Attached is the updated policy and field liaison list of staff. There are several significant changes that will be effective May 1, 2018:

- Complaints – Emily Cervantes is now responsible for all complaints that are received by ODDS. This work was previously managed by Jeanette Baxter who is now working for the Quality Improvement unit.
- Health Management – Rachel Olson is covering most of the work previously done by Suzi Drebes. Suzi has accepted a position with CIIS.
- 24-hour residential services – Rose Herrera is the program analyst responsible for the policy and rules related to 24-hour residential programs. This work was previously managed by Kirsten Collins who is now responsible for ancillary services.
- Ancillary supports/exceptions – Kirsten Collins is now the program analyst for all ancillary services.
If you have any questions about this information, contact:

<table>
<thead>
<tr>
<th>Contact(s): Chelas Kronenberg</th>
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<tr>
<td>Phone: 971-600-7892</td>
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<td>Email: 971-600-7892</td>
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</table>
ODDS Policy and Field support

Manager = Chelas Kronenberg
971-600-7892
Chelas.a.Kronenberg@state.or.us

Chris Munn
503-945-5809
Christopher.m.Munn@state.or.us
• Support to Policy and Field Liaison teams
• Complaint and hearing support
• Processing Funding Reviews
• MMIS Prior Authorization and Payments

POLICY TEAM
Mike Parr – Policy Analyst lead
503-508-4003
Mike.r.Parr@state.or.us
• Case management program analyst
• In-Home services policy
• Expenditure Guidelines
• Geographic exceptions

Chrissy Fuchs
971-240-0241
Chrissy.Fuchs@state.or.us
• In – home services policy
• Supported Living
• Home Delivered Meals

Christina Hartman
971-413-4225
Christina.Hartman@state.or.us
• OAR coordinator for ODDS

Ken Ralph
503-947-5191
Ken.J.Ralph@state.or.us
• AFH – policy and liaison
• SNAP review (backup)
• CCO liaison
• Medical/ nursing policy
• Liaison to kids foster care

Kirsten Collins
503-381-3515
Kirsten.g.Collins@state.or.us
• ASI/OIS contract manager
• Ancillary Services program analyst:
  o Professional Behavior Services
  o Transportation (community, non-medical)
  o Modifications
  o Specialized Supplies
  o Assistive Devices
  o Assistive Technology

Rose Herrera
(503)508-5144
Rose.K.Herrera@state.or.us
• HCBS specialist
• 24-hour residential program analyst

Shelly Reed
503-945-5828
Shelly.m.Reed@state.or.us
• CIIS liaison
• PSW specialist
• PSW terminations
• Home Care Commission –DD liaison
Field Team
Field liaisons are available to help problem solve complex situations; help program managers implement new strategies or improvement plans; work with providers and licensing concerns as well as help resolve complaints

Karen Markins - Lead Field Liaison
971-707-3684
Karen.e.Markins@state.or.us
- CDDP: Multnomah, Clackamas, Washington, Union, Wallowa, Umatilla, Baker
- Brokerages: Inclusion, INW, SDRI, Mentor Metro, UCP, Community Pathways, EOSSB
- CAM liaison

Matt Bighouse
(503) 741-5878
Matt.L.Bighouse@state.or.us
- CDDP: Marion, Linn, Benton, Polk, Yamhill, Lincoln, Tillamook, Clatsop, Columbia, Mid-Columbia, Grant, Wheeler, Gilliam, Morrow, Lane,
- Brokerages: Mentor MV, ISN, RCO, Full Access
- DOC release coordinator
- PSRB release coordinator

Carolyn Sahr
(971) 719-0127
Carolyn.R.Sahr@state.or.us
- CDDP: Malheur, Crook, Jefferson, Deschutes, CLCM (all), Klamath, Jackson, Harney, Lake
- Brokerages: SORB, CSI, Full Access HD

Emily Cervantes
503-991-8497
Emily.A.Cervantes@state.or.us
- Residential placement liaison
- DRC contact
- HCBS concerns
- Emergency Preparedness
- Complaint program analyst

Rachel Olson
503-269-5602
Rachel.Olson@state.or.us
- PASRR-II Coordinator for DD and APD
- Direct Nursing Service criteria
- Delegated nursing (LTCCN)
- Death reports