



**Information  
Memorandum**

Oregon Department of Human Services

**Originating Cluster:**

**Seniors and People with Disabilities**

**Authorized by:** James Toews, Assistant Director  
*Signature*

**IM Number: SPD-IM-04-022**

**Date:** March 11, 2004

**Subject:** Revised SPD Technical Assistance Guide

**Applies to (check all that apply):**

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

**Message:** INFORMATION: Attached is a revised copy of SPD's Technical Assistance Guide. The attached Guide replaces the copy sent to you via IM-03-039 in April, 2003.

Please distribute the Guide to staff who contact or must refer calls to Central Office staff. Links to the guide are also available on the DHS web site under the Other Tools section on the SPD Staff Tools page at [www.dhs.state.or.us/spd/tools/](http://www.dhs.state.or.us/spd/tools/)

If you have questions about the Guide or want to submit any corrections, please contact Alyce Jensen.

*If you have any questions about this information, contact:*

|             |                          |      |              |
|-------------|--------------------------|------|--------------|
| Contact(s): | Alyce Jensen             |      |              |
| Phone:      | 503-945-5811             | Fax: | 503-373-7823 |
| E-mail:     | Alyce.Jensen@state.or.us |      |              |

## SPD Technical Assistance Guide March 2004

| Subject                                                                                                                                                                                                                                                                                        | Contact Person                                                                                                                                                                                               | Phone                                                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| <b>AAA County System, SPD Field Offices &amp; Technical Assistance for Aged &amp; Physical Disabled Program (APD) Field Reviews*</b><br><br>*Does not include DD reviews                                                                                                                       | <b>Judy Giggy, Manager</b><br>Lynette Durst<br>Paula Hernandez<br>Kathi Kyes<br>Angela Munkers<br>Wendy Sampels                                                                                              | 503-947-1179<br>503-947-1137<br>503-947-5421<br>503-947-1190<br>503-945-6985<br>503-947-5328                     |
| <b>ABUSE COMPLAINTS</b><br>Adult Protective Services/Elder Abuse<br>Adult Protective Services/Elder Abuse<br>Adult Protective Services/Elder Abuse<br>Making Complaints<br>Adult Foster Homes<br>Assisted Living Facilities<br>Nursing Facilities<br>Residential Care Facilities<br>Statistics | Morgen Brodie<br>Stephanie Merhib, back up<br>Valerie Eames, back up<br>Contact local office<br>" " "<br>" " "<br>" " "<br>" " "<br>Tricia Zuniga                                                            | 503-945-6079<br>503-947-5121<br>503-945-5884<br><br><br><br><br><br><br><br>503-945-6397                         |
| <b>ABUSE PREVENTION</b>                                                                                                                                                                                                                                                                        | Valerie Eames                                                                                                                                                                                                | 503-945-5884                                                                                                     |
| <b>OREGON ACCESS (SPD)</b><br>Application changes                                                                                                                                                                                                                                              | <b>Judy Giggy, Manager</b><br>Dawn Andersson                                                                                                                                                                 | 503-947-1179<br>503-945-5815                                                                                     |
| <b>ADVISORY GROUP SUPPORT</b><br>Governor's Commission on Senior Services liaison<br>Advocacy group liaison<br>Consumer group relations<br>OA-DSAC\OSACC<br>Oregon Disabilities Commission liaison                                                                                             | Jane-ellen Weidanz<br><br><br><br><br>Jane-ellen Weidanz                                                                                                                                                     | 503-945-6444<br><br><br><br><br>503-945-6444                                                                     |
| <b>AMERICANS WITH DISABILITIES ACT (ADA)</b><br>Building Regulations and Specifications<br><br>Complaints/Complying to Law<br>SPD Coordinator,<br>Alternate Format Coordinator                                                                                                                 | Oregon Disabilities Commission<br>Oregon Disabilities Commission<br>Oregon Building Codes Division<br>Oregon Advocacy Center<br><br>Lori Nelson<br>Maureen Renner-Personnel<br>DHS Facilities - Robin Norris | 503-378-3142<br>800-358-3117<br>503-378-4133<br>503-243-2081<br><br>503-945-5941<br>503-945-6470<br>503-945-5989 |

| <b>Subject</b>                                                                                                                                                                                                                                                                                                    | <b>Contact Person</b>                                                                                                                                                                           | <b>Phone</b>                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ADDRESS (Central Office)</b><br>Administration (E02)<br>County Relations (E09)<br>Federal Resource Reporting & Financial Eligibility (E10)<br>Home and Community Supports (E10)<br>Licensing and Quality of Care (E13)                                                                                         | <b>Seniors and People with Disabilities</b><br>500 Summer Street NE, E02<br>Salem, OR 97301-1073<br><br>LOCATION - Corners of Marion, Summer, Union and Capitol Streets                         | Admin:<br>503-945-5811<br><br>Toll Free:<br>800-282-8096<br><br>FAX:<br>503-373-7823                                                                                      |
| <b>ADMINISTRATION</b><br>Employee related policy<br><br>Interagency cooperation<br>Intergovernmental affairs<br>New policy development<br>Strategic planning<br>Legislative & Advocacy Support Coordinator<br>Executive Assistant to Assistant Director<br>Assistant to Deputy Assistant Director<br>Receptionist | <b>James Toews, Assistant Director</b><br><b>Cathy Cooper, Deputy Assistant Director</b><br><br>Jane-ellen Weidanz<br>Carolyn Wilson<br>Zarie Haverkate<br>Alyce Jensen                         | 503-945-5858<br>503-945-5940<br><br>503-945-6444<br>503-945-6478<br>503-945-5809<br>503-945-5811                                                                          |
| <b>ADMINISTRATIVE RULES (OARs)</b>                                                                                                                                                                                                                                                                                | Lynda Dyer                                                                                                                                                                                      | 503-945-6398                                                                                                                                                              |
| <b>ADULT DAY CARE</b><br>Community Based<br>Nursing Facility                                                                                                                                                                                                                                                      | Dolores Miller<br>Keith Ramey                                                                                                                                                                   | 503-947-5162<br>503-945-6407                                                                                                                                              |
| <b>ADULT FOSTER HOMES</b><br>Clackamas County Licensing<br>Corrective Action<br>Corrective Action<br>Licensing/Local Office Tech. Asst.<br>Licensing/Local Office Tech. Asst.<br>Multnomah County Licensing<br><br>Licensing, Developmental Disability<br>Policy/Rule<br>Policy/Rule                              | <b>Anna Mallard, Manager</b><br>Sylvia Rieger<br>Marie Collins<br>Paul Hsu<br>Mickey Tate<br>Patty Hall, back up<br>Bob Palmer<br><br>Barbara Southard<br>Mickey Tate<br>Marie Collins, back up | 503-945-5979<br>503-650-3003<br>503-945-6403<br>503-947-5163<br>503-945-5903<br>503-947-5209<br>503-988-3000<br>ext 26458<br>503-945-9816<br>503-945-5903<br>503-945-6403 |
| <b>ADVANCED DIRECTIVES FOR HEALTH CARE</b><br>(withholding or withdrawing of life support)                                                                                                                                                                                                                        | Tina Kitchin, Medical Director,<br>APD/DD<br>Janay Haas, Legal Services<br>Developer                                                                                                            | 503-945-5812<br><br>503-945-8999                                                                                                                                          |

