

# APD/DD (SPD) Technical Assistance Guide

## February 2012

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
<b>ABUSE COMPLAINTS FACILITY</b>	Hazel Lefler, Facility APS Mgr	503-945-6079
Facility Adult Protective Services/Elder Abuse	Allison McKenzie	503-947-5447
Facility Adult Protective Services/Elder Abuse	Stephanie Delage	503-947-5121
Adult Protective Services Training	Stephanie Delage Allison McKenzie	503-947-5121 503-947-5447
Making Complaints	Contact local 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 MH/DD Office	
<b>ABUSE COMPLAINTS COMMUNITY (Non-facility) APD</b>	Fred Steele, Manager	503-945-6325
Community APS/Elder abuse for adults 65 or older or persons with physical disabilities.	Valerie Eames M.S.W Rebecca Fetters Main #	503-945-5884 503-947-1179 503-945-9495
Developmental Disabilities	Eva Kutas, Director of OIT	503-945-9491
<b>ABUSE PREVENTION</b>	Fred Steele, Manager Valerie Eames M.S.W. Rebecca Fetters	503-945-6325 503-945-5884 503-947-1179
<b>ACCESS (SPD 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>	<b>Seniors and People with Disabilities</b>	Admin:
Administration (E-02)	<b>500 Summer Street NE, E-02</b>	503-945-5811
County Relations (E-09)	<b>Salem, OR 97301-1073</b>	
Federal Reporting & Financial Eligibility (E-12)	LOCATION - Corners of Marion,	Toll Free/TTY: 800-282-8096
Developmental Disability Services (E-09 & E-10)	Summer, Union and Capitol Streets	FAX: 503-373-7823
Licensing and Quality of Care (E-13)	Field Services (E-02)	
Senior and Disability Services (E-10)	DD Licensing (E-05)	
<b>ADMINISTRATION</b>	Trisha Baxter, Chief Operating Officer	503-945-5858
Employee related policy		
Interagency cooperation		
Strategic planning		
Executive Assistant to COO	Carolyn Wilson	503-945-6478
Receptionist	Maria Frias	503-945-5809
Business Manager/Risk Coordinator	Vacant	503-945-6445

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
<b>ADMINISTRATIVE RULES (OARs)</b>	Christina Hartman	503-945-6398
<b>ADULT DAY SERVICES</b>		
Community Based	Darwin Frankenhoff	503-947-5162
Nursing Facility	Renee Shearer	503-945-5923
NF Specialized Services for DD		
<b>ADULT FOSTER HOME POLICY</b>	Hazel Lefler, Interim Manager	503-945-6079
<b>Aging &amp; Physically Disabled (APD)</b>		
Complaints	Kim Hector	503-945-6472
Corrective Action	Robert Gust Kristina Krause	503-945-6807 503-947-5567
Licensing (Local Office Tech. Asst.)	Trevin Butler	503-947-5209
Licensing (Local Office Tech. Asst.)	Sylvia Rieger	503-945-6403
Licensing (Local Office Tech. Asst.)	Connie Rush	503-947-5163
Policy Rule (APD)	Connie Rush	503-947-5163
Policy/Rule (APD)	Sylvia Rieger	503-945-6403
Multnomah County Licensing	Felicia Akuburo, Manager (MCADS)	503-988-3000 ext 26458
Training Credit Committee (TCC) (APD) (DD)	Sylvia Reiger Shelly Reed	503-945-6403 503-945-5828
<b>Adult Foster Home Developmental Disabilities (DD)</b>	Barb Southard, Manager	503-945-9816
Corrective Action Developmental Disability Foster Home Policy/Rule (DD)	Vickie Goff Shelly Reed, AFH-DD Coordinator	503-945-7803 503-945-5828
Licensing DD Adult Foster Homes (DD)	Gary Williams Jeremiah Adams	503-945-7806 503-945-5718
<b>ADVANCED DIRECTIVES FOR HEALTH CARE</b>	Tina Kitchin, Medical Director, APD/DD	503-945-5812
(withholding or withdrawing of life support)		
<b>AGING AND DISABILITY RESOURCE CONNECTION (ADRC)</b>	Elaine Young, Manager	503-373-1726
<b>ALZHEIMER'S CARE UNITS/RULES</b>	Dennett Taber, Interim Manager	503-945-5793
	Becky Callicrate, Interim Manager, Nursing Facility	503-947-7782
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	503-945-5923
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
Northwest ADA Information Center	<a href="http://www.dbtacnorthwest.org/">http://www.dbtacnorthwest.org/</a> For general information, such as ADA compliance issues.	800-949-4232
	(TTY)	800-514-0383

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
Building Regulations and Specifications	Oregon Building Codes Division	503-378-4133
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
	Angela Young – Human Resources	503-945-5845
	DHS Facilities - Linda Riddel	503-945-5817
Hearing Loss	Jeff Brownson, Deaf & Hard of Hearing Services Program, DHS	503-947-5183
<b>ASSISTED LIVING FACILITIES</b>	Dennett Taber, Interim Manager	503-945-5793
Licensing, Technical Assistance	Jan Karlen	503-945-6918
	Debbie Concidine	503-945-6404
	Becky Mapes	503-945-5839
	Warren Bird	503-945-5823
Residential Assisted Living	Carolyn Ramus	503-945-5853
<b>AUTOMOBILES (state)</b>	DAS Motor Pool, Salem only	503-378-4377
<b>BACKGROUND CHECK</b>	DHS – Background Check Unit-Main	503-378-5470
<b>CLEARANCES AND RULES</b>	Toll Free	888-272-5545
	Bill Buckley, Manager	503-378-8973
Database	Vacant	
<b>BOARD OF NURSING LIAISON</b>	Deborah Cateora	503-947-5165
<b>BOARD OF NURSING</b> (see Nursing Facility)	? Fax	971-673-0685 971-673-0684
<b>BOARD OF PHARMACY LIAISON</b>	Tina Kitchin, Medical Director	503-945-5812
<b>BUDGET (SPD)</b>	Ralph H. Amador, Administrator	503-569-1632
DD Analyst	Greg Aydelott	503-947-2311
Revenue & APD Analyst	Sam Dallman	503-947-5610
APD Analyst	Tom Jaeger	503-947-5433
Program Support Analyst	Cathy Thomas	503-945-6988
<b>CASE MANAGEMENT</b>	Selina Hickman	503-945-6414
Case Management Training/Policy (APD)	Vacant, Training Policy	
Technical Assistance (APD)	Suzy Quinlan	503-947-5189
Case Management Training(DD)	Marilee Bell – Training Policy	503-947-5262
Policy Technical Assistance		
<b>CAWEM (Citizen Alien Waived Emergent Medical)</b>	Dale Marande Lauren Mitchell	503-945-6476 503-945-5479
<b>CBC</b>	See Community Based Care	
<b>CENTER FOR MEDICARE &amp; MEDICAID SERVICES (CMS)</b>		
NF Survey & Certification	?	
Waivers	?	
	Chris Pascual, APD Waiver	503-945-7035
	Dana Hittle, DD Waivers	503-945-5810
<b>CERTIFICATE OF NEED</b>	Office of Health Policy	503-731-4320
Central Office Questions	Renee Shearer	503-945-5923
(Nursing Facilities)	Jana Fussell	503-731-4320
<b>CERTIFIED NURSING ASSISTANT (CNA)</b>	?	

