

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-23-087
Issue date: 9/22/2023

Topic: Systems Issues

Due date: ongoing

Subject: Branch 5515 Oregon ACCESS Case Transfers

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 | |

Message: *This process does not apply to the ONE system or the ODHS mainframe.*

Cases appearing in branch 5515 in the Oregon ACCESS (OA) system can be transferred to a local office by emailing Karen Kaino karen.l.kaino@odhs.oregon.gov, Tammy Mazon tammy.mazon@odhs.oregon.gov, or Cassandra Riley cassandra.riley@odhs.oregon.gov in APD Central Office.

Please include the customer's prime or Social Security number with the destination branch number. In the subject line of the email, please include "5515 transfer" to receive a faster response. Every effort is made to transfer cases quickly.

AAA offices outside of the DHS email system must send transfer email requests via secure email.

APD Central Office is only able to transfer OA cases to either an APD or AAA office; OA cases cannot be transferred directly to SSP offices.

For cases assigned to other Central Office branches in OA such as 5510, please first attempt to contact that office via the transfer email boxes. If there is no transfer email

box forward the request as usual and every attempt will be made to transfer the case.

FYI: 5515 is a discontinued branch in Oregon ACCESS used by APD Central Office staff and internal ODHS review teams. There is no staff assigned to “work” cases in 5515 and no one monitors 5515 for required action. Unlike field branches, inactive cases in 5515 cannot be moved to a new office or updated by field staff.

Cases are sometimes moved to 5515 through the normal course of business, such as when a case ends but does not need to go to Estates Administration Unit (8606). Staff should not transfer a case into 5515 by the local office for any reason.

If you have any questions about this information, contact:

Contact(s): Karen Kaino	
Phone: 503-569-7034	Fax:
Email: karen.l.kaino@odhs.oregon.gov	