| <b>Subject</b>                                                                                                                                                                                   | <b>Contact Person</b>                                                                                                                                  | <b>Phone</b>                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| <b>ALCOHOL &amp; DRUG CORE CURRICULUM</b>                                                                                                                                                        | Amy Namitz                                                                                                                                             | 503-378-8908                                                                                                                 |
| <b>ALZHEIMER'S CARE UNITS/RULES</b><br>Application<br>Alzheimer's Care Endorsements<br>Best Friend's Program<br>Nursing Facilities<br>Residential Care Facilities<br>Residential Care Facilities | Allison McKenzie<br>Allison McKenzie<br>Gini Shaw<br>Keith Ramey<br>Allison McKenzie<br>Jan Karlen, back up                                            | 503-945-6404<br>503-945-6404<br>503-945-5976<br>503-945-6407<br>503-945-6404<br>503-945-5839                                 |
| <b>AREA AGENCY ON AGING AREA PLANS</b>                                                                                                                                                           | Lee Girard<br>Judy Bowen<br>Amy Evenson                                                                                                                | 503-947-1199<br>503-945-6401<br>503-945-5734                                                                                 |
| <b>ASSISTED LIVING FACILITIES</b><br>Problem Facility Tracking                                                                                                                                   | Dennett Taber<br>Adrienne Binam                                                                                                                        | 503-945-5793<br>503-945-6807                                                                                                 |
| <b>AUTOMOBILES (state)</b>                                                                                                                                                                       | DHS - Robin Norris                                                                                                                                     | 503-945-5989                                                                                                                 |
| <b>BOARD OF NURSING LIAISON</b>                                                                                                                                                                  | <b>Megan Hornby, RN, Manager</b>                                                                                                                       | 503-945-6415                                                                                                                 |
| <b>BOARD OF PHARMACY LIAISON</b>                                                                                                                                                                 | <b>Tina Kitchin, MD, Manager</b>                                                                                                                       | 503-945-5812                                                                                                                 |
| <b>BUDGET (SPD)</b><br>Administrative Support<br>Administration Budget<br>LTC Programs<br>Program Budget Analyst<br>Program Budget Analyst<br>Program Budget Analyst<br>Program Budget Analyst   | <b>Julia Huddleston, Administrator</b><br>Debbie Harms<br>Trish Johnson<br>Trish Johnson<br>Allan Hirata<br>Sara Singer<br>Bill Vehrs<br>Kevin Ziegler | 503-945-6392<br>503-945-6885<br>503-945-6445<br>503-945-6445<br>503-945-6221<br>503-947-5216<br>503-945-6220<br>503-947-5238 |
| <b>CMS WAIVER &amp; FEDERAL REPORTING</b><br>Data Analyst<br>Data Analyst<br>Assistant<br>Data Analyst<br>CMS Waivers                                                                            | <b>DeAnna Hartwig, Manager</b><br><br>Gary Goldsmith<br>Fran Pfohman<br>Kathy Perry<br>Margie Bibby<br>Don Fries                                       | 503-947-1180<br><br>503-945-5975<br>503-945-6986<br>503-945-6979<br>503-945-6836<br>503-945-6455                             |

