



CONNECTOR

RCO OFFICES ARE REOPENING

Just in time for summer, RCO has reopened all our offices to the public and our community starting July 1st.

What does this mean? Our front door will be unlocked and you may come inside! Personal Agents will be offering in-person meetings and you may have already met with you at your homes or community locations. Please know that RCO staff still want to make sure that everyone stays healthy. Staff are taking COVID testing weekly, sanitizing meeting spaces and wearing masks as well as asking COVID screening questions when meeting with you. If you have a scheduled meeting, please let us know if you or anyone in your household is not feeling well and we will reschedule or make a virtual meeting arrangement. We ask that in our efforts to keep everyone healthy, you make an appointment instead of dropping in because it is a busy time for everyone.

Your Personal Agent will continue to keep you informed and answer any questions you may have.

Office Hours:

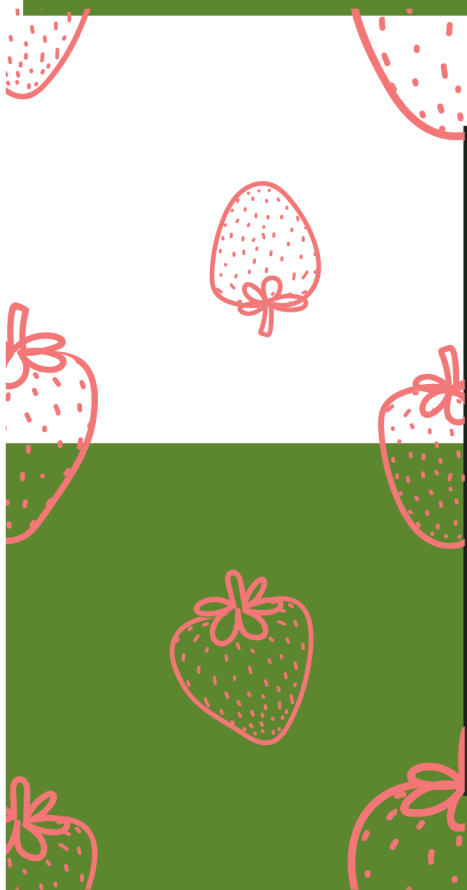
Mon-Fri: 8am-12noon & 12:30pm-4:30pm



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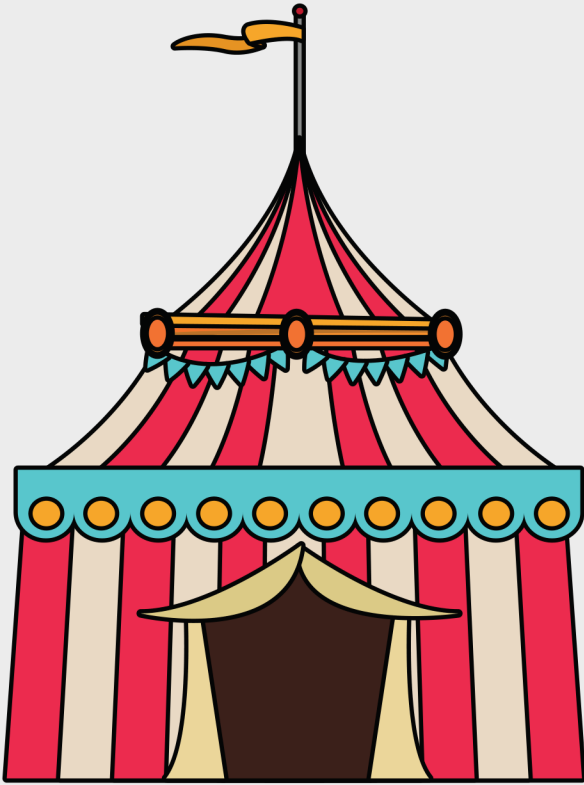
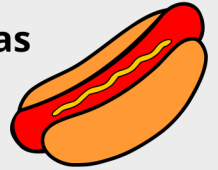
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Published periodically by RCO for our customers



Summer Picnics - Save the Date!

RCO will be having carnival-themed summer picnics in each of our areas to celebrate with you! We invite all RCO customers and families to join us and have a meal, play a game and see your peers and RCO staff.



Step Right Up, Step Right Up!

