

**APD/ DD Technical Assistance Guide  
(Includes Other DHS/OHA and Departments)  
September 2013**

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
<b>ABUSE – Adults or Elder</b> Abuse of adults 65 or older or for persons with physical or developmental disabilities or receiving AMH county services.	Office of Adult Abuse Prevention & Investigations (OAAPI), 2575 Bittern St NE, Salem, 97301 Main Number Toll-Free Fax Marie Cervantes, Director John Thompson, Deputy Director	503-945-9495 866-406-4287 503-945-9893 503-945-9491 503-945-9498
<b>ABUSE COMPLAINTS</b>		
Adult Protective Services/Elder Abuse	Allison McKenzie Valerie Eames	503-947-5447 503-945-5884
Adult Protective Services Training	OAAPI Training Unit Nyla McCarthy Training Unit	503-945-9495 503-947-4221
Making Complaints	Contact local APD/AAA office	
Mandatory Reporting for Abuse	" " " "	
Adult Foster Homes	" " " "	
Assisted Living Facilities	" " " "	
Nursing Facilities	" " " "	
Residential Care Facilities	" " " "	
Statistics	Sheryl Luper	503-947-5439
Abuse of DD or Mental Health	Contact Local County DD/MH Office	
<b>ABUSE for Oregon State Hospital (OSH)</b>	Alyssa Taylor (primary) Main #	503-947-9777 503-945-9495
<b>OAAPI I/DD/MH Abuse Policy</b>	Stephanie Delage	503-947-5121
<b>ABUSE PREVENTION</b>		
<b>ACCESS (APD Oregon ACCESS)</b>	See specific subject areas / examples:	
	Case Management Service Eligibility Computer Help/Issues	503-945-5623
<b>ADA</b>	See Americans with Disabilities Act	
<b>ADDRESS (Central Office)</b>  [corners of Marion, Summer, Union, and Capitol Streets]	Aging and People with Disabilities (APD) Developmental Disabilities (DD) 500 Summer Street NE Salem, OR 97301-1073 Toll-Free & TTY: 800-282-8096; Fax: 503-373-7823	
Administration (E-02)	Financial Eligibility & Waiver Group (E-12)	
Developmental Disability Services (E-09 & E-10 & Church Street)	Medicare Modernization, Buy-in, & Children's Eligibility (E-12 & Church Street)	
Delivery Services Group/APD Field Services (E-02)	Angela Munkers	503-945-6209
<b>ADMINISTRATION APD</b>  Executive Assistant to APD Director & COO Portfolio Manager Communications	Trisha Baxter, Chief Operating Officer Mike McCormick, APD Director Debbie Harms Amy Lore (back-up) Jennifer Stallsworth Nelsa Brodie	503-945-5858 503-945-6229 503-947-5476 503-945-6979 503-269-7308 503-945-5690
<b>ADMINISTRATION DD</b>  Executive Assistant to DD Director & Deputy Director	Patrice Botsford, DD Director LeaAnn Stutheit, DD Deputy Director Cindy Steinkamp	503-947-1180 503-945-9783 503-945-9780
<b>ADMINISTRATIVE RULES (OARs) - DHS</b>	Christina Hartman, Rules Coordinator	503-945-6398
<b>ADRC (see Aging &amp; Disability Resource Connection)</b>		
<b>ADULT DAY SERVICES</b>	Darwin Frankenhoff	503-947-5162
<b>ADULT FOSTER HOME (AFH)</b> <b>Aging &amp; People with Disabilities (APD)</b>	Simon Turner, Manager	503 945-6459
Process to become a AFH	Call Local APD/AAA Office	
Provider Complaints	Kristin Hutton	503-945-6741
Corrective Action	Robert Gust	503-945-6807

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	Kristina Krause Sam Garcia	503-947-5567 503-945-7846
Licensing (Local Office Tech. Asst.)	Sylvia Rieger Connie Rush Deb McCuin (APD Local Office QA) Loda Bales	503-945-6403 503-947-5163 541-6187854 503-956-6515
Rule (APD)	Connie Rush	503-947-5163
Policy/Rule (APD)	Sylvia Rieger	503-945-6403
Multnomah County Licensing	Felicia Akubuiro, Manager (MCADS)	503-988-3000 x26458
Self-Study & Other Training	<a href="mailto:spd.hsu@state.or.us">spd.hsu@state.or.us</a> <a href="mailto:afhtraining.spd@state.or.us">afhtraining.spd@state.or.us</a> <a href="http://cms.oregon.gov/dhs/spd/pages/provtools/afh-apd/index.aspx">http://cms.oregon.gov/dhs/spd/pages/provtools/afh-apd/index.aspx</a>	Refer to email addresses & website.
Training Credit Committee [TCC] APD-DD-AMH	Becky Callicrate Christina Jaramillo Janet Brattin (Admin Specialist)	503-945-6601 503-945-5990 503-945-6412
<b>ADULT FOSTER HOME (AFH) Developmental Disabilities (DD)</b>	Barb Southard, Manager	503-945-9816
Corrective Action Developmental Disability Foster Home Policy/Rule (DD)	Jerimiah Adams	503-945-5718
Licensing DD Adult Foster Homes (DD)	Gary Williams Jeremiah Adams	503-945-7806 503-945-5718
<b>ADVANCED DIRECTIVES FOR HEALTH CARE</b> (withholding or withdrawing of life support)	Arlene Hollums	503-947-1142
<b>ADVOCACY &amp; DEVELOPMENT UNIT</b> CMS,LTC CCO Study Health Systems Transformation Money Management Commissions Coordinator  Oregon Community Choices Program  Long Term Care 3.0	Bob Weir, Manager Chelas Kronenberg Daniel Amos, (Research) Daniel Amos Jeannette Hulse Max Brown Sarah Hout, Director Jeffrey Puterbaugh, Deputy Naomi Sacks	503-947-2321 971-600-7892 503-945-7742 503-947-1136 503-945-6993 503-947-5104 503-947-1189 503-945-6396
<b>AGING AND DISABILITY RESOURCE CONNECTION (ADRC)</b> <a href="https://adrcoforegon.org">https://adrcoforegon.org</a>	Elaine Young, Manager Kristi Murphy, Communications/Outreach Nakeshia Knight-Coyle, Grants Manager	503-373-1726 503-373-2112 503-373-1760
<b>ALZHEIMER'S CARE UNIT RULES</b> ALF/RCF	Jan Karlen	503-945-6918
Application	Jan Karlen	503-945-6918
Alzheimer's Care endorsements	Jan Karlen	503-945-6918
Best Friend's Program	Jan Karlen	503-945-6918
Nursing Facilities	Renee Shearer Marcia Thompson	503-945-5923 503-945-6815
Residential Care Facilities	Jan Karlen	503-945-6918
Memory Care	Jan Karlen	503-945-6918
<b>AMERICANS WITH DISABILITIES ACT (ADA)</b>	<a href="http://www.ada.gov/">http://www.ada.gov/</a> For general information, answers to specific technical questions, free materials, or information about filing a complaint	800-514-0301 (v) 800-514-0383 (tty)
Northwest ADA Information Center	<a href="http://www.dbtacnorthwest.org/">http://www.dbtacnorthwest.org/</a> For general information, such as ADA compliance issues. (TTY)	800-949-4232  800-514-0383
Building Regulations and Specifications DHS Facilities	Oregon Building Codes Division	503-378-4133 503-945-5817
Accessibility Issues, resources, etc.	Disability Rights Oregon (formerly Oregon Advocacy Center) <a href="http://disabilityrightsoregon.org/">http://disabilityrightsoregon.org/</a>	800-452-1694
Alternate Format Coordinator	Lori Nelson	503-945-5941