| <b>Subject</b>                                                                                                     | <b>Contact Person</b>                                                                | <b>Phone</b>                                                     |
|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|------------------------------------------------------------------|
| <b>CAPS</b><br>Client Assessment and Planning System                                                               | Brenda Sheppard - Training<br>Vacant<br>Jennifer DeJong                              | 503-947-5204<br><br>503-945-5856                                 |
| <b>CASE MANAGEMENT</b><br>Case Planning/Technical Assistance<br>Case Management Training/Technical Assistance (DD) | Vacant<br>Mary Lang – Backup<br><br>Marilee Bell – Training Policy                   | <br>503-945-5799<br><br>503-947-5262                             |
| <b>CBC</b>                                                                                                         | See Community Based Care                                                             |                                                                  |
| <b>CENTER FOR MEDICARE &amp; MEDICAID SERVICES (CMS)</b><br>NF Survey & Certification<br>Waivers                   | <b>Elaine Young, Manager</b><br><b>DeAnna Hartwig, Manager</b><br>Don Fries          | 503-945-6456<br>503-947-1180<br>503-945-6455                     |
| <b>CERTIFICATE OF NEED</b><br>Central Office Questions<br>(Nursing Facilities)                                     | Office of Health Policy<br>Keith Ramey<br>Jana Fussell                               | 503-731-4320<br>503-945-6407<br>503-731-4320                     |
| <b>CERTIFIED NURSING ASSISTANT (CNA) TRAINING REIMBURSEMENT</b><br>Facility Questions                              | <b>Luis Caraballo, Manager</b><br><br>Nancy McWherter                                | 503-945-5990<br><br>503-945-6461                                 |
| <b>CHILDREN'S INTENSIVE HOME</b>                                                                                   | <b>Debra Burke, Manager</b>                                                          | 503-731-3088<br>xt. 27                                           |
| <b>CHILDREN'S RESIDENTIAL UNIT</b>                                                                                 | <b>Janette Williams, Manager</b>                                                     | 503-945-9800                                                     |
| <b>CHRONIC CARE INTEGRATION PROJECTS</b>                                                                           | <b>Megan Hornby, RN, Manager</b><br>Lynn Hanson                                      | 503-945-6415<br>503-947-5247                                     |
| <b>CLIENT CARE MONITORING UNITS (CCMUs) SURVEY</b><br>Salem<br>Medford<br>Tualatin                                 | <b>Elaine Young, Manager</b><br><br>Bernadette Murphy<br>Debbie McQuin<br>Ruth Tooze | 503-945-6456<br><br>503-373-0200<br>541-776-6086<br>503-691-6587 |
| <b>CLIENT DEMOGRAPHICS</b>                                                                                         | <b>DeAnna Hartwig, Manager</b><br>Fran Pfohman                                       | 503-947-1180<br>503-945-6986                                     |

| <b>Subject</b>                                                                                                                                                                                                                                                              | <b>Contact Person</b>                                                                                                                                                         | <b>Phone</b>                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| <b>CLIENT EMPLOYED PROVIDER PROGRAM</b><br>Provider Payment Questions<br>General Information<br>Homecare Worker Enrollment Policy<br>In-Home Exceptions Policy<br>Homecare Worker Administrative Review<br>Homecare Worker Unemployment Insurance Questions                 | Provider Payments Unit<br>Call Local SPD/AAA Office<br>Call Local SPD AAA Office<br>Mary Lang<br>Mary Lang<br>Mary Lang<br>Gayle Holderby<br><b>Genevieve Sundet, Manager</b> | 503-947-5124<br><br><br><br>503-945-5799<br>503-945-5799<br>503-945-5799<br><br>503-945-6408<br>503-945-5990 |
| <b>CLIENT MAINTENANCE UNIT</b>                                                                                                                                                                                                                                              | Children, Adults & Families (CAF)                                                                                                                                             | 503-378-4369                                                                                                 |
| <b>CLIENT PAY-IN ISSUES</b><br>Policy related - FS<br>Receipting<br>Refunds, technical assistance                                                                                                                                                                           | Jeff Miller<br>Phil Delong<br>Shannan Willits                                                                                                                                 | 503-945-6410<br>503-947-9925<br>503-945-5836                                                                 |
| <b>COMMUNITY-BASED CARE (CBC)</b><br>Facility Programs & Standards<br>Nursing<br>Specialized Living Program & Rates<br>Facility Rates<br><br>see Adult Day Care<br>see Adult Foster Homes<br>see Assisted Living<br>see In-Home Services<br>see Residential Care Facilities | <b>Megan Hornby, RN, Manager</b><br>Gretchen Thompson<br>Mary Lang<br><b>Luis Caraballo, Manager</b><br>Sarah Hansen<br>Betew Hagos<br>Chris Pascual                          | 503-945-6415<br>503-945-6484<br>503-945-5799<br>503-945-5999<br>503-945-6465<br>503-945-5854<br>503-945-7035 |
| <b>COMPLEX MEDICAL</b><br>Add-on Data Entry<br>Authorizations/Program Information                                                                                                                                                                                           | Nancy McWherter<br>Becky Callicrate                                                                                                                                           | 503-945-6461<br>503-945-5714                                                                                 |
| <b>COMPUTER ISSUES</b><br>Problems/Lost Reports/<br>Questions                                                                                                                                                                                                               | DHS OIS Help Desk (Salem)<br>Toll Free                                                                                                                                        | 503-945-5623<br>888-457-3375                                                                                 |
| <b>COMPUTER REPORTS &amp; DATA REQUESTS</b>                                                                                                                                                                                                                                 | <b>DeAnna Hartwig, Manager</b><br>Fran Pfohman                                                                                                                                | 503-947-1180<br>503-945-6986                                                                                 |

