Policy Transmittal
Developmental Disabilities Services

DHS | Oregon Department of Human Services

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Number: APD-PT-20-070

Issue date: 5/5/2020

Topic: Developmental Disabilities

Due date:

Transmitting (*check the box that best applies*):

☒ New policy ☐ Policy change ☐ Policy clarification ☐ Executive letter
☐ Administrative Rule ☐ Manual update ☐ Other:

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*):

Policy/rule title:	ODDS CAM Serious Incident Training – New Users		
Policy/rule number(s):	Community Developmental Disabilities Programs – 411-320 Support Service Brokerages for Adults with Intellectual or Developmental Disabilities– 411-340 Case Management Services for Individuals with Intellectual or Developmental Disabilities – 411-415 Children's Intensive In-Home Services (CIIS) – 411-300	**Release number:**	
Effective date:	5/1/2020	**Expiration date:**	
References:			
Web address:			

Discussion/interpretation:

All persons working within an ODDS Case Management Entity (CME) who will be accessing Serious Incidents within the Centralized Abuse Management (CAM) system are required to take a series of trainings prior to receiving a license to access the CAM system. Effective May 1, 2020, users who have not previously completed the DD Serious Incident classroom training, and are not currently a licensed CAM user, will be required to take the training on iLearn.

Implementation/transition instructions:

During the initial rollout of DD CAM Serious Incidents, users were required to take three pre-requisite trainings and enroll in an eight-hour classroom training. In an effort to make this training more accessible for new DD CAM users statewide, the classroom portion of the CAM Serious Incident training has been reproduced and made available on iLearn.

In order to receive a user license, new users must complete the course titled: "**DHS – DD - CAM Serious Incident – DD User Training**". This course will launch the required training segments. These include:

*Three pre-requisite trainings:
1. **Policy**
2. **Serious Incident Types**
3. **Business Process**

*Seven video training segments:
1. **Introduction**
2. **Person/Service Provider Accounts**
3. **Serious Incident Entry**
4. **SI Details, Recommended Actions, Closing**
5. **SI Status, Sharing, Cloning**
6. **Additional Functionality**
7. **Reports**

Additionally, a "CAM Toolkit" will be provided in iLearn. The CAM Toolkit includes the supplemental handouts listed below:

- Quick Reference Guides (QRGs)
- Defining Injury handout
- SI Definition's
- SI Click-by-Click Guide
- Reports Functionality Overview

- Additional Questions handout
- Mass SI Transfer Overview

Once the user has completed the DD CAM user training, they will be prompted to complete the verification step at the end of the module. Once verified, the user will receive a certificate of completion.

For existing DD CAM users, it is not required to complete the online training. However, for those who may be interested in a CAM user "refresher course", the segments have also been made available as individual classes within iLearn. To access the segments users will need to search using the following format: **"DHS – DD – CAM SI – Segment # - Title"** (e.g. DHS – DD- CAM SI – Segment 3 – Serious Incident Entry). Once licensed, users may access these segments in any order and as frequently as desired.

Local/branch action required:

In order to receive a license to access the CAM system, you **must** submit a copy of the "DHS – CAM Serious Incident – DD User Training" certificate along with DHS form 784 and the CAM Supplemental Access form to CAM.Support@dhsoha.state.or.us

If you do not submit the above documentation, you will not be issued a CAM user license. If you have additional questions, please contact:
incidentmgmt.techassistance@dhsoha.state.or.us

If you have any questions about this policy, contact:

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