018	2	Don't forget - Update addresses for SNAP	update address in DHR for SNAP
July	2017	2	Don't forget - Update the SNAP address	OA doesn't integrate with DHS so take another action
February	2017	10	Don't forget - Used the expedited issuance code for SNAP cases	
August	2018	4	Don't forget- Lost and stolen cards	consumers must contact the replacement line
June	2018	6	Facilities acting as authorized reps - SNAP	procedures to end authorized rep after a move
March	2018	15	Facilities as authorized rep (SNAP)	allowable SNAP use by facility representatives
June	2018	5	Farmer's market stretch the EBT dollar	resources for SNAP participants
August	2016	13	FYI PME information	FFY 2015 PME data is available
September	2016	14	Heat and Eat program	LIHEAP guidelines for October 2016
September	2017	10	In the weeds - Marijuana industry and ABAWD	
March	2016	10	Is the sponsored noncitizen eligible?	tips for looking at sponsored non-citizens
April	2016	13	Narration reminder	timely narration is essential for accurate reporting
May	2016	2	New elements for SNAP targeted reviews	inclusion on shelter and utilities in QA reviews
April	2018	7	No more NOTM	staff must discontinue NOTM use for all but ABAWD
October	2017	4	Oh I'm sorry. Am I in your way?	common access areas cited in 2017 PME reviews

APD Field Services newsletter contents: 2016 - 2018

January	2016	4	Open medical enrollment phone calls	SNAP customers without Medicaid will be called
January	2018	15	Pending and the mysterious 30th day	tips for pending and acting on SNAP applications
December	2016	10	Pending for SNAP	guidance for locating info instead of pending
October	2018	8	Processing the interim change report	align dates correctly to prevent suspense
December	2016	4	QC and SNAP home visits	explanation of QC visits and requirements
November	2016	6	Quality Assurance mailboxes	changes to the QA process and
January	2016	2	Reading pay stubs for SNAP	contact the employer for unusual codes
April	2017	8	Reminder - Issuing EBT cards	less common reasons to issue EBT cards in branch
July	2018	9	Save the date - Eligibility summits	summits begin in September
March	2017	7	SFDNP selection April 1	Senior Farm Direct Nutrition Program 2017 update
May	2017	16	SFDNP use starts June 1	information about the 2017 SFDNP program
October	2018	4	SNAP - Gross pay and PERS	state gross income includes PERS
June	2016	12	SNAP 30th day tips	tips on how to meet SNAP timeframes
January	2016	10	SNAP and Turbo Tax	checking for applications from Turbo Tax
April	2017	9	SNAP cash-out project	SNAP as cash in specific counties
January	2017	3	SNAP Civil Rights - 2017	please take the 2017 online training
December	2017	13	SNAP Civil Rights 2017	training is due by the end of December
September	2016	9	SNAP denial reminder	denials must be sent on the 30th day
May	2018	5	SNAP filing date exceptions	two exceptions for filing darters
September	2018	3	SNAP hearing requests	clarification of the 443 process
September	2016	5	SNAP medical deduction rumors	waiver submitted to FNS
February	2017	3	SNAP medical deductions effective February 1, 2017	
November	2018	6	SNAP medical deductions for service animals	
August	2016	13	SNAP preventative tips	minimal income, shelter/utilities, gifts, ICR, NED
February	2016	2	SNAP preventative tips	tips to avoid common SNAP errors
July	2017	8	SNAP Q&A	SNAP questions specific to AAA and APD
October	2018	3	SNAP QC error rate and what it means	how penalty rate is set

APD Field Services newsletter contents: 2016 - 2018

October	2016	12	SNAP shelter and utilities - Tip	tips to prevent shelter and utility costs
March	2017	2	SNAP shelter deductions for housing and utilities	
June	2018	11	SRS returned mail	do not close SRS SNAP with returned mail
June	2018	5	Summer meal program - SEBTC	SNAP food program for children
April	2018	2	Tell the story!	narrate all eligibility actions and changes to eligibility
September	2016	4	TTT highlights - SNAP 24 month cert	field Q&A on 24 month certification
September	2016	4	TTT highlights - SNAP 24 month cert	field Q&A on 24 month certification
October	2017	14	Verification of benefits for SNAP/TANF/ERDC	
December	2016	6	Verifying medical costs for SNAP	changes upcoming for medical deductions in SNAP
October	2018	15	Verifying SNAP benefits	request verification from SNAP policy for older amounts
May	2018	11	Verifying SSNs	provide options to verify SSNs
May	2018	5	VET coding for SNAP	HH and income type coding
June	2018	11	Weekly ABAWD conference calls	continue through December

Training

Month			**Page**	**Title**	**Subject**
June	2017		10	2017 Privacy and Security Awareness training	
March	2017		7	2017 privacy and security training	required training for 2017 is online
August	2018		7	2018 mandatory security training due September 28	
May	2018		4	AARP Oregon Saves flyer	new program to save for retirement
October	2018		8	ABAWS training in your area	ABAWN essential available in November
May	2017		5	ABC of OR ABLE Savings Plan webinar	training opportunities for ABLE
December	2016		2	Abuse reporting class available	opportunity on iLearn
January	2016		4	ACCESS training materials	ACCESS inquiry materials available online
January	2018		2	APD SNAP training 2018	schedule for APD specific training on SNAP
May	2018		2	APDRS training in Captivate	converted training now available
January	2017		10	APSS Core Comps on iLearn	registration and instructions are on iLearn

