

# Information Memorandum Transmittal Developmental Disabilities Services



Lilia Teninty

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**Number:** APD-IM-20-032

**Issue date:** 3/31/2020

**UPDATED**

**Topic:** Developmental Disabilities

**Due date:**

**Subject:** Case Management Entities and Executive Order 20-12

**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 checked="" 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 type="checkbox"/> ODDS Children's Residential Services           |  |
| <input type="checkbox"/> Child Welfare Programs                         |  |

**Message:**

The functions of a Case Management Entity (CME) are crucial to the ability of Oregon to provide supports to individuals with intellectual or developmental disabilities. The Governor's executive order 20-12, Stay at Home, Save Lives, is having substantial impact on how those functions are carried out. Fortunately, even though far less than ideal, most of the fundamental tasks of a CME can be carried out remotely.

As shared in [PT-20-029](#), HIPAA security restrictions have been eased to allow for video conferencing using platforms such as Skype and Facetime. Email and phone are also good communication options.

[PT-20-036](#) identifies "essential work" that must be performed during the ongoing emergency. With few exceptions, the work of a CME is expected to be completed remotely and consistent with physical distancing.

**Personal Agents and Services Coordinators**

No in-person, face to face requirements are in place at this time. All assessment,

planning, referral and monitoring activities should be conducted remotely, not in face to face contact with any person served, their family members or staff.

The focus of a case manager's work, now more than ever, should be on individual's safety. [PT-20-042](#) allows for ISP end dates to be extended, the same for ONAs. Most corrective actions stemming from QA reviews are suspended, described in [IM-20-031](#). These measures should be employed to prioritize and meet emergent needs as they arise.

### Assessors

Much the same as case managers, in person, face to face requirements for ONAs have been lifted. Assessment activities should be conducted remotely. Assessors, especially those with a case management background, are encouraged to use contacts with individuals and families to inquire about health and safety and to relay information back to the case manager.

### Eligibility Specialists

[PT-20-025](#) describes remote eligibility determinations. Relaxed HIPAA security enforcement mentioned above applies now to these activities.

### Foster Care Licensors

[PT-20-031](#) describes changes in licensing activities, including the suspension of on-site licensing functions. It describes the limited reasons a licensor would enter a home.

### Abuse Investigators

Follow guidance from OTIS posted in AR 20-43.

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

Contact(s): ODDS COVID-19 team	
Phone:	Fax:
Email: <a href="mailto:odds.fieldliaison@dhsosha.state.or.us">odds.fieldliaison@dhsosha.state.or.us</a>	