Information Memorandum Transmittal
Aging and People with Disabilities

DHS | Oregon Department of Human Services

Cheri Hawkins-Weltz

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Number: APD-IM-21-112
Issue date: 12/10/2021

Topic: Long Term Care

Due date:

Subject: APD/AAA Case Management 2022 Trainings: Workday Learning

Applies to (*check all that apply*):

- [ ] All DHS employees
- [x] Area Agencies on Aging: Type B
- [x] Aging and People with Disabilities
- [ ] Self Sufficiency Programs
- [ ] County DD program managers
- [ ] Support Service Brokerage Directors
- [ ] ODDS Children's Residential Services
- [ ] Child Welfare Programs

- [ ] County Mental Health Directors
- [ ] Health Services
- [ ] Office of Developmental Disabilities Services (ODDS)
- [ ] ODDS Children's Intensive In Home Services
- [ ] Stabilization and Crisis Unit (SACU)
- [ ] Other (*please specify*):

Message:

Registration is now open for 2022 training for NEW Case Managers and those NEW to managing and leading Case Managers. See attached schedule and course information. You can also view the full schedule on the Training Unit for Long Term Services and Supports (TUFSS) SharePoint site:
https://dhsoha.sharepoint.com/teams/Hub-ODHS-APD-Staff-Tools/SitePages/Training-Unit-for-Services-and-Supports.aspx

If you are new to APD Case Management, there are resources available to support your learning:
https://dhsoha.sharepoint.com/teams/Hub-ODHS-APD-Staff-Tools/SitePages/Case-Manager-Onboarding-Tools.aspx

If you have any questions about this information, contact:

Contact(s): Courtney List	
Phone: 541-207-7395	Fax:
Email: TrainingUnit.ServicesSupports@dhsoha.state.or.us	

January-June 2022 Virtual Training Class Schedule

Important information:

If you need an accommodation to fully participate in any training, contact the TrainingUnit.ServicesSupports@dhsoha.state.or.us, ideally with two weeks' notice.

The classes on this schedule are virtual trainings. Virtual trainings are online using the Zoom platform, with registration through Workday Learning. Please review the following for a successful experience:

- Training takes place at your desk - you will need your computer, web camera, microphone, and internet access. You do NOT need a Zoom account; you will receive an invitation to the training after you have registered.
- For more information on bandwidth and other requirements, visit the Zoom help center:
    - https://support.zoom.us/hc/en-us/articles/201362023-Zoom-system-requirements-Windows-macOS-Linux
- If you have any issues registering or participating in a training, please contact the training unit for support

Some trainings require a minimum number of participants. Please see the course descriptions in **Workday Learning**.

Core Case Management – An Introduction

Virtual Training, 3 Days for 3 hours each day

This introduction to Case Management and is intended for new APD/AAA Medicaid Case Managers who have been in their positions for six months or less, preferably **taken within the first two months after hire, prior to taking Assessing and Determining SPLs**.

The course will help Case Managers become familiar with the programs and services Medicaid Long Term Services and Supports offers.

Topics include: *CM Roles and Responsibilities, Case Manager Safety in the Field, Narration, In-Home Programs, Facility Types, K-Plan Ancillary, Spousal Pay, Exceptions, Natural Supports, Adult Protective Services, and Preventing Fraud.*

Register in Workday Learning:
https://wd5.myworkday.com/oregon/learning/course/d1b3cb4577c801d4966312a6ea0192e7?type=9882927d138b100019b6a2df1a46018b

NOTE: In 2022, this training is transitioning to a hybrid course, using online modules and live virtual sessions. By year-end, this training will be online and accessible to all new Case Managers immediately upon hire.

Date	Time
January 25 - 27, 2022 (Tues. – Thurs.)	9:00 am – 12:00 pm
March 1 - 3, 2022 (Tues. – Thurs.)	9:00 am – 12:00 pm
May 3 - 5, 2022 (Tues. – Thurs.)	9:00 am – 12:00 pm

[Assessing and Determining Service Priority Levels - An Introduction](https://wd5.myworkday.com/oregon/learning/course/12787c4efba80154ee7efa95ea01c7d2?type=9882927d138b100019b6a2df1a46018b)

Virtual Training, 3 Days for 3 hours each day

This course is designed for new APD/AAA Medicaid Case Managers with less than 6 months of experience and is suggested to be **taken during the second month of hire.**

Topics include: *Service Priority Levels, General Assessment Information, Service Eligibility Drivers, Methods of Assessing, Thorough Review of every ADL and how to Assess, How to Determine Appropriate Assist Level for each Component / ADL, Writing Strong Comments to Support Decisions, and Understanding Cognition*

Register in Workday Learning:
https://wd5.myworkday.com/oregon/learning/course/12787c4efba80154ee7efa95ea01c7d2?type=9882927d138b100019b6a2df1a46018b

Date	Time
February 8 - 10, 2022 (Tues. – Thurs.)	9:00 am – 12:00 pm
April 5 - 7, 2022 (Tues. – Thurs.)	9:00 am – 12:00 pm
June 7 – 9, 2022 (Tues. – Thurs.)	9:00 am – 12:00 pm

[Person-Centered Service Planning](#)

Virtual Training, 3 Days for 2.5 hours each day

This course is for APD/AAA Medicaid Case Managers who have been in their positions for **six months or less,** preferably **taken in the third month after hire**.

The training is designed to teach Case Managers the fundamentals of a Person-Centered Service Plan.

Topics include: *Person-Centered Theory, Person-Centered Assessments, Consumer Goals, Identifying Strengths, Honoring Preferences, Risk Assessments, Hours Determination, and Service Planning in Oregon Access*

Register in Workday Learning:
https://wd5.myworkday.com/oregon/learning/course/d1b3cb4577c8015914ca16a6ea0198e7?type=9882927d138b100019b6a2df1a46018b

Date	Time
January 11 - 13, 2022 (Tues. – Thurs.)	9:00 am – 12:00 pm
March 8 - 10, 2022 (Tues. – Thurs.)	9:00 am – 12:00 pm
May 3 – 5, 2022 (Tues. – Thurs.)	9:00 am – 12:00 pm

Training for Those Managing and Leading Case Managers

Virtual Training, 3 Days for 3 hours each day

This course is for new Managers, Supervisors, Lead Workers and Quality Assurance Specialists with **less than twelve months experience** in their role.

This course provides an understanding of case management expectations and tools to effectively work with and assist APD/AAA Medicaid Case Managers with Long Term Care Assessments and service eligibility.

Topics include*: Tips on what to look for related to reviewing EWE, Exceptions, MED Referrals, in addition to other topics. Various reports will also be reviewed to assist you in managing cases and workloads.*

Register in Workday Learning:
https://wd5.myworkday.com/oregon/learning/course/d1b3cb4577c80108017eefa5ea016
5e7?type=9882927d138b100019b6a2df1a46018b

If you are new to APD Case Management and haven't yet taken the online courses or classroom trainings for new Case Managers, it is strongly recommended that you do so prior to attending this course, if possible. Please refer to the **Workflow Training Document** for full details:
https://dhsoha.sharepoint.com/teams/Hub-ODHS-APD-Staff-Tools/SitePages/Case-Manager-Onboarding-Tools.aspx

Date	Time
February 22 - 24, 2022 (Tues. – Thurs.) May 24 – 26, 2022 (Tues. – Thurs.)	9:00 am – 12:00 pm 9:00 am – 12:00 pm