APD Field Services newsletter contents: 2016 - 2018

Month	Year	Page	Title	Description
September	2018	7	CAPI update training	three training classes available
October	2016	3	Computer skills classes in iLearn	Microsoft and other platform online training available
September	2016	2	Don't forget - Civil rights training	2016 SNAP training online
July	2017	4	Don't forget - iLearn for AAA	AAA can register for or take training through iLearn
November	2018	5	Don't forget - iLearn instructions	how to access iLearn for training
August	2017	10	Don't forget - Mandatory fraud training	training is available on iLearn
May	2016	2	Don't forget - Mandatory Reporter training	in required by July 29, 2016
May	2016	13	Don't forget - SNAP Civil Rights	the 2016 training is now available
August	2017	5	Don't forget - Voter registration training	schedule 2017 training
October	2018	1	Elder Financial Exploitation seminars	three seminars in November across the state
January	2017	12	Excel tip - iLearn	three levels of Excel training are on iLearn
March	2017	13	HCBS Limitations	watch for training announcements and information
July	2016	10	Hearings training	online training for hearings success
September	2018	7	Hurry - Last chance for training	2018 privacy and security training
October	2018	4	iLearn profiles	make sure your manager is accurate on iLearn
February	2017	12	iLearn system personal information	reminder to add contact info to iLearn
August	2016	4	Important training registration news	update on iLearn
May	2018	3	Introducing the Lead Training Hub	resource for local lead workers
November	2017	13	Last chance for 2017 NVRA training	
April	2016	14	List of available APD LTC online training	see the case management tools website for the full list
August	2016	7	Mandatory 2016 privacy refresher	online privacy training due before October 14, 2016
January	2018	9	Mandatory CM webinars	2018 webinars for case managers and supervisors
June	2017	13	Mandatory fraud prevention training	online training for Medicaid fraud prevention
November	2017	2	Mandatory fraud training reminder	fraud training is due in 2017
July	2016	12	Mandatory privacy training	online training must be completed by October 14
October	2017	2	Mental health first aid training	new classes in November
March	2017	15	Mental health first aid training	training for mental health and substance abuse

APD Field Services newsletter contents: 2016 - 2018

Month	Year	Page	Title	Subject
March	2018	12	New LDMS training on iLearn	mandatory privacy training for 2018 available
June	2017	13	New LDMS training online	updated LDMS now available
October	2018	12	New online course requirements	three course required before December 31
October	2016	10	ONE in iLearn	locating training in the iLearn system
December	2018	5	ONE system training	upcoming preparation training
July	2016	3	Online disability etiquette training	improving communication and respect
September	2016	12	Online training in iLearn	APD online training moved to iLearn
January	2016	5	Online: SNAP Civil Rights - 2016	he 2016 SNAP civil rights training I now available
July	2017	3	Outlook updates needed	changing your manager for Outlook (and iLearn)
August	2017	15	Privacy and security awareness training	mandatory training required by October 31, 2017
September	2016	11	Privacy and security mandatory training	required online training for all state staff
October	2018	2	Register now for eligibility seminars	opportunity to improve eligibility and view ONE
February	2016	3	Required mandatory reporter training	required online training for all state staff
June	2016	4	Required mandatory reporter training	online training required by July 29, 2016
January	2017	3	SNAP Civil Rights - 2017	please take the 2017 online training
November	2017	3	SNAP Civil Rights 2017	training is recommended for all staff
June	2017	4	SNAP Civil Rights 2017	mandatory training on iLearn
January	2017	7	SSA video training series for representative payees	
December	2018	4	Three online course requirements	all staff must complete course by December 31
November	2018	4	Three online course requirements	all staff must complete course by December 31
January	2018	3	Top-5 caregiver classes online	free online classes from Oregon Care Partners

Veterans

Month	Year	Page	Title	Subject
September	2017	14	Coos Bay 2017 Veterans Stand Down	area resources provided for local veterans
August	2018	6	Limit use of UME/NR for veterans	UME is only allowed in limited circumstances
July	2018	4	UME is not for every veteran	UME cannot be used as a default code for VET income

Month		Page	Title	Subject
June	2018	4	Use of the UME N/R code for veterans	UME has limited and specific use
May	2018	5	VET coding for SNAP	HH and income type coding
September	2016	1	Veteran Employee Resource Group (VERG) literary project	

