

October  
2009

# Connections

*Fall Edition*

## **SOCP Mission**

*The State Operated Community Program an office of the Department of Human Services, Seniors and People with Disabilities Division. SOCP is dedicated to providing the support necessary to maintain the quality of life, achieve the highest possible level of independence and promote social opportunities that benefit the individual and the community.*

## Why we exist

***Our mission has always been and will always be to serve the most challenging developmentally disabled individuals without bias to age, gender, disability, criminal history, or behavioral profile.***

Our program is governed by rules (OAR 411-325) and the Oregon Intervention System (OIS) philosophy and physical techniques to care for the individuals we serve. Staff sentiments are heard concerning the success and usefulness of the Oregon Intervention System hierarchy of physical restraints from least to most intrusive. The perception is new clients require more and greater levels of intrusive techniques. Contrary to the sentiments, data collected thus far in 2009, from incident reports, shows a steady decrease in Personal Protective Interventions (PPI's). Data also shows, body positioning is the most widely used technique with the seated/couch PPI and belt-shirt control a close second.

To increase understanding of our clients and encourage a downward trend in PPI's, new core competency trainings have been added for 2009 - 2011. The trainings promote the OIS philosophy and provide techniques and understanding to prevent or lessen the need for physical interventions. Examples of: how to de-escalate clients, how to maintain self control, understanding client's disability/mental illness and understanding Positive Behavior Supports. (See page 3). Brad Health, SOCP Clinical Service Manager, also addresses "new clients" in more detail. (See page 5).

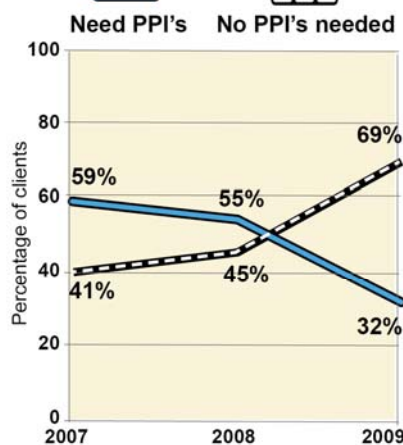
## Managers meeting:

- Oct. 20 – Peggy's group
- Nov. 17 – All Managers Meeting
- Dec. 15 - CANCELED

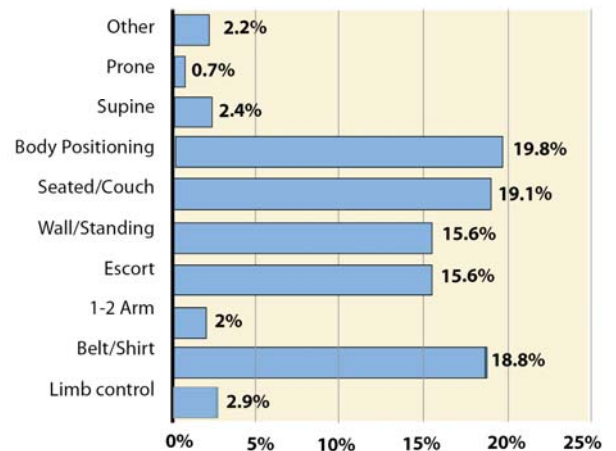
## Inside:

- Furlough days
- Emergency plans
- Voyager cards
- Protected forms
- OIS and new clients
- H1N1 guidelines
- Halloween planning

**2007-09  
SOCP client PPI statistics**



**2009 PPI data breakdown**



SOCP Director: *Deanna Bathke*

## SOCP Central Office will close Friday, October 16th

Even though we've worked hard to economize wherever possible, tough times have reduced state revenues to such a degree that mandatory unpaid time off is necessary. The **SOCP Central Office** will be closed, observing the required "**Fixed Furlough Days**" which apply to: Office Specialist's, Training Specialist 1 and 2's, Behavior/Voc Specialists 1 and 2's, Facility Maintenance Workers', and the HR Office.

