

Angela Munkers

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**Number: APD-IM-17-019**

**Issue date: 3/7/2017**

**Topic:** Systems Issues

**Subject:** Oregon ACCESS cases in 5515

**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             | <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"/> ODDS Children’s Residential Services          | <input type="checkbox"/> Other ( <i>please specify</i> ):                    |
| <input type="checkbox"/> Child Welfare Programs                        |  |

**Message:** Cases appearing in branch 5515 can be transferred to a local office by emailing Karen Kaino [karen.l.kaino@state.or.us](mailto:karen.l.kaino@state.or.us), Lauren Mitchell [lauren.e.mitchell@state.or.us](mailto:lauren.e.mitchell@state.or.us), or Angela Munkers [angela.p.munkers@state.or.us](mailto:angela.p.munkers@state.or.us) in APD Central Office.

Please include the customer’s prime or Social Security number and 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; for urgent requests, please send an IM or call.

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

5515 is a discontinued branch in Oregon ACCESS used by APD Central Office. 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 and updated by field staff. Cases are sometimes moved to 5515 through the normal course of business, but should not be transferred into 5515 for any reason.

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

<b>Contact(s):</b>	Karen Kaino Lauren Mitchell Angela Munkers		
<b>Phone:</b>	Karen: 503-569-7034 Lauren: 503-945-6479 Angela: 503-569-6209	<b>Fax:</b>	
<b>Email:</b>	karen.l.kaino@state.or.us lauren.e.mitchell@state.or.us angela.p.munkers@state.or.us		