



To: **APD and AAA staff, CDDPs, Brokerages and DD Staff**
From: Ashley Carson-Cottingham, Justin Hopkins and Lilia Teninty
Re: CAM is Now Entering the Development & Implementation Phases!

We are very pleased to share with you that the Centralized Abuse Management project (CAM) is now ready to move into the development and implementation phases of this project. We have been looking forward to getting to this point!

Where We Have Been to Get to Where We Are Now

Getting here has been a journey that started back in 2013. It has taken years of careful planning, which first included support from the Adult Safety and Protection Team and DHS leadership, the development of a legislative concept, followed by the passage of House Bill 4151. House Bill 4151 was a result of the legislature recognizing the lack of coordinated systems and abuse data which resulted in gaps, as well as the lack of a state unified tracking and reporting system.

Following the passage of the bill, there was:

- A feasibility study.
- Direction to find an “off the shelf” system.
- Tours to states to view compatible systems to fit our needs.
- Guidance and input from many of you as we searched to find the best solution to fit Oregon’s requirements.

While doing this with a lean and limited budget, we kept our eye on the prize: replacing the state’s current disconnected systems and delivering to Oregon an effective abuse management system that will best protect Oregonians, better track abuse across all programs and enhance the work you do by eliminating redundant processes.

After exhaustive research, we chose a solution from Colorado that provided the much needed functionality and didn't need to be developed from scratch. Other states also have chosen the Colorado solution. One factor is that the federal government endorses what Colorado has done from a data perspective. We are modifying the Colorado solution to meet Oregon's needs.

We want to thank so many of you involved in the early stages of this project:

- Providing real stories from the field to help tell our story to the legislature to underscore the need for this system;
- Those of you who participated in providing input as to what a system should include;
- Many of you who are currently participating or will be providing input as we move into these next two phases.

There will be many opportunities as we move forward for input and we will want to hear from you.

While it has taken a few years to get here, the careful and deliberate planning will ensure that we have a dynamic, potent and useful abuse management solution that will make the work you do more effective and efficient and will help protect vulnerable Oregonians for years to come.

What You Can Expect in the Months Ahead



In the next two months we will be seeing the initial build of CAM based on the requirements gathered from the field, both previously and earlier this year. We will begin to identify user work groups that will help us test the system and we will review how CAM fits current practices. We will also look at what changes

need to be made to our procedures and processes. This will allow CAM to support our standardization efforts.

As with any new major statewide project like CAM, where a whole new solution will be integrated into our work, we can expect to see process changes when implementation occurs. The success of CAM will rely on our ability to adapt to changes and to be open and flexible as we learn a new system.

The project teams will be working collaboratively with managers, supervisors, community partners and you directly in gaining your input and feedback as we prepare for the implementation of our new business capabilities through CAM.

There will be changes in the way you do your work with the new solution, but it will lead to a more effective and efficient...and better way for you to do your day to day work.

You will be able to find updates and information on our webpage:

[http://www.oregon.gov/DHS/SENIORS-DISABILITIES/ADULT-](http://www.oregon.gov/DHS/SENIORS-DISABILITIES/ADULT-ABUSE/Pages/CAM.aspx)

[ABUSE/Pages/CAM.aspx](http://www.oregon.gov/DHS/SENIORS-DISABILITIES/ADULT-ABUSE/Pages/CAM.aspx). In addition, if you have any questions you can email us at: CAM.Communications@state.or.us . We will be sending you updates from our office as well as providing more detailed information at manager, supervisor and team meetings around the state. Shortly, as teams and user groups are formed, you will be hearing more about this exciting project.

We thank you in advance for your cooperation as we look forward to a smooth and successful transformation to CAM in the months ahead.

Ashley, Justin and Lilia