

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-23-009

Issue date: 1/25/2023

Topic: Systems Issues

Due date:

Subject: Adding Ukrainian language to Oregon Access (OA) drop-down

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: Types A and 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 | |

Message:

As part of APD's equity work there is an expectation that all APD consumers have meaningful language access to APD services and benefits. All APD consumers have a right to receive communication in their preferred language. Ukrainian community leaders reported ongoing concerns that Ukrainian consumers were provided with communication in Russian even after they stated that their preferred language was Ukrainian. Upon investigation, it was discovered that there was no Ukrainian language drop-down in Oregon Access (OA). To remedy this and to prevent causing additional trauma for Ukrainians fleeing the war with Russia, Ukrainian language drop-down was added to Oregon Access (OA) and is now available to use.

Please review cases that have Ukrainian consumers and update their preferred language in Oregon Access (OA) according to their wishes.

If you have any questions about this information, contact:

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