

SPD Technical Assistance Guide

January 2011

| Subject | Contact Person | Phone |
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| ABUSE COMPLAINTS FACILITY | Marie Cervantes, Facility APS Manager | 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 |
| Facility Adult Protective Services/Elder Abuse | Marie Cervantes, back up | 503-945-6079 |
| 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 | |
| ABUSE COMPLAINTS COMMUNITY (Non-facility) APD DEVELOPMENTAL DISABILITIES | Valerie Eames Vacant, Manager Eva Kutas, Director of OIT | 503-945-5884 503-947-1179 503-945-9491 |
| ACCESS (SPD Oregon ACCESS) | See specific subject areas: For example: Case Management Service Eligibility Computer Help/Issues | |
| ADA | See Americans with Disabilities Act | |
| ADDRESS (Central Office) Administration (E02) County Relations (E09) Federal Reporting & Financial Eligibility (E12) Developmental Disability Services (E09 & E10) Licensing and Quality of Care (E13) Senior and Disability Services (E10) Field Services (E02) DD Licensing (E05) | Seniors and People with Disabilities 500 Summer Street NE, E02 Salem, OR 97301-1073 LOCATION - Corners of Marion, Summer, Union and Capitol Streets | Admin: 503-945-5811 Toll Free: 800-282-8096 FAX: 503-373-7823 |

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| ADMINISTRATION Employee related policy Interagency cooperation Strategic planning Intergovernmental Relations Legislative Assistant Executive Assistant to Assistant Director Executive Assistant to Deputy Assistant Director Receptionist Business Manager/Risk Coordinator | James Toews, Assistant Director Cathy Cooper, Deputy Assistant Director Karen Mainzer, Manager Kelsi Eisele Carolyn Wilson Carolyn Wilson Alyce Jensen Vacant | 503-945-5858 503-945-5940 503-945-6444 503-945-6482 503-945-6478 503-945-6478 503-945-5811 503-945-6445 |
| ADMINISTRATIVE RULES (OARs) | Christina Hartman | 503-945-6398 |
| ADULT DAY SERVICES Community Based Nursing Facility NF Specialized Services for DD | Darwin Frankenhoff Renee Shearer Julie Harrison | 503-947-5162 503-945-5923 503-945-9794 |
| ADULT FOSTER HOME POLICY Aging & Physically Disabled (APD) Complaints Corrective Action Corrective Action Licensing (Local Office Tech. Asst.) Licensing (Local Office Tech. Asst.) Licensing (Local Office Tech. Asst.) Policy/Rule (APD) Policy/Rule (APD) Policy/Rule (APD) Multnomah County Licensing Adult Foster Home Developmental Disabilities (DD) Corrective Action Developmental Disability Foster Home Policy/Rule (DD) Licensing DD Adult Foster Homes (DD) | Marie Cervantes, Manager Kim Hector Jeremiah Adams Robert Gust Kristina Krause Trevin Butler Sylvia Rieger Connie Rush Connie Rush Sylvia Rieger Celeste Symonette Felicia Akubuiro, Manager (MCADS) Barb Southard, Manager Vickie Goff Shelly Reed, AFH-DD Coordinator Gary Williams | 503-945-6079 503-945-6472 503-947-4223 503-945-6807 503-947-5567 503-947-5209 503-945-6403 503-947-5163 503-947-5163 503-945-6403 503-945-6396 503-988-3000 ext 26458 503-945-9816 503-945-7803 503-945-5828 503-945-7806 |
| ADVANCED DIRECTIVES FOR HEALTH CARE (withholding or withdrawing of life support) | Tina Kitchin, Medical Director, APD/DD | 503-945-5812 |

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| AGING AND DISABILITY RESOURCE CONNECTION | Elaine Young, Manager | 503-373-1726 |
| ALZHEIMER'S CARE UNITS/RULES | Diana Norton, Manager, CBC Dave Allm, Manager, Nursing Facility | 503-945-6405 503-947-7782 |
| Application Alzheimer's Care endorsements Best Friend's Program Nursing Facilities Residential Care Facilities | Jan Karlen Jan Karlen Jan Karlen Renee Shearer Jan Karlen | 503-945-6918 503-945-6918 503-945-6918 503-945-5923 503-945-6918 |
| AMERICANS WITH DISABILITIES ACT (ADA) | | |
| Building Regulations and Specifications Complaints/Complying to Law SPD Coordinator, Alternate Format Coordinator Hearing Loss | Oregon Building Codes Division Oregon Advocacy Center Lori Nelson Angela Young – Human Resources DHS Facilities - Linda Riddel Jeff Brownson, Deaf & Hard of Hearing Services | 503-378-4133 503-243-2081 503-945-5941 503-945-5845 503-945-5817 503-947-5183 |
| ASSISTED LIVING FACILITIES Licensing, Technical Assistance | Diana Norton, Manager Dennett Taber Jan Karlen Debbie Concidine Melissa Taber Becky Mapes | 503-945-6405 503-945-5793 503-945-6918 503-945-6404 503-947-5169 503-945-5839 |
| AUTOMOBILES (state) | DAS Motor Pool, Salem only | 503-378-4377 |
| BACKGROUND CHECK CLEARANCES AND RULES | DHS – Background Check Unit-Main Toll Free Bill Buckley, Manager | 503-378-5470 888-272-5545 503-378-8973 |
| BACKGROUND CHECK Database | Vacant | |
| BOARD OF NURSING LIAISON | Megan Hornby, Manager | 503-945-6415 |
| BOARD OF NURSING (see Nursing Facility) | | 971-673-0685 971-673-0684 Fax |

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| BOARD OF PHARMACY LIAISON | Tina Kitchin, Medical Director | 503-945-5812 |
| BUDGET (SPD) | Ralph H. Amador, Administrator Greg Aydelott Luke Deese | 503-569-1632 503-947-2311 503-945-6496 |
| APD Analyst Admin., EOTC, SOCP DD Analyst | Tom Jaeger Robin Norris Cathy Thomas | 503-947-5433 503-945-5989 503-945-6988 |
| CASE MANAGEMENT Case Management Training/Policy (APD) Technical Assistance (APD) | Vacant, Training Policy | |
| Case Management Training(DD) Policy Technical Assistance | Marilee Bell – Training Policy | 503-947-5262 |
| CBC | See Community Base Care | |
| CENTER FOR MEDICARE & MEDICAID SERVICES (CMS) NF Survey & Certification Waivers | Dave Allm, Manager Vacant, Manager Chris Pascual, APD Waiver Dana Hittle, DD Waivers | 503-945-7782 503-945-7035 503-945-5810 |
| CERTIFICATE OF NEED Central Office Questions (Nursing Facilities) | Office of Health Policy Renee Shearer Jana Fussell | 503-731-4320 503-945-5923 503-731-4320 |
| CERTIFIED NURSING ASSISTANT (CNA) /DINING ASST. TRAINING REIMBURSEMENT Facility Questions | Russ Barker | 503-945-6450 |
| CHILDREN'S MEDICAL ELIGIBILITY | 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 |
| CHILDREN'S SERVICES MANAGER (DD) | Bruce Baker, Manager | 503-945-9800 |