| <b>Subject</b>                                                                                                                                                                                                    | <b>Contact Person</b>                                                                                                                                                               | <b>Phone</b>                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>COMPUTER</b><br>723 All form<br>CAF Computer Guide<br>Policy related - OSIP<br>Policy related - FS<br>RACF/Oregon ACCESS security<br>Development/OIS Liaison                                                   | Margie Bibby<br>See Manual/Guide Distributions<br>Jeff Miller<br>Lydia Dale<br>Tishri Whiteside<br><b>Meg Killgorecathcart, Manager</b><br>Katherine Allen                          | 503-945-6836<br><br>503-945-6410<br>503-945-5826<br>503-945-6386<br>503-945-5835<br>503-945-6976                                             |
| <b>CONTINUING CARE<br/> RETIREMENT<br/> COMMUNITIES(CCRC)</b>                                                                                                                                                     | Keith Ramey                                                                                                                                                                         | 503-945-6407                                                                                                                                 |
| <b>CONTRACT RN SERVICE</b><br><br>Database for Contract RNs                                                                                                                                                       | <b>Megan Hornby, RN, Manager</b><br>Carmen Spencer, RN<br>Gretchen Thompson<br>Tricia Zuniga                                                                                        | 503-945-6415<br>503-945-6460<br>503-945-6484<br>503-945-6397                                                                                 |
| <b>CORRECTIVE ACTION</b><br>Adult Foster Homes<br>Adult Foster Homes<br>NF Survey & Certification<br>Nursing Facilities, ALFs & RCF<br>Nursing Facilities<br>ALFs & RCF<br>ALFs & RCF<br>Developmental Disability | <b>Elaine Young, Manager</b><br>Marie Collins<br>Paul Hsu<br>Brett Asmann<br>Hazel Lefler<br>Kimberly Johnson<br>Becky Callicrate<br>Joan Miller<br><b>Laurie Lindberg, Manager</b> | 503-945-6456<br>503-945-6403<br>503-947-5163<br>503-945-6223<br>503-945-6459<br>503-945-6135<br>503-945-5714<br>503-945-6802<br>503-945-9807 |
| <b>COST EFFECTIVE HEALTH<br/> INSURANCE PREMIUMS (OMAP)</b>                                                                                                                                                       | Bambi Van Duren                                                                                                                                                                     | 503-945-6562                                                                                                                                 |
| <b>COST REPORTS</b><br>Nursing Facilities                                                                                                                                                                         | <b>Luis Caraballo, Manager</b><br>Debbie Harms                                                                                                                                      | 503-945-5999<br>503-945-6885                                                                                                                 |
| <b>COUNTY RELATIONS</b><br>Administrative Support                                                                                                                                                                 | <b>Jon Cooper, Administrator</b><br>Cindy Steinkamp                                                                                                                                 | 503-947-5189<br>503-945-9780                                                                                                                 |
| <b>CRIMINAL HISTORY<br/> CLEARANCES AND RULES</b>                                                                                                                                                                 | DHS - Criminal Records Unit<br>Toll Free<br><b>Georgena Carrow, Manager</b>                                                                                                         | 503-378-5470<br>888-272-5545<br>503-378-8973                                                                                                 |
| <b>CRIMINAL RECORD CHECK</b><br>Database                                                                                                                                                                          | Phil McCoy                                                                                                                                                                          | 503-378-8977                                                                                                                                 |

| <b>Subject</b>                                                                                                                                                                                                                       | <b>Contact Person</b>                                                                                                                                               | <b>Phone</b>                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <b>DISABILITY DETERMINATION SERVICES</b><br>Operations Manager<br>Admin. Support<br>Systems Manager<br>Chief Medical Consultant Manager<br>Disability Hearings Unit Manager<br>Quality Assurance Manager<br>Support Services Manager | <b>Gloria Berning, Program Admin.</b><br><br>Vacant<br>Patty Cuno<br>Ken Forbes<br>Dr. William Habjan<br>Jay Minten<br>Hersch Sangster<br>Sue Shiarla               | 503-945-6291<br><br><br>503-945-6328<br>503-945-6330<br>503-945-6316<br>503-945-5861<br>503-945-8992<br>503-945-6329 |
| <b>DISABILITY EMPLOYMENT POLICY (CMS Grant)</b><br>Administrative Support                                                                                                                                                            | <b>DeAnna Hartwig, Manager</b><br><br>Cindy Orendorff                                                                                                               | 503-947-1180<br><br>503-945-8833                                                                                     |
| <b>DISABILITY SERVICES ADVISORY COUNCIL (DSAC)</b>                                                                                                                                                                                   | Jane-ellen Weidanz                                                                                                                                                  | 503-945-6444                                                                                                         |
| <b>DEVELOPMENTAL DISABILITIES COUNCIL</b>                                                                                                                                                                                            | <b>Bill Lynch, Manager</b>                                                                                                                                          | 503-945-9942                                                                                                         |
| <b>DISASTER PREPAREDNESS</b><br>(Field Offices)                                                                                                                                                                                      | Julie Davie, DHS                                                                                                                                                    | 503-945-6380                                                                                                         |
| <b>ELDERLY RENTAL ASSISTANCE NOTICES</b>                                                                                                                                                                                             | Jeff Miller                                                                                                                                                         | 503-945-6410                                                                                                         |
| <b>ELECTRONIC BENEFITS TRANSFER (EBT)</b><br>Liaison                                                                                                                                                                                 | Jennifer DeJong<br>Lydia Dale (CAF)                                                                                                                                 | 503-945-5856<br>503-945-5826                                                                                         |
| <b>ELIGIBILITY POLICY</b>                                                                                                                                                                                                            | Dale Marande, QMB and OHP<br>Jeff Miller, Medicaid and OSIP<br>JoAnne Schiedler, Medicaid & OSIP<br>Kathy Richards, DD Eligibility<br>Karl Bien, General Assistance | 503-945-6476<br>503-945-6410<br>503-947-5201<br>503-947-4241<br>503-945-6409                                         |
| <b>EMERGENCY RESPONSE SYSTEM - LIFELINE</b>                                                                                                                                                                                          | Marilee Bell                                                                                                                                                        | 503-947-5262                                                                                                         |

| <b>Subject</b>                                               | <b>Contact Person</b>                                           | <b>Phone</b>                 |
|--------------------------------------------------------------|-----------------------------------------------------------------|------------------------------|
| <b>EMPLOYED PERSONS WITH DISABILITIES (EPD) PROGRAM</b>      | Brenda Sheppard                                                 | 503-947-5204                 |
| <b>EMPLOYEE DEVELOPMENT &amp; TRAINING</b>                   | See Training/Employee Dev.                                      |                              |
| <b>EMPLOYEE SUGGESTIONS</b>                                  | Carolyn Wilson                                                  | 503-945-6478                 |
| <b>EMPLOYMENT FOR SENIORS</b>                                | Lee Girard<br>Amy Evenson                                       | 503-947-1199<br>503-945-5734 |
| <b>EMPLOYMENT FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES</b> | Jessie Martin                                                   | 503-945-9798                 |
| <b>EMPLOYMENT INITIATIVE FOR PEOPLE WITH DISABILITIES</b>    | Lauren Mitchell                                                 | 503-945-6479                 |
| <b>END OF LIFE ISSUES</b>                                    | <b>Tina Kitchen, Medical Director</b><br>Lynda Crandall         | 503-945-5812<br>503-945-5918 |
| <b>ENERGY ASSISTANCE</b>                                     | Low Income Home Energy Assistance Program (LIHEAP)<br>Toll free | 1-866-674-6327               |
| <b>ENERGY PROGRAMS</b>                                       | Contact local community action program                          |                              |
| <b>ENHANCED CARE FACILITIES</b>                              | Megan Hornby<br>Lynda Crandall                                  | 503-945-6415<br>503-945-5918 |
| <b>ENSURING QUALITY CARE (EQC) TRAINING</b>                  | Paul Hsu<br>Patty Hall, back up                                 | 503-947-5163<br>503-947-5209 |