- **October 16, 2009**
- **November 27, 2009**
- **March 19, 2010**
- **April 16, 2010**
- **June 18, 2010**
- **August 20, 2010**
- **September 17, 2010**
- **November 26, 2010**
- **March 18, 2010**
- **May 20, 2010**

Oregon is not alone in reaching this decision. Many states and local governments across the nation have used furlough days as a strategy to stretch their budgets.

By implementing a system of unpaid furloughs, we send a powerful message to the citizens and businesses we serve, many of whom have suffered severe hardship as a result of the recession: *State employees will do their share to stretch the state's budget and maintain the critical public services they provide.*

I won't minimize the impact furlough days will have on you and all state employees. I invite you to use our Employee Assistance Program, Cascade Centers, which offer a variety of personal and family services. PEBB-covered state employees and their dependents receive the EAP's services free of charge.

<http://www.oregon.gov/DAS/PEBB/EAP.shtml>

Counselors are available 24/7. To access the EAP call: Portland (503) 639-3009, Salem / Keizer (503) 588-0777 and/or Toll free (800) 433-2320.

If you have questions, I encourage you to contact the SOCP HR Office.

### *Administering the rules that apply to furlough days in all state agencies in Oregon is a big job. Please note the key points:*

#### **Fixed Furlough Days:**

1. On "Fixed Furlough Days", the SOCP Central Office will be closed. Treat the day as you would a holiday.
2. On a "fixed furlough day," you must do absolutely *no* job-related work outside your scheduled hours of work, unless an emergency occurs and your manager, with approval from me or my designee calls you in. This means no checking e-mail, voice mail, etc. on *any* electronic device outside scheduled hours of work and through the *entire weekend*. Disregarding this direction may result in disciplinary action, up to and including dismissal.
3. For the week of a "fixed furlough", employees will not work more than 32 hours, unless approved by management.

#### **Floating Furlough Days:** SOCP Management, HTT's, MHTT's, LPN's, RN's, and RT's

1. Because of the nature of your work, you are not subject to the office closure on the fixed furlough dates.
2. You must schedule and take your **floating furlough days** as directed in the Collective Bargaining Agreements or the "Cost Reduction Directive," for management employees.
3. You must submit your Employee Furlough Election Form to your supervisor. (*form link below*)
4. **On your furlough day**, you must do absolutely *no* job-related work outside your scheduled hours of work, unless an emergency occurs and your manager, with approval from me or my designee calls you in. This means no checking e-mail, voice mail, etc. on *any* electronic device outside scheduled work hours. Disregarding this direction may result in disciplinary action, up to and including dismissal.

*SOCP Director: Deanna Bathke*

**FORM:** [http://egov.oregon.gov/DAS/HR/docs/advice/Furlough\\_Election\\_Form\\_Sept09-June11.pdf](http://egov.oregon.gov/DAS/HR/docs/advice/Furlough_Election_Form_Sept09-June11.pdf)

## Business Office updates

**The Emergency Plan Workshops** have produced good results. Thank you to all who have participated and patiently persevered as we work through this complex process. Please continue to work on the SOCP checklist of key needs areas. Also, Site Managers are responsible for preparing a generalized emergency kit for their group home for easy access by staff in an emergency. The local shelter and HAVNET contact information is important. I will be receiving/compiling a community contacts list (in collaboration with Alphonzo Mumford from downtown) for each region. Upon completion, it will be emailed to all site managers.

### Odds and ends:

- **Enterprise/Voyager cards** and account numbers are being assigned. All billings are to go through Central Office Business Manager for payment.
- Please remove **Roger's Heating Service** and replace with **CESSCO – Generator Service**, 503-704-9828.
- The deadline for contributions to the **DHS Charitable Fund Drive** is October 30<sup>th</sup>

### Training:

- Thank you to all our southern area houses for participating in the recent trainings. Good attendance provides for better interaction and learning opportunities.
- Remember to carpool when attending Central Office training, as parking is limited

*Business Administrator: Elaine Stauffer*

## Form problem and solution worth repeating

**The problem** is the inability to type information into the second page headers or footers. MSWord will not transfer the information until you 'Print Preview' or just 'Print.'" It is not

necessary to fill-in the information on the additional pages, as it is an automatic transfer from the first page. An example, where this occurs, would be the **Safety Plans: 4614H Safety Plan for Home** and the **4614W Safety Plan for Work/ATE/Community**. In the "Complete By" section, you will *not* see the name transferred to the additional pages on the computer screen, but the name *will* appear in the printed version.