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
<b>/DINING ASST. TRAINING REIMBURSEMENT</b>	?	
Facility Questions	Russ Barker	503-945-6450
<b>CHILDREN'S MEDICAL ELIGIBILITY</b>	Angela Munkers, Manager Consuelo DeCamp (676 Church St. NE) Barbara Clark (676 Church St. NE) Fax	503-945-6209 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>	Debra Burke, Manager Tom Racioppo, Manager Main line	971-673-2976 971-673-3096 503-373-0882
<b>CHILDREN'S RESIDENTIAL (DD)</b>	Debbie Kraus-Dorn, Manager	503-378-5577
Information	Linda Smith	971-673-2985
<b>CHILD FOSTER CARE (DD)</b>	Bruce Baker, Manager Diana Jacobsen, Coordinator	503-945-9800 503-378-5001
	Beth Shellenbarger, Information	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 (CCMUs)</b>	<b>? (NF)</b>	
Salem	Dennett Taber, Interim Manager	503-945-5793
Salem	Keith Ramey, Nursing Facility Pat Shepherd, CBC	503-373-0200 503-373-0200
Tualatin	Marcia Thompson, NF	503-691-6587
<b>CLIENT DEMOGRAPHICS</b>	Lea Ann Stutheit, Manager	
<b>CLIENT EMPLOYED PROVIDER PROGRAM</b>		
Provider Payment Questions	Call Local SPD/AAA Office	
General Information	Call Local SPD/AAA Office	
Home Care Worker Enrollment/Payments	Call Local SPD AAA Office	
Policy	Jenny Cokeley	503-945-5799
In-Home Exceptions Policy	Darwin Frankenhoff Selina Hickman	503-947-5162 503-945-6414
Home Care Worker Administrative Review	Jenny Cokeley	503-945-5799
Home Care Worker Unemployment Insurance Questions	Janice Castle Vacant Jenny Cokeley	503-945-6408  503-945-6985
Payment/Technical Assistance (adjustments, W2s, lost checks, etc.)	See Payment Support Unit	
<b>CLIENT MAINTENANCE UNIT</b>	Main Number	503-378-4369
<b>CLIENT PAY-IN ISSUES</b>		
Policy related	?	
Receipting	Deann Block	503-947-5008
Refunds, technical assistance	Shannan Willits	503-945-5836
<b>COMMISSIONS</b>	Dawn Rustrum, GCSS Coordinator	503-947-5104
Governor's Commission on Senior	Becky Murphy, Admin Support	503-947-1136

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
Services (GCSS) Oregon Disabilities Commission (ODC)	Max Brown, ODC Coordinator Fax Toll-Free & TTY	503-945-6993 503-373-7823 800-282-8096
<b>COMMUNITY-BASED CARE (CBC)</b>	Dennett Taber, Interim Manager	503-945-5793
Facility Programs & Standards	?	
Specialized Living Program & Rates	Betew Hagos	503-945-5854
Facility Rates/Specialized Rates	Sarah Hansen	503-945-6465
CBC/512 Payment Support	Payment Support Unit Receptionist	503-947-1141
see Adult Foster Homes		
see Assisted Living		
see In-Home Services		
see Residential Care Facilities		
<b>COMMUNITY DEVELOPMENTAL DISABILITY PROGRAM (CDDP)</b>		
Technical Support for eXPRS & CPMS	Kim Bienkowski	503-947-5179
<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	Tishri Whiteside, SPD Chief Data Steward Kelley Heenan, CAF Chief Data Steward	503-945-6386 503-378-2101 x313
Security Policies	?, DHS Information Security Officer	503-945-6394
<b>COMPUTER REPORTS &amp; DATA REQUESTS; COMPUTER CODING – POLICY RELATED</b>		
Web 723	Stephanie Delage/Rules	503-947-5121
CAF Computer Guide	See Manual/Guide Distributions	
Policy related – Food Stamps	Sandy Ambrose	503-945-6092
Policy related – QMB, OSIPM	Michael, Avery	503-945-6410
	Jeff Stell	503-945-6834
Express Payment and Reporting System (eXPRS) Business Analysts	Brandee Martinez Vacant Judy Clawson Kim Bienkowski	503-945-9412 503-945-9814 503-947-2312 503-947-5174
MMIS, Rewrite, Overall	Randy Canoy, Business Manager	503-383-3331
MMIS Business Implementation Manager	Vacant, Business Manager	
<b>CONTINUING CARE RETIREMENT COMMUNITIES (CCRC)</b>	Hazel Lefler	503-945-6459
	Becky Callicrate	503-945-5714
<b>CONTINUOUS QUALITY IMPROVEMENT TEAM</b>	?, Manager	
<b>CONTRACT ADMINISTRATION</b>	Lea Ann Stutheit, Manager	503-945-9783
Counties/others/DD/CFAC	?	
<b>CONTRACT RN SERVICE</b>	?	
<b>COST REPORTS</b>	Lea Ann Stutheit, Manager	503-945-9783

