

Information Memorandum Transmittal Developmental Disabilities Services



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Number: DD-IM-21-023

Issue date: 4/5/2021

Topic: Developmental Disabilities

Due date:

Subject: Updates to the Centralized Abuse Management (CAM) System

Applies to (check all that apply):

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

Message: The Centralized Abuse Management (CAM) system is undergoing updates through the Salesforce vendor, the platform upon which CAM is built. This informational memorandum will cover the following updates:

- [Transitioning to the new Lightning platform](#)
- [Accessing the Classic platform](#)
- [Knowledge tab](#)
- [Reports in Lightning](#)
- [Contacts for technical assistance or questions](#)

What is Lightning? The Lightning Platform was designed to operate as close to CAM Classic as possible. It offers a secure, supported platform for CAM users to operate within and allows for more timely technical fixes to system issues. CAM Classic (CAM in its current state, pre-Lightning implementation) will no longer be supported by our Salesforce vendor in the near future. CAM users will experience some nuanced changes to the layout of each CAM page when in the Lightning platform. Business processes will remain the same in Lightning as they exist currently in Classic.

When will CAM complete the transition to this platform? On March 8th, 2021, CAMs Lightning platform became available for all DD program users in the CAM system. During the transition, users can toggle between CAM Classic and the new Lightning platform and are encouraged to utilize the Lightning platform to familiarize themselves with the new layout. On June 7th, 2021, CAM Classic will be removed as an option. CAM users will be migrated into CAMs Lightning platform without the option of accessing the Classic platform after this date. Everything input into Classic or Lightning will be saved in both platforms.

How can a CAM user switch between Lightning to Classic so that they can become familiarized with the new platform? If a CAM user is unable to complete time-sensitive work within the new platform, switching to classic may enable the CAM user to complete the CAM entry successfully and efficiently. Users have the option to switch back to CAM classic until June 7th, 2021. Click [here](#) for a PDF with step-by-step directions to switch between CAM Classic and Lightning. This PDF will also be available in the Knowledge tab.

What is the Knowledge tab, how does a CAM user access it, and what information will be available? All DD users in CAM have been given access to a new functionality called “Knowledge”. The Knowledge tab contains all learning information including Quick Reference Guides (QRGs), and training about CAM. This tab is currently available on the Classic platform. CAM users are encouraged to enable the Knowledge tab within the Classic platform. The Knowledge tab will become available within the Lightning platform on June 7th, 2021. Further instruction will be sent to CAM users prior to this date. Click [here](#) for a PDF with step-by-step instructions on how to add the Knowledge Tab in CAM Classic.

How can a CAM user search for reports they created in Classic once in the Lightning platform? Click [here](#) for a PDF with step-by-step instructions on how to access user created reports. This PDF will also be available in the Knowledge tab.

Who can a CAM user contact for technical assistance or questions?

- For new user access, password resets, or identified system errors contact: CAM.Support@dhsosha.state.or.us
- For business process questions or technical assistance with reports contact: JOSHUA.J.STOGSDILL@dhsosha.state.or.us
- For questions about rule or policy contact: Kirsten.G.Collins@dhsosha.state.or.us

If you have any questions about this information memorandum, contact:
Kirsten.G.Collins@dhsosha.state.or.us

This transmittal will be discussed during the next Transmittal Review.
These meetings are held the second Wednesday of every month at 2 pm
using the Microsoft Teams platform: [Join Microsoft Teams Meeting](#)
or you can call to hear the audio only: 971-277-2343 Conference ID: 403 980 561#
Please try to send questions in advance to ODDS.INFO@dhsoha.state.or.us