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| CHILDREN'S INTENSIVE IN-HOME (DD) | Debra Burke, Manager Tom Racioppo, Manager | 971-673-2976 971-673-3096 |
| CHILDREN'S RESIDENTIAL (DD) Information | Debbie Kraus-Dorn, Manager Linda Smith | 503-378-5577 971-673-2985 |
| CHILD FOSTER CARE (DD) | Barb Southard, Manager Diana Jacobsen, Coordinator Beth Shellenbarger, Information Gary Williams, Certification | 503-945-9816 503-378-5001 503-378-5676 503-945-7806 |
| CLIENT ASSESSMENT & PLANNING SYSTEM POLICY (CAPS) TOOL | Suzy Quinlan | 503-947-5189 |
| CLIENT CARE MONITORING UNITS (CCMUs) Salem Salem Medford Tualatin | Dave Allm, Manager (NF) Diana Norton, CBC Manager Keith Ramey, Nursing Facility Pat Shepherd, CBC Debbie McCuin, NF Marcia Thompson, NF | 503-945-7782 503-945-6405 503-373-0200 503-373-0200 541-776-6086 503-691-6587 |
| CLIENT DEMOGRAPHICS | Mike McCormick, Manager Fran Pfohman | 503-945-6229 503-945-6986 |
| CLIENT EMPLOYED PROVIDER PROGRAM Provider Payment Questions General Information Homecare Worker Enrollment/Payments Policy In-Home Exceptions Policy Homecare Worker Administrative Review Homecare Worker Unemployment Insurance Questions Payment/Technical Assistance (adjustments, W2s, lost checks, etc.) | Call Local SPD/AAA Office Call Local SPD/AAA Office Call Local SPD AAA Office Jenny Cokeley Darwin Frankenhoff Jenny Cokeley Gayle Holderby Jenny Cokeley, Manager See Payment Support Unit | 503-945-5799 503-947-5162 503-945-5799 503-945-6408 503-945-6985 |
| CLIENT MAINTENANCE UNIT | Angela Molthan, Manager Office of Payment Accuracy & Recovery | 503-378-4369 |

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| CLIENT PAY-IN ISSUES Policy related Receipting Refunds, technical assistance | Joanne Schiedler Deann Block Shannan Willits | 503-947-5201 503-947-5008 503-945-5836 |
| COMMISSIONS, COMMITTEES & FUTURE PLANNING | Karen Mainzer, Manager Kelsi Eisele, Admin. Support Fax Toll Free | 503-945-6444 503-945-6482 503-373-7823 800-282-8096 |
| Governor's Commission on Senior Services (GCSS) Oregon Disabilities Commission (ODC) | Dawn Rustrum, Coordinator Max Brown, Coordinator | 503-947-5104 503-945-6993 |
| COMMUNITY-BASED CARE (CBC) Facility Programs & Standards Specialized Living Program & Rates Facility Rates/Specialized Rates CBC/512 Payment Support see Adult Foster Homes see Assisted Living see In-Home Services see Residential Care Facilities | Diana Norton, Manager Melissa Taber Betew Hagos Sarah Hansen Payment Support Unit | 503-945-6405 503-947-5169 503-945-5854 503-945-6465 |
| COMMUNITY DEVELOPMENTAL DISABILITY PROGRAM (CDDP) Technical Support for eXPRS & CPMS | Kim Bienkowski | 503-947-5179 |
| COMPUTER ISSUES Problems/Lost Reports/Questions | DHS OIS Service Desk (Salem) | 503-945-5623 |
| COMPUTER REPORTS & DATA REQUESTS | Fran Pfohman | 503-945-6986 |
| COMPUTER CODING - POLICY RELATED Web 723 CAF Computer Guide Policy related - OSIP Policy related – Food Stamps Policy related – QMB Policy related – MMA | Stephanie Delage/Rules See Manual/Guide Distributions Michael Avery Sandy Ambrose Dale Marande, Manager Dale Marande, Manager | 503-947-5121 503-945-6410 503-945-6092 503-945-6476 503-945-6476 |

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| COMPUTER HELP/ISSUES | | |
| Problems/ Lost Reports/Questions | DHS Service Desk DHS.SERVICEDESK@state.or.us | 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 | Kyle Miller, DHS Information Security Officer | 503-945-6394 |
| Express Payment and Reporting System (eXPRS) Business Analysts | Brandee Martinez Julie Harrison Vacant Judy Clawson Kim Bienkowski | 503-945-9412 503-945-9794 503-945-9814 503-947-2312 503-947-5174 |
| MMIS, Rewrite, Overall MMIS Business Implementation Manager | Randy Canoy, Business Manager Vacant, Business Manager | 503-383-3331 |
| CONTINUING CARE RETIREMENT COMMUNITIES (CCRC) | Hazel Lefler Becky Callicrate | 503-945-6459 503-945-5714 |
| CONTINUOUS QUALITY IMPROVEMENT TEAM, SPD's Transformation Unit | Michael Bellish Catherine Seminary | 503-945-6412 503-945-7742 |
| CONTRACT ADMINISTRATION Counties/others/DD/CFAC | Lea Ann Stutheit, Manager | 503-945-9783 |
| CONTRACT RN SERVICE | Megan Hornby, Manager | 503-945-6415 |
| COST REPORTS Nursing Facilities | Mike McCormick, Manager Russ Barker | 503-945-6229 503-945-6450 |
| COUNTY RELATIONS (DD) Administrative Support | Corissa Neufeldt, Manager Cindy Steinkamp | 503-945-6742 503-945-9780 |
| DD County Relations, Special Assignments | | |
| 24 hour Residential Services, Host Home | Ken Ralph | 503-947-5191 |