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Nursing Facilities	Russ Barker	503-945-6450
<b>COUNTY RELATIONS (DD)</b>	Corissa Neufeldt, Manager Mike Maley, Manager	503-945-6742 503-947-4228
Administrative Support	Cindy Steinkamp Dora Huber ?	503-945-9780 503-945-6297 or 503-378-5249
<b>DD County Relations, Special Assignments</b>		
24 hour Residential Services, Host Home	Ken Ralph	503-947-5191
DD Local Admin, CDDP Field Reviews, Mental Health Liaison	Darlene O'Keeffe	503-945-9817
Supported Living and Rent Subsidy	Jessie Martin	503-945-9798
Comprehensive In-Home Services for Adults (DD)	Corissa Neufeldt	503-945-6742
Emergency Preparedness	Daniel Boyd	503-945-6976
Employment/Alternatives to Employment Services (DD), Transportation	Mariah Forrest	503-947-1105
Nursing Home Diversion/OTM (DD)	Laura Soyster (BB 503-510-3323) Brent Watkins	503-945-9822 503-947-5097
Oregon Intervention System Training & Technical Assistance	Kathryn Sky Hawk Mary Lowry	503-947-2310 503-947-5193
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 Services Complaints, Services Coordinator Specialist, TCM specialist	Marilee Bell Chelas Kronenberg	503-947-5262 503-945-6799
<b>DD LICENSING UNIT</b>	Barb Southard, Manager	503-945-9816
<b>DD DIAGNOSIS &amp; EVALUATION POLICY</b>	Chelas Kronenberg	503-945-6799
<b>DD ELIGIBILITY AND ENROLLMENT UNIT</b>	(See Developmental Disability Services-Provider Technical Support Unit)	
<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</b>	Kathryn Weit, Interim Executive Director	503-945-9943
<b>DEVELOPMENTAL DISABILITY SERVICES Provider Technical Support Unit</b>	Leatha Krehoff, Manager	503-945-6582
Client Process Monitoring System (CPMS) & Express Payment and Reporting System (eXPRS)	Jodi Smoyer-Cowger, Unit Support Anne Marie Koreski Kolette Ropp	503-945-6313 503-945-9803 503-945-5984
	Pat Taylor	503-945-6846
	Donna McMillen	503-945-6675
	DEDICATED FAX	503-947-5044
<b>DEVELOPMENTAL DISABILITY SYSTEMS COORDINATION UNIT</b>	Leatha Krehoff, Manager	503-945-6582
	Chris Angel, Lead QA Analyst	503-945-9775

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
	Jane Ammon, eXPRES Business Analyst	503-947-2312
	Kim Bienkowski, DD Business Analyst	503-947-5174
	Jodi Smoyer-Cowger, Unit Support	503-945-6313
	Brande Martinez, eXPRES Lead Business Analyst	503-945-9412
	Christy Orcutt, QA Analyst	503-945-6721
	John Riordan, eXPRES Business Analyst	503-945-6133
<b>DISABILITY DETERMINATION SERVICES</b>	Mary Gabriel, Program Admin.	503-986-4809
	Main reception No. Toll free	503-986-5100 800-452-2147
Operations Manager	Jay Minten	503-986-4803
Admin. Support	Karen Carney	503-986-4804
Systems Manager	Ken Forbes	503-986-4877
Chief Medical Consultant Manager	Dr. William Habjan	503-986-4993
Disability Hearings Unit Manager	Heather Emberson	503-986-4941
Quality Assurance Manager	Kimery Bilusak	503-986-4843
Support Services Manager	Sue Shiarla	503-986-4800
<b>DISABILITY SERVICES ADVISORY COMMITTEE (DSAC)</b>	Contact Program Manager in Local Office	
<b>DISASTER PREPAREDNESS (Field Offices) &amp; REPORTING (Disaster Planning)</b>	Tina Kitchin, Medical Director	503-945-5812
<b>DIVISION OF MEDICAL ASSISTANCE PROGRAMS</b>	(DMAP) Toll Free Provider Services Unit	503-945-5772 800-527-5772 800-336-6016
<b>DMAP (DME) FIELD LIAISON</b>	Margaret Jester-Haining	503-945-6418
<b>DMAP POLICY LIAISON</b>	Tina Kitchin, Medical Director	503-945-5812
<b>ELDERLY RENTAL ASSISTANCE NOTICES</b>	Michael Avery Dept. of Revenue	503-945-6410 <b>800-356-4222</b> <b>503-378-4988</b>
<b>ELECTRONIC BENEFITS TRANSFER (EBT) Liaison</b>	Sandy Ambrose Lisa Stegman	503-945-6092 503-945-6725
<b>ELIGIBILITY AUTOMATION</b>	Lauren Mitchell	503-945-6479
	Michael Avery	503-945-6410
<b>ELIGIBILITY POLICY</b>	Dale Marande, QMB and OSIPM	503-945-6476
	Michael Avery, OSIPM and OHP	503-945-6410
	Lauren Mitchell, Senior Farm Direct Nutrition Program, Pre-release/inmate eligibility	503-945-6479
	?, Pay-In, Special Needs, OSIPM, Protected Eligibility	
	Bill Brautigam, Trusts and Support Orders, OSIPM	503-947-5204
	Chelas Kronenberg, DD Service Eligibility Policy	503-945-6799
	Dana Hittle, DD Services Waiver	503-945-5810

