

Carolyn Ross and Karen House

Authorized Signature

Number: SS-IM-08-043

Issue Date: 12/15/2008

Topic: Other

Subject: Interagency Agreement - Where Clients are Served

Applies to (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Message: This transmittal has the updated version of Worker Guide B.4, "Where Clients are Served," previously referred to as "Offices Serving the Elderly, Blind or Disabled." It is the combined effort of many representatives from the following divisions, SSP/CAF/and SPD. It explains which office – the Self Sufficiency (SSP) branch, Disabled Services Office (DSO), Multi-Service Office (MSO) or Area Agency on Aging (AAA) – serves cases with a person who is elderly, blind or disabled. It is intended to be used as a guideline in developing local agreements. Our top priority is providing appropriate services to the clients and families we work with. Please remember that we operate under the **No Wrong Door Policy**. All parties involved in this partnership have agreed to staff individual cases and make exceptions to these guidelines if a better outcome for the client(s) would be achieved.

To see the new Worker Guide B.4, please see the following link to "Where Clients are Served": <http://www.dhs.state.or.us/spd/tools/additional/workergd/b.4.htm>.

If you have any questions about this information, contact:

Contact(s):	Lisa Welch		
Phone:	503-945-6460	Fax:	503-945-6296
E-mail:	Lisa.welch@state.or.us		