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Hearing Loss/Interpreter Services	Jeff Brownson	503-947-5183
<b>APD FIELD SUPPORTS UNIT</b>	Nate Singer, Manager Betew Hagos Karen Gulliver Linda Woelke Margaret May Megan Hornby Melissa Taber Sarah Hansen Tammy Mazon Wendy Lindsay	503-269-8913 503-945-5854 503-569-7034 503-947-5446 503-945-6418 503-945-6415 503-947-5169 503-945-6465 503-945-6484 503-947-5247
<b>Area Agencies on Aging (AAA) Liason</b>	See State Unit on Aging	
<b>ASSISTED LIVING FACILITIES</b> Licensing, Technical Assistance	Dennett Taber, Manager Debbie Concidine Becky Mapes Warren Bird	503-945-5793 503-945-6404 503-945-5839 503-945-5823
Residential Assisted Living	Carolyn Ramus	503-945-5853
<b>AUTOMOBILES</b> State Cars	DAS Motor Pool, Salem only	503-378-4377
Attached to & parked under HSB.	Lobby Reception	503-945-6798
<b>BACKGROUND CHECK</b>	DHS – Background Check Unit-Main	503-378-5470
<b>CLEARANCES AND RULES</b>	Toll Free	888-272-5545
<b>BOARD OF NURSING LIAISON</b>	Deborah Cateora	503-947-5165
<b>BOARD OF NURSING</b>	<a href="mailto:oregon.bn.info@state.or.us">oregon.bn.info@state.or.us</a>	971-673-0685
<b>BUDGET (APD)</b>	Ralph H. Amador, Administrator	503-569-1632
DD Analyst	Laura Bastien	503-947-2311
APD Analyst	Tom Jaeger	503-947-5433
Program Support Analyst	Stephen Blair, Design & Support	503-945-6645
<b>BUILDING CODES DIVISION (Oregon)</b>	Building regulations & specifications.	503-378-4133
<b>CASE MANAGEMENT</b> Case Management Training/Policy (APD) Technical Assistance (APD)	Darwin Frankenhoff Jenny Cokeley Kelsey Weigel Suzy Quinlan	503-947-5162 503-945-6985 503-945-6413 503-947-5189
Case Management Training (DD) Policy Technical Assistance	Marilee Bell – Training Policy	503-947-5262
<b>CAWEM (Citizen Alien Waived Emergent Medical)</b>	Michael Avery Trevor Baker	503-945-6410 503-945-6139
<b>CBC</b>	See Community Based Care	
<b>CENTER FOR MEDICARE &amp; MEDICAID SERVICES (CMS)</b>		
Waivers	Chris Pascual, APD Waiver Darlene O'Keefe	503-945-7035 503-945-9817
<b>CERTIFICATE OF NEED</b>	Office of Health Policy	503-731-4320
Central Office Questions	Renee Shearer	503-945-5923
<b>CERTIFIED NURSING ASSISTANT (CNA) /DINING ASST. TRNG REIMBURSEMENT</b>	Joanne Birney	503-945-6748
<b>CHILDREN'S MEDICAL ELIGIBILITY</b>	Kesha Baxter, (Interim Manager) Consuelo DeCamp (676 Church St. NE) Barbara Clark (676 Church St. NE) Fax	503-945-6082 503-378-5768 503-378-5795 503-378-5588
<b>CHILDREN'S SERVICES MANAGER (DD)</b>	Bruce Baker, Manager	503-945-9800
<b>CHILDREN'S INTENSIVE IN-HOME (DD)</b>	Pamela Cunningham (Manager)	971-673-2976
<b>CHILDREN'S RESIDENTIAL (DD)</b> Information	Debbi Kraus-Dorn, Manager Linda Smith	503-378-5577 971-673-2985
<b>CHILDREN'S BENEFITS UNIT (CBU)</b>	Brian Kirk (Manager) Estabrook, Patricia Pryor, Cindy Rodriguez, Holly	503-373-0271 503-947-5269 503-945-6626 503-945-6018

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<b>CHILD FOSTER CARE (DD)</b>	Bruce Baker, Manager Julie Van Nette, Coordinator Beth Shellenbarger, Information & Support	503-945-9800 503-378-5001 503-378-5676
<b>CIVIL COMMITMENTS</b>	Mary Lowry Matt Bighouse	503-945-9820 503-947-5193
<b>CLIENT ASSESSMENT &amp; PLANNING SYSTEM POLICY (CAPS) TOOL</b>	Suzy Quinlan	503-947-5189
<b>CLIENT CARE MONITORING UNITS NF (CCMUs)</b> CBC Manager	Cory Oace, Manager Celeste Symonette, Manager Keith Ramey, NF Enforcement Joan Morris, Surveyor	503-945-5494 503-947-5494 503-373-0200 503-373-0200
<b>CLIENT DEMOGRAPHICS</b>	Anna Cox	503-945-6680
<b>CLIENT EMPLOYED PROVIDER PROGRAM</b>		
Provider Payment Questions	Call Local APD/AAA Office	
General Information	Call Local APD/AAA Office	
Home Care Worker Enrollment/Payments	Call Local APD AAA Office	
Policy	Jenny Cokeley	503-945-6985
In-Home Exceptions Policy	Kelsey Weigel	503-945-6413
Home Care Worker Administrative Review	Jenny Cokeley	503-945-6985
Home Care Worker Unemployment Questions	Janice Castle Jenny Cokeley	503-945-6408 503-945-6985
Payment/Technical Assistance (adjustments, W2s, lost checks, etc.)	See Provider Relations & Payment Support Unit	
<b>CLIENT MAINTENANCE UNIT</b>	Main Number	503-378-4369
<b>CLIENT PAY-IN ISSUES</b>		
Policy related	Michael Avery	503-945-6410
Receipting	Deann Block	503-947-5008
Refunds, technical assistance	Service Desk	503-945-5623
<b>COMMISSIONS</b> Governor's Commission on Senior Services (GCSS) & Oregon Disabilities Commission (ODC) Medicaid Long Term Care Quality & Reimbursement Advisory Council (MLTCQRAC)	Jeannette Hulse, GCSS/ODC/MLTCQRAC Coordinator Fax Toll-Free & TTY	503-947-1136 503-373-7823 800-282-8096
<b>COMMUNITY-BASED CARE (CBC)</b>	Dennett Taber, Manager	503-945-5793
Facility Programs & Standards		
Specialized Contract Rates	Nate Singer, Manager Sarah Hansen Melissa Taber Linda Woelke Roberta Lilly Megan Hornby (back up)	503-269-8913 503-945-6465 503-947-5169 503-947-5446 503-945-5659 503-945-6415
Facility Rates/Specialized Rates		
CBC/512 Payment Support	Kristen Hutton	503-945-6741
see Assisted Living		
see In-Home Services		
see Residential Care Facilities		
<b>COMMUNITY DEVELOPMENTAL DISABILITY PROGRAM (CDDP)</b>		
Technical Support for CPMS	Kim Bienkowski	905-947-5179
<b>COMPUTER HELP &amp; ISSUES</b>		
Problems/Lost Reports/Questions	DHS OIS Service Desk (Salem) <a href="mailto:DHS.SERVICEDESK@state.or.us">DHS.SERVICEDESK@state.or.us</a>	503-945-5623
Security Access for Staff	Call Local Office Sub-administrator	
Sub-administrator Technical Assistance APD/DD	Anne Marie Koreski, Chief Data Steward	503-945-5623
Security Policies	Vacant, DHS Information Security Officer	503-945-6394
<b>COMPUTER REPORTS &amp; DATA REQUESTS; COMPUTER CODING – POLICY RELATED</b>		
Web 723	Service Desk	503-945-5623
CAF Computer Guide	See Manual/Guide Distributions	

