

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-20-088

Issue date: 8/10/2020

Topic: Other

Due date: 8/10/2020

Subject: CEP voucher issuance errors on 8/5

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 | |

Multiple errors occurred during the overnight Client Employed Provider (CEP) system processing on the evening of August 5th.

- 1) Some vouchers manually entered into CEP were automatically and incorrectly voided by the system. These vouchers will need to be re-entered into CEP to be issued.**
- 2) The ongoing voucher creator incorrectly suspended a high number of ongoing CEP vouchers. All vouchers that were incorrectly suspended were printed and mailed on August 7th.**

Management will receive the list of vouchers needing to be re-issued via secure email by COB today.

If you have any questions about this information, contact:

Contact(s): OIS Service Desk

Phone: 503.945.5623

Fax:

Email: dhs.servicedesk@state.or.us