

Information Memorandum Transmittal Developmental Disabilities Services



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Authorized signature

Number: DD-IM-22-048

Issue date: 5/5/2022

Topic: Developmental Disabilities

Due date:

Subject: DD Licensing Communication/Email Changes

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All ODHS 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 checked="" type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input checked="" type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input checked="" type="checkbox"/> Other (<i>please specify</i>): Provider Organizations |
| <input checked="" type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Message: ODDS Licensing created a new licensing email box dedicated to sending and receiving information regarding corrections from Plan of Corrections (POC), Advisory Letters, and Serious Violation Letters. The new email box address is DD.LicensingPOC@dhsosha.state.or.us.

The DD Licensing POC email box was created to separate out the different processes and reduce the large volume of emails being received by the Licensing email box. This provides Licensing with the ability to streamline different processes and respond quicker to questions and/or requests.

Expected communication with DD.LicensingPOC@dhsosha.state.or.us

Plan of Corrections, Advisory Letters, and Serious Violation Letters will be sent to agencies from the DD Licensing POC email box. When replying to one of these three type of emails follow instructions below:

- Reply to the original email that you received regarding your POC, Advisory Letter, or Serious Violation Letter.
- Send all files in one email. If not possible, send all emails in the same

- email chain.
- Document submitted should be sent back in a PDF file.

When requesting an extension for a Plan of Correction follow instructions below:

- Reply to the original email that you received from DD Licensing.
- Email needs to have information such as proposed date for extension, and reason why extension is needed.
- Management will reply to request.

When an email is received in the DD Licensing POC email box an auto generated email will be sent to the sender acknowledging this email is received. If you do not receive this email attempt to send the email again. Call the DD Licensing mainline at 503-945-7800.

Expected communication with DD.Licensing@dhsola.state.or.us

The DD Licensing email box will continue to be the primary email regarding other licensing procedures. This includes but is not limited to:

- Change in Capacity/ Temp age changes.
- Renewal Packets.
- Billing Issues/ Gaps.
- General licensing information/questions.

When an email is received in the DD Licensing email box an auto generated email will be sent to the sender acknowledging this email is received. If you do not receive this email attempt to send the email again. Call the DD Licensing mainline at 503-945-7800.

On behalf of emails for DD Licensing addresses

You will receive an email from the DD Licensing addresses it will state a “person’s name” on behalf of “email address”

An example would be Jessica Denison on behalf of DD.Licensing@dhsola.state.or.us.

Reply to the message and it will include the appropriate email address. Staff have different reasonability’s with sending and receiving information. If you email the person and not the Licensing email the information may not be processed timely or accurately.

Communication/training: This transmittal will be discussed during the next Monthly Transmittal Review. Please send questions in advance to ODDS.Questions@dhsola.state.or.us.

The Monthly Transmittal Reviews are held the second Wednesday of every month at 2 pm using the Zoom platform. Please register in advance for these meetings:

<https://www.zoomgov.com/meeting/register/vJlsc-qvqD8iGURx5OQk8TAdIS6Arg9ZAf4>

After registering, you will receive a confirmation email containing an appointment and information about joining the meeting. American Sign Language (ASL) and live captioning will be provided. To request other accommodations or languages, please send an email to ODDS.Questions@dhsoha.state.or.us at least three business days prior to the meeting.

If you have any questions about this information, contact:

Contact(s): Jessica Denison	
Phone: 503-569-8810	Fax:
Email: jessica.denison@dhsoha.state.or.us	