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
	Eligibility Policy	
	Brian Kirk, Presumptive Medicaid	503-373-0271
	Vacant, APD Service Eligibility	503-945-6414
<b>EMERGENT ALIEN SERVICES</b> (emergency only)	Jeff Stell, EPD, DD Financial, OSIPM Eligibility, Citizenship	503-945-6834
<b>EMERGENCY PREPAREDNESS COORDINATOR</b>	Tina Kitchin, Medical Director	503-945-5812
<b>EMERGENCY RESPONSE SYSTEMS (Lifeline, Life alert, etc.)</b>	Kelsey Weigel	503-945-6413
<b>EMPLOYED PERSONS WITH DISABILITIES (EPD) PROGRAM</b>	Jeff Stell	503-945-6834
<b>EMPLOYMENT FOR SENIORS</b>	Elaine Young, Manager	503-373-1726
	Ryan Kibby	503-373-1877
<b>EMPLOYMENT FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES</b>	Mariah Forrest	503-947-1105
<b>END OF LIFE ISSUES</b>	Tina Kitchen, Medical Director	503-945-5812
<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	Melissa Taber	503-947-5169
<b>ENSURING QUALITY CARE (EQC) TRAINING</b>	Deborah Cateora	503-947-5165
<b>EQC MANUALS</b>	Sylvia Rieger Trevin Butler	503-945-6403 503-947-5206
<b>ESTATES ADMINISTRATION</b>	Karen Carson, Manager	503-378-5213
	Reception Main No.	<b>503-378-2884</b>
2850 Broadway NE, Salem, OR 97303 (street) P.O. Box 14021, Salem, OR 97309 (mailing)	<b>Toll Free</b> Fax	<b>800-826-5675</b> 503-378-3137
<b>EXCEPTIONAL PAYMENTS</b>		
	Caryn Whatley, AFH	503-947-5427
	Darwin Frankenhoff, In-home Selina Hickman	503-947-5162 503-945-6414
To submit requests:	Debbie Concidine, RCF <a href="mailto:spd.exceptions@state.or.us">spd.exceptions@state.or.us</a>	503-945-6404
eXPRS	See specific subject areas – for example:	
	Regional Coordinator	
	Contract Administration	
	Service Eligibility	
	Computer Help	
<b>FAMILY CAREGIVING SUPPORT PROGRAM (Older Americans Act)</b>	Judy Bowen	503-373-1842
<b>FAMILY SUPPORT FOR CHILDREN WITH DISABILITIES</b>	Bruce Baker, Manager May Martin, Coordinator	503-945-9800 503-947-2318
<b>FIELD REVIEWS</b>		
Field Reviews Developmental Disabilities	Corissa Neufeldt, Manager	503-945-6742
(OAA/OPI) Older Americans Act & Oregon	Elaine Young, Manager	503-373-1726

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
Project Independence Reviews		
<b>FIELD SERVICES</b>	Angela Munkers, Manager	503-945-6209
Diversion/Transition Analyst	Nathan Singer	BB 503-269-8913
Assistant to Field Services Manager	Debbie Harms	503-947-5476
Administrative Support	Janet Morse	503-947-5481
Quality Assurance Analyst	Karen Gulliver	503-945-6460
LDMS coach	Chris Roach	503-947-1179
<b>FICA PROVIDER REFUNDS</b>	See Payment Support Unit	
<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</b>	Eligibility and Disbursement through local office.	
General Questions	Rosanne Richard (CAF)	503-945-5826
<b>FORMS/POLICY MANUALS (APD)</b>	Lauren Mitchell, Policy Manuals ?, Forms	503-945-6479
<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>		
SPD Employees	Payroll	503-945-5634
Providers	Reception	503-947-5126
	Toll Free	866-631-0745
<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>	Becky Murphy, Admin. Support Dawn Rustrum, Coordinator	503-947-1136 503-947-5104
<b>GRANT DEVELOPMENT AND MANAGEMENT</b>	?	
<b>GRANT – FAIRVIEW TRUST</b>	Heber Nelson, Manager Peter Straton, DD Housing Specialist	503-378-3611 503-378-3971
<b>GUARDIANSHIP/ CONSERVATORSHIP (for APS)</b>	Valerie Eames M.S.W. Fred Steele, back-up	503-945-5884 503-945-6325
Court Papers for SPD clients	Send to local office	
<b>HEALTH DEPARTMENT PUBLIC</b>	Portland	971-673-1222
<b>HEALTHY AGING PROGRAMS</b>	Jennifer Mead	971-673-1035
<b>HEALTH INSURANCE GROUP</b>	HIG analyst or specialist	503-378-6233
(3rd Party Resources)		
<b>HEARINGS (SPD)</b>	Carol Mauser, Manager	541-506-5264
<b>HEARING REPS (SPD Field Services)</b>	Shaeli Armstrong	503-435-3404
	Michael Cook Chris Ellis	503-469-2060 541-440-3427 x227
	Michael Cook	503-469-2060
	Shannon Hunter	541-756-8641 x229
	Kurt Kessler	541-776-6187
	Brenda Reed	541-883-5777

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
	Trish Tran	503-691-6587 x242
	Heather Williams	541-548-2206
Hearings Request Coordinator for SPD/AAA's	Janet Morse Fax	503-947-5481 503-945-6296
<b>HIPAA (Health Insurance Portability and Accountability Act – Confidentiality)</b>	?	
<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>HOME CARE COMMISSION</b>	Cheryl Miller, Executive Director	503-378-2733
	Yvonne Fleming, Admin. Specialist	503-378-4984
	Suzanne Huffman, STEPS/Registry Coordinator	503-373-1078
	Nancy Janes, STEPS/Registry Support	503-378-4050
	Simone Dankenbring, Training Support	503-378-3957
	Kelly Rosenau, Workers' Compensation Coordinator	503-378-3099
	Fax Number	503-378-5886
	OHCC toll free number/training & registry	877-867-0077
	Workers' Compensation toll free #	888-365-0001
<b>HOME MODIFICATION FOR SPECIAL NEEDS CLIENTS (DD Clients)</b> (i.e. wheel chair ramp, stair lift etc.)	Heber Nelson, Manager Fax Tim Olson, DD Housing Specialist	503-378-3611 503-378-5220 503-378-4515
<b>HOSPICE</b>	Portland (Health Services)	971-673-0540
<b>HOUSING</b>	Heber Nelson, Manager Tim Olson, DD Housing Specialist Peter Straton, Fairview Trust Fund Dora Huber, Admin. Support	503-378-3611 503-378-4515 503-378-3971 503-378-5249
<b>IMMIGRATION AND NATURALIZATION SERVICES</b>	Form orders	800-870-3676
<b>INCOME ELIGIBILITY VERIFICATION SYSTEM (IEVS)</b>	?	
<b>INCOME VERIFICATION</b>		
Providers	See Payment Support Unit	
SPD Employees	DHS Payroll	503-945-5634
<b>INCOME CAP TRUSTS</b>	Bill Brautigam	503-947-5204
<b>INDEPENDENT CHOICES PROGRAM</b>	Jenny Cokeley, Manager	503-945-6985
Policy	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	971-673-0540