McMinnville Party: July 14th, City of Amity Park **2p-4p**

Salem Party: July 28th, Salem Riverfront Park **2p-4p**

Eugene Party: August 18th, Alton Baker Park **12p-2p**

Albany Party: August 25th, Monteith Park **12p-2p**

Invitations will be mailed. RSVP to your PA or email PACE Coordinator, Emily at ealbers@rcoregon.org

Join Us!

For more information, or to register for any activity or class in this newsletter, please contact PACE Coordinator, Emily by calling RCO or emailing ealbers@rcoregon.org.

You can also ask your PA to be on the mailing list to get the link or more info.

JAMIE'S FIRST FLIGHT- NYC!

Jamie has been a part of the RCO community for a long time. He lives in a rural part of Linn County with his family and pets. Last summer, Jamie and his family set out to fly across country for the trip of a lifetime! His mother Agnes has family in New York. They went to see them and explore the city! This was Jamie's first ever plane ride and so exciting.



In the weeks leading up to the trip, Jamie worked with his family as well as his PA to plan so the trip would be as comfortable and stress-free as possible. Jamie budgeted money for his trip to sightsee and even got to buy souvenirs to bring home to remember all the adventures of the big city.



Congrats on your adventure in the Big Apple, Jamie!



ANDY'S YEARS OF VOLUNTEERING

Andy Darling loves to volunteer and one of those locations is the Lebanon Senior Center and specifically the Meals On Wheels program. He volunteers 5 days a week and then enjoys having lunch with the seniors. He gets to help seal meals that are transported to Senior Citizens through the Meals On Wheels program. He washes pots and pans, sets up the dining area and helps clean up after the meals. Andy has helped with the Meals on Wheels program for over 8 years (except through COVID).

Aside from his volunteer tasks, while at the Senior Center you will find him doing a puzzle, playing pool or bingo, exercising or just hanging out with friends. Andy finds great joy in helping others, sharing a meal with folks, learning about others' lives, joining his family on adventures and dreaming big.





The Office Team

Since September of 2021, when RCO grew, the office team and job duties also expanded to meet our customer and provider needs.

We have an Office Lead in each brokerage, as well as Office Specialists, Data Specialists, and Provider Specialists. This team of professionals is dedicated and hardworking! In addition to the Provider Specialists featured in this newsletter we want to introduce the rest of the team. For RCO South Valley our Office Lead is Barbara (Barb) Ross, with Data Specialists Krista Grady and Sabrina Ramsby, and Office Specialist is Laurene Williams. The RCO Mid-Valley Office Lead is Lacia Mendoza, Data Specialists are Chase Newton and Branden Walters and Office Specialist is Lucy Olague.

Our office team makes sure that our phone lines are answered, guests are greeted, documents are all processed and stored, ISPs are entered in eXPRS, provider timesheets are gathered and distributed, questions are answered, and the day-to-day tasks operate smoothly in all RCO offices.

The Office Teams are very important to the operations of RCO and serve as a support to all the work Personal Agents do as well. We are thankful for them and all they do!

RCO Provider Specialists- A Role to Help PSWs and Employers

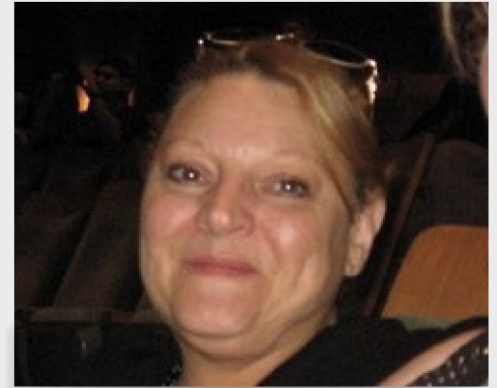
The Provider Specialist role is still new to RCO and some of you may not even be aware of all that they do! In the past, our Office Team worked with the Personal Agents, who were the main go-to for all PSW related coordination and support. We want to give you the best service and support and we now have a designated Specialist at each brokerage to work with PSW's. You will learn a little about Sandy and Carmen on the next page, but here is a list of some of the tasks that Provider Specialists do.

