

Action Request Transmittal Aging and People with Disabilities



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Topic: Systems Issues

Number: APD-AR-23-008

Issue date: 3/23/2023

Updated: 4/20/2023

Due date:

Subject: Launch of a new Workfront software; Client Specific Translation request

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 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 | |

Action required:

Beginning immediately, only APD staff (not the AAAs staff) ordering translations containing consumer's personal identifiable information (such as their name, date of birth, address, etc.) will need to view the following video to learn how to make a Client Specific Translation request for APD in Workfront:

<https://apps.state.or.us/Forms/Served/de-33600.mp4>

The link to the video will be posted under Training and Events on the [APD Training](#) page on the [APD Case Management Tools](#) website for your convenience.

Please note that this process is specific to requests that are not tied to the ONE system.

Please note that the AAAs staff should not use Client Specific Translation request and should follow their existing procedure for ordering translations. If existing procedure includes ordering translations through Publications and Creative Services, please use Translation (Only) request in Workfront.

Client Specific Translation requests are given priority and sent to translation vendors the same day they are received to ensure timely customer service.

Here are helpful links mentioned in the video:

Project or translation requests using Workfront (click on “Client specific translation request” button): <https://dhsoha.sharepoint.com/teams/Hub-ODHSOHA-PCS/SitePages/Project-Request.aspx>

To access your Workfront account you can use the same link (click on “Access my requests” button on the left) or go to: <https://dhsoha.my.workfront.com>

Reason for action:

The office of Publications and Creative Services (PCS), a shared service that provides translations and communication materials for ODHS and OHA, has launched a revamped request system with new software called Workfront to better serve both agencies. The 1001 and 2001 project request forms are now obsolete. All requests submitted to the PCS email box will receive an email asking the requestor to resubmit it with Workfront.

Field/stakeholder review: Yes No

If yes, reviewed by: ODHS APD Review Group

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

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