DHS  
Oregon Department  
of Human Services  
Seniors and People with Disabilities

State Operated Community Program  
Safety Plan for the Home

Name:  Date:

Completed by:

In the event of a medical emergency staff will immediately call 911 and the earliest opportunity notifications will be made to the Site Manager, Manager and guardian or health care rep. This includes but is not limit

## SOCP Job rotations

*SOCP has been on the receiving and sending end of job rotations in the recent months/year. Some rotations are just beginning as other are coming to an end. Help us welcome returning employees and those assuming new roles.*

**Vicky Foster, Dora Huber and Brandy McCoy** are expected to return from their rotations in January.

**Thieu Nguyen** (Brooks) and **Brian Patrick** (Gath) began job rotations with the SOCP Maintenance Staff in April.

**Chris Edwards** has accepted a 6 month rotation, utilizing her organizational skills to assist SOCP Central Training with the learning center process, training material coordination and the training unit's daily needs.

**Jennifer Cevallos** joined the Central Office support staff in September for a 1-year rotation. Jennifer's duties include receptionist and administrative support.

Hampden's, **Sylvia Garcia**, is with the Home Health Care Commission until Dec. 31.

**Deborah Jackman**, is with SPD CIIS until November 31.

**Carmen Maple's** is at the SPD Community and In-Home Services until Aug. 31, 2010.

*Job rotations offer a valuable opportunity for agencies and individuals, to improve and build a foundation of continuous improvement.*

For more information:

[www.dhs.state.or.us/policy/admin/hr/060\\_012\\_01.htm](http://www.dhs.state.or.us/policy/admin/hr/060_012_01.htm)

## Employees to complete mandatory core trainings within 2 years

Managers and staff are responsible for working together to schedule and re-schedule trainings based on the house needs. Site Managers and HR, will receive a notification whenever a class is missed.

### Introduction to Autism

This half day workshop introduces SOCP employees to the origins and myths of Autism. Learn effective strategies for treating and working with individual diagnosed with autism and ways to facilitate communication between caregiver and client.

### Understanding Obsessive Compulsive Disorder

This half day workshop introduces SOCP employees to the diagnosis of Obsessive Compulsive Disorder. The participants are introduced to some of the characteristics and impacts on the individual and the people around them. Also, various treatments and support options to assist the individual dealing with the frustration and anxiety of this disorder.

### Understanding and Managing Borderline Personality Disorder

This half day workshop is to introduce SOCP employees to the background of Borderline Personality Disorder, how the disorder manifests itself in clients and the impacts of this disorder on people who support them. The workshop reviews various interaction styles and the impacts each has on the individual diagnosed with Borderline Personality Disorder.

### Understanding Antisocial Personality Disorder

This half day workshop is to introduce SOCP employees to the symptoms, prognosis, causes and treatment approaches for individuals diagnosed with Antisocial Personality Disorder

### Verbal De-Escalation

This full day workshop is to introduce SOCP employees to understanding and identifying the early warning signs of the behavioral escalation process. Learn how to interact with individuals to prevent further escalation and assist them to de-escalate. This training enhances the philosophy of the Oregon Intervention System.

### Conflict Prevention and Management

This full day workshop provides information for having crucial conversations with co-workers that can have a positive outcome. Also, tools to begin the process of working out the differences that are affecting the work area.

*Trainer, Deanna Ziemer*

## Three month menu pilot project response is good

The pilot project began testing at Shoreline, Brooks and Charles St., with **Sue Vittone** and **Andrey Guillen** leading the pilot. Charles St. has said, "Not spending hours shopping every week is truly a blessing." The menu pilot program continues to evolve and meet client diet needs, decrease staff grocery shopping time and provide vocational opportunities for SOCP clients. Since the kick off of the original pilot, a generic menu set containing the **5 most common diet types** has been created and are being piloted at Hampden and Discovery. Thank you to everyone. The work group will continue to adapt, refine, and coordinate the implementation to the remaining 25 homes.