(See Home Health Agency or use Hospice Contact Person)

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
<b>IN-HOME SERVICES (APD)</b> In-Home Rules/Policy	? , Manager Jenny Cokeley Selina Hickman Suzy Quinlan	503-945-6985 503-945-5799 503-945-6414 503-947-5189
In-Home Risk Referrals email:	<a href="mailto:risks.spd-inhome@state.or.us">risks.spd-inhome@state.or.us</a>	
In-Home Contract Agencies	Darwin Frankenhoff	503-947-5162
Independent Choices Program	Kelsey Weigel	503-945-6413
Spousal Pay	Darwin Frankenhoff	503-947-5162
Specialized Living	Darwin Frankenhoff	503-947-5162
Service Priority/Case Management	Suzy Quinlan Selina Hickman	503-947-5189 503-945-6414
Service Eligibility	Suzy Quinlan Selina Hickman	503-947-5189 503-945-6414
State Plan Personal Care & CAPS Policy	Suzy Quinlan	503-947-5189
<b>IN-HOME SERVICES (DD)</b>	Mike Maley, Manager Corissa Neufeldt, Manager	503-947-4228 503-945-6742
<b>INSURANCE</b>		
Medicare Supplement (SHIBA)	Senior Health Insurance Benefits Assistance (SHIBA)	800-722-4134
<b>LEGAL SERVICES DEVELOPER FOR SENIORS</b>	Fred Steele	503-945-6325
<b>LEGISLATIVE ISSUES (DHS Team)</b>	Karen Mainzer	503-945-6444
	Kelsi Eisele	503-945-6482
	Pam Pearson	503-945-5650
	Michael Serice	503-945-5687
<b>LICENSING FACILITIES</b>		
Adult Foster Homes (APD)	Sylvia Rieger	503-945-6403
Adult Foster Homes (APD)	Connie Rush	503-947-5163
Adult Foster Homes (APD) Community Based Care (ALF/RCF)	Trevin Butler Dennett Taber (Program Coordinator) Jan Karlen Debbie Concidine	503-947-5209 503-945-5793 503-945-6918 503-945-6404
Licensing Plans Review	Mike McDermott, 3420 Cherry Ave. NE	503-373-7201
Nursing Home	Rene Shearer (Prog. Coordinator)	503-945-5923
Room & Board Registrations	Hazel Lefler	503-945-6459
24-hour Residential Program—DD	Barb Southard, Manager Teresa Ritner, Lead Jermiah Adams Roger Bendel Rhonda Boertien Ann Coskey-Wasserman Chris Davison	503-945-9816 503-945-9811 503-947-4223 503-508-3592 503-510-0135 503-508-0479 503-931-6834
Adult Foster Home – DD Adult Foster Home -- DD Child Foster Care – DD	Leslie Heath Mary Lai-Hsu Toni Larson Jim Ransom Gary Williams Shelly Reed, Program Coordinator Gary Williams	503-510-0294 503-508-0483 503-510-2700 503-508-0481 503-945-7806 503-945-5828 503-945-7806

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
<b>LIFESPAN RESPITE CARE PROGRAM</b>	Mary Lee Fay, Administrator May Martin	503-945-9787 503-947-2318
<b>LICENSING &amp; QUALITY OF CARE</b>	Marie Cervantes & Donna Keddy, Interim Administrators Amanda Gulliksen, Executive Assist.	503-945-6079 503-945-6467 503-945-6058
see Abuse complaints	Hazel Lefler, Interim Manager	503-945-6079
see Adult Foster Homes/DD	Barb Southard, Manager	503-945-9816
see Client Care Monitoring Units	?	
see Community Based Care	Dennett Taber, Interim Manager	503-945-5793
see Nursing Facilities	?	
see DD Licensing	Barb Southard, Manager	503-945-9816
see Adult Foster Homes/APD	?	
<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	?	
Nursing Facility Medicaid Provider Guide	Lea Ann Stutheit	503-945-9783
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>	
SPD 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 SPD)	Nelsa Brodie	503-945-5690
Elderly Issues, Legislative, Disability Issues	Trisha Baxter, COO	503-945-5858
<b>MEDICAL DIRECTOR, APD/DD</b>	Tina Kitchin, Medical Director	503-945-5812
<b>MEDICALLY FRAGILE CHILDREN'S UNIT</b>	Debra Burke, Manager	971-673-2976
<b>MEDICALLY NEEDY (limited drug coverage, MND case descriptor)</b>	Jesse Anderson, DMAP	503-945-6958
<b>MEDICAID</b>		
State Plan Personal Care	see State Plan Personal Care	
State Plan Home & Community Based Waivers	Don Fries Dana Hittle Chris Pascual	503-945-6455 503-945-5810 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>	Lea Ann Stutheit, Manager	503-945-9783
MLTCQRAC Liaison	Sarah Hansen	503-945-6465
<b>MEDICARE BUY-IN UNIT</b> 500 Summer St NE E-12 Salem, OR 97301	Dale Marande, Manager Ed Hunt Elvie Gilbert Bill Eldridge	503-945-6476 503-945-6833 503-945-6644 503-945-6617

