

Action Request Transmittal Aging and People with Disabilities



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Topic: In-Home Exceptions

Subject: Updated brochure replacing DHS 2794—Exception Process for Consumers

Number: APD-AR-21-015

Issue date: 3/29/2021

Updated: 8/24/2023

Due date:

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Type B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input 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 type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input 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 | |

Updated information is in red text.

Action required:

Currently, Case Managers conducting new and ongoing assessments for In-home services are required to provide a copy of DHS 2794— Exception Process for Consumers.

A new brochure has been created and is ready to be ordered. This replaces the former version and should be used as soon as possible. This new brochure has been translated into several languages (see below).

How will this roll-out?

The new brochure is now available for staff to order through the Forms and Publication Ordering System (FBOS).

Managers will need to order an appropriate number of copies in the relevant languages based on the demographics served by their Local Office. To order a specific language, you will need to include the language code and form number as listed in parenthesis next to the corresponding language below when searching FBOS. **Burmese was added to the available languages and prints can now be ordered.** Here are the

available languages:

- **Burmese (DU 2794)**
- Chinese (Simplified) (DSC 2794)
- Chinese (Traditional) (DTC 2794)
- English (DHS 2794)
- Korean (DKO 2794)
- Romanian (DRO 2794)
- Russian (DRU 2794)
- Somali (DSM 2794)
- Spanish (DSP 2794)
- Vietnamese (DVI 2794)

The new brochure replaces the current DHS 2794. Local Offices will need to print enough copies of the current DHS 2794 from the form server until the new brochures are delivered to the Local Office.

- It is important to note that the new brochure will be available on the forms server, however it is not printer friendly due to its layout. The brochure can be shared electronically.
- Effective 5/1/2021 all old versions of DHS 2794 forms need to be discontinued and the new brochure needs to be provided to consumers at every assessment for In-home services. The forms server will be updated at this time.

Reason for action:

The new brochure was created to improve readability, formatting, includes more relevant information about the In-home Exceptions process. The brochure was also created to be in line with the permanent rule changes on 8/1/2020 for In-Home Exceptions [OAR 411-030-0072](#).

Field/stakeholder review: Yes No

If yes, reviewed by: Policy and OPS Review

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

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