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| 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) & Emergency Preparedness | Corissa Neufeldt | 503-945-6742 |
| Employment/Alternatives to Employment Services (DD), Transportation | Mariah Forrest | 503-947-1105 |
| Nursing Home Diversion/OTM (DD) | Laura Soyster | 971-673-2294 |
| 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 | Marilee Bell Kathy Richards | 503-947-5262 503-947-4241 |
| DD LICENSING UNIT | Barb Southard, Manager | 503-945-9816 |
| DEAF & HARD OF HEARING SERVICES PROGRAM | Oregon Vocational Rehabilitation Services Jeff Brownson (ODHHSP) (v/tty) Communication Coordinator, Toll Free | 503-947-5183 800-521-9615 |
| DD DIAGNOSIS & EVALUATION POLICY | Kathy Richards Chelas Kronenberg | 503-947-4241 503-945-6799 |
| DD ELIGIBILITY AND ENROLLMENT UNIT | Anne Marie Koreski Kolette Ropp DeAnna Turcotte Pat Taylor | 503-945-9803 503-945-5984 503-945-6675 503-945-6846 |
| DEVELOPMENTAL DISABILITIES COUNCIL | Bill Lynch, Manager | 503-945-9942 |
| DEVELOPMENTAL DISABILITY SERVICES Provider Technical Support Unit | Leatha Krehoff, Manager | 503-945-6582 |
| | <u>Unit Support</u> | |
| Client Process Monitoring System (CPMS) & Express Payment and Reporting System (eXPRS) | Jodi Smoyer-Cowger DeAnna Turcott Anne Marie Koreski | 503-945-6313 503-945-9803 503-945-6675 |

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| | Pat Taylor Kolette Ropp Dedicated Fax | 503-945-6846 503-945-5984 503-947-5044 |
| DEVELOPMENTAL DISABILITY SYSTEMS COORDINATION UNIT | Leatha Krehoff, Manager Jodi Smoyer-Cowger, Unit Support Kim Bienkowski, DD Business Analyst Chris Angel, QA Analyst Brande Martinez, eXPRS Lead Business Analyst Julie Harrison, eXPRS Product Manager Judy Clawson, Business Analyst Christy Orcutt, Operations Policy Analyst | 503-945-6582 503-945-6313 503-947-5174 503-945-9775 503-945-9412 503-945-9794 503-947-2312 503-945-9814 503-945-6721 |
| DISABILITY DETERMINATION SERVICES Operations Manager Admin. Support Systems Manager Chief Medical Consultant Manager Disability Hearings Unit Manager Quality Assurance Manager Support Services Manager | Mary Gabriel, Program Admin. Main reception No. Toll free Jay Minten Karen Carney Ken Forbes Dr. William Habjan Heather Emberson Kimery Bilusak Sue Shiarla | 503-986-4809 503-986-5100 800-452-2147 503-986-4803 503-986-4804 503-986-4877 503-986-4993 503-986-4941 503-986-4843 503-986-4800 |
| DISABILITY SERVICES ADVISORY COMMITTEE (DSAC) | Contact Local Program Manager | |
| DISASTER PREPAREDNESS (Field Offices) & REPORTING Disaster Planning | Tina Kitchin, Medical Director | 503-945-5812 |
| DIVISION OF MEDICAL ASSISTANCE PROGRAMS | (DMAP) Provider Services Unit | 503-945-5772 800-527-5772 800-336-6016 |
| DMAP (DME) FIELD LIAISON | Margaret Jester-Haining | 503-945-6418 |
| DMAP POLICY LIAISON | Tina Kitchin, Medical Director | 503-945-5812 |

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| ELDERLY RENTAL ASSISTANCE NOTICES | Selina Hickman or Dept. of Revenue | 503-945-6139 800-356-4222 503-378-4988 |
| ELECTRONIC BENEFITS TRANSFER (EBT) Liaison | Sandy Ambrose Lisa Stegman | 503-945-6092 503-945-6725 |
| ELIGIBILITY POLICY | Dale Marande, QMB and OSIPM | 503-945-6476 |
| | Jeff Stell, EPD, DD Financial, OSIPM Eligibility, Citizenship | 503-945-6834 |
| | Michael Avery, OSIPM and OHP | 503-945-6410 |
| | Selina Hickman, QMB, OSIPM, OHP | 503-945-6139 |
| | Lauren Mitchell, Senior Farm Direct Nutrition Program, SB 913, FLTC Work | 503-945-6479 |
| | JoAnne Schiedler, Pay-In, Special Needs, OSIPM, Protected Eligibility | 503-947-5201 |
| | Bill Brautigam, Trusts and Support Orders, OSIPM | 503-947-5204 |
| | Kathy Richards, DD Service Eligibility Policy | 503-947-4241 |
| | Chelas Kronenberg, DD Service Eligibility Policy | 503-945-6799 |
| | Dana Hittle, DD Services Waiver Eligibility Policy | 503-945-5810 |
| | Brian Kirk, Presumptive Medicaid Vacant, APD Service Eligibility | 503-373-0271 503-945-6414 |
| EMERGENCY PREPAREDNESS COORDINATOR | Tina Kitchin, Medical Director | 503-945-5812 |
| EMERGENCY RESPONSE SYSTEM – LIFELINE | Kelsey Weigel | 503-945-6413 |
| EMPLOYED PERSONS WITH DISABILITIES (EPD) PROGRAM | Jeff Stell | 503-945-6834 |
| EMPLOYMENT FOR SENIORS | Elaine Young, Manager | 503-373-1726 |
| | Ryan Kibby | 503-373-1877 |

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| EMPLOYMENT FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES | Mariah Forrest | 503-947-1105 |
| END OF LIFE ISSUES | Tina Kitchen, Medical Director | 503-945-5812 |
| ENERGY ASSISTANCE | Low Income Home Energy Assistance Program (LIHEAP) Toll free www.energynear.org , select state | 1-866-674-6327 |
| ENERGY PROGRAMS | Contact local community action program | |
| ENHANCED CARE FACILITIES Policy, Technical Assistance | Megan Hornby, Manager Melissa Taber | 503-945-6415 503-947-5169 |
| ENSURING QUALITY CARE (EQC) TRAINING | Marie Cervantes, Manager | 503-945-6079 |
| <u>ESTATES ADMINISTRATION</u> 2850 Broadway NE, Salem, OR 97303 (street) P.O. Box 14021, Salem, OR 97309 (mailing) | Rick Templeton, Manager Reception Main No. Toll Free Fax | 503-378-5213 503-378-2884 800-826-5675 503-378-3137 |
| EXCEPTIONAL PAYMENTS To submit requests: eXPRS | Sandy Hata, Lead Manager Carol Mauser, AFH Darwin Frankenhoff, In-home Debbie Concidine, RCF spd.exceptions@state.or.us | 503-945-5659 503-947-2321 503-947-5162 503-945-6404 |
| FAMILY CAREGIVING SUPPORT PROGRAM (Older Americans Act) | Judy Bowen | 503-373-1842 |
| FAMILY SUPPORT FOR CHILDREN WITH DISABILITIES | Bruce Baker, Manager Vacant, Program Coordinator | 503-945-9800 |
| FIELD REVIEWS | | |
| Field Reviews Developmental Disabilities | Corissa Neufeldt, Manager | 503-945-6742 |

