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Number: SS-IM-12-024

Issue date: 06/15/2012

Topic: Other

Subject: Field Business Procedures Manual

**Applies to (check all that apply):**

- |                                     |                                    |                          |                                |
|-------------------------------------|------------------------------------|--------------------------|--------------------------------|
| <input type="checkbox"/>            | All DHS employees                  | <input type="checkbox"/> | County DD Program Managers     |
| <input type="checkbox"/>            | Area Agencies on Aging             | <input type="checkbox"/> | County Mental Health Directors |
| <input type="checkbox"/>            | Aging and People with Disabilities | <input type="checkbox"/> | Health Services                |
| <input checked="" type="checkbox"/> | Children, Adults and Families      | <input type="checkbox"/> | Other (please specify):        |

**Message:**

The Field Business Procedures Manual ([FBPM](#)) is being revised. This will be a work-in-progress over the next few months. General revisions to the manual will include:

- Re-formatting (chapters, outline, etc.);
- Adding step-by-step processes and DHS policy citations, where applicable;
- Removing obsolete information;
- Adding additional subject chapters, as identified.

Revisions to the FBPM will be released quarterly, with transmittal notification to field staff of changes. In this first release, three chapters have undergone major revision. These are:

- [Chapter B - Oregon Trail Cards](#);
- [Chapter C - Special Cash Pay](#);
- [Chapter E - Checks – Returned, Canceled, Replaced](#).

[Chapter B. Oregon Trail Cards](#) – revisions include the elimination of the PIN-Proxy step when issuing an Oregon Trail Card by mail. See [SS-AR-12-007](#).

[Chapter C. Special Cash Pay](#) – revisions include adding more detail. No procedure or policy changes.

[Chapter E. Checks – Returned, Canceled, Replaced](#) – revisions include adding more detail. No procedure or policy changes.

*If you have any questions about this information, contact:*

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