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
	Dee Burson Kesha Baxter Fax	503-945-6594 503-945-6082 503-945-6606
<b>MEDICARE (General Public Questions) In English &amp; Spanish</b>	Medicare general information	800-633-4227
Beneficiary Calls Regarding Billing	?	
Participating Physician/Supplier	?	
Claims	?	
Supplemental Insurance		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
DMAP/MMA	Debbie Wert	503-945-5752
AAA/SPD Policy Issues	Dale Marande, SPD Manager	503-945-6476
<b>MENTAL HEALTH LIAISON</b>	?	
<b>MINIMUM DATA SET (MDS)</b>		
Program/Content	Mary Borts	503-691-6587
Technical Assistance	Sheryl Luper	503-947-5439
Section Q	Elaine Young, Manager	503-373-1726
<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 Selina Hickman	503-947-5189 503-945-6414
<b>NON-CITIZEN INFORMATION</b>	Jeff Stell	503-945-6834
	Dale Marande, Manager	503-945-6476
<b>NURSING</b>	?	
<b>NURSE DELEGATION</b>	Deborah Cateora	503-947-5165
<b>NURSING FACILITY</b>	Joanne Birney	503-945-6748
Abuse	See Abuse	
Certification of CNA	Board of Nursing	971-673-0685
CNA Staffing Program	Joann Birney	503-945-6748
Change of Ownership, Certification,	?	
New licenses	Renee Shearer	503-945-5923
Forms, Guides	?	
Policy/Rule	Renee Shearer	503-945-5923
License Renewal	Renee Shearer	503-945-5923
Out-of-state NF services & reimbursement policy	Becky Callicrate	503-945-5714
Dining Assistants Rule/Policy NF Payment Issues - Provider Services Personal Incidental Funds/Problems with Accounts in Nursing Facilities	Joann Birney Vivian Van Hatten Renee Shearer	503-945-5923 800-336-6016 503-945-5923
Reimbursement Rates	Russell Barker	503-945-6450
	Cindy Susee	503-945-6448
Complex Medical Add-on Policy & Issues “ “ “ “ “	Nelson Okello Becky Callicrate	503-945-5813 503-945-5714
Resident Rights Involuntary Transfer	Renee Shearer	503-945-5923

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
Swing-bed certification & reimbursement (NF provider tax services in hospitals) policy	Becky Callicrate	503-945-5714
<b>NUTRITION PROGRAMS</b>	Elaine Young, Manager	503-373-1726
<b>Older Americans - Medicaid (HDM)</b>	Judy Bowen, Older Americans Act	503-373-1842
	Kelsey Weigel, Medicaid	503-945-6413
<b>OLDER AMERICANS ACT</b>	Elaine Young, Manager	503-373-1726
	Rhonda Buedefeldt	503-373-1854
<b>OMBUDSMAN (LONG TERM CARE)</b>	Mary Jaeger, Director Toll free	503-378-6533 800-522-2602
<b>ON-LINE MANUALS/APD STAFF RESOURCES</b> Case Management Resources	?	
<b>ON THE MOVE IN OREGON (program suspended)</b>	Nathan Singer, Transition Analyst	503-945-6290
Staff now located in Field Services of SPD	Toll Free Fax	877-778-7686 503-947-4245
Health Issues Coordinator Project Coordination	Margaret Jester-Haining Linda Woelke	503-945-6418 503-945-5446
<b>DD Program Development</b>		
Eastern Region	Steve Bailey	541-278-4915
Valley, cascade, Southern OR Regions	Brett Watkins	503-947-5097
Metro/Region 1	Laura Soyster	971-673-2294
<b>OREGON DISABILITIES COMMISSION (ODC)</b>	Becky Murphy, Admin. Support Max Brown, Coordination	503-947-1136 503-945-6993
<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>OVERPAYMENTS</b>	Steve Husak  Linda Lawson	541-440-3427 ext. 226 503-624-4371
<b>PACE PROJECT (PROVIDENCE ELDER PLACE)</b>	?	
<b>PAY-IN TECHNICAL ASSISTANCE</b>	See Client Pay-In	
<b>PAYMENT ALERT</b>	DHS Accounting	503-945-5640
<b>PAYMENT ERROR RATE MEASUREMENT (PERM)</b>	Babara Zharkoff	503-378-3299
<b>PAYMENT ISSUES (CEP &amp; 512)</b>	Providers - call local SPD/AAA  Local office staff - See Payment  Support Unit	
<b>PAYMENT SUPPORT UNIT (SPD Provider)</b>	Patty Hall, Manager	503-945-6453
Adjustments, Forcing/Creating Vouchers, Late Payments, In-Home Services Provider Employment Verifications	Tricia Wright-Coleman	503-947-5346
W2 Questions	Kerry Mandero	503-945-5820
Late Payments, Replacement Checks, CBC/	Kristen Hutton	503-945-6741

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
512 for seniors, Provider Employment Verifications, 1099 questions		
Provider Enrollment	Shawna Sexton	503-947-5124
Returned Provider Checks	Amy Lore	503-945-6979
W-2s, 1099s	Request Line	503-947-5138
DD 20 Hour Personal Care Payments	Kerry Mandero	503-945-5820
DD CBC/512 Payments	?	
Direct Deposit	Amy Lore	503-945-6979
Reception	Amy Lore	503-947-1141
	Toll Free	800-241-3013
	Fax	503-947-5357
<b>PERSONAL CARE SERVICES</b>	Suzy Quinlan (APD)	503-947-5189
Developmental Disabilities for Adults	? (DD)	
DD Children's personal care (20 hrs.)	? (DD)	
<b>PERSONAL INJURY LIEN</b>	Main No.	503-378-2919
<b>PERSONNEL (Human Resources)</b>	Carolyn Ross, HR Director	503-947-5071
	Becky Daniels (Senior HR Manager)	503-945-6470
	Bee Ferguson (Employee Mgmt Cch)	503-945-5648
	Kim Nelson (Employee Mgmt Coach)	932-8206 BB
	Deni Tebeau-Harrell (Labor Rel Cch)	503-945-5847
	Jennifer Walker (Assist to Admin)	503-945-6211
<b>PLANNING &amp; RESEARCH UNIT</b>	Lea Ann Stutheit, Manager	503-945-9783
Analyst	Julia Brown	503-947-5153
Analyst	Margie Bibby	503-945-6836
Analyst	Jamie Huiett	503-947-1173
<b>POWER OF ATTORNEY</b>		
Case Management	Jenny Cokeley	503-945-6985
Healthcare, Advanced Directive (APS) Eligibility	Valerie Eames ?	503-945-5884
<b>PRE-ADMISSION SCREENING (PAS) – MEDICAID</b>	Renee Shearer	
<b>PRE-ADMISSION SCREENING AND RESIDENT REVIEW (PASSR)</b> PASSR for MR/Developmental Disabilities	Barb Southard, Manager	503-945-9816
	Wendy Lindsay	503-602-3262
PASSR Level I Screening – Rule/Policy	Renee Shearer	503-945-5923
Resident Review for Mental Health	Matt Bartolotti (Addictions/Mental Health)	503-945-9718
<b>PRE-RELEASE/INMATE ELIGIBILITY PROCESS</b>	Lauren Mitchell	503-945-6479
<b>PRESUMPTIVE MEDICAID DISABILITY DETERMINATION (PMDDT)</b>	Brian Kirk, Acting Manager & Operations Policy Analyst Toll Free Fax	503-373-0271 866-535-8431 503-373-7902
3420 Cherry Avenue, Suite 140 Salem, OR 97303	Paul Boggan, Disability Analyst	503-373-0968
	Dave Brown, Disability Analyst	503-373-1135

