How to End OPI/OAA Services in OACCESS

General note: Each OAA service needing closure must be closed individually.

1. Go to the OAA Svc/FCSP tab in the Service Needs section of Oregon Access (Happy Face Section). Click on the service you would like to close from the list of services (top section of this tab). Note: Services are open if they have a start date and the end date is 00/00/0000. No matter the actual end date of the service. **The end date should always be the last calendar day of the month so service unit will count for the final month.**

    At the bottom of the page, there is a start date for the service, but no end date or end reason (those two fields should be blank).

2. Enter an "end date" and "end reason" in the fields at the bottom of the tab. There aren't many end reasons, so pick the one that is most appropriate.
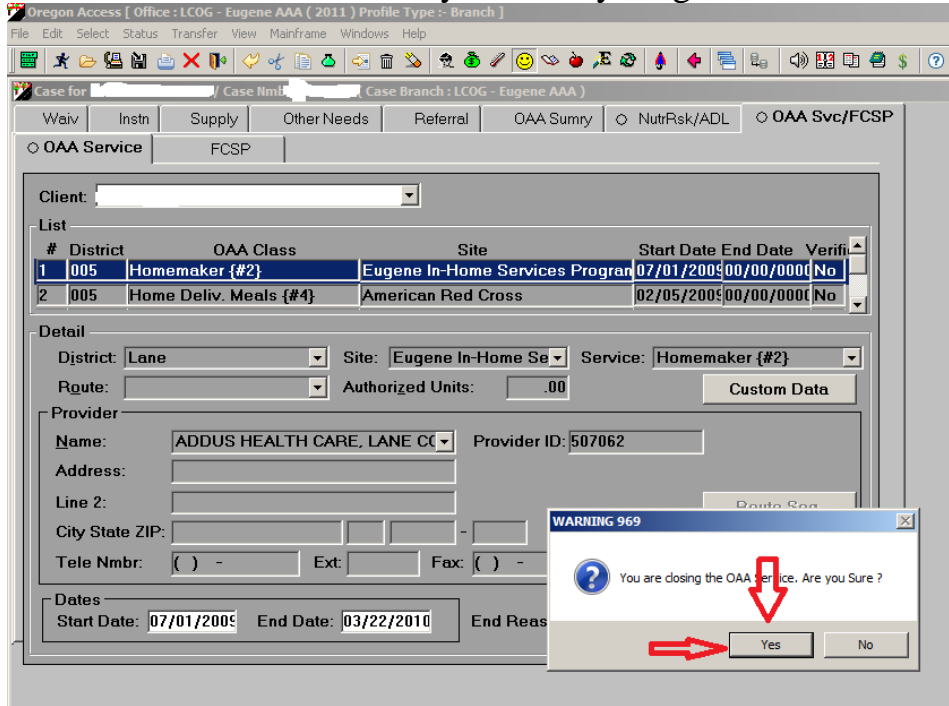
3. When you save changes to the record, you will get a pop-up asking if you are sure you really want to close the service. Select yes if everything looks correct.

4. Repeat for any other open services that need closure. Each service must be closed individually.