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Policy related – Food Stamps	Sandy Ambrose	503-945-6092
Policy related – QMB, OSIPM	Michael Avery Katherine Bodi Tervor Baker Heather Williams	503-945-6410 503-945-6455 503-945-6139 541-548-2206 x340
Express Payment and Reporting System (eXPRS) Business Analysts	Brandee Martinez Kim Bienkowski	503-945-9412 905-947-5174
MMIS	Nancy Rickenbach, Manger	503-945-6014
<b>CONTINUING CARE RETIREMENT COMMUNITIES (CCRC)</b>	Elaine Young Sean Scott	503-373-1726 503-945-5975
<b>CONTRACT RN SERVICE</b>	Becky Callicrate	503-945-6601
<b>COST REPORTS</b>	Jane-ellen Weidanz	503-945-5977
Nursing Facilities	Cindy Susee	503-945-6448
<b>COUNTY RELATIONS (DD)</b>	LeaAnn Stutheit, Interim Manager	503-945-9783
Administrative Support	Cindy Steinkamp	503-945-9780
<b>DD COUNTY RELATIONS SPECIAL ASSIGNMENTS</b>		
24 hour Residential Serv., Host Home	Ken Ralph	503-947-5191
DD Local Admin, CDDP Field Reviews, Mental Health Liaison	LeaAnn Stutheit	503-945-9783
Supported Living and Rent Subsidy	Jessie Martin	503-945-9798
Comprehensive In-Home Services for Adults (DD)	LeaAnn Stutheit	503-945-9783
Emergency Preparedness	Daniel Boyd	503-945-6976
Employment/Alternatives to Employment Services (DD), Transportation	Julie Huber	503-945-9787
Nursing Home Diversion/OTM (DD)	Brent Watkins	503-947-5097
Oregon Intervention System Training & Technical Assistance	Kathryn Skyhawk	503-947-2310
Regional Crisis Services & Long Term Supports for Children (DD)	Kristine Duffy	503-945-9791
Forensics and SOCP & PSRB	Matt Bighouse Mary Lowry	503-945-9820 503-947-5193
Individual Support Plan, Comprehensive	Marilee Bell	503-947-5262
Services Complaints, Services Coordinator Specialist, TCM specialist	Marilee Bell	503-947-5262
<b>DD DIAGNOSIS &amp; EVALUATION POLICY</b>	Acacia McGuire-Anderson	503-947-5099
<b>DD ELIGIBILITY &amp; ENROLLMENT</b>	Kim Bienkowski	503-947-5174
<b>DD LICENSING UNIT</b>	Barb Southard, Manager	503-945-9816
<b>DEAF &amp; HARD OF HEARING SERVICES, OVRS</b>	Jeff Brownson, Communication Coordinator Toll-Free & TTY	503-947-5183 800-521-9615
<b>DEVELOPMENTAL DISABILITIES COUNCIL (Oregon) [OCDDC]</b>	Jaime Daignault, Executive Director	503-945-9942
<b>DHS SERVICE DESK</b>	Salem <a href="mailto:DHS.SERVICEDESK@state.or.us">DHS.SERVICEDESK@state.or.us</a>	503-945-5623
<b>DISABILITY DETERMINATION SERVICES</b> 3150 Lancaster Dr NE, Salem (Unit consists of over 175 staff.)	Mary Gabriel, DDS Program Director.	503-986-4809
Operations Manager	Jay Minten	503-986-4803
Assistant Operations Manager	Annette Roth-Frank	503-986-4830
Administrative Support	Robyn Costello	503-986-4813
Systems Manager	Ken Forbes	503-986-4877
Medical Consultant and Professional Relations Manager	Heather Emberson	503-986-4941
QA, Training, CDIU, & DHU Manager	Alicia Bowman	503-986-4867
Support Services Manager	Julie Sanchez	503-986-4802
<b>DISABILITY RIGHTS OREGON</b>	Formerly Oregon Advocacy Center	800-452-1694
<b>DISABILITY SERVICES ADVISORY</b>	Contact Program Manager in Local APD/AAA Office	



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<b>COUNCIL (DSAC)</b>		
<b>DISASTER PREPAREDNESS</b> (Field Offices) & <b>REPORTING</b> (Disaster Planning)		503-945-5812
<b>DIVISION OF MEDICAL ASSISTANCE PROGRAMS</b> (also Office of Medical Assistance Programs), OHA	(DMAP) Toll Free Provider Services Unit	503-945-5772 800-527-5772 800-336-6016
<b>DMAP (DME) FIELD LIAISON</b>	Margaret May	503-945-6418
<b>DMAP POLICY LIAISON</b>	Margaret May	503-945-6418
<b>DSAC (Disability Services Advisory Council)</b>	Contact District Manager in Local APD/AAA Office	
<b>ELDERLY RENTAL ASSISTANCE NOTICES</b>	Michael Avery Department of Revenue	503-945-6410 800-356-4222 503-378-4988
<b>ELECTRONIC BENEFITS TRANSFER (EBT) Liaison</b>	Sandy Ambrose	503-945-6092 503-945-6725
<b>ELIGIBILITY AUTOMATION/MAGI/Affordable Care Act</b>	Katherine Bodi Lauren Mitchell Heather Williams	503-945-6455 503-945-6479 541-548-2206 x340
<b>ELIGIBILITY POLICY</b> QMB OSIPM and OHP Pre-release/Inmate Eligibility Pay-In, Special Needs OSIPM Protected Trusts and Support Orders, OSIPM DD Service Eligibility Policy Long Term Care Eligibility Long Term Care Eligibility Presumptive Medicaid	Heather Williams Michael Avery Lauren Mitchell Michael Avery Trevor Baker Bill Brautigam Shelly Reed Jenny Cokeley Suzy Quinlan Marcy Mee	541-548-2206 x340 503-945-6410 503-945-6479 503-945-6410 503-945-6139 503-947-5204 503-945-5828 503-945-6985 503-947-5189 503-373-0775
<b>EMERGENT ALIEN SERVICES</b> (emergency only)	Trevor Baker, Citizenship Michael Avery	503-945-6139 503-945-6410
<b>EMERGENCY PREPAREDNESS POLICY</b> Workplace Incident Response Procedures	Robert Salinas III	503-945-6380
<b>EMERGENCY RESPONSE SYSTEMS (Lifeline, Life alert, etc.)</b>	Kelsey Weigel, In-Home Services	503-945-6413
<b>EMPLOYED PERSONS WITH DISABILITIES (EPD) PROGRAM - APD</b>	Trevor Baker	503-945-6139
<b>EMPLOYMENT FOR SENIORS - APD</b>	Elaine Young, Manager Ryan Kibby	503-373-1726 503-373-1877
<b>EMPLOYMENT FOR PEOPLE WITH DD</b>	Julie Huber	503-945-9787
<b>END OF LIFE ISSUES</b>	Arlene Hollums	503-947-1142
<b>ENERGY ASSISTANCE</b>	Low Income Home Energy Assistance Program (LIHEAP) <a href="http://www.energynear.org">www.energynear.org</a> , select state	866-674-6327
<b>ENERGY PROGRAMS</b>	Contact local community action program	
<b>ENHANCED CARE FACILITIES</b>		
Policy, Technical Assistance Rule	Melissa Taber Kathryn Nunley	503-947-5169 503-947-2309
<b>ENSURING QUALITY CARE (EQC) TRAINING</b>	Deborah Cateora	503-947-5165
<b>EQC MANUALS</b>	Sylvia Rieger	503-945-6403