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| (OAA/OPI) Older Americans Act & Oregon Project Independence Reviews | Elaine Young, Manager | 503-373-1726 |
| FIELD SERVICES Program Operation's Manager Program Operation's Manager Diversion/Transition Manager Assistant to Field Services Manager Administrative Support Quality Assurance Analyst Hearings Policy Analyst SPD Lead for LDMS CBC Resource Developer | Angela Munkers, Manager Vacant Carol Mauser Sandy Hata Debbie Harms Janet Morse Karen Gulliver Caryn Whatley Sudha Ramakrishnan Loa Fredrickson | 503-945-6209 503-945-5977 503-947-2321 503-945-5659 503-947-5476 503-947-5481 503-945-6460 503-947-5427 503-945-6937 541-756-2017 |
| FICA PROVIDER REFUNDS Lean | See Payment Support Unit | |
| FINANCIAL FRAUD/CONSUMER PROTECTION | Department of Justice, Salem Toll Free | 503-378-4320 877-877-9392 |
| FINGERPRINTS FOOD STAMPS General Questions | DHS Background Check Unit Rosanne Richard (CAF) | 503-378-5470 503-945-5826 |
| FORMS/POLICY MANUALS (APD) | Lauren Mitchell, Policy Manuals Selina Hickman, Forms | 503-945-6479 503-945-6139 |
| GARNISHMENTS SPD Employees Providers | Payroll Janet Zook Toll Free | 503-945-5634 503-947-5067 866-631-0745 |
| GOVERNOR'S ADVOCACY OFFICE | Naomi Steenson, Administrator Main No. Toll Free | 503-945-5665 503-945-6904 800-442-5238 |
| GOVERNOR'S COMMISSION ON SENIOR SERVICES (GCSS) | Karen Mainzer, Manager Becky Murphy, Admin. Support Kelsi Eisele, Admin. Support Dawn Rustrum, Coordinator | 503-945-6444 503-947-1136 503-945-6482 503-947-5104 |
| GRANT DEVELOPMENT AND MANAGEMENT | Vacant, SPD Business Operations Manager Karen Mainzer, Manager | 503-945-6445 503-945-6444 |

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| GRANT – FAIRVIEW TRUST | Heber Nelson, Manager Peter Straton, DD Housing Specialist | 503-378-3611 503-378-3971 |
| GUARDIANSHIP/ CONSERVATORSHIP | Valerie Eames Stephanie Delage, back-up | 503-945-5884 503-947-5121 |
| HEALTH DEPARTMENT PUBLIC | Portland | 971-673-1222 |
| HEALTHY AGING PROGRAMS | Jennifer Mead | 971-673-1035 |
| HEALTH INSURANCE GROUP (3rd Party Resources) | HIG analyst or specialist | 503-378-6233 |
| HEARINGS (SPD) | Carol Mauser, Program Operations Manager | 503-947-2321 |
| HEARING REPS (SPD Field Services) | Shaeli Armstrong (McMinnville) Scott Bready (Coquille) Chris Ellis (Roseburg) Michael Cook (Beaverton) Shannon Hunter (North Bend) Kurt Kessler (Medford) Brenda Reed (Klamath Falls) Trish Tran (Tualatin) Janet Morse Fax | 503-435-3404 541-396-1078 541-440-3427 x227 503-469-2060 541-756-8641 x229 541-776-6187 541-883-5777 503-691-6587 x242 503-947-5481 503-945-6296 |
| Hearings Request Coordinator for SPD/AAA's | | |
| HIPAA (Health Insurance Portability and Accountability Act – Confidentiality) | Vacant | 503-945-5977 |
| HOME HEALTH AGENCY Health Care Licensure & Certification | Dana Selover, M.D. Health Services | 971-673-0540 800-422-6012 |
| HEMOCARE WORKERS | See Client Employed Provider Program | |
| HOME CARE COMMISSION | Cheryl Miller, Executive Director Yvonne Fleming, Admin. Specialist Suzanne Huffman, STEPS/Registry Coordinator Nancy Janes, STEPS/Registry Support | 503-378-2733 503-378-4984 503-373-1078 503-378-4050 |

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| | Vacant, Training Support Kelly Rosenau, Workers' Compensation Coordinator | 503-378-3957 503-378-3099 |
| | Fax Number OHCC toll free number/training & registry Workers' Compensation toll free number | 503-378-5886 877-867-0077 888-365-0001 |
| HOME MODIFICATION FOR SPECIAL NEEDS CLIENTS (DD Clients) (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 |
| HOSPICE | Portland (Health Services) | 971-673-0540 |
| HOUSING | 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 |
| IMMIGRATION AND NATURALIZATION SERVICES | Form orders | 800-870-3676 |
| INCOME ELIGIBILITY VERIFICATION SYSTEM (IEVS) | Vacant | |
| INCOME VERIFICATION Providers SPD Employees | See Payment Support Unit DHS Payroll | 503-945-5634 |
| INCOME CAP TRUSTS | Bill Brautigam | 503-947-5204 |
| INDEPENDENT CHOICES Policy For ICP questions: | Jenny Cokeley, Manager Kelsey Weigel icpspd@state.or.us | 503-945-6985 503-945-6413 |
| IN-HOME CARE AGENCY LICENSING | Maureen McDougall, Health Services | 971-673-0540 |