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
	Sherri Courtney-Heavlin, Disability Analyst	503-378-2594
	Neil Daly, Disability Analyst	503-373-0340
	Carmen Espinosa, Disability Analyst	503-373-1024
	Nancy McKenzie, Disability Analyst	503-373-0782
	Siobhn Moody, Disability Analyst	503-373-7600
	Brandon Olson, Disability Analyst	503-378-2793
	Sharlene Paakki, Disability Analyst	503-373-1225
	Rosie Pentecost, Disability Analyst	503-373-1311
	Greg Wilkes, Disability Analyst	503-373-1397
Case Development Technician	Pam Fretwell, CDT Brenda Phillips, CDT Denise Rauch, CDT Ruth Studer, CDT Amy Tucker, CDT Robert Willard, CDT Randi Burckhardt Erica Lindstrom	503-373-1475 503-373-0347 503-373-1428 503-373-1533 503-373-1425 503-373-7179 503-373-0342 503-373-1592
<b>PRIVATE ADMISSION ASSESSMENT (PAA)</b>	?	
<b>PROTECTIVE SERVICES 723 Report (APD)</b>	Stephanie Delage/rules	503-947-5121
<b>PROTECTIVE SERVICES</b>	See Abuse Complaints	
Abuse complaints (DD)	Eva Kutas, Administrator, Investigation & Training, DD Local County	503-945-9491
<b>PROVIDER ENROLLMENT</b>	DMAP SPD – See Payment Support Unit.	800-422-5047 503-947-1141
<b>PUBLIC HEALTH LIAISON</b>	Jennifer Mead	971-673-1035
<b>PUBLIC RECORDS REQUEST/LQC</b>	Brenda Autry	503-945-6397
<b>QMB (QUALIFIED MEDICARE BENEFICIARIES)</b>	Dale Marande, Manager Jeff Stell Michael Avery	503-945-6476 503-945-6834 503-945-6410
To Apply	Local office	
<b>QUALITY ASSURANCE APD</b>	Dale Marande, Manager	503-945-6476
(AAA APD System & Field Programs)	Aymie Olsen	503-947-1137
APD (Aged & Physically Disabled)	Gini Shaw	503-945-5976
	Christopher Avery	503-947-1190
	Carole King	503-947-4232
<b>QUALITY ASSURANCE (SPD Field Services)</b>		
APD – QA	Karen Gulliver	503-945-6460
DD – QA	Dana Hittle	503-945-5810
<b>RACF ADMINISTRATION</b>		
Sub-Administrator Technical Assistants	Tishri Whiteside, RACF Administrator	503-945-6386
For RACF IDs and access issue	See Local SPD/AAA sub-administrator	
<b>RATE (LTC)</b>	Betew Hagos	503-945-5854
<b>(CBC-512)</b>	Sarah Hansen	503-945-6465

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
<b>REBAR PROGRAM &amp; DD ASSESSMENT UNIT</b>	Jan Morgan, Manager Kim Dullmeyer, Unit Manager	503-945-6409 503-945-6373
<b>RESIDENTIAL CARE FACILITIES</b>	Dennett Taber, Interim Manager	503-945-5793
Licensing, Technical Assistance	Debbie Concidine Jan Karlen	503-945-6404 503-945-6918
	Becky Mapes Melissa Taber	503-945-5839 503-947-5169
<b>RESIDENTIAL SERVICES – 24 HOUR (DD Adults)</b>	Ken Ralph, Regional Coordinator	503-947-5191
Residential Services – 24 hour children	Debbie Kraus-Dorn, Manager	503-378-5577
<b>RESIDENTS RIGHTS</b>		
Involuntary Transfer, Nursing Facility	Renee Shearer	503-945-5923
Residential Care Facility	Debbie Concidine Dennett Taber Jan Karlen Becky Mapes	503-945-6404 503-945-5793 503-945-6918 503-945-5839
Assisted Living Facility	Dennett Taber Jan Karlen Becky Mapes Debbie Concidine	503-945-5793 503-945-6918 503-945-5839 503-945-6404
Adult Foster Home (APD) (DD)	Sylvia Rieger Shelly Reed	503-945-6403 503-945-5828
<b>RESPIRE CARE</b>	Mary Lee Fay, Administrator	503-945-9787
Lifespan Respite Care Policy Program Development	May Martin	503-947-2318
<b>RETENTION SCHEDULE – forms/records</b>	?	503-945-6445
	? – Archiving	
<b>RETIRED SENIOR VOLUNTEER PROGRAM (RSVP)</b>	Elaine Young, Manager Rhonda Buedefeldt	503-373-1726 503-373-1854
Action Programs Include: Senior Companion		
<b>RISK INTERVENTION/APD</b>	Valerie Eames Allison McKenzie Stephanie Delage	503-945-5884 503-947-5447 503-947-5121
<b>RISK MANAGEMENT COORDINATOR</b>	?	
<b>ROOM AND BOARD FACILITY REGISTRATIONS</b>	Hazel Lefler Connie Rush, back up	503-945-6459 503-947-5163
<b>RULES COORDINATION &amp; FILING (APD / DD / other SPD)</b>	Christina Hartman	503-945-6398
<b>SENATE BILL 913</b>	Lauren Mitchell	503-945-6479
<b>SENIOR CENTER MEAL SITES</b>	Elaine Young, Manager Judy Bowen Kelsey Weigel	503-373-1726 503-373-1854 503-945-6413
<b>SENIOR EMPLOYMENT/TITLE V</b>	Elaine Young, Manager	503-373-1726
<b>SENIOR FARM DIRECT</b>	Lauren Mitchell, Coordinator	503-945-6479
<b>NUTRITION PROGRAM</b>	Toll Free	866-299-3562
<b>SENIOR MEDICARE PATROL</b>	Fred Steele, Manager	503-945-6325
<b>SENIOR PROPERTY TAX DEFERRAL</b>	Department of Revenue Toll Free	<b>503-378-4988</b> <b>800-356-4222</b>