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<b>ESTATES ADMINISTRATION</b> 2850 Broadway NE, Salem, OR 97303 P.O. Box 14021, Salem, OR 97309	Karen Carson, Manager Reception Main No. Toll Free Fax	503-378-5213 503-378-2884 800-826-5675 503-378-3137
Pay Off Estate	Recepting	503-947-5014
<b>EXCEPTIONAL PAYMENTS</b>	Margaret May, AFH, RCF Kelsey Weigel, In-Home	503-945-6418 503-945-6413
To submit requests:	<a href="mailto:spd.exceptions@state.or.us">spd.exceptions@state.or.us</a>	
<b>eXPRS</b>	See IT Business Support Unit	
	Computer Help	503-945-5623
<b>FAIR HOUSING</b>	See Housing	
<b>FAMILY CAREGIVING SUPPORT PROGRAM (Older Americans Act)</b>	State Unit on Aging	503-373-1726
<b>FAMILY SUPPORT FOR CHILDREN WITH DISABILITIES</b>	Bruce Baker, Manager May Martin, Coordinator	503-945-9800 503-947-2318
<b>FIELD REVIEWS</b>		
Developmental Disabilities Field Reviews	LeaAnn Stutheit, Manager	503-945-9783
(OAA/OPI) Older Americans Act & Oregon Project Independence Reviews	Elaine Young, Manager	503-373-1726
<b>FIELD SERVICES UNIT</b>	Angela Munkers, Manager	503-945-6209
Assistant to Field Services Manager	Cristina Essery	503-945-6272
Administrative/Technical Support Operations	Janet Morse Caryn Whatley	503-947-5481 503-947-5427
<b>FIELD SUPPORTS UNIT</b>	Nathan Singer, Manager Betew Hagos Karen Gulliver Linda Woelke Margaret May Megan Hornby Melissa Taber Roberta Lilly Sarah Hansen Tammy Mazon Wendy Lindsay	503-269-8913 503-945-5854 503-569-7034 503-947-5446 503-945-6418 503-945-6415 503-947-5169 503-945-5659 503-945-6465 503-945-6484 503-947-5247
<b>FINANCIAL FRAUD/CONSUMER PROTECTION</b>	Department of Justice, Salem Toll Free	503-378-4320 877-877-9392
<b>FINGERPRINTS</b>	DHS Background Check Unit	503-378-5470
<b>FOOD STAMPS (SNAP)</b> General Policy Questions	Eligibility and Disbursement through local DHS office Rosanne Richard (CAF)	503-945-5826
<b>FORMS/POLICY MANUALS (APD)</b>	Lauren Mitchell - Policy Manuals, Karen Gulliver - Forms	503-945-6479 503-569-7034
<b>FRAUD INVESTIGATIONS UNIT</b>	Main Number	877-888-3578
<b>FRAUD REPORTING &amp; INVESTIGATIONS</b>	Client and/or Provider	888-372-8301
<b>GARNISHMENTS</b> APD Employees	Payroll	503-945-5634
Providers	Reception	503-947-5126
<b>GOVERNOR'S ADVOCACY OFFICE (GAO)</b>	Naomi Steenson, Administrator Main No. Toll Free	503-945-5665 503-945-6904 800-442-5238
<b>GOVERNOR'S COMMISSION ON SENIOR SERVICES (GCSS)</b>	Jeannette Hulse	503-947-1136
<b>GUARDIANSHIP/ CONSERVATORSHIP (for APS)</b>	Valerie Eames	503-945-5884
<b>HEALTH DEPARTMENT PUBLIC</b>	Portland	971-673-1222
<b>HEALTHY AGING PROGRAMS</b>	Jennifer Mead	971-673-1035
<b>HEALTH INSURANCE GROUP (HIG)</b>	3 <sup>rd</sup> party resource – Main #	503-378-6233
<b>HEARINGS (APD)</b>	Carol Mauser, Manager	541-506-5264
<b>HEARING REPS (APD Field Services)</b>	Shae Armstrong Heather Bell Michael Cook	503-434-7585 541-885-7626 503-469-2060

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	Chris Ellis Shannon Hunter Kurt Kessler Brenda Reed Trish Tran	541-440-3427 x227 541-756-8641 541-301-6630 541-756-8674 503-373-0200
Hearings Request Coordinator for APD/AAA's	Janet Morse Fax - 503-945-6296	503-947-5481
<b>HIPAA (Health Insurance Portability and Accountability Act – Confidentiality)</b>	Dale Elder, Manager	503-945-6589
<b>HOME HEALTH AGENCY</b>	Dana Selover, M.D.	971-673-0540
Health Care Licensure & Certification	Health Services	800-422-6012
<b>HOME CARE WORKERS</b>	See Client Employed Provider Program	
<b>OREGON HOME CARE COMMISSION</b>	676 Church Street NE, Salem 97301	
Executive Director Executive Support Specialist HCW & PSW Training Manager HCW Training Support Specialist STEPS Coordinator HCW Training & STEPS Support Spec. PSW Training Coordinator Worker' Compensation Coordinator Workers' Compensation Coordinator Non-Traditional Health Worker Coord. Non-Traditional Health Worker Coord. DD/MH Committee Coordinator Registry Coordinator Registry Support Specialist OHCC Workers' Compensation OHCC	Cheryl Miller Yvonne Fleming Leslie Houston Simone Dankenbring Suzanne Huffman Nancy Janes Kelly Rosenau Ann Melendy Roxanne McAnally Lindsay Terrett Ron McGhee Cheree Kline Toll-Free Number Toll-Free Number Fax Number	503-378-2733 503-378-4984 503-373-1091 503-378-3957 503-373-1078 503-378-4050 503-378-3099 503-378-2013 503-378-7606 503-379-2661 503-373-1842 503-373-7612 877-867-0077 888-365-0001 503-378-5886
<b>HOME MODIFICATION FOR SPECIAL NEEDS CLIENTS (DD Clients)</b> (i.e. wheel chair ramp, stair lift etc.)	Heber Nelson, Manager Tim Olson, DD Housing Specialist Fax	503-378-3611 503-378-4515 503-378-5220
<b>HOSPICE</b>	Portland (Health Services)	971-673-0540
<b>HOUSING (FAIR)</b> Discrimination Protections	Fair Housing Council <a href="http://www.FHCO.org">www.FHCO.org</a>	800-424-3247 Ext. 2
Landlord/Tenant	Community Alliance of Tenants(CAT) <a href="http://www.oregoncat.org">http://www.oregoncat.org</a> Legal Aid Services of Oregon (LASO) <a href="http://www.oregonlawhelp.org">http://www.oregonlawhelp.org</a>	
<b>HOUSING (DD)</b>	Heber Nelson, Manager Tim Olson, DD Housing Specialist	503-378-3611 503-378-4515
<b>HUMAN RESOURCES (DHS)</b> Senior HR Manager Employee Management Coach Employee Management Coach Employee Management Coach Labor Relations Coach Assistant to Administrator	Carolyn Ross, HR Director Becky Daniels Bee Ferguson Christine Romo Cindy Hoffman Deni Tebeau-Clemmons Jennifer Walker	503-947-5071 503-945-6470 503-945-5648 503-602-4829 503-947-5292 503-945-5847 503-945-6211
<b>IMMIGRATION AND NATURALIZATION SERVICES</b>	Form orders	800-870-3676
<b>INCOME VERIFICATION</b>		
Providers	See Provider Relations & Payment Support Unit	
APD Employees	DHS Payroll	503-945-5634
<b>INCOME CAP TRUSTS</b>	Bill Brautigam	503-947-5204
<b>INDEPENDENT CHOICES PROGRAM</b>	Jane-ellen Weidanz, Manager	503-945-5977
Policy/Rules	Kelsey Weigel	503-945-6413
For ICP questions:	<a href="mailto:icpspd@state.or.us">icpspd@state.or.us</a>	
<b>IN-HOME CARE AGENCY LICENSING</b>	Dana Selover, MD (See Home Health Agency or use Hospice Contact	971-673-0540



