Information Memorandum Transmittal
Developmental Disabilities Services

Lilia Teninty  
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Number: DD-IM-21-050  
Issue date: 7/6/2021

Topic: Developmental Disabilities

Subject: ODDS Workday Learning Helpdesk and Resources

Applies to (check all that apply):

☐ All DHS employees ○ County Mental Health Directors
☐ Area Agencies on Aging: {Select type} ○ Health Services
☐ Aging and People with Disabilities ○ Office of Developmental Disabilities Services (ODDS)
☐ Self Sufficiency Programs ○ ODDS Children’s Intensive In Home Services
☒ County DD Program Managers ○ Stabilization and Crisis Unit (SACU)
☒ Support Service Brokerage Directors ○ Other (please specify):
☒ ODDS Children’s Residential Services Developmental Disabilities Service Providers
☐ Child Welfare Programs

Message:
Workday Learning replaced iLearn Oregon and became the state’s learning management system on June 16, 2021. The following resources are available to assist you with using Workday Learning.

1. ODDS Workday Learning Helpdesk will be available for Developmental Disabilities partners needing assistance with Workday Learning Monday through Friday, 8 am to 4 pm. ODDS partners may contact the helpdesk staff by phone (toll free): 833-604-0881, or by email at ODDS.Training@dhsoha.state.or.us

2. The Workday Learning Guide for ODDS Partners is now available. The guide provides step-by-step instructions for using Workday Learning and includes answers to common questions.

3. Frequently Asked Questions document on the ODDS iLearn to Workday Learning transition webpage has been updated with current information about the change to Workday Learning.

MSC 0080 (01.19)
4. The **Worker Guide Employment Core Competency Trainings** and the **Department Approved Training Courses** have been updated with Workday Learning course links. Other updated Worker Guides for Employment Professionals are:

- Worker Guide: Employment Professional Qualifications and Training
- Worker Guide: Discovery Guidelines for SC/PAs and Discovery Providers
- Worker Guide: PSW Job Coach Enrollment

5. Course links for frequently used trainings are now available on the **ODDS Provider and Partner Training** webpage, including:

- Direct Support Professionals (DSP) Core Competencies
- Services Coordinator/Personal Agent (SC/PA) Core Competencies
- Oregon Needs Assessment (ONA) and other assessment trainings
- eXPRS online training
- CAM Serious Incident – DD user training
- OTIS’ Mandatory Abuse Reporter online training

**Tips for Using Workday Learning**

1. Select “Human Services” as your affiliation when registering for a Workday Learning account. (ODDS courses will not be visible if any other affiliation is selected.) If you selected the wrong affiliation, email **DHS.Training@dhsoha.state.or.us** to request a correction.

2. Use a modern browser. Some features and courses may not function when using Internet Explorer®.

3. Some users may need to log back into Workday Learning after completing a digital course. If Workday has timed out during your course, simply log back in. Workday records course progress and successful completion even after the system screen has timed out.

**Communication/training:**

This transmittal will be discussed during the next Monthly Transmittal Review. These meetings are held the second Wednesday of every month at 2 pm using the TEAMS platform. The link to participate is here: **Join Microsoft Teams Meeting**, or you can call 971-277-2343 using conference ID: 468 508 153# to hear only the audio portion of the meeting. Please send questions in advance to **ODDS.Questions@dhsoha.state.or.us**.

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

<table>
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<tr>
<th>Contact(s): ODDS Workday Learning Helpdesk</th>
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<tbody>
<tr>
<td>Phone: 833-604-0881</td>
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<tr>
<td>Email: <strong><a href="mailto:ODDS.Training@dhsoha.state.or.us">ODDS.Training@dhsoha.state.or.us</a></strong></td>
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<td>Fax:</td>
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