- Criminal History Background Checks – facilitate PSWs through this process.
- FMAS – facilitate the setup of new employers and monitor their progress; facilitate the setup of new PSWs and successful linking with employers.
- PSW credentials – monitor PSW credentials in both RCO's database and the State's payment and reporting system, communicate with PSWs and follow-up as needed.
- State's payment and reporting system – assist Data Specialist with authorizing PSW payments as necessary; identify and correct issues with provider lines; verify paid billing documents have processed through the State's payment system.
- Digital Record Keeping – filing of PSW records.
- Assist the Office Team with mass mailings.
- Assist with directing PSWs to state and Union trainings and resources.

Please keep this list handy and remember that you can call or email our Provider Specialists for support!

Sandy Erne: RCO South Valley Provider Specialist

Hello, my name is Sandy. I am the Provider Specialist for RCO South Valley. I joined the RCO team in September 2021. I have been supporting the Personal Support Workers in Lane County since 2015 and Linn and Benton Counties since joining RCO in September. I am available to assist you with background checks, provider number issues and to answer general questions. My motto is "If I am not able to assist with your concerns, I am always happy to find out who can!" When I am not at work, I enjoy spending time with my family and friends. I love the outdoors, spring and summer are my favorite seasons. I enjoy hiking beach trails or mountains makes no difference. I recently discovered Aqua fit classes and have new passion for "Water Sports."



To reach Sandy, please call 541-799-0545 ext. 1312 or serne@rcoregon.org. She also will help answer any emails sent to SV.ProviderRecords@rcoregon.org.

Carmen Lopez: RCO Mid-Valley Provider Specialist

"Hello, my name is Carmen Lopez and I am the Provider Specialist at RCO Mid-Valley. I joined the RCO team in September 2021. I have been supporting Personal Support Workers (PSWs) since October 2017. I am now supporting PSWs in Marion, Polk and Yamhill county areas. I am available to assist PSWs with background checks and renewals, provider number issues and answer general questions that providers may have. I enjoy translating our processes and facilitating data entry on the computer for providers to enter their claims. I am glad to see a lot of familiar providers since joining RCO. In my free time I enjoy hiking and being out in the sun!"



To reach Carmen, please call 503-485-2510 ext 1135 or clopez@rcoregon.org. She also will help answer any emails that come to MV.ProviderRecords@rcoregon.org.

RCO Virtual Activities ★ **Join Us!**

- **Advisory Council** - Tuesday, July 19th 4-5pm
- **Bingo** - Monday July 25th 4-5:30pm
- **Family Feud** - Tuesday, Aug 3rd 4-5pm
- **Bingo** - Thursday, August 11th 4-5:30pm
- **Wheel of Fortune** - Tuesday, August 23rd 3-4pm
- **Bingo** - Tuesday, August 30th 6:30-8pm
- **Advisory Council** - Thursday, September 8th 4-5pm
- Next **Emergency Prep** classes on Tuesdays 2-4pm starting Sept 13th, ending Oct 4th



Coming Soon!



RCO-U is coming soon! We are excited to let you know that after the summer, we are going to be planning and scheduling for RCO-U classes in all our communities. Do you have a hobby, skill or interest you would want to teach a group of peers?

These classes will be hands on and led by YOU! We will keep you posted for timeline, and reach out to your PA or PACE Coordinator to get involved as a teacher or a student.

RCO is excited to be piloting a class through Financial Beginnings to help you save money in the Fall of 2022! If you complete these fun classes, you will be gifted \$150 seed money for your ABLE account. Over a series of interactive classes, learn all about:

- How to create a monthly budget
- Develop a monthly payment schedule
- Develop goals

Reach out to your PA to learn more or let them know you are interested!



Resources For You Through Your Health Plan

Health-Related Services Fund for Things You Need

Sometimes, you have health needs that aren't covered by a health plan or other services. Care Oregon wants to make sure those needs are addressed, too, so you are as healthy as possible. That's why there is a fund for what the Oregon Health Plan (OHP) calls "health-related services." This fund covers items or services that aren't funded by a health plan but will improve a person's health.

Steps for requesting funds

1. Talk to your provider or care coordinator about what's keeping you from getting and staying healthy. Members of your care team can make requests for health-related services funds.
2. If your diagnosis or treatment calls for an item or service not otherwise included in your health coverage, they'll fill out a form on our website to make the request.
3. We'll let you and the person who made the request know if your request is approved.