<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
	Person)	
<b>IN-HOME SERVICES (APD)</b> In-Home Rules/Policy  In-Home Risk Referrals email: In-Home Contract Agencies Independent Choices Program Spousal Pay Specialized Living Service Priority/Case Management Service Eligibility State Plan Personal Care & CAPS Policy	Jane-ellen Weidanz, Manager Jenny Cokeley Suzy Quinlan <a href="mailto:risks.spd-inhome@state.or.us">risks.spd-inhome@state.or.us</a> Darwin Frankenhoff Kelsey Weigel Darwin Frankenhoff Darwin Frankenhoff Suzy Quinlan Suzy Quinlan Suzy Quinlan	503-945-5977 503-945-6985 503-947-5189  503-947-5162 503-947-6413 503-945-5162 503-947-5162 503-947-5189 503-947-5189 503-947-5189
<b>IN-HOME SERVICES (DD)</b>	LeaAnn Stutheit, Interim Manger	503-945-9783 503-945-6742
<b>IT BUSINESS SUPPORT UNIT</b>	Leatha Krehoff, Manager Amy Silva, Admin Sup Anne Marie Koreski (Chief Data Steward) Brandee Martinez (Senior eXPRS Business Analyst) Brian Myers Chris Angel (Lead QA Analyst) Christy Orcutt (QA Analyst) David Farr Don Springer Dora Huber Eileen Riley Jane Ammon Jason Woolery, Unit Support Jennifer DePew Jodi Smoyer-Cowger, Unit Support John Riordon, Kelli Stidham Kim Bienkowski, (DD Business Analyst) Kolette Ropp Lynn Webb Marcie Lail Sheryl Luper Stacey Apodaca	503-945-6582 503-945-6313 503-945-9803 503-945-9412 503-945-5835 503-945-9775 503-945-6721 503-947-1186 503-945-5836 503-945-6846 503-945-7750 503-947-2312 503-945-6192 503-945-5921 503-945-5746 503-945-6313 503-945-6133 905-947-5174 503-947-5174 503-945-5984 503-945-5815 503-945-6675 503-602-5162 503-945-5886
<b>K STATE PLAN</b>	Jane-ellen Weidanz, Manager Christina Jaramillo	503-945-5977 503-945-5990
<b>LEGAL SERVICES DEVELOPER FOR SENIORS</b>	Fred Steele	503-945-6325
<b>LEGISLATIVE ISSUES (DHS Team)</b>	Mickey Serice, Director Jill Gray Randy Blackburn Kelsi Eisele Pam Pearson	503-945-5687 503-945-6526 503-881-2191 503-945-6482 503-945-5650
<b>LICENSING FACILITIES</b>		
Adult Foster Homes (APD)	Sylvia Rieger Connie Rush	503-945-6403 503-947-5163
Community Based Care (ALF/RCF)	Dennett Taber, Manager Becky Mapes Debbie Concidine William Bird	503-945-5793 503-945-5839 503-945-6404 503-945-5823
Licensing Plans Review	Pam Triplett	503-373-7201 ext.86
Nursing Home	Renee Shearer Marcia Thompson	503-945-5923 503-945-6815
Room & Board Registrations	Loda Bales	503-945-6515
24-hour Residential Program—DD	Barb Southard, Manager Teresa Ritner, Lead Roger Bendel Kristen Brannian Ann Coskey-Wasserman Chris Davison	503-945-9816 503-945-9811 503-508-3592 503-602-0248 503-508-0479 503-931-6834

Subject	Contact Person	Phone
	Andrea Ford Leslie Heath Toni Larson Jim Ransom Christa Underwood	503-991-3302 503-510-0294 503-510-2700 503-508-0481 503-569-8810
<b>DD CORRECTIVE ACTION</b> DD Corrective Action	Barb Southard, Manager Jeremiah Adams	503-945-9816 503-945-5718
<b>DD FOSTER CARE</b> DD Foster Care	Barb Southard, Manager Gary Williams	503-945-9816 503-945-7806
<b>LICENSING &amp; REGULATORY OVERSIGHT</b>	Donna Keddy, Director Diana Norton, Deputy Director Amanda Gulliksen, Executive Assist.	503-945-6467 503-945-6405 503-945-6058
<b>MANUAL/GUIDE DISTRIBUTIONS</b>		
*CAF Administrative Rules Manual	<a href="mailto:Annette.Tesch@state.or.us">Annette.Tesch@state.or.us</a>	
*CAF Computer Guide	Available on-line only	
*CAF Family Services Manual	<a href="mailto:Barbara.R.Hopkins@state.or.us">Barbara.R.Hopkins@state.or.us</a>	
Nursing Facility Licensing Guide	Renee Shearer	503-945-5923
Nursing Facility Medicaid Provider Guide	Cindy Susee Joanne Birney	503-945-6448 503-945-6748
OHP Manuals and Guides	<a href="http://www.dhs.state.or.us/dhs/policy/healthplan/main.html">http://www.dhs.state.or.us/dhs/policy/healthplan/main.html</a>	
Program and Other Manuals (on-line only)	<a href="http://www.dhs.state.or.us/spd/tools/index.htm">http://www.dhs.state.or.us/spd/tools/index.htm</a>	
APD/DD Administrative Rules (on-line only)	<a href="http://www.dhs.state.or.us/policy/spd/home.htm">http://www.dhs.state.or.us/policy/spd/home.htm</a>	
*CAF On-line Manuals – <a href="http://www.dhs.state.or.us/policy/selfsufficiency/em_firstpage.htm">http://www.dhs.state.or.us/policy/selfsufficiency/em_firstpage.htm</a>		
<b>MARIJUANA (MEDICAL) PROGRAM</b>	Portland (Health Department)	971-673-1234
<b>MEDIA CALLS</b> Primary Contact (APD/DD/other DHS)	Nelsa Brodie Bobbi Doan	503-945-5690 503-945-6986
Elderly Issues, Legislative, Disability Issues I/DD Issues	Mike McCormick, APD Director Patrice Botsford, DD Director	503-945-6229 503-947-1180
<b>MEDICAL DIRECTOR, DHS</b>		
<b>MEDICALLY FRAGILE CHILDREN'S UNIT</b>	Pamela Cunningham, Manager	971-673-2976
<b>MEDICALLY NEEDY (limited drug coverage, MND case descriptor)</b>	Jesse Anderson, DMAP	503-945-6958
<b>MEDICAID LONG TERM CARE SYSTEMS</b> System Coord., K State Plan & Waiver Training Credit Committee (TCC), HCW Health Care Worker (HCW) Claims & Hrngs NF Med Policy, Complex Med, CRN, TCC PACE, CBC, TCC, K State Plan NF Rates, NF Rules, NF Hospice, NATCEP In-Home, ADS, Spousal Pay, Spec. Living HCW Program, Terminations, HCC Liaison AMH, PAS/PASSR, BSP, ECS/ECOS MED, ICP, ERS, In-Home Exceptions SPL Rules, SPPC, Access & CA/PS	Jane-ellen Weidanz (Manager) Janet Brattin, Admin Support Janice Castle, Admin Support Becky Callicrate Christina Jaramillo Cindy Susee Darwin Frankenhoff Jenny Cokeley Kathryn Nunley Kelsey Weigel Suzy Quinlan	503-945-5977 503-945-6412 503-945-6408 503-945-6601 503-945-5990 503-945-6448 503-947-5162 503-945-6985 503-947-2309 503-945-6413 503-947-5189
State Plan	Darlene O'Keefe	503-945-9817
Home & Community Based Waivers	Chris Pascual	503-945-7035
Policy	See Eligibility Policy	
<b>MEDICAID FRAUD</b>	Rodney Hopkinson	971-673-1880
<b>MEDICAID HOME DELIVERED MEALS (Meals on Wheels) (XIX)</b>	Kelsey Weigel	503-945-6413
<b>MEDICAID LONG TERM CARE QUALITY &amp; REIMBURSEMENT ADVISORY COUNCIL (MLTCQRAC)</b>	Bob Weir, Manager Sarah Hansen, Liaison Jeannette Hulse	503-947-2321 503-945-6465 503-947-1136
<b>MEDICARE BUY-IN UNIT</b> 500 Summer St NE E-12 Salem, OR 97301	Kesha Baxter, Interim Manager Ed Hunt Elvie Gilbert Bill Eldridge Fax	503-945-6082 503-945-6833 503-945-6644 503-945-6617 503-945-6606