Hampden and Discovery's response, "**We don't even have to think about it. There is always food available. It's going well.**"

### The 5 basic diet menus are:

- 1800 calorie - lo fat, lo cholesterol
- 1800 calorie - lo fat, low cholesterol, lo salt
- 2000 calorie - general
- 2000 calorie - lo cholesterol, lo sugar (diabetic) lo fat
- 2300 high calorie - general

*Program Administrator, Laura Traeger*

## Fall/Winter driving safety: As the season changes consider these tips

### Driving in the rain

Rain creates a variety of dangerous conditions: visibility is reduced, traction between tires and the road is reduced and your car handles with less predictability than in dry-road conditions. Take precautionary measures: start by allowing additional time to reach your destination.

- **Slow down** and be prepared to stop for disabled cars, debris and other wet-weather hazards
- **Turn headlights on** to improve visibility.
- **Disengage cruise control.**
- **Keep your distance.** Wet roads require two to three times more distance for stopping.
- **Watch out for hydroplaning conditions.**

### Low-visibility driving

Nighttime driving is more difficult because visibility is reduced. However, low visibility conditions often occur during the day, caused by heavy snowfall, downpours, thick fog and blowing dust or smoke. Follow these safety tips for driving in low visibility conditions:

- **Slow down** and disengage your cruise control.
- **Use your low beams.** High beams make visibility worse for you and other drivers.
- **With severe loss of visibility,** pull off the pavement as far as possible. Stop, turn lights off, set the emergency brake. Turn on your emergency flashers.
- **When unable to pull off pavement,** slow down, turn on your low beam headlights and sound the horn occasionally. *Never stop in the travel lanes.*

*Safety Manager, Richard Martinez*

### Driving in ice or snow

If you are driving in areas that have ice or snow on the road, adjust your driving to fit conditions and remember:

- **Turn off your cruise control.**
- **Don't slam on the brakes,** if you lose traction and your vehicle feels like its floating, gradually slow down.
- **Use caution on bridges or concrete highways.** These surfaces are the first to freeze and become slippery when the temperature drops.
- **Slow down in advance** of shaded areas, especially on curves. Shaded areas are cooler and may have ice that is difficult to see.
- **Don't pass snowplows** or sanders, and don't follow them too closely.

## HR: SOCP 4<sup>th</sup> Quarter Anniversaries

5 Years	10 Years	15 Years	20 Years	25 Years
Michael Bales	Crystal Alexander	Adam Bargiel	Kurt Cogswell	Anne Augsburg
Constantina Bossy	David Boes	Samith Tek	Larry Nixon	Susan Caldwell
David Clark	Shiela Boyd	Judy Wall	Kevin Oberson	Christina Duke
Nicholas Fuimaono	Melissa Dukes		Pamela Rozikes	Edwinna Hambey
Laura Ann Hamilton	Steven Haffermann		Allan Schwarz	Brenda Hawks
Jacob Horton	James Henbest		Gregory Shatto	Suzette Lundy
Carrie Kudna	Mark Spiker		Michael Smolen	Chant Meas
Tina Oakley	Darbi Templin			Janie Vieyra
Joshua Pierzina	Kathy Vrzak			
Julianne Rae	Beverly Weller			
Susan Rue				
Rose Strye				
Tina Tran				
Quang Vo				
				30 Years
				Cora Ann Vaughn

## OIS doesn't work with new clients!

*This is the sentiment being heard more and more within our agency. While it may feel like no one is listening to you. We are! For all of us to get a better understanding of this issue, we need to review a few truisms or realities of our system and then we will address the sentiment that OIS doesn't work.*

OIS is mandated by the Oregon Administrative Rule (411-325-0350 Rights: Physical Intervention). The rule states "The program must only employ physical intervention techniques that are included in the current approved OIS curriculum or as approved by the OIS Steering Committee." "New clients" are defined as those who entered SOCP since January 1, 2008.