| <b>Subject</b>                                                                                                                                                                                                            | <b>Contact Person</b>                                                                                                                                                       | <b>Phone</b>                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <b>ESTATES ADMINISTRATION</b>                                                                                                                                                                                             | Reception<br>Toll Free<br><b>Roy Fredericks, Manager</b><br>Rick Mills, Assistant Manager                                                                                   | 503-947-9975<br>800-826-5675<br>503-947-9976<br>503-947-9977                                                             |
| <b>EXCEPTIONAL PAYMENTS</b><br>Filing request<br>In home<br>In home<br>Adult Foster Care                                                                                                                                  | <b>Kathy Labadie, Manager</b><br>Laurie Riedel<br>Vacant<br>Mary Lang<br>Marie Collins<br><b>Anna Mallard, Manager</b>                                                      | 503-945-6462<br>503-945-8820<br><br>503-945-5799<br>503-945-6403<br>503-945-5979                                         |
| <b>FAMILY CAREGIVING SUPPORT PROGRAM</b>                                                                                                                                                                                  | Holli Crown                                                                                                                                                                 | 503-945-6028                                                                                                             |
| <b>FEDERAL RESOURCE REPORTING &amp; FINANCIAL ELIGIBILITY</b><br>Employee development and training<br>Forms/Guides<br>Non-Medical/Waivered Transportation<br>Medicare policy<br>Overpayments<br><br>Client related policy | <b>DeAnna Hartwig, Acting Administrator</b><br><br><b>DeAnna Hartwig, Manager</b><br>Jennifer DeJong<br>Dolores Miller<br>Dale Marande<br>Linda Johnston<br><br>Jeff Miller | 503-945-6458<br><br>503-945-5831<br>503-945-5856<br>503-947-5162<br>503-945-6476<br>503-373-1872<br>x249<br>503-945-6410 |
| <b>FIELD REVIEWS</b><br>(AAA APD System & Field Programs)<br><br>Field Reviews Developmental Disabilities                                                                                                                 | <b>Judy Giggy, Manager</b><br>Kathi Kyes<br>Wendy Sampels<br>Lynette Durst<br>Angela Munkers<br>Paula Hernandez<br><b>Jon Cooper, Manager</b>                               | 503-947-1179<br>503-947-1190<br>503-947-5328<br>503-947-1137<br>503-945-6985<br>503-947-5421<br>503-947-5189             |
| <b>FICA PROVIDER REFUNDS</b>                                                                                                                                                                                              | See Provider Payments Unit                                                                                                                                                  |                                                                                                                          |
| <b>FINANCIAL FRAUD/CONSUMER PROTECTION</b>                                                                                                                                                                                | Department of Justice, Salem<br>Toll Free                                                                                                                                   | 503-378-4320<br>877-877-9392                                                                                             |
| <b>FINGERPRINTS</b>                                                                                                                                                                                                       | DHS Criminal Records Unit                                                                                                                                                   | 503-378-5470                                                                                                             |

| <b>Subject</b>                                                                  | <b>Contact Person</b>                       | <b>Phone</b>                 |
|---------------------------------------------------------------------------------|---------------------------------------------|------------------------------|
| <b>FOOD STAMPS</b><br>General Questions                                         | Lydia Dale (CAF)                            | 503-945-5826                 |
| <b>FOOD STAMP REINVESTMENT PROJECT</b>                                          | Janet Dornhecker (CAF)                      | 503-945-6124                 |
| <b>FORMS (SPD)</b>                                                              | Jennifer DeJong                             | 503-945-5856                 |
| <b>GARNISHMENTS</b><br>SPD Employees<br>Providers                               | Cheryl Luth<br>Janet Zook                   | 503-947-5342<br>503-945-6695 |
| <b>GOVERNOR'S COMMISSION ON SENIOR SERVICES</b>                                 | Jane-ellen Weidanz<br>Sherry Whiteside      | 503-945-6444<br>503-945-6833 |
| <b>GRANT DEVELOPMENT AND MANAGEMENT GRANTS</b>                                  | <b>DeAnna Hartwig, Manager</b><br>Don Fries | 503-947-1180<br>503-945-6455 |
| <b>GREEN THUMB</b>                                                              | See Employment for Seniors<br>Lee Girard    | 503-947-1199                 |
| <b>GUARDIANSHIP/<br/>CONSERVATORSHIP</b>                                        | Stephanie Merhib                            | 503-947-5121                 |
| <b>HEALTH AND WELLNESS</b>                                                      | See Wellness                                |                              |
| <b>HEALTH SERVICES</b>                                                          |                                             | 800-422-6012                 |
| <b>HEALTH INSURANCE GROUP</b><br>(3rd Party Resources)                          | CAF                                         | 503-378-2220                 |
| <b>HEARINGS/ELIGIBILITY</b>                                                     | See Eligibility Policy                      |                              |
| <b>HIPAA (Health Insurance Portability and Accountability Act)</b>              | <b>Judy Giggy, Manager</b>                  | 503-947-1179                 |
| <b>HOME HEALTH AGENCY</b><br>Licensure & Certification<br>In Home Care Agencies | Kathleen Smail<br>Health Services           | 503-731-4013<br>800-422-6012 |

