Information Memorandum Transmittal
Aging and People with Disabilities

DHS | Oregon Department of Human Services

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Number: APD-IM-22-045

Issue date: 5/16/2022

Topic: Systems Issues

Due date:

Subject: Oregon ACCESS Release

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*):

Message:
Per APD-IM-22-041, Oregon ACCESS released an update that was scheduled for May 13, 2022.

With this release, a few issues have been identified. Most of the issues have been resolved, however a few are still outstanding:

- Unable to open more than one service plan at the same time. Staff will need to close any currently open service plans before opening a new one.
- The user-ID is auto-populating the wrong RACF when logging into Oregon ACCESS (this should be resolved by an additional release tonight). In the interim, staff will need to change the user-ID to their own RACF when logging in.
- Service plan modeling is not modeling the provider's name (this should be resolved by an additional release tonight). Oregon ACCESS will display the provider name as "Name not found". In the interim, staff will need to complete a provider search to add the correct provider.

The Oregon ACCESS team is actively working to resolve the identified issues. Please report any issues not listed above to the Service Desk.

Multiple staff members had one or more cases checked out for remote use during the release. To avoid data loss, the release was not provided to these staff members. For impacted AAA Type B staff, once all cases have been checked in, please contact your IT department to have the release implemented. For all other staff, complete a service desk ticket to receive the release.

If you have any questions about this information, contact:

Contact(s): OIS Service Desk	
Phone:	Fax:
Email: OIS.ServiceDesk@dhsoha.state.or.us	