



DEPARTMENT OF HUMAN RESOURCES
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**SDSD Administrator/Deputy/
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INFORMATION MEMORANDUM

SDSD-IM-00-77

Date: August 3, 2000

TO: SDSD District and Unit Managers
Area Agency on Aging Directors

SUBJECT: Support Staff Assistance Manual (SSAM)

INFORMATION: The SSAM is a resource manual which includes procedures for functions which are normally the responsibility of support staff in SDSD/AAA field offices. The SSAM covers the following topics: Financial, Provider Payment Systems, Case Records/Files, Mail and Shipping, Receptionist, Medical Clerk, Procedures for State Operated Offices, and Miscellaneous procedures.

The SSAM will no longer be published or updated in paper format. Thanks to the skills of Jennifer de Jong, the SSAM is now on the Internet at the following SDSD Web site: <http://www.sdsd.hr.state.or.us/resources/> under Support Staff Tools.

A committee made up of SDSD and AAA support staff is being formed and will meet on a regular basis. The committee will review the SSAM and make changes as needed. The committee welcomes comments and suggestions.

Changes have been made to the SSAM on the Internet since the last paper update in response to an internal DHS audit of the Client Pay-In System which involved field offices. The following is a summary of the changes:

Section II-G-1 Receipting Monies, General Policy. Each field office should maintain a commercial money receipt book for recording of monies received at the front desk and a mail log for recording of monies received by mail. Periodic reconciliations of the deposits to the receipt book and mail log should be made by a designee of the field office manager. Per State Treasury Policy, receipts (checks, cash, or money orders) must be deposited "not later than one business day after collection of receipt thereof."

Section II-G-5 Receipting Trust and Agency (T & A) Accounts. When T and A checks are received in the field office, complete the AFS 29 and deposit the check. **Do not send the check or the deposit slip to Adult and Family services.** The yellow copy of the AFS 29 and the pink copy of the bank deposit slip must be sent **daily** to the T & A Accounting Specialist, Financial Management Unit, 500 Summer St. NE, E08, Salem OR 97301-1080.

Section V-A-1 Opening the Mail. This new section suggests that two individuals open the mail because mail to field offices may contain monies (e.g., cash, checks, money orders).

Section V-A-2 Mail Log. This new section describes what should be contained in the mail log to record the receipt of monies received through the mail.

VI-A-6 Receptionist Overview, Front Desk Receipt Book. This new section describes what should be contained in the receipt book at the front desk.

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