| <b>Subject</b>                                                                                              | <b>Contact Person</b>                                                                        | <b>Phone</b>                                                 |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| <b>HEMOCARE WORKERS</b>                                                                                     | See Client Employed Provider Program                                                         |                                                              |
| <b>HEMOCARE COMMISSION</b>                                                                                  | <b>Sharon Miller, Exec. Director</b>                                                         | 503-947-5169                                                 |
| <b>HOME MODIFICATION FOR SPECIAL NEEDS CLIENTS (DD Clients)</b><br>(i.e. wheel chair ramp, stair lift etc.) | Gerald Stolp                                                                                 | 503-945-9785                                                 |
| <b>IMMIGRATION AND NATURALIZATION SERVICES</b>                                                              | Form orders                                                                                  | 800-870-3676                                                 |
| <b>INCOME ELIGIBILITY VERIFICATION SYSTEM (IEVS)</b>                                                        | Kerri Sullivan                                                                               | 503-378-2101<br>ext. 313                                     |
| <b>INCOME VERIFICATION</b><br>Providers<br>SPD Employees                                                    | See Provider Payments Unit<br>Cheryl Luth                                                    | 503-947-5342                                                 |
| <b>INCOME CAP TRUSTS</b>                                                                                    | Jeff Miller<br>Joanne Schiedler                                                              | 503-945-6410<br>503-947-5201                                 |
| <b>INDEPENDENT CHOICES</b>                                                                                  | Sue Stoner<br>Cindy Alvarado<br><b>Genevieve Sundet, Manager</b>                             | 503-945-6413<br>503-945-6396<br>503-945-5990                 |
| <b>INFO SYSTEMS COORDINATION</b>                                                                            | <b>Meg Killgorecathcart, Manager</b><br>Katherine Allen<br>Shannan Willits<br>Dawn Andersson | 503-945-5835<br>503-945-7545<br>503-945-5836<br>503-945-5815 |
| <b>IN-HOME SERVICES</b><br>Policy<br>In-Home Contract Agencies                                              | <b>Kathy Labadie, Manager</b><br>Mary Lang<br>Dolores Miller                                 | 503-945-6462<br>503-945-5799<br>503-947-5162                 |
| <b>INSURANCE</b><br>Medicare Supplement SHIBA                                                               | State Health Ins. Benefit Agency                                                             | 800-722-4134                                                 |

| <b>Subject</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Contact Person</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Phone</b>                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>LEGAL SERVICES DEVELOPER FOR SENIORS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Janay Haas                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 503-945-8999                                                                                                                     |
| <b>LEGISLATIVE ISSUES</b><br>State, Federal & Local Issues (coord.)                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>James Toews, Assistant Director</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 503-945-5858                                                                                                                     |
| <b>LICENSING FACILITIES</b><br><br>Adult Foster Homes (APD)<br>Assisted Living<br>Licensing Plans Review<br>Nursing Home<br>Residential Care<br>Room & Board Registrations                                                                                                                                                                                                                                                                                                                                                       | Marie Collins<br>Mickey Tate<br>Local Office<br>Dennett Taber (Prog. Coordinator)<br>Mike Dermott, 3420 Cherry Ave.NE<br>Keith Ramey (Prog. Coordinator)<br>Allison McKenzie (Prog. Coordinator)<br>Marie Collins<br>Laurie Lindberg (Developmental Disability)                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 503-945-6403<br>503-945-5903<br><br>503-945-5793<br>503-373-7201<br>503-945-6407<br>503-945-6404<br>503-945-6403<br>503-945-9807 |
| <b>LIFESPAN RESPITE CARE PROGRAM</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Lee Girard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 503-947-1199                                                                                                                     |
| <b>LONG TERM CARE OMBUDSMAN LIAISON</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Elaine Young, Manager</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 503-945-6456                                                                                                                     |
| <b>LICENSING &amp; QUALITY OF CARE</b><br>see Abuse complaints<br>see Adult Foster Homes<br>see Client Care Monitoring Units<br>see Community Based Care<br>see Corrective Action<br>Medically Fragile Children's Unit                                                                                                                                                                                                                                                                                                           | <b>Cindy Hannum, Administrator</b><br><br><b>Anna Mallard, Manager</b><br><b>Elaine Young, Manager</b><br><b>Megan Hornby, RN, Manager</b><br><b>Elaine Young, Manager</b><br><b>Debra Burke, Manager</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 503-945-5833<br><br>503-945-5979<br>503-945-6456<br>503-945-6415<br>503-945-6456<br>503-731-3088<br>Ext. 27                      |
| <b>MANUAL/GUIDE DISTRIBUTIONS</b><br>Adult Protective Service Manuals<br>*CAF Administrative Rules Manual<br>*CAF Computer Guide<br>*CAF Family Services Manual<br>Nursing Facility Licensing Guide<br>Nursing Facility Medicaid Provider Guide<br>OHP Manuals and Guides<br>Program and Other Manuals (on-line only)<br>SPD Administrative Rules (on-line only)<br>*CAF On-line Manuals - <a href="http://www.dhs.state.or.us/policy/selfsufficiency/index.htm">http://www.dhs.state.or.us/policy/selfsufficiency/index.htm</a> | Amy Namitz<br>Office of Forms & Document Management - <a href="mailto:Ann.Birch@state.or.us">Ann.Birch@state.or.us</a><br>Office of Forms & Document Management - <a href="mailto:Ann.Birch@state.or.us">Ann.Birch@state.or.us</a><br>Office of Forms & Document Management - <a href="mailto:Ann.Birch@state.or.us">Ann.Birch@state.or.us</a><br>Lynda Dyer<br>Lynda Dyer<br><a href="http://www.dhs.state.or.us/policy/healthplan/guides">http://www.dhs.state.or.us/policy/healthplan/guides</a><br><a href="http://www.dhs.state.or.us/spd/tools/index.htm">http://www.dhs.state.or.us/spd/tools/index.htm</a><br><a href="http://www.dhs.state.or.us/policy/spd/rules.htm">http://www.dhs.state.or.us/policy/spd/rules.htm</a> | 503-378-8908<br><br><br>503-945-6398<br>503-945-6398                                                                             |

