Topic: Developmental Disabilities

Subject: Potential CAM Outage May 2021

Applies to (check all that apply):

☐ All DHS employees
☐ Area Agencies on Aging: {Select type}
☐ 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: ODDS would like to inform CAM (Centralized Abuse Management system) users of potential outages. Salesforce, the IT platform CAM is built within, is experiencing global outages not specifically related to CAM. These outages have yet to affect CAMs SI users, however, the potential for interference does remain. We will keep all users updated as information is received and will advise on how to work within the system accordingly should these outages affect SI users. Users will be notified when the outages are no longer a concern.

If you have any questions about this information memorandum, contact:
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