Examples include:

- Phone/video appointments: A cell phone, tablet, or internet for access to providers
- Food support: Meal delivery, food vouchers, farmers market funds
- Housing support: Furniture, application fees for housing or a state-issued ID, moving costs
- Living environment: Air conditioners, athletic shoes, items that improve mobility
- Comfort items: Weighted blankets, sleep aids, vouchers for yoga classes

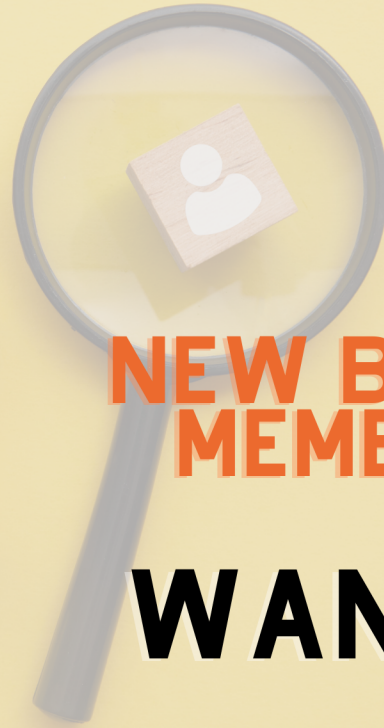


Any health care provider can make a request for you. They will need to describe how the item or service requested fits into your treatment plan.



Talk with your PA for help. If you have any questions call CareOregon Customer Service at 800-224-4840 or TTY 711 or send us a secure message at careoregon.org/portal

RCO is a non-profit organization that has a Board of Directors that helps to make decisions and some of the organizational oversight for the agency. RCO is seeking new board members to join the team, specifically in the South Valley/Eugene area. Whether you have board experience, or specific skills that you can contribute, or just want to be an active part of RCO's mission, please inquire! The board meets a few times a year. Attendance and participation in board meetings is a key part of the membership. Contact Executive Director, Adam Ayers, or email info@rcoregon.org for more details.



NEW BOARD MEMBERS WANTED

Advisory Council

RCO's Advisory Council meets about once a month to share ideas and learn what customers want. We want to have people representing all the counties RCO works in, so please come and check us out! The Advisory Council is about RCO Customer's voice and opinions to help us support you and do things the best we can. It is also a place to meet new people, and have fun!

What do members like about the Advisory Council?

"I like talking about community events and the people." -Randy

"I just like all of it. Talking and being a part of the group." -Sara

Check us out!



SUMMER!