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
<b>MEDICARE (General Public Questions) In English &amp; Spanish</b>	Medicare general information	800-633-4227
Beneficiary Calls Regarding Billing	Medicare	800-633-4227
Participating Physician/Supplier	Medicare-Physician  Medicare-Supplier Directory	<a href="http://www.medicare.gov/find-a-doctor/provider-search.aspx">http://www.medicare.gov/find-a-doctor/provider-search.aspx</a>  <a href="http://www.medicare.gov/SupplierDirectory/">http://www.medicare.gov/SupplierDirectory/</a>
Claims	Medicare	800-633-4227
Beneficiary calls re: Medicaid Fraud	Ryan Kibby	503-373-1877
Supplemental Insurance	SHIBA	800-722-4134
Senior Health Insurance Benefits	Assistance (SHIBA)	800-722-4134
Low Income Subsidy Application Lost Medicare Card	SSA	800-772-1213
<b>MEDICARE MODERNIZATION ACT/Part D</b>		
General MMA Questions	MMA-LIS Team	877-585-0007
AAA/APD Policy Issues	Kesha Baxter	503-945-6082
DMAP/MMA	Dana Hittle	503-945-6491
<b>MEDICARE SAVINGS PLAN through Medicaid</b> [Qualified Medicare Beneficiaries (QMB)] <a href="http://www.oregonshiba.org">www.oregonshiba.org</a> <a href="http://www.adrcforegon.org">www.adrcforegon.org</a>	Local APD/AAA Office Senior Health Insurance Benefit Assistance (SHIBA) Aging and Disability Resource Connection (ADRC)	800-722-4134
<b>MENTAL HEALTH LIAISON</b> Policy/Rules Liaison/ECS	Kathryn Nunley Melissa Taber	503-947-2309 503-947-5169
<b>MINIMUM DATA SET (MDS)</b>		
Program/Content	Mary Borts	503-691-6587
Technical Assistance	Sheryl Luper	503-947-5439
Section Q	Deb McCuin	541-618-7854
<b>MONEY FOLLOWS THE PERSON</b>	see Oregon Community Choices Program	
<b>NAPIS (NATIONAL AGING PROGRAM INFORMATION SYSTEM)</b>	Elaine Young, Manager Rhonda Buedefeldt	503-373-1726 503-373-1854
<b>NATURAL SUPPORT POLICY</b>	Suzy Quinlan	503-947-5189
<b>NON-CITIZEN INFORMATION</b>	Trevor Baker Michael Avery	503-945-6139 503-945-6410
<b>REGISTERED NURSE (RN) DELEGATION CLTCN</b>	Becky Callicrate	503-945-6601
<b>NURSING FACILITY</b>	Dave Allm, Manager	503-945-7782
Abuse	See Abuse	
Certification of CNA	Board of Nursing	971-673-0685
Certified Nursing Assistant Programs	Joanne Birney	503-945-6748
Change of Ownership, Certification,	Renee Shearer Marcia Thompson	503-945-5923 503-945-6815
New licenses	Renee Shearer Marcia Thompson	503-945-5923 503-945-6815
Forms, Guides	Renee Shearer Marcia Thompson	503-945-5923 503-945-6815
Policy/Rule	Renee Shearer Marcia Thompson	503-945-5923 503-945-6815
License Renewal	Renee Shearer Marcia Thompson	503-945-5923 503-945-6815
Out-of-state NF services & reimbursement policy	Marcia Thompson	503-945-6815
Dining Assistants Rule/Policy NF Payment Issues - Provider Services Personal Incidental Funds/Problems with Accounts in Nursing Facilities	Joanne Birney Vivian Van Hatten Renee Shearer	503-945-5923 800-336-6016 503-945-5923
Reimbursement Rates	Cindy Susee	503-945-6448
Complex Medical Add-on Policy &	Becky Callicrate	503-945-6601

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
Issues		
Resident Rights Involuntary Transfer	Sean Scott	503-945-5975
Swing-bed certification & reimbursement	Sarah Hansen	503-945-6465
<b>NUTRITION PROGRAMS</b> Older Americans Act/Congregate and Home Delivered	Elaine Young, State Unit on Aging Kim LaCroix, RD	503-373-1726 971-673-0606
<b>OAAPI Research and Data</b>	Joe Merrifield	503-947-1088
<b>OFFICE OF BUSINESS INTELLIGENCE</b>	Angela Long, Director Jamie Huiett Michael Rosal	503-945-6170 503-947-1173 503-945-6947
<b>OLDER AMERICANS ACT (OAA)</b>	Elaine Young, Manager Rhonda Buedefeldt	503-373-1726 503-373-1854
<b>OMBUDSMAN – Long-Term Care</b>	Mary Jaeger, Director Toll free	503-378-6533 800-522-2602
<b>OMBUDSMAN – Oregon Health Authority</b>	Ellen Pinney	503-947-2347
<b>ON-LINE MANUALS/APD STAFF RESOURCES</b> Case Management Resources	<a href="https://www.dhs.state.or.us/spd/tools/cm/index.htm">https://www.dhs.state.or.us/spd/tools/cm/index.htm</a>	
<b>OREGON COMMUNITY CHOICES PROGRAM</b> (Money Follows the Person)	Sarah Hout, Director Jeff Puterbaugh, Deputy Director Bob Weir, Manager	503-947-5104 503-947-1189 503-947-2321
<b>OREGON DISABILITIES COMMISSION (ODC)</b>	Jeannette Hulse, Coordinator	503-947-1136
<b>OREGON HEALTH PLAN (OHP)</b>	Statewide Processing Center	800-699-9075
	Premium billing	888-647-2729
<b>OREGON PROJECT INDEPENDENCE (OPI)</b>	Elaine Young, Manager	503-373-1726
<b>OREGON STATE HOSPITAL (OSH) TRANSFER (5514)</b>	3420 Cherry Ave, Suite 110, Keizer 97303	
<b>OVERPAYMENTS</b>	Steve Husak Linda Lawson	541-440-3427 x226 503-624-4371
<b>PACE PROJECT (Providence Elder Place)</b>	Christina Jaramillo	503-945-5990
<b>PAY-IN TECHNICAL ASSISTANCE</b>	See Client Pay-In	
<b>OFFICE OF PAYMENT ACCURACY AND RECOVERY OFFICE (OPAR)</b>	Chuck Hibner, Administrator Payment Accuracy Section Debby Williams, Admin/Operations Brian Lueken, TPL Section Bonnie Wakeland, Recovery Section	503-378-3584 503-373-1076 503-378-5620 503-378-3410 503-378-2220
<b>PAYMENT ALERT</b>	DHS Accounting	503-945-5640
<b>PAYMENT ERROR RATE MEASUREMENT (PERM)</b>	Barbara Zharkoff	503-378-3299
<b>PAYMENT ISSUES (CEP &amp; 512)</b>	Providers – call local APD/AAA	
<b>PAYMENT SUPPORT UNIT (APD/DD)</b>	See Provider Relations & Payment Support Unit/Group (APD/DD)	
<b>PERSONAL CARE SERVICES</b>		
APD	Suzy Quinlan	503-947-5189
DD Children's personal care	May Martin	503-947-2318
<b>PERSONAL INJURY LIEN</b>	Main No. Fax:	503-378-2919 503-378-2577
<b>PERSONNEL</b>	See Human Resources	
<b>PLANNING &amp; RESEARCH UNIT</b>		
Analysts	Julia Brown Jamie Huiett	503-947-5153 503-947-1173
<b>PMDDT</b>	See Presumptive Medicaid Disability Determination Team	
<b>POWER OF ATTORNEY</b>		
Case Management	Jenny Cokeley	503-945-6985
Healthcare, Advanced Directive (APS)	Valerie Eames	503-945-5884