Voter registration

Month		*Page*	*Title*	*Subject*
January	2017	5	2017 voter registration deadlines	
April	2018	7	Don't forget - NVRA forms	all NVRA forms and materials are available on FBOS
January	2018	6	Don't forget - 2018 voter registration deadlines	
January	2018	5	Don't forget - SEL 504 weekly requirement	complete an online NVRA report every week
December	2017	4	Don't forget - Voter registration age change (16 and older may register)	
August	2017	5	Don't forget - Voter registration training	schedule 2017 training
July	2016	8	More NVRA Q&A	24 mo. SNAP, guide, auth rep, coordinators, reporting
February	2017	8	More NVRA Q&A	24B, declinations, cards &consumers, reports, training
December	2017	10	More NVRA Q&A	516, coordinator change, Yes/No narration, EBT line
August	2016	9	More NVRA Q&A	assistance, using apps, declinations, safety, language
August	2017	12	More NVRA Q&A	auth rep, back-ups, out of state, reporting in 2 months
November	2018	5	More NVRA Q&A	CAPI procedures, 416 envelope, application declination
October	2018	13	More NVRA Q&A	CAPI, 539A declinations, mailing apps, narration
September	2018	9	More NVRA Q&A	dating cards, authorized rep, 516 agency numbers
January	2018	10	More NVRA Q&A	declination completion, scanning, back-ups
October	2016	8	More NVRA Q&A	declinations, SEL 500, special situations, reporting
April	2016	4	More NVRA Q&A	forms assisting, OPI, declinations, auth rep, narration
November	2017	8	More NVRA Q&A	forms, guardians, address changes, declinations
May	2016	11	More NVRA Q&A	forms, NOTM, date stamps, ID number, manual
October	2017	9	More NVRA Q&A	FSAM, SDS 400, SEL 500LP, declinations, original forms
June	2017	5	More NVRA Q&A	HH requirements, declinations, NOTM, backups

APD Field Services newsletter contents: 2016 - 2018

Month	Year	Page	Title	Subject
March	2017	8	More NVRA Q&A	incomplete forms, 503Ds, HCW, 500, CMs, reporting
May	2017	6	More NVRA Q&A	mailing a 503, changes, forms, declinations, training
August	2018	4	More NVRA Q&A	mailing cards, 24B actions, homeless address, old forms
July	2017	11	More NVRA Q&A	missing a SNAP deadline, desk audits, 2 wk split, narrtn
March	2018	6	More NVRA Q&A	motor voter, when to offer, forms, back-ups
June	2016	12	More NVRA Q&A	offering at intake, ordering forms, using the right forms
May	2018	8	More NVRA Q&A	reporting, declinations, trainings, forms
January	2016	14	More NVRA Q&A	reporting, fraud, coordinator changes, training
July	2018	5	More NVRA Q&A	reporting, tracking, third-parties, non-citizens
March	2016	12	More NVRA Q&A	SDS 400, unsigned declinations, translated forms
February	2016	8	More NVRA Q&A	telephone redeterminations, 503D changes
December	2016	8	More NVRA Q&A	third party address change, auth reps, 504C
April	2017	5	More NVRA Q&A	when to offer, forms, reports, third-party, numbers
November	2016	13	More NVRA Q&A - Authorized reps	questions specific to authorized reps and third parties
September	2016	12	More NVRA Q&A and reminders	incomplete cards, declinations, repeat questions
December	2018	5	NVRA addressing concerns	addressing concerns sent to Elections
July	2017	14	NVRA change	send an SEL 503 when question is not answered
April	2018	8	NVRA process reminders	general how-to information on NVRA
January	2017	5	NVRA reminders from the SoS	declinations, envelopes, site coordinator changes
June	2016	2	NVRA resource update	updates to the manual and guides
June	2018	11	NVRA tips for success for everyone	when to offer, use the right form, declination types
October	2016	3	Resident's Rights Month is October 2016	LTC residents retain their voting rights
September	2017	13	voter registration and the EBT replacement line	

Miscellaneous

Month	Year	Page	Title	Subject
March	2016	2	Correction!	Correction to the contact number for replacement W2s

APD Field Services newsletter contents: 2016 - 2018

Month	Year	Page	Title	Description
August	2017	7	Depositing at US Bank branches	identification requirements for cash deposits
August	2016	9	Don't forget - CMU request form	discontinuing the 148 and using a web form
February	2018	4	Don't forget - Pay equity survey	due Feb 28, 2018
July	2016	9	Don't forget - Prime # requirement	every application must have a case and prime
March	2017	15	Don't forget - Report bad driving	DHS Director asks for help monitoring E plate car usage
June	2017	13	Minimum wage increase July 1	minimum wage increases by area
February	2018	12	Name changes on DHR	primary name replaces legal and preferred
January	2017	12	Risk management word search	
January	2016	11	Safety tip - Lights on!	reminder from DAS to turn on tail lights
January	2016	7	Total AAA/APD CAPI applications 2014 and 2015	
January	2017	9	Total CAPI applications in AAA and APD - January 2015 - December 2016	
February	2018	5	Total CAPI applications in AAA and APD - January 2016 - December 2017	
August	2016	7	Total CAPI applications July 2016 - June 2016	
July	2018	8	Total CAPI applications June 2016 - July 2018	
April	2016	3	Total CAPI applications received - April 2014 - March 2016	