| <b>Subject</b>                                                                                                                                                                                                                                                              | <b>Contact Person</b>                                                                                     | <b>Phone</b>                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| <b>MEDIA CALLS</b><br>Primary Contact (DHS)<br>Elderly Issues, Legislative, Disability Issues                                                                                                                                                                               | Jim Sellers<br><b>James Toews, Assistant Director</b>                                                     | 503-945-5738<br>503-945-5858                         |
| <b>MEDICAL DIRECTOR</b>                                                                                                                                                                                                                                                     | <b>Tina Kitchin, MD, Manager</b>                                                                          | 503-945-5812                                         |
| <b>MEDICAID</b><br>State Plan<br>State Plan Filings<br>Policy                                                                                                                                                                                                               | Medicaid Fraud - Janeen Robin<br>see Title XIX<br>Lynda Dyer<br>Jeff Miller                               | 503-229-5725<br><br>503-945-6398<br>503-945-6410     |
| <b>MEDICAID MEALS ON WHEELS (Home Delivered Meals)</b>                                                                                                                                                                                                                      | Vacant                                                                                                    |                                                      |
| <b>MEDICAID LONG TERM CARE QUALITY &amp; REIMBURSEMENT ADVISORY COUNCIL (MLTCQRAC)</b><br>Support<br>MLTCQRAC Liaison                                                                                                                                                       | <b>Luis Caraballo, Manager</b><br>Nancy McWherter<br>Sarah Hansen                                         | 503-945-5999<br>503-945-6461<br>503-945-6465         |
| <b>MEDICARE BUY-IN UNIT (Premiums)</b>                                                                                                                                                                                                                                      | CAF                                                                                                       | 503-378-2220                                         |
| <b>MEDICARE (General Public Questions) In English &amp; Spanish</b><br>Beneficiary Calls Regarding Billing<br>Participating Physician/Supplier<br>Directory List, Fraud, Lost Medical Card,<br>Premiums, Claims<br>Supplemental Insurance (SHIBA) or<br>unresolved problems | Medicare general information<br><br>Refer to Medicare (Part B)<br><br>Senior Health Ins. Benefits Assist. | 800-633-4227<br><br>800-444-4606<br><br>800-722-4134 |
| <b>MENTAL HEALTH LIAISON</b>                                                                                                                                                                                                                                                | Lynda Crandall                                                                                            | 503-945-5918                                         |
| <b>NAPIS (NATIONAL AGING PROGRAM INFORMATION SYSTEM)</b>                                                                                                                                                                                                                    | Amy Evenson<br>Lee Girard                                                                                 | 503-945-5734<br>503-947-1199                         |
| <b>NON-CITIZEN INFORMATION (Food Stamps)</b>                                                                                                                                                                                                                                | Sandy Ambrose (CAF)                                                                                       | 503-945-6092                                         |

| <b>Subject</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Contact Person</b>                                                                                                                                                                                                                                                                                      | <b>Phone</b>                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>NON-MEDICAL WAIVERED TRANSPORTATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Dolores Miller                                                                                                                                                                                                                                                                                             | 503-947-5162                                                                                                                                                                                                                     |
| <b>NURSING</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Megan Hornby, RN, Manager</b>                                                                                                                                                                                                                                                                           | 503-945-6415                                                                                                                                                                                                                     |
| <b>NURSE DELEGATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Megan Hornby, RN, Manager</b><br>Gretchen Thompson                                                                                                                                                                                                                                                      | 503-945-6415<br>503-945-6484                                                                                                                                                                                                     |
| <b>NURSING FACILITY</b><br>Abuse<br>Certification of CNA<br>CNA Registry<br>Change of Ownership, Certification,<br>New licenses<br>Corrective Action<br>Forms, Guides<br>Policy/Rule<br>License Renewal<br>Nursing Facility Monitoring/Survey<br>Out-of-state NF services & reimbursement<br>policy<br>Personal Incidental Funds/Problems with<br>Accounts in Nursing Facilities<br>Reimbursement<br>Resident Rights Involuntary Transfer<br>Swing-bed certification & reimbursement<br>(NF services in hospitals) policy | <b>Elaine Young, Manager</b><br>See Abuse<br>Board of Nursing<br><b>Elaine Young, Manager</b><br><br>Brett Asmann<br>Hazel Lefler<br>Keith Ramey<br>Keith Ramey<br>Carolyn Ramus<br>see CCMU offices<br>Keith Ramey<br><br>Keith Ramey<br><br><b>Luis Caraballo, Manager</b><br>Keith Ramey<br>Keith Ramey | 503-945-6456<br><br>503-731-4745<br>503-945-6456<br><br>503-691-5428<br>503-945-6459<br>503-945-6407<br>503-945-6407<br>503-945-5853<br><br>503-945-6407<br><br>503-945-6407<br><br>503-945-5999<br>503-945-6407<br>503-945-6407 |
| <b>NUTRITION (SENIORS)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Judy Bowen<br>Lee Girard                                                                                                                                                                                                                                                                                   | 503-945-6401<br>503-947-1199                                                                                                                                                                                                     |
| <b>OFFICE OF MEDICAL ASSISTANCE PROGRAMS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>(OMAP)</b>                                                                                                                                                                                                                                                                                              | 503-945-5772<br>or<br>800-527-5772                                                                                                                                                                                               |
| <b>OLDER AMERICANS ACT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Lee Girard<br>Amy Evenson<br>Judy Bowen                                                                                                                                                                                                                                                                    | 503-947-1199<br>503-945-5734<br>503-945-6401                                                                                                                                                                                     |
| <b>OMAP POLICY LIAISON</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>DeAnna Hartwig, Acting Administrator</b><br><b>Tina Kitchin, MD, Manager</b>                                                                                                                                                                                                                            | 503-945-6458<br>503-945-5812                                                                                                                                                                                                     |