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| IN-HOME SERVICES (APD) In-Home Rules/Policy In-Home Risk Referrals email: In-Home Contract Agencies Independent Choices Spousal Pay Specialized Living Service Priority/Case Management Service Eligibility State Plan Personal Care & CAPS Policy | Jenny Cokeley, Manager Jenny Cokeley risks.spd-inhome@state.or.us Darwin Frankenhoff Kelsey Weigel Darwin Frankenhoff Darwin Frankenhoff Suzy Quinlan Suzy Quinlan Suzy Quinlan | 503-945-6985 503-945-5799 503-947-5162 503-945-6413 503-947-5162 503-947-5162 503-947-5189 503-947-5189 503-947-5189 |
| IN-HOME SERVICES (DD) | Mike Maley, Manager Corissa Neufeldt, Manager | 503-947-4228 503-945-6742 |
| INSURANCE Medicare Supplement (SHIBA) | Senior Health Insurance Benefits Assistance | 800-722-4134 |
| LEGAL SERVICES DEVELOPER FOR SENIORS | Elaine Young, Manager Fred Steele | 503-373-1726 503-945-6325 |
| LEGISLATIVE ISSUES State, Federal & Local Issues (coord.) | Karen Mainzer, Manager Intergovernmental Liaison Max Brown Dawn Rustrum Becky Murphy Kelsi Eisele | 503-945-6444 503-945-6993 503-947-5104 503-947-1136 503-945-6482 |
| LICENSING FACILITIES Adult Foster Homes (APD) Adult Foster Homes (APD) Adult Foster Homes (APD) Community based care (ALF/RCF) | Sylvia Rieger Connie Rush Trevin Butler Dennett Taber (Program Coordinator) Jan Karlen Melissa Taber Debbie Concidine Mike McDermott, 3420 Cherry Ave. NE | 503-945-6403 503-947-5163 503-947-5209 503-945-5793 503-945-6918 503-947-5169 503-945-6404 503-373-7201 |
| Licensing Plans Review Nursing Home Room & Board Registrations | Rene Shearer (Prog. Coordinator) Hazel Lefler | 503-945-5923 503-945-6459 |
| 24-hour Residential Program—DD | Barb Southard, Manager Teresa Ritner, Lead Roger Bendel Rhonda Boertien Ann Coskey-Wasserman Chris Davison | 503-945-9816 503-945-9811 503-508-3592 503-510-0135 503-508-0479 503-931-6834 |

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| Adult Foster Home – DD Adult Foster Home -- DD Child Foster Care – DD Children’s Foster Home – DD | Leslie Heath Mary Lai-Hsu Toni Larson Jim Ransom Gary Williams Shelly Reed, Program Coordinator Gary Williams Diana Jacobsen, Program Coord. | 503-510-0294 503-508-0483 503-510-2700 503-508-0481 503-945-7806 503-945-5828 503-945-7806 503-378-5001 |
| LIFESPAN RESPITE CARE PROGRAM | Mary Lee Fay, Administrator May Martin | 503-945-9787 503-947-2318 |
| LICENSING & QUALITY OF CARE see Abuse complaints see Adult Foster Homes/DD see Children’s Foster care see Client Care Monitoring Units see Community Based Care see Medically Fragile Children’s Unit see Nursing Facilities see DD Licensing Adult Foster Homes/APD | Julie Strauss, Interim Administrator Nikki Stifel , Executive Assistant to Administrator Marie Cervantes, Manager Barb Southard, Manager Barb Southard, Manager Dave Allm, Manager Diana Norton, Manager Debra Burke, Manager Dave Allm , Manager Barb Southard, Manager Marie Cervantes, Manager | 503-945-6467 503-945-6387 503-945-6079 503-945-9816 503-945-9816 503-945-7782 503-945-6405 971-673-2976 503-945-7782 503-945-9816 503-945-6079 |
| MANUAL/GUIDE DISTRIBUTIONS *CAF Administrative Rules Manual *CAF Computer Guide *CAF Family Services Manual Nursing Facility Licensing Guide Nursing Facility Medicaid Provider Guide OHP Manuals and Guides Program and Other Manuals (on-line only) SPD Administrative Rules (on-line only) | Annette.Tesch@state.or.us Available on-line only Barbara.R.Hopkins@state.or.us David Allm 503-945-6407 Mike McCormick 503-945-6229 http://www.dhs.state.or.us/dhs/policy/healthplan/main.html http://www.dhs.state.or.us/spd/tools/index.htm http://www.dhs.state.or.us/policy/spd/home.htm | 503-945-6407 503-945-6229 |
| *CAF On-line Manuals – http://www.dhs.state.or.us/policy/selfsufficiency/em_firstpage.htm | | |
| MARIJUANA (MEDICAL) PROGRAM | Portland (Health Department) | 971-673-1234 |
| MEDIA CALLS Primary Contact (SPD) Elderly Issues, Legislative, Disability Issues | Nelsa Brodie James Toews, Assistant Director | 503-945-5690 503-945-5858 |
| MEDICAL DIRECTOR, SPD | Tina Kitchin, Medical Director | 503-945-5812 |

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| MEDICALLY FRAGILE CHILDREN'S UNIT | Debra Burke, Manager | 971-673-2976 |
| MEDICALLY NEEDY (limited drug coverage, MND case descriptor) | Jesse Anderson, DMAP | 503-945-6958 |
| MEDICAID State Plan Personal Care State Plan Home & Community Based Waivers | see State Plan Personal Care Don Fries Dana Hittle Chris Pascual | 503-945-6455 503-945-5810 503-945-7035 |
| Policy | See Eligibility Policy | |
| MEDICAID FRAUD | Rodney Hopkinson | 971-673-1880 |
| MEDICAID MEALS ON WHEELS (Home Delivered Meals) (XIX) | Kelsey Weigel | 503-945-6413 |
| MEDICAID LONG TERM CARE QUALITY & REIMBURSEMENT ADVISORY COUNCIL (MLTCQRAC) MLTCQRAC Liaison | Mike McCormick, Manager Sarah Hansen | 503-945-6229 503-945-6465 |
| MEDICARE BUY-IN UNIT 3420 Cherry Avenue NE, Suite 140 Salem, OR 97303 | Dale Marande, Manager Ed Hunt Elvie Gilbert Bill Eldridge Dee Burson Fax | 503-945-6476 503-934-6063 503-934-6064 503-934-6066 503-934-6060 503-934-6069 |
| MEDICARE (General Public Questions) In English & Spanish | Medicare general information | 800-633-4227 |
| Beneficiary Calls Regarding Billing Participating Physician/Supplier Claims | | |
| Supplemental Insurance | Senior Health Insurance Benefits Assistance (SHIBA) | 800-722-4134 |
| Low Income Subsidy Application Lost Medicare Card | SSA | 800-772-1213 |