The data indicates that the overall numbers of PPI's are steadily decreasing in the agency and the majority of PPI's are not with new clients. The data also shows that body positioning is the most used technique with the seated/couch PPI and belt-shirt control a close second.

**Now to the topic of whether OIS works.** The OIS curriculum encompasses both physical techniques and philosophy. The philosophy includes approximately 10 hours of instruction about how to avoid physical techniques, how to

- ✓ Physical intervention techniques are currently being used with 32% of the 2009 SOCP clients (*not including medically fragile clients*) which is down from 55% in 2008.
- ✓ **In 2008**, 19% of the clients requiring PPI's, were new clients.
- ✓ **In 2009**, 21% of the clients requiring PPI's, are new clients.
- ✓ **In 2008**, there were 28 injuries incurred, directly from a physical intervention, out of 271 total injuries.
- ✓ **Thus far in 2009**, there were 10 injuries incurred, directly from a physical intervention, out of 90 total injuries.

Sources: SOCP Director restraints data base, which includes Incident Report data and SOCP Safety Office injury data base.

de-escalate clients, how to maintain self control in a crisis situation (self-control plan), understanding our client's disability and mental illness, and understanding Positive Behavior Supports. I think we all agree that this is good information and that applied correctly, works. The sentiment that OIS doesn't work is primarily concerning the physical interventions and OIS does not pretend to be all things to all clients and all situations. For example, the OIS curriculum includes a 2 person wall technique or 2 person seated technique that may

require 3 or 4 staff to implement safely because of the client's height and weight. **The OIS curriculum is very clear:** A PPI should "only be implemented when the behavior can be *safely controlled*" and when "the intervening people providing support are sufficiently trained and can reasonably expect to *achieve safe control*."

### QUESTION:

So what are staff to do if they cannot achieve safe control because of the following situations?

- There are not sufficient numbers of staff available to achieve safe control
- The client has escalated physically and the available staff do not have sufficient size and strength to achieve safe control

*Continued*

- The client continues to evade staff's attempt to capture and implement a PPI and still poses a danger to self or others
- The client has escaped from a PPI and staff cannot achieve safe control
- The client has evaded staff supervision, is eloping and cannot be caught
- The client is using an object as a weapon against others or themselves, the risk for injury is severe and staff cannot achieve safe control

**ANSWER:**

Call 911 immediately and follow the guidelines in the Emergency Services guidelines on giving information to dispatch

**After/while 911 is being called, staff should ensure the following:**

- That other clients are moving out of the area to a safe place (their bedroom if possible)
- Continue to evade and deflect to keep themselves safe
- Use objects as barriers & shields if possible (chair, cushion, etc)
- Move to a "safe" area of the house if necessary (locked kitchen, office) that allows you to continue to monitor the client in crisis

*This does not invite staff to run and hide when clients start to escalate but it does acknowledge that not all situations can be safely resolved with OIS techniques.*

*Clinical Service Manager: Brad Heath*

**Notes on Nursing**

*Fall is upon us and it is important to wear appropriate clothing to ward off colds and the flu. Encourage staff and clients to stay healthy by eating balanced meals, getting a good night's sleep and following the guidelines for avoiding the spread of the flu.*

**Guidelines:**

- ✓ Washing hands frequently with anti-microbial soap and using hand sanitizer after coughing, sneezing or blowing your nose. Remember to spend adequate time washing your hands. Sing a song while washing hands to allow proper hand washing.
- ✓ Cover your cough and sneezes with a tissue, or coughing or sneezing into your upper sleeve at the elbow (bring elbow to nose) if there is no tissue available.
- ✓ Avoid touching your nose, mouth and eyes as this is a good way to spread germs.
- ✓ Remember to sanitize work areas such as phones, computers, desk and other work spaces used by multiple persons.
- ✓ Discuss dealing with illness with your immediate supervisor.