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
Eligibility		
<b>PRE-ADMISSION SCREENING (PAS) MEDICAID</b>	Kathryn Nunely	503-947-2309
<b>PRE-ADMISSION SCREENING AND RESIDENT REVIEW (PASSR)</b>	Kathryn Nunley	503-947-2309
PASRR for MR/DD	Nate Singer, Manager Wendy Lindsay	503-269-8913 503-602-3262
PASRR Level I Screening – Rule/Policy	Kathryn Nunley	503-947-2309
Resident Review for Mental Health	Kathryn Ayers	503-945-9715
<b>PRE-RELEASE/INMATE ELIGIBILITY PROCESS</b>	Lauren Mitchell	503-945-6479
<b>PRESUMPTIVE MEDICAID DISABILITY DETERMINATION TEAM (PMDDT)</b> 3420 Cherry Avenue, Suite 140 Salem, OR 97303	Marcy Mee, Manager Randi Blumeson Toll Free Fax	503-373-0775 503-378-2660 866-535-8431 503-373-7902
<b>Disability Analysts</b>	Alden Thompson (Temp) Carmen Espinosa (Spanish) Dave Brown Greg Wilkes Jeff Ball Kadri Jacobsen (Temp) Mike Mallorie Nancy McKenzie Neil Daly Paul Boggan Peter Urban Rosie Pentecost (Spanish) Sharlene Paakki Sherri Courtney Siobhn Moody Tia LaFontaine	503-373-1222 503-373-1024 503-373-1135 503-378-2632 503-373-2207 503-378-2460 503-373-0757 503-373-0782 503-373-0340 503-373-0968 503-373-1397 503-373-1311 503-373-1225 503-378-2594 503-373-7600 503-378-2918
<b>Case Development Technicians (CDT)</b>	Amy Tucker Bob Willard Denise Rauch Erica Lindstrom Mandy Sweet Pam Fretwell Randi Gomez Ruth Studer Vacant	503-373-1425 503-373-7179 503-373-1428 503-373-1592 503-373-0347 503-373-1475 503-373-0342 503-373-1533 503-373-1125
<b>Medical Consultants</b>	J. Scott Pritchard (Physical) Neal Berner (Physical) Sharon Eder (Physical) Paul Rethinger (Psych) Peter LeBray (Psych) Prasana Pati (Psych) – p.24.pati@gmail.com	503-986-4962 503-986-4825 503-986-4989 503-986-4988 503-781-8718 503-362-7426
<b>PROTECTIVE SERVICES 723 Report (APD)</b>	Stephanie Delage/rules	503-947-5121
<b>PROTECTIVE SERVICES</b>	See Abuse Complaints	
	Contact Local APD/AAA or DD Local County Offices	
<b>PROVIDER ENROLLMENT (or Provider Payment)</b>	DMAP Providers APD – See Provider Relations & Payment Support Unit.	800-422-5047 503-947-1141
<b>PROVIDER RELATIONS &amp; PAYMENT SUPPORT UNIT/GROUP (APD/DD)</b> CEP Adjustments, Forced Vouchers, DD PC-20 Processing W2 Questions  CBC APD/DD Adjustments, DD AFH processing, Replacement Checks, CBC Employment Verifications, 1099 questions , AFH Complaint Resolution  Provider Enrollment	Debra Satterfield, Interim Manager  Tricia Wright-Coleman  Kristen Hutton  Samantha Connor	503-945-6386  503-947-5346  503-945-6741  503-947-5124



<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
Returned Provider Checks, Employment Verification, Direct Deposit	Doug Livengood, backup Joshua Mellon	503-947-5268 503-945-5820
Provider Relations Deaf and Hard of Hearing Interpreter Services	Jeff Brownson	503-947-5183
<b>Main Line</b> PR&PSU Toll Free <b>W-2s, 1099s Request Line</b> Fax		<b>503-947-1141</b> 800-241-3013 <b>503-947-5138</b> 503-947-5357
<b>PUBLIC HEALTH LIAISON</b>	Jennifer Mead	971-673-1035
<b>PUBLIC RECORDS REQUEST/LQC</b>	Brenda Adams	503-945-6397
<b>QMB (QUALIFIED MEDICARE BENEFICIARIES)</b>	Healthier Williams Trevor Baker	541-548-2206 x340 503-945-6139
To Apply	Local APD/AAA Office	
<b>QUALITY ASSURANCE</b>	Paul Pickerell, Manager	503-373-1076
AAA/APD System & Field Programs	Aymie Olsen	503-947-1137
APD	Gini Shaw Christopher Avery Carole King	503-945-5976 503-947-1190 503-947-4232
<b>RACF ADMINISTRATION</b> IT Business Support Unit	Leatha Krehoff, Manager	503-945-6582
For RACF IDs and Access Issue	Anne Marie Koreski (Chief Data Steward)	503-945-9803
<b>RATE (LTC)</b>	Betew Hagos	503-945-5854
<b>(CBC-512)</b>	Sarah Hansen (back-up)	503-945-6465
<b>REBAR PROGRAM &amp; DD ASSESSMENT UNIT</b>	Bob Clabby, Director Eleshia Ledridge, Manager	503-385-7144 503-945-6409
<b>RESIDENTIAL CARE FACILITIES</b>	Dennett Taber, Manager	503-945-5793
Licensing, Technical Assistance	Debbie Concidine Jan Karlen Becky Mapes Warren Bird	503-945-6404 503-945-6918 503-945-5839 503-945-5823
<b>RESIDENTIAL SERVICES – 24 HOUR (DD Adults)</b>	Ken Ralph, Regional Coordinator	503-947-5191
Residential Services – 24 hour children	Debbi Kraus-Dorn, Manager	503-378-5577
<b>RESIDENTS RIGHTS</b>		
Involuntary Transfer, Nursing Facility	Sean Scott Renee Shearer	503-945-5975 503-945-5923
Residential Care Facility	Debbie Concidine Warren Bird Jan Karlen Becky Mapes	503-945-6404 503-945-5823 503-945-6918 503-945-5839
Assisted Living Facility	Warren Bird Jan Karlen Becky Mapes Debbie Concidine	503-945-5823 503-945-6918 503-945-5839 503-945-6404
Adult Foster Home (APD) (DD)	Sylvia Rieger Connie Rush Shelly Reed	503-945-6403 503-947-5163 503-945-5828
<b>RESOURCE ANYALSIS &amp; MANAGEMENT</b>	Robin Pascual	503-945-5989
<b>RESPIRE CARE</b> Lifespan Respite Care Policy Program Development	Debbie McQuin	541-618-7854
<b>RETENTION SCHEDULE – forms/records – archiving</b>	<a href="http://www.dhs.state.or.us/policy/admin/forms/050_005.htm">http://www.dhs.state.or.us/policy/admin/forms/050_005.htm</a>	
<b>RETIRED SENIOR VOLUNTEER PROGRAM (RSVP)</b> [Includes Senior Companion Program]	Elaine Young, Manager Rhonda Buedefeldt	503-373-1726 503-373-1854
<b>RISK INTERVENTION/APD</b>	Valerie Eames Allison McKenzie Stephanie Delage	503-945-5884 503-947-5447 503-947-5121