	E	T	M	S	G	M	B	F	J	M	T	O	G	T	Y	
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	Y	S	N	S	E	L	O	D	S	K	O	Y	R	V	C	
	S	D	R	S	A	B	K	D	I	A	U	J	A	Z	N	
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	T	O	J	C	N	H	F	E	L	F	P	K	G	M	O	
	C	R	T	R	I	Q	Y	L	M	S	V	S	Y	P	H	
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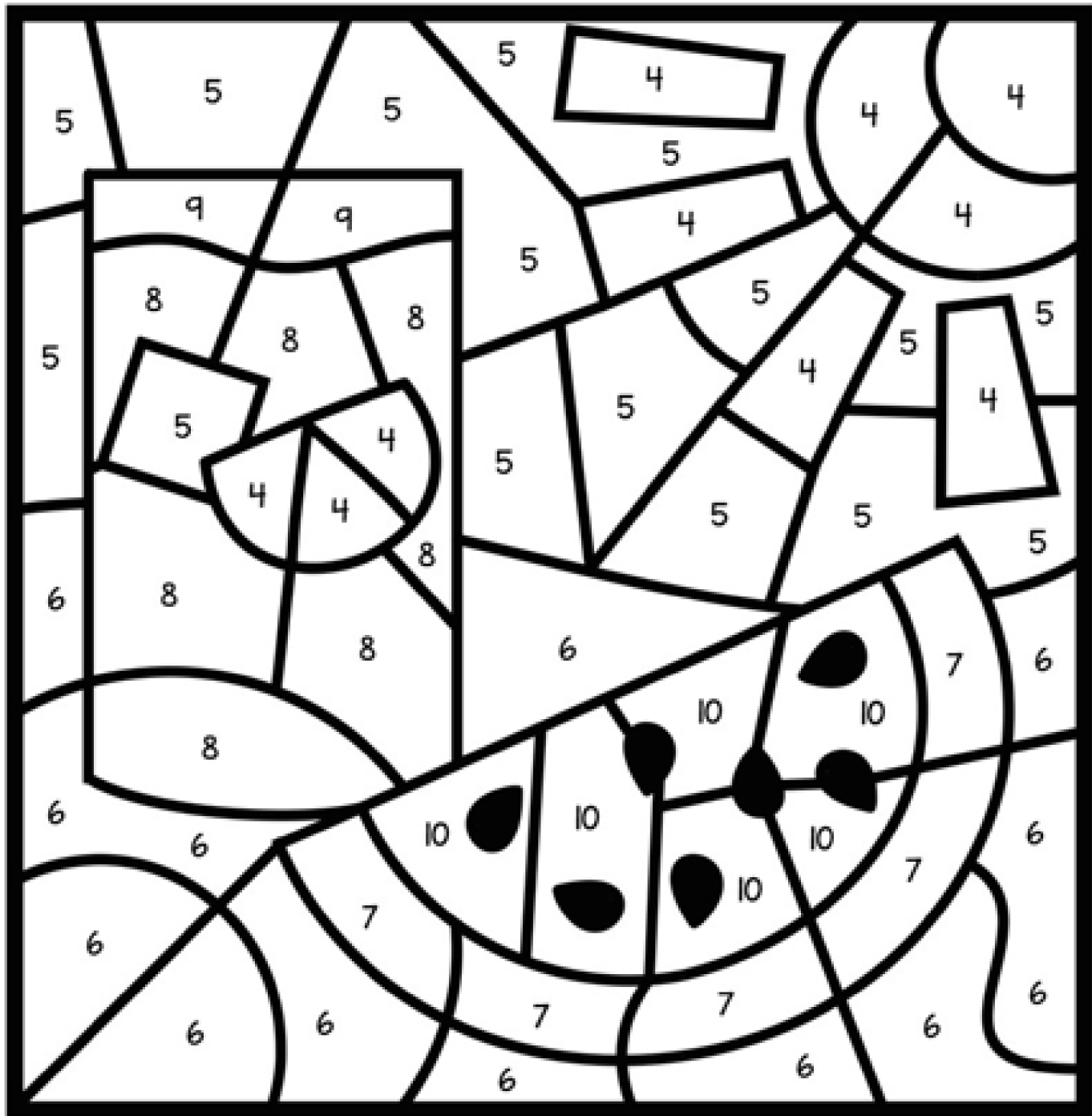
		CAMPING	DIVING	FLOWERS
		FRISBEE	GRASS	HOT
		OUTDOORS	PARK	PICNIC
		PLAY	POPSICLE	SANDALS
		SHORTS	SPRINKLER	SUMMER
		SUN	SUNSCREEN	SWIMMING
		SWIMSUIT	TAN	WATERMELON

NAME: _____

Summer Coloring Contest: turn in by Sept 2nd to office or email ealbers@rcoregon.org



Cool Treats!



Use the Color Code to finish the picture!

4 = yellow	5 = light blue	6 = purple	7 = green
8 = orange	9 = white	10 = pink	



RESOURCE
CONNECTIONS
OF OREGON

1775 32nd Place, Suite A | Salem, OR 97301

NON-PROFIT ORG
US POSTAGE PD
PERMIT 1039
SALEM OR



RESOURCE CONNECTIONS OF OREGON

**Main Office &
RCO Mid-Valley:**

Marion Office:
1775 32nd PL NE, Ste A
Salem, OR 97301
503-485-2510

Yamhill Office:
130 6th ST, Ste A
McMinnville, OR 97128
503-883-0430

RCO South Valley:

Lane Office:
1600 Valley River DR,
Ste 130
Eugene, OR 97401
541-799-0545

Linn Office:
825 Burkhart ST SE
Albany, OR 97322
541-704-2720

Our Mission Statement:
**Through a partnership with RCO, individuals
and their families will enrich and control
their own lives based upon the principles of
freedom, authority and responsibility.**

We are on the web:
www.RCOregon.org
Facebook: Resource Connections of Oregon
E-mail: info@RCOregon.org