**Be sure to get vaccinated with the seasonal and H1N1 vaccines when available!!! For more information check out these sites:**

Oregon's main flu site: [www.flu.oregon.gov/](http://www.flu.oregon.gov/)

Centers for Disease Control: <http://www.cdc.gov/h1n1flu/>

Frequently Asked Questions: <http://oregon.gov/DAS/HR/flu.shtml>

Public Employee's Benefit Board: <http://Oregon.gov/DAS/PEBB/flushots.shtml>

*Nurse Supervisor, Linda Fiegi*

# VOC: Party planning time is here, again

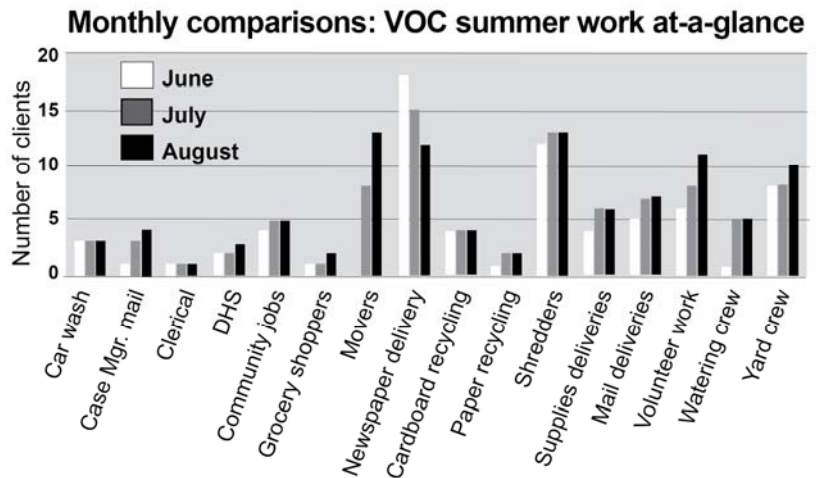
As we look ahead to the fall season, safety is our first priority when planning and considering any event. So . . . this year we are trying something different. Instead of a Christmas gathering, planning for a Halloween party is in full swing. **Why Halloween?** December's weather can be unpredictable, as seen by our need to cancel last year's Christmas Party, after months of planning. Weather is generally better in October, allowing our Northern and Southern homes easier and safer access. The Halloween committee is meeting to plan for contests, music, snacks and fun activities. **For Christmas:** VOC encourages group homes, in close proximity, to join forces and celebrate together.

**What:** Halloween Party  
**Who:** All Group Homes  
**When:** October 30<sup>th</sup>, 2009  
**Where:** Polk County Fairgrounds in Rickreal  
**Time:** 3 p.m. – 6 p.m.  
 More details to come  
[Sandy.Rowell@state.or.us](mailto:Sandy.Rowell@state.or.us)

**NEW client bulletin board:** Thank you for returning the SOCP photo release forms, allowing us to display SOCP events and clients' photos. A bulletin board has been mounted in the main hall outside of Human Resources. Be sure to check it out on your next visit to Central Office. A special thank you goes to Maintenance for making this possible. The DHS 4667 SOCP photo release form is now available on the "Find a Form" server for easy access when receiving new clients' approval.

As the VOC team looks ahead we also want to acknowledge and build upon our summer successes. Please welcome a new team member: Kim Nyseth, BVS1 to Cedar Court.

With the closure of Steppingstones in the spring, VOC has focused and tracked our employed workers. We are pleased with the results as seen by our June – August Snapshot. While our goal is to provide community involvement for our clients, staff is reminded of our core value of professionalism. Staff is to support and actively model a professional behavior and work ethic. *Be aware the public notices.*



The newly created yard crew, lead by **Mark Bennett**, has been a *great* success story.

Deanna Bathke presented the crew with SOCP Yard Crew T-shirts earlier in this summer to wear while working on site. There has been a *great* response for jobs well done. Keep up the good work!

If you have a client ready for VOC consideration and community integration, send an email to [sandy.rowell@dhs.state.or.us](mailto:sandy.rowell@dhs.state.or.us).

VOC/Day Service Manager: **Sandy Rowell**



**Left to Right:** The yard crew is comprised of Mark Bennett (HTT2), Matt S., Gary T., Ricky G. and David B.





## High Five / Kudos corner:



► **Yard crew:** The highest of praises come from **Dawn Taylor** at the Tigard House.