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
<b>ROOM AND BOARD FACILITY REGISTRATIONS</b>	Loda Bales Connie Rush	503-945-6515 503-947-5163
<b>RULES COORDINATION &amp; FILING (APD/DD)</b>	Christina Hartman	503-945-6398
<b>SAC (Senior Services Advisory Council)</b>	Contact District Manager in Local APD/AAA Office	
<b>SELF-STUDY Courses/Classes (AFH)</b>	<a href="http://www.oregon.gov/DHS/spd/Pages/provtools/traini ng/index.aspx">http://www.oregon.gov/DHS/spd/Pages/provtools/traini ng/index.aspx</a>	Refer to email addresses & website.
<b>SENATE BILL 913</b>	Lauren Mitchell	503-945-6479
<b>SENIOR CENTER MEAL SITES Home Delivered Meals</b>	Elaine Young, Manager Kim LaCroix, RD	503-373-1726 971-673-0606
<b>SENIOR EMPLOYMENT/TITLE V</b>	Elaine Young, Manager Ryan Kibby	503-373-1726 503-373-1877
<b>SENIOR FARM DIRECT NUTRITION PROGRAM</b>	Kim LaCroix, Coordinator Toll Free	971-673-0606 866-299-3562
<b>SENIOR MEDICARE PATROL</b>	Ryan Kibby	503-373-1877
<b>SENIOR PROPERTY TAX DEFERRAL</b>	Department of Revenue Toll Free Or website: <a href="http://www.oregon.gov/DOR/">http://www.oregon.gov/DOR/</a>	503-378-4988 800-356-4222
<b>SENIOR SERVICES ADVISORY COUNCIL (SAC)</b>	Contact Program Manager in Local APD/AAA Office	
<b>SERVICE ELIGIBILITY</b>		
APD Service Eligibility/Policy Rule	Jenny Cokeley Suzy Quinlan	503-945-6985 503-947-5189
DD Service Eligibility DD Service Eligibility DD Service Eligibility Record (SL02)	Debra Hodges Acacia McGuire-Anderson Kim Bienkowski	503-945-9822 503-947-5099 905-947-5174
<b>SHIBA (Senior Health Insurance Benefit Assistance)</b>	<a href="http://www.oregon.gov/DCBS/SHIBA/Pages/index.aspx">http://www.oregon.gov/DCBS/SHIBA/Pages/index.aspx</a>	800-722-4134
<b>SNAP (Supplemental Nutrition Assistance Program) [Formerly called Food Stamps]</b>	Eligibility and Disbursement through local DHS office	
<b>SPECIALIZED LIVING SERVICES (APD)</b>	Darwin Frankenhoff	503-947-5162
<b>SPECIAL NEEDS</b>	Michael Avery	503-945-6410
<b>SPOUSAL PAY PROGRAM</b>	Darwin Frankenhoff	503-947-5162
<b>SPOUSAL IMPOVERSHIPMENT/ SUPPORT ORDERS</b>	Bill Brautigam	503-947-5204
<b>SSI-CLIENT CHECKS/ RECOVERY</b>	Tami Woodward	503-945-6481
<b>SSI LIAISON – DD Children in Placement</b>	Debbi Kraus-Dorn, Manager Jay Clark Carol Hitchen	503-378-5577 503-378-5325 503-378-5352
<b>STATE PLAN PERSONAL CARE</b>		
APD Developmental Disabilities Mental Health	Suzy Quinlan May Martin Noel Suarez	503-947-5189 503-947-2318 503-945-9708
<b>STATE-OPERATED COMMUNITY PROGRAM (SOCP)</b>	Jana McLellan, Manager	503-378-2954 x241
PO Box 14680, 4494 River Rd. N., Keizer, OR 97303	Vacant, Office Manager Fax	503-378-5952 503-378-5917
<b>STATE UNIT ON AGING</b> 676 Church Street NE, Salem 97301	Elaine Young, Manager Dawn Rustrum Debbie McCuin Elizabeth O'Neill Fred Steele Jan Karlen Jennifer Mead Kim LaCroix Kristi Murphy Lori Watt Nakeshia Knight-Coyle Rhonda Buedefeldt Ryan Kibby Sean Scott	503-373-1726 503-373-0335 541-618-7854 971-302-0098 503-945-6325 503-945-6918 971-673-1035 971-673-0606 503-373-2212 503-373-0882 503-373-1760 503-373-1854 503-373-1877 503-945-5975

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
	Suane Jackson	503-373-1750
<b>SUPPLEMENTAL SECURITY INCOME/SOCIAL</b>	Toll Free	800-772-1213
<b>SECURITY DISABILITY INSURANCE (SSI/SSDI)</b>	<a href="http://www.socialsecurity.gov/pgm/disability.htm">http://www.socialsecurity.gov/pgm/disability.htm</a>	
<b>SUPPORTED LIVING SERVICES- DD</b>	Jessie Martin	503-945-9798
<b>SUPPORT SERVICES BROKERAGE FOR PERSONS WITH DEVELOPMENTAL DISABILITY</b>	Mike Parr Sherri Yoakum	503-945-6109 503-947-4241
<b>SURVEY (NF) ---- (see CCMU)</b>	Cory Oace, Manager Celeste Symonette, Manager	503-945-5649 503-945-5494
<b>Survey (ALF) (RCF)</b>	Joan Morris, Manager	503-991-3672
<b>SURVEY DD</b>	Barb Southard, Manager	503-945-9816
<b>SURVEY RECORDS (RCF) (ALF) (NF)</b>	Carolyn Ramus (RCF & ALF)	503-945-5853
<b>TITLE V (SENIOR EMPLOYMENT ISSUES)</b>	Elaine Young, Manager	503-373-1726
<b>TORT CLAIMS</b>	Kim Hector	503-945-6472
<b>TRAINING CENTER, DHS</b>	3414 Cherry Ave. NE, Suite 150 Keizer, OR 97303	503-373-7700
<b>TRAINING COORDINATOR</b> Program and Policy Training Coordination	Vacant	
<b>TRANSMITTALS – APD/DD</b>		
Coordinator	Amy Lore	503-945-6979
Back up	Cristina Essery	503-945-6272
Web Posting	Lauren Mitchell	503-945-6479
Back up	Michael Avery	503-945-6410
Back up	Heather Williams	541-548-2206 x340
<b>TRANSPORTATION</b>		
Medical Transportation	Sarah Wetherson, DMAP	503-569-6342
Non-Medical/Waivered Transportation (APD)	Darwin Frankenhoff	503-947-5162
Developmental Disability	Kristine Duffy	503-945-9791
<b>TRAVEL COORDINATOR APD (Out of State)</b>	Debbie Harms	503-947-5476
<b>TRIBAL LIAISON SPD</b>	Vacant	
<b>UNEMPLOYMENT INSURANCE</b> (Homecare Worker/CEP Claims)	Jenny Cokeley Janice Castle	503-945-6985 503-945-6408
<b>VENTILATOR CLIENTS</b>		
APD AFH License Approval	Connie Rush Sylvia Rieger, back-up	503-947-5163 503-945-6403
Ventilator Care Placements	Connie Rush Trevin Butler	503-947-5163 503-947-5209
Payment AFH and Nursing facilities	Betew Hagos	503-945-5854
Nursing facilities	Renee Shearer	503-945-5923
Children with disabilities In-Home Services (APD)	Vacant Suzy Quinlan	503-947-5189
<b>VITAL RECORDS</b>	Public Health, Portland	971-673-1190 800-422-6012
<b>VOCATIONAL REHABILITATION SERVICES (VRS)</b>	Also OVRS	503-945-5880
<b>VOLUNTEERS (Elderly Program)</b>	Elaine Young, Manager	503-373-1726
<b>VOTER REGISTRATION (NVRA)</b>	Karen Gulliver, Agency Coordinator	503-945-6460
<b>WAIVERS, DD and APD</b>	Chris Pascual Darlene O'Keefe	503-945-7035 503-945-9817
<b>WEB PAGE COORDINATION</b>		
APD Administrative Rules Section	Christina Hartman	503-945-6398
APD Staff Resources Section	Lauren Mitchell	503-945-6479
APD Staff Case Management Resources/ Services	Christina Hartman	503-945-6398

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
DD Resources ARDC	Brent Watkins Dawn Rustrum	503-947-5097 503-373-0335
<b>WORKLOAD MEASUREMENT</b>	Wendy Gibson	503-884-3953