

Action Request Transmittal Aging and People with Disabilities



Mike McCormick

Authorized signature

Number: APD-AR-21-031

Issue date: 6/21/2021

Topic: Long Term Care

Due date:

Subject: APD Central Office LTSS Policy and Training Units to Review Training Materials involving Case Manager Policy

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Type B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

An ODHS workgroup, comprised of case managers, lead workers, supervisors, and QA coordinators representing eight districts across Oregon, has created a priority list of training needs for LTSS case managers. The priority list is based on QA data and case manager surveys.

In order to support local training, the workgroup developed a process (described below) to review locally created training materials, determine gaps in current offerings, and share resources statewide.

Action required:

APD Central Office to Review Training Materials involving LTSS Policy

The APD Central Office Medicaid Services and Supports (MSS) and the Training Unit for Services and Supports (TUFSS) will review Case Manager training materials developed by local offices. Specifically, they will review training materials by topic from the workgroups prioritized list. Trainings that reference Long Term Services and Support (LTSS) policy and/or procedures will be reviewed.

Excluded from the review:

- Local office policy and processes (i.e., internal communication practices)
- Office administration and management
- Any training that does not involve policy or CMS assurances
- **Subjects involving financial eligibility for Medicaid LTC**

Process to Review Currently Developed Materials: To ensure a smooth workflow and timely turnaround, the TUFSS team will reach out to the District or Program Manager in each district or AAA via email. Requests to review materials will begin in July 2021, with one topic/subject submitted at a time.

Each review will use the following process:

1. TUFSS will send an email to each district requesting training materials, clearly stating the specific topic.
2. Local offices will send copies of all Case Manager training materials that are currently being used (or considered for use) on the topic selected
 - a. Include any training presentations, tools, templates, guides, etc. to the TUFSS email box within two weeks of receiving the request.
TrainingUnit.ServicesSupports@dhsosha.state.or.us
3. The APD MSS and TUFSS units will review each document in the order received.
4. Changes will be made (if needed) by the TUFSS team and feedback will be sent back to each local office.
5. Each final/approved training resource will be saved to the TUFSS SharePoint site to be accessed by trainers statewide.

After your training materials are received:

- The TUFSS unit will communicate an estimated timeline of when the review will be complete.
- APD/AAA offices may continue to use materials that are under review.
- Materials will be reviewed for the following:
 - a. Accuracy to current policy
 - b. Correct formatting/templates
 - c. Adheres to basic ADA standards for accessibility

Field/stakeholder review: Yes No

If yes, reviewed by: APD Policy & Ops

If you have any questions about this action request, contact:

Contact(s): Courtney List	
Phone: 541-207-7395	Fax:
Email: Courtney.A.List@dhsosha.state.or.us	