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| MEDICARE MODERNIZATION ACT/PART D General MMA Questions DMAP/MMA AAA/SPD Policy Issues | MMA-LIS Team Debbie Wert Dale Marande, SPD Manager | 877-585-0007 503-945-5752 503-945-6476 |
| MENTAL HEALTH LIAISON | Megan Hornby, Manager Melissa Taber | 503-945-6415 503-947-5169 |
| MINIMUM DATA SET (MDS) Program/Content Technical Assistance Section Q | Mary Borts Sheryl Luper Elaine Young, Manager Sandy Hata, Manager | 503-691-6587 503-947-5439 503-373-1726 503-945-5659 |
| NAPIS (NATIONAL AGING PROGRAM INFORMATION SYSTEM) | Elaine Young, Manager Rhonda Buedefeldt | 503-373-1726 503-373-1854 |
| NATURAL SUPPORT POLICY | Jenny Cokeley | 503-945-6985 |
| NON-CITIZEN INFORMATION | Selina Hickman Dale Marande, Manager | 503-945-6139 503-945-6476 |
| NURSING | Megan Hornby, Manager | 503-945-6415 |
| NURSE DELEGATION | Megan Hornby, Manager | 503-945-6415 |
| NURSING FACILITY Abuse Certification of CNA CNA Staffing Program Change of Ownership, Certification, New licenses Forms, Guides Policy/Rule License Renewal Nursing Facility Monitoring/Survey Out-of-state NF services & reimbursement policy Dining Assistants Rule/Policy NF Payment Issues - Provider Services Personal Incidental Funds/Problems with Accounts in Nursing Facilities | See Abuse Board of Nursing Joann Birney Renee Shearer Kim Redinger Renee Shearer Dave Allm, Manager Renee Shearer see CCMU offices, Dave Allm, Manager Becky Callicrate Joann Birney Vivian Van Hatten Renee Shearer | 971-673-0685 503-945-6748 503-945-5923 503-945-6395 503-945-5923 503-945-7782 503-945-5923 503-945-7782 503-945-5714 503-945-5923 800-336-6016 503-945-5923 |

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| Reimbursement Rates | Russell Barker Cindy Susee Nelson Okello | 503-945-6450 503-945-6448 503-945-5813 |
| Complex Medical Add-on Policy & Issues “ “ “ “ “ | Becky Callicrate Vickie Quick | 503-945-5714 503-945-6238 |
| Resident Rights Involuntary Transfer Swing-bed certification & reimbursement (NF provider tax services in hospitals) policy | Renee Shearer Becky Callicrate | 503-945-5923 503-945-5714 |
| NUTRITION PROGRAMS Medicaid (HDM) Older Americans | Elaine Young, Manager Judy Bowen Kelsey Weigel | 503-373-1726 503-373-1842 503-945-6413 |
| OLDER AMERICANS ACT | Elaine Young, Manager Rhonda Buedefeldt | 503-373-1726 503-373-1854 |
| OMBUDSMAN (LONG TERM CARE) | Mary Jaeger, Director Toll free | 503-378-6533 800-522-2602 |
| SPD Liaison | Julie Strauss, Interim Administrator | 503-945-6467 |
| ON-LINE MANUALS/APD STAFF RESOURCES Case Management Resources | Vacant | |
| ON THE MOVE IN OREGON | Sandy Hata, Project Director Toll Free Fax | 503-945-5659 877-778-7686 503-947-4245 |
| Health Plan Specialist Housing & Payment Coordination Project Coordinator Transition Services Analyst | Margaret Jester-Haining Loren Kruesi Stephanie Tyrer Nathan Singer | 503-945-6418 503-947-5192 503-947-2309 503-945-6290 |
| ON THE MOVE IN OREGON DD Program Development: Eastern Region Valley, Cascade, Southern OR Regions Metro/Region 1 | Steve Bailey Brent Watkins Laura Soyster | 541-276-0802 x222 503-947-5097 971-673-2294 |
| OREGON DISABILITIES COMMISSION (ODC) | Karen Mainzer, Manager Becky Murphy, Admin. Support Max Brown, Coordination Kelsi Eisele, Admin. Support | 503-945-6444 503-947-1136 503-945-6993 503-945-6482 |

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| OREGON HEALTH PLAN (OHP) Statewide Processing Center Premium billing | | 800-699-9075 888-647-2729 |
| OREGON PROJECT INDEPENDENCE (OPI) | Elaine Young, Manager | 503-373-1726 |
| OVERPAYMENTS | Steve Husak Linda Lawson | 541-440-3427 ext. 226 503-624-4371 |
| PACE PROJECT (PROVIDENCE ELDER PLACE) | Celeste Symonette | 503-945-6396 |
| PAY-IN TECHNICAL ASSISTANCE | See Client Pay-In | |
| PAYMENT ALERT | DHS Accounting | 503-945-5640 |
| PAYMENT ERROR RATE MEASUREMENT (PERM) | Babara Zharkoff | 503-378-3299 |
| PAYMENT ISSUES (CEP & 512) | Providers - call local SPD/AAA Local office staff - See Payment Support Unit | |
| PAYMENT SUPPORT UNIT (SPD Provider) Adjustments, Forcing/Creating Vouchers, Late Payments, In-Home Services Provider Employment Verifications, W-2 questions Late Payments, Replacement Checks, CBC/ 512 for seniors, Provider Employment Verifications, 1099 questions Provider Enrollment Returned Provider Checks W-2s, 1099s DD 20 Hour Personal Care Payments DD CBC/512 Payments Direct Deposit Reception | Patty Hall, Manager Janice Castle Kristen Hutton Shawna Sexton Amy Lore Request Line Kerry Mandero Paul Campos Amy Lore Amy Lore Toll Free Fax | 503-945-6453 503-947-5346 503-945-6741 503-947-5124 503-945-6979 503-947-5138 503-945-5820 503-947-5268 503-945-6979 503-947-1141 800-241-3013 503-947-5357 |