The pride and committent in

the yard crews work is evident in the results seen here. Everyone at the Tigard House says, “**Thank you.**”



*Tigard Site Manager, Dawn Taylor*

► Dido Kudos to the **yard crew** from Ina house. I want to say thank you to the **yard crew clients, Mark Bennett** and the **Ina staff** who assisted them. They worked very hard and did a wonderful job. We are so pleased with the tasks they completed and with their terrific work ethic. Thank you.

► Also, Kudos to the **Ina night shift** staff, **Wesley Taft, Truong Vu, Steve Beatty** and **Johnney Russ**, for your hard work painting our interiors.. We have more to do . . but the work so far looks great and is very much appreciated.

*Ina Site Manager, Marion Blocker*

► Kudos to Shoreline swing shift staffer, **Sonia Woolsey**. In addition to her meeting the needs and goals of her clients, she recently painted and personalized 2 client areas. They look great! Routinely, she assumes the monthly motor pool duties for maintenance, is first to volunteer to shampoo carpets and ensures a mowed lawn. We appreciate her dependable and hard work. Thanks Sonia for all you do.

*Shoreline Site Manager, Sue Vittone*

► High five for a job well done, to **Amanda Linville, Katie Carr**, and **Melanie Munoz** for the hard work moving two clients. They planned and organized the move, all without interrupting the daily routines of our individuals. I would like to thank **all staff** for the hard work they have done at James Street, in meeting the ISP goals, the needs of our individuals and getting them out in the community.

*James Street Site Manager, Vicki Jarman*

► Thank you to all **Madison house staff** for their flexibility with the recent house closure and reopening. Kudo's for getting trained quickly, putting the house back together and in order quickly (4 days) for the arrival of new clients. You make my job much easier with your team work and a willingness to do whatever is necessary – getting the work done!

*Madison Site Manager, Teresa Fuentes-Howard*

► Thank you to the **Cade staff** for their dedication and assistance in my transition as manager at Cade, your assistance and professionalism is greatly appreciated.

*Cade Site Manager, Charlene Britt*

► Thank you to the **Barbara Cochran** for her help with petty cash and Visa. We appreciate your efficiency, correction and direction - helping us to get funds on time and be able to take our clients out to do their programs. We appreciate you very much!

*Cade Site Manager, Charlene Britt*

*Continued*

► Thank you to the **Forsythia staff** for providing excellent end of life care to BD. Forsythia staff has done some amazing things with and for BD. These past eight months, staff have truly made Forsythia BD's home! BD has been able to enjoy all his favorite things like going to movies, parks, waterfalls, pumpkin pies, pop outing, and just couple of weeks ago staff taking BD to both county/state fair in his wheelchair and going on rides (the highlight of his day).

*Forsythia Site Manager, Urmi Boyd*

► Thank you **Site Managers** for your timely and courteous responses (emails and faxes) needed to track vehicles and purchases. Thank you.

*Business Manager, Elaine Stauffer*

### **Hard Work**

*“When on the brink of complete discouragement, success is discerning that... the line between failure and success is so fine that often a single extra effort is all that is needed to bring victory out of defeat.” Elbert Green Hubbard*

***Helping people to become independent, healthy and safe.***

## Remember the importance of employee recognition

Each day it can be a challenge to provide an independent, healthy and safe environment for our clients. SOCP has big responsibilities meeting the multitude of daily processes and documentation required in caring for our clients. Let's not forget the importance of



***We have big responsibilities***

recognizing each other for efforts, ideas, stepping up and in to assist. We would like to acknowledge managers, employees, actions and/or ideas in our quarterly newsletter. All managers and employees are encouraged to email your acknowledgments for submission in our January 2010 winter newsletter.



To access the State Operated Community Program

“Connections” newsletter archive:

<http://www.dhs.state.or.us/spd/tools/dd/socp/news.htm>

The Winter “Connections” newsletter is scheduled for January 2010.

Please submit articles by December 15<sup>th</sup> to: [Debra.Aljets@state.or.us](mailto:Debra.Aljets@state.or.us)