Subject: Reporting AAA Office Closures

Applies to (check all that apply):
- All DHS employees
- Area Agencies on Aging: Types A and B
- 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):

Action required:
All Area Agencies on Aging (AAAs) must send an email message to: AAA.Closures@dhsoha.state.or.us anytime their office is closed on non-state holidays. If the closure is planned, the AAA must notify APD 7 days in advance. If the AAA office experiences an unexpected closure, the email should be sent as soon as the decision to close is made. The email should include the following information:
- Name of the AAA;
- Reason for the closure;
- Estimated time the AAA will be closed;
- Contingency plan(s) for how consumers will be served during the closure including case management, APS, AFH licensing and HCW vouchers;
- Any other pertinent information; and
- Contact information for person in charge during the closure.

Reason for action:
The mailbox for AAA.Closures@dhsoha.state.or.us will be monitored by Community Services and Supports (CSS) staff. When an AAA office is closed, CSS staff will be able to offer assistance and notify central office and local office staff impacted by the closure.
Field/stakeholder review:  □ Yes  ☒ No

If yes, reviewed by:

If you have any questions about this action request, contact:

<table>
<thead>
<tr>
<th>Contact(s): Lori Watt</th>
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<td>Email: <a href="mailto:lori.c.watt@dhsoha.state.or.us">lori.c.watt@dhsoha.state.or.us</a></td>
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