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| PERSONAL CARE SERVICES Developmental Disabilities for Adults DD Children's personal care (20 hrs.) | Suzy Quinlan (APD) Kathleen Bonn (DD) Kathleen Bonn (DD) | 503-947-5189 503-947-5177 503-947-5177 |
| PERSONAL INJURY LIEN | Main No. | 503-378-2919 |
| PERSONNEL | Carolyn Ross, HR Director Bee Ferguson, HR Assistant Angela Young, SR HR Manager Stuart Armijo, HR Generalist Terri Milsap (SOCP) Manager | 503-947-5071 503-945-5648 503-945-5845 503-945-6371 503-945-5740 |
| PLANNING & RESEARCH UNIT Analyst Analyst Analyst | Mike McCormick, Manager Fran Pfohman Margie Bibby Jamie Huiett | 503-945-6229 503-945-6986 503-945-6836 503-947-1173 |
| POWER OF ATTORNEY Case Management Healthcare, Advanced Directive (APS) Eligibility | Jenny Cokeley, Manager Valerie Eames Vacant | 503-945-6985 503-945-5884 |
| PRE-ADMISSION SCREENING (PAS) – MEDICAID | Sandy Hata, Manager | 503-945-5659 |
| PRE-ADMISSION SCREENING AND RESIDENT REVIEW (PASSR) PASSR for MR/Developmental Disabilities PASSR Level I Screening – Rule/Policy Resident Review for Mental Health | Dave Allm, Manager Barb Southard, Manager Wendy Lindsay Renee Shearer Matt Bartolotti (Addictions/Mental Health) | 503-945-7782 503-945-9816 503-602-3262 503-945-5923 503-945-9718 |
| PRESUMPTIVE MEDICAID DISABILITY DETERMINATION 3420 Cherry Avenue, Suite 140 Salem, OR 97303 | Brian Kirk, Acting Manager Brian Kirk, Operations Policy Analyst Toll Free Fax Vacant, Operations Policy Analyst Paul Boggan, Disability Analyst Dave Brown, Disability Analyst Sherri Courtney-Heavlin, Disability Analyst Neil Daly, Disability Analyst Carmen Espinosa, Disability Analyst | 503-373-0271 503-373-0271 1866-535-8431 503-373-7902 503-373-0968 503-373-1135 503-378-2594 503-373-0340 503-373-1024 |

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| | Amanda Dinan, Disability Analyst Nancy McKenzie, Disability Analyst Siobhn Moody, Disability Analyst | 503-373-7600 503-373-0782 503-373-7600 |
| | Brandon Olson, Disability Analyst Sharlene Paakki, Disability Analyst Rosie Pentecost, Disability Analyst Greg Wilkes, Disability Analyst | 503-378-2793 503-373-1225 503-373-1311 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 |
| PRIVATE ADMISSION ASSESSMENT (PAA) | Sandy Hata, Manager | 503-945-5659 |
| PROTECTIVE SERVICES 723 Report (APD) | Stephanie Delage/rules | 503-947-5121 |
| PROTECTIVE SERVICES Abuse complaints (DD) | See Abuse Complaints Eva Kutas, Administrator, Investigation & Training, DD Local County | 503-945-9491 |
| PUBLIC HEALTH LIAISON | Jennifer Mead | 971-673-1035 |
| PUBLIC RECORDS REQUEST/ LQC | Brenda Adams | 503-945-6397 |
| QMB (QUALIFIED MEDICARE BENEFICIARIES) To Apply | Dale Marande, Manager Jeff Stell Michael Avery Local office | 503-945-6476 503-945-6834 503-945-6410 |
| QUALITY ASSURANCE APD (AAA APD System & Field Programs) APD (Aged & Physically Disabled) | Dale Marande, Manager Aymie Olsen Gini Shaw | 503-945-6476 503-947-1137 503-945-5976 |

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| | Christopher Avery Carole King | 503-947-1190 503-947-4232 |
| QUALITY ASSURANCE (SPD Field Services) APD – QA DD – QA | Karen Gulliver Dana Hittle | 503-945-6460 503-945-5810 |
| RACF ADMINISTRATION Sub-Administrator Technical Assistants For RACF IDs and access issue | Tishri Whiteside, RACF Administrator See Local SPD/AAA sub-administrator | 503-945-6386 |
| RATE (LTC) (CBC-512) | Betew Hagos Sarah Hansen | 503-945-5854 503-945-6465 |
| RESIDENTIAL CARE FACILITIES Licensing, Technical Assistance | Diana Norton, Manager Dennett Taber Debbie Concidine Jan Karlen Becky Mapes Melissa Taber | 503-945-6405 503-945-5793 503-945-6404 503-945-6918 503-945-5839 503-947-5169 |
| RESIDENTIAL SERVICES – 24 HOUR (DD Adults) Residential Services – 24 hour children | Ken Ralph, Regional Coordinator Debbie Kraus-Dorn, Manager | 503-947-5191 503-378-5577 |
| RESIDENTS RIGHTS Involuntary Transfer, Nursing Facility | Renee Shearer | 503-945-5923 |
| Residential Care Facility | Debbie Concidine Dennett Taber Jan Karlen Becky Mapes Melissa Taber | 503-945-6404 503-945-5793 503-945-6918 503-945-5839 503-947-5169 |
| Assisted Living Facility | Dennett Taber Jan Karlen Becky Mapes Debbie Concidine Connie Rush | 503-945-5793 503-945-6918 503-945-5839 503-945-6404 503-947-5163 |
| Adult Foster Home (APD) | | |
| RESPIRE CARE Lifespan Respite Care Policy Program Development | Mary Lee Fay, Administrator May Martin | 503-945-9787 503-947-2318 |

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| RETENTION SCHEDULE – forms/records | Vacant, Business Operations Manager Kim Redinger – Archiving (Licensing & Quality of Care) | 503-945-6445 503-945-6395 |
| RETIRED SENIOR VOLUNTEER PROGRAM (RSVP) | Elaine Young, Manager Rhonda Buedefeldt | 503-373-1726 503-373-1854 |
| Action Programs Include: Senior Companion | | |
| RISK INTERVENTION/APD | Valerie Eames Allison McKenzie Stephanie Delage | 503-945-5884 503-947-5447 503-947-5121 |
| RISK MANAGEMENT COORDINATOR | Vacant | 503-945-6445 |
| ROOM AND BOARD FACILITY REGISTRATIONS | Marie Cervantes, Manager Hazel Lefler Connie Rush, back up | 503-945-6079 503-945-6459 503-947-5163 |
| RULES COORDINATION & FILING | Christina Hartman | 503-945-6398 |
| SENATE BILL 913 | Lauren Mitchell | 503-945-6479 |
| SENIOR CENTER MEAL SITES | Elaine Young, Manager Judy Bowen | 503-373-1726 503-373-1854 |
| SENIOR EMPLOYMENT/TITLE V | Elaine Young, Manager | 503-373-1726 |
| SENIOR FARM DIRECT NUTRITION PROGRAM | Lauren Mitchell, Coordinator Toll Free | 503-945-6479 866-299-3562 |
| SENIOR MEDICARE PATROL | Dale Marande, Manager Loda Hite, SMP Coordinator Vicki Weld, SMP Analyst | 503-945-6476 503-934-6067 503-934-6068 |
| SENIOR PROPERTY TAX DEFERRAL | Department of Revenue Toll Free Or website: www.dor.state.or.us | 503-378-4988 800-356-4222 |