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
	Or website: <a href="http://www.oregon.gov/DOR/">http://www.oregon.gov/DOR/</a>	
<b>SERVICE ELIGIBILITY</b>		
APD Service Eligibility/Policy Rule	Jenny Cokeley, Manager	503-945-6985
	Suzy Quinlan	503-947-5189
	Selina Hickman	503-945-6414
DD Service Eligibility	Chelas Kronenberg	503-945-6799
DD Service Eligibility Record (SL02)	Kim Bienkowski	503-947-5174
<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>	Debi Kraus-Dorn, Manager Jay Clark Carol Hitchen	503-378-5577 503-378-5325 503-378-5352
<b>STATE PLAN PERSONAL CARE (20 HRS.) POLICY</b>	Suzy Quinlan (APD)	503-947-5189
Developmental Disabilities for Adults	?	
DD Children's personal care (20 hrs)	?	
<b>STATE-OPERATED COMMUNITY PROGRAM</b>	Deanna Bathke, Manager (temp.)	503-378-5952 ext 241
	Bob Clabby, Manager	503-385-7144
<b>SOCP</b>	Elaine Stauffer, Office Manager	503-378-5952
PO Box 14680, 4494 River Rd. N., Keizer, OR 97303		xt 239
	Fax	503-378-5917
<b>STATE UNIT ON AGING</b>	Elaine Young, Manager	503-373-1726
	Judy Bowen	503-373-1842
	Rhonda Buedefeldt	503-373-1854
	Linda Dreyer	971-673-0139
	Ryan Kibby	503-373-1877
	Linda Lennox	971-673-0139
	Jennifer Mead	971-673-1035
	Kristi Murphy	503-373-2212
<b>STATISTICS</b>	Lea Ann Stutheit, Manager	503-945-9783
	Jamie Huiett	503-947-1173
	Vera Kraynick	503-945-5914
<b>SUPPLEMENTAL SECURITY INCOME/SOCIAL SECURITY DISABILITY INSURANCE (SSI/SSDI)</b>	SSI Toll Free	800-772-1213
<b>SUPPORT SERVICES, CHILDREN (DD)</b>	Bruce Baker, Manager	503-945-9800
Children with Disabilities/Family Support Coordinator	?	
<b>SUPPORTED LIVING SERVICES-DD</b>	Jessie Martin	503-945-9798
<b>SUPPORT SERVICES BROKERAGE FOR PERSONS WITH DEVELOPMENTAL</b>	Corissa Neufeldt, Manager Mike Parr	503-945-6742 503-945-6109

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
<b>DISABILITY</b>	Janet Straw	971-673-2990
<b>SURVEY (NF) ---- (see CCMU)</b>	?	
<b>Survey (ALF) (RCF)</b>	Dennett Taber, Interim Manager	503-945-5793
<b>SURVEY DD</b>	Barb Southard, Manager	503-945-9816
<b>SURVEY RECORDS (RCF) (ALF)</b>	Carolyn Ramus (RCF & ALF)	503-945-5853
<b>(NF)</b>	? (NF)	
<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>	Vacant	
Program and Policy Training Coordination		
<b>TRANSMITTALS</b>		
Coordinator	Amy Lore	503-945-6979
Back up	? Amanda Gulliksen	503-945-6058
Web Posting	Lauren Mitchell	503-945-6479
Back up	Michael Avery	503-945-6410
<b>TRANSPORTATION</b>		
Medical Transportation	Kristi Jacobo, DMAP	503-945-6492
Non-Medical/Waivered Transportation (APD)	Darwin Frankenhoff	503-947-5162
Developmental Disability	Kristine Duffy	503-945-9791
<b>TRAVEL COORDINATOR SPD (Out of State)</b>	Carolyn Wilson	503-945-6478
<b>TRIBAL LIAISON SPD</b>	Elaine Young, Manager	503-373-1726
	Judy Bowen	503-373-1842
<b>UNEMPLOYMENT INSURANCE</b>	Jenny Cokeley	503-945-6985
(Homecare Worker/CEP Claims)	Vacant	
<b>VENTILATOR CLIENTS</b>	Trevin Butler	503-947-5209
(APD)	Connie Rush	503-947-5163
Ventilator Care Placements	Sylvia Rieger, back-up	503-945-6403
	Connie Rush	503-947-5163
Payment AFH and Nursing facilities	Hazel Lefler	503-945-6459
Nursing facilities	Betwe Hago	503-945-5854
Children with disabilities	Becky Callicrate	503-945-5714
In-Home Services (APD)	Debra Burke	971-673-2976
	Suzy Quinlam	503-947-5189
	Selina Hickman	503-945-6414
<b>VOLUNTEERS (Elderly Program)</b>	Elaine Young, Manager	503-373-1726
	Judy Bowen	503-373-1842
<b>VOTER REGISTRATION (NVRA)</b>	?, Agency Coordinator	
	Karen Gulliver	503-945-6460
<b>WAIVERS, DD and APD</b>	?	
<b>WEB PAGE COORDINATION</b>		
SPD Administrative Rules Section	Christina Hartman	503-945-6398
APD Staff Resources Section	Lauren Mitchell	503-945-6479
APD Staff Case Management Resources/	Christina Hartman	503-945-6398

<b>Subject</b>	<b>Contact Person</b>	<b>Phone</b>
Services		
DD Resources	?	
<b>WORKLOAD MEASUREMENT</b>	?	