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| SERVICE ELIGIBILITY APD Service Eligibility/Policy Rule DD Service Eligibility DD Service Eligibility Record (SL02) | Jenny Cokeley, Manager Suzy Quinlan Kathy Richards Chelas Kronenberg Kim Wise | 503-945-6985 503-947-5189 503-947-4241 503-945-6799 503-947-5174 |
| SPECIALIZED LIVING SERVICES (APD) | Darwin Frankenhoff | 503-947-5162 |
| SPECIAL NEEDS | Joanne Schiedler Michael Avery | 503-947-5201 503-945-6410 |
| SPOUSAL PAY PROGRAM | Darwin Frankenhoff | 503-947-5162 |
| SPOUSAL IMPOVERSHIPMENT/ SUPPORT ORDERS | Bill Brautigam | 503-947-5204 |
| SSI-CLIENT CHECKS/ RECOVERY | Tami Woodward | 503-945-6481 |
| SSI LIAISON – DD Children in Placement | Debi Kraus-Dorn, Manager Jay Clark Carol Hitchen | 503-378-5577 503-378-5325 503-378-5352 |
| STATE PLAN PERSONAL CARE (20 HRS.) POLICY Developmental Disabilities for Adults DD Children’s personal care (20 hrs) | Suzy Quinlan (APD) Vacant Vacant | 503-947-5189 |
| STATE-OPERATED COMMUNITY PROGRAM | Deanna Bathke, Manager | 503-378-5952 xt 241 |
| SOCP PO Box 14680, 4494 River Rd. N., Keizer, OR 97303 | Elaine Stauffer, Office Manager Fax | 503-378-5952 xt 239 503-378-5917 |
| STATE UNIT ON AGING | Elaine Young, Manager Judy Bowen Rhonda Buedefeldt Linda Dreyer Ryan Kibby | 503-373-1726 503-373-1842 503-373-1854 971-673-0139 503-373-1877 |

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| | Linda Lennox Jennifer Mead Kristi Murphy | 971-673-0139 971-673-1035 503-373-2212 |
| STATISTICS | Mike McCormick, Manager Fran Pfohman Jamie Huiett Vera Kraynick | 503-945-6229 503-945-6986 503-947-1173 503-945-5914 |
| SUPPLEMENTAL SECURITY INCOME/SOCIAL SECURITY DISABILITY INSURANCE (SSI/SSDI) | SSI Toll Free | 800-772-1213 |
| SUPPORT SERVICES, CHILDREN (DD) | Bruce Baker, Manager | 503-945-9800 |
| Children with Disabilities/Family Support Coordinator | Vacant | |
| SUPPORTED LIVING SERVICES-DD | Jessie Martin | 503-945-9798 |
| SUPPORT SERVICES BROKERAGE FOR PERSONS WITH DEVELOPMENTAL DISABILITY | Corissa Neufeldt, Manager Kathleen Bonn Mike Parr Janet Straw | 503-945-6742 503-947-5177 503-945-6109 971-673-2990 |
| SURVEY (NF) (See CCMU) | Dave Allm, Manager | 503-945-7782 |
| Survey (ALF) (RCF) | Diana Norton, Manager | 503-945-6405 |
| SURVEY DD | Barb Southard, Manager | 503-945-9816 |
| SURVEY RECORDS (RCF) (ALF) (NF) | Carolyn Ramus (RCF & ALF) Vickie Quick (NF) | 503-945-5853 503-945-6238 |
| TITLE V (SENIOR EMPLOYMENT ISSUES) | Elaine Young, Manager | 503-373-1726 |
| TORT CLAIMS | Kim Hector | 503-945-6472 |

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| TRAINING CENTER, DHS | 3414 Cherry Ave. NE, Suite 150 Keizer, OR 97303 | 503-373-7700 |
| TRAINING COORDINATOR Program and Policy Training Coordination | Sudha Ramakrishnan | 503-945-6401 |
| TRANSMITTALS Coordinator Back up Web Posting Back up | Amy Lore Amanda Gulliksen Lauren Mitchell Michael Avery | 503-945-6979 503-945-6058 503-945-6479 503-945-6410 |
| TRANSPORTATION Medical Transportation Non-Medical/Waivered Transportation (APD) Developmental Disability | David Gulliver, DMAP Darwin Frankenhoff Kristine Duffy | 503-945-5796 503-947-5162 503-945-9791 |
| TRAVEL COORDINATOR SPD (Out of State) | Carolyn Wilson | 503-945-6478 |
| TRAVEL REIMBURSEMENT (TRIPS) (SPD) | Vacant | 503-945-9409 |
| TRIBAL LIAISON SPD | Elaine Young, Manager Judy Bowen | 503-373-1726 503-373-1842 |
| UNEMPLOYMENT INSURANCE (Homecare Worker/CEP Claims) | Gayle Holderby | 503-945-6408 |
| VENTILATOR CLIENTS (APD) Ventilator Care Placements Payment AFH and Nursing facilities Nursing facilities Children with disabilities In-Home Services (APD) | Trevin Butler Connie Rush Sylvia Rieger, back-up Celeste Symonette Betwe Hago Becky Callicrate Debra Burke Jenny Cokeley | 503-947-5209 503-947-5163 503-945-6403 503-945-6396 503-945-5854 503-945-5714 971-673-2976 503-945-6985 |
| VOLUNTEERS (Elderly Program) | Elaine Young, Manager Judy Bowen | 503-373-1726 503-373-1842 |
| VOTER REGISTRATION (NVRA) | Vacant, Agency Coordinator | 503-945-5977 |

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| WAIVERS, DD and APD | DeAnna Hartwig, Administrator | 503-947-1180 |
| WEB PAGE COORDINATION SPD Administrative Rules Section APD Staff Resources Section APD Staff Case Management Resources/ Services DD Resources | Christina Hartman Jennifer DeJong Christina Hartman Vacant | 503-945-6398 503-945-5856 503-945-6398 |
| WORKLOAD MEASUREMENT | Vacant, Business Operations Manager | 503-945-6445 |