| <b>Subject</b>                                                                    | <b>Contact Person</b>                                                             | <b>Phone</b>                                 |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------|
| <b>OMBUDSMAN (LONG TERM CARE)</b>                                                 | Meredith Cote                                                                     | 503-378-6533<br>800-522-2602                 |
| <b>ON-LINE MANUALS/SPD STAFF RESOURCES</b>                                        | Jennifer deJong                                                                   | 503-945-5856                                 |
| <b>OREGON HEALTH PLAN (OHP)</b><br>Automated Information System (OMAP)<br>Billing |                                                                                   | 800-522-2508<br>800-922-7592                 |
| <b>OREGON PROJECT INDEPENDENCE (OPI)</b><br>*Budget                               | Amy Evenson<br>Lee Girard<br>Bill Vehrs                                           | 503-945-5734<br>503-947-1199<br>503-945-6220 |
| <b>OVERPAYMENTS</b>                                                               | Linda Johnston                                                                    | 503-373-1872<br>ext 249                      |
| <b>PACE PROJECT (PROVIDENCE ELDER PLACE)</b>                                      | <b>Anna Mallard, Manager</b><br>Lynn Hanson                                       | 503-945-5979<br>503-947-5247                 |
| <b>PAY-IN TECHNICAL ASSISTANCE</b>                                                | <b>Michael Bellish, Manager</b>                                                   | 503-947-5005                                 |
| <b>PAYMENT ALERT</b>                                                              | DHS Accounting                                                                    | 503-945-5640                                 |
| <b>PAYMENT EXCEPTIONS (512)</b>                                                   | Sarah Hansen                                                                      | 503-945-6465                                 |
| <b>PAYMENT ISSUES (CEP &amp; 512)</b>                                             | Providers - call local SPD/AAA<br>Local office staff - See Provider Payments Unit |                                              |
| <b>PAYMENTS: LATE, OVER, UNDER OR FORCED</b>                                      | See Provider Payments Unit                                                        |                                              |
| <b>PERFORMANCE MEASURES</b>                                                       | Kush Shrestha                                                                     | 503-945-5852                                 |
| <b>PERSONAL CARE SERVICES</b>                                                     | Mary Lang                                                                         | 503-945-5799                                 |

| <b>Subject</b>                                                                                                                                                                                          | <b>Contact Person</b>                                                                                                                                                                                                                      | <b>Phone</b>                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| <b>PERSONNEL</b>                                                                                                                                                                                        | <b>Lydia Lissman, HR Director</b><br>Bee Ferguson, HR Assistant<br><b>Vacant, SR HR Manager</b><br>Maureen Renner, HR Generalist<br><b>DeAnna Bathke, Assistant HR Mgr.</b><br>Pat Kettleson, HR Generalist<br>Terri Mahlum, HR Generalist | 503-945-5725<br>503-945-5648<br>503-945-6209<br>503-945-6470<br>503-945-5842<br>503-945-5740<br>503-945-5697 |
| <b>POWER OF ATTORNEY</b><br>Case Management<br>Healthcare, Advanced Directive<br>Eligibility                                                                                                            | <b>Anna Mallard, Manager</b><br>Janay Haas<br>Janay Haas                                                                                                                                                                                   | 503-945-5979<br>503-945-8999<br>503-945-8999                                                                 |
| <b>PRE-ADMISSION SCREENING (PAS) - MEDICAID</b>                                                                                                                                                         | Marilee Bell                                                                                                                                                                                                                               | 503-947-5262                                                                                                 |
| <b>PRE-ADMISSION SCREENING AND RESIDENT REVIEW (PASRR):</b><br>Developmental Disability<br>Pre - Admission Screening<br>Pre - Admission Screening<br>Form Mailing/Invoice Processing<br>Resident Review | Helen Emmons<br>Marilee Bell<br>Cindy Alvarado -Staff Support<br>Cindy Alvarado<br>Sandra Moreland-Office of Mental Health                                                                                                                 | 503-947-4229<br>503-947-5262<br>503-945-6396<br>503-945-6396<br>503-945-9715                                 |
| <b>PRESUMPTIVE MEDICAID DISABILITY DETERMINATION</b>                                                                                                                                                    | <b>Nancy Talbot, Manager</b><br>Karl Bien, Policy<br>Sharon Gilles, Policy<br>Sharlene Paakki, Field Liaison                                                                                                                               | 503-945-5831<br>503-945-6409<br>503-945-6373<br>503-945-5678                                                 |
| <b>PRIVATE-ADMISSION ASSESSMENT (PAA)</b><br>Policy/Program Questions                                                                                                                                   | Cindy Alvarado - Staff Support                                                                                                                                                                                                             | 503-945-6396                                                                                                 |
| <b>PROTECTIVE SERVICES MACROS</b>                                                                                                                                                                       | Margie Bibby                                                                                                                                                                                                                               | 503-945-6836                                                                                                 |
| <b>PROTECTIVE SERVICES</b><br>Abuse complaints<br><br>CP Services – AAA/SPD                                                                                                                             | See Abuse Complaints<br><b>Eva Kutas, Manager</b> , Investigation & Training, DD Local County<br><b>Anna Mallard, Manager</b><br>Morgen Brodie                                                                                             | 503-945-9491<br><br>503-945-5979<br>503-945-6079                                                             |

| <b>Subject</b>                                                                                                                                                                                                      | <b>Contact Person</b>                                                                                         | <b>Phone</b>                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| <b>PROVIDER PAYMENTS UNIT</b><br>Adjustments, Forcing/Creating Vouchers,<br>Late Payments, Replacement Checks<br>Provider Employment Verification<br>Provider Enrollment<br>Returned Provider Checks<br>W-2s, 1099s | <b>Michael Bellish, Manager</b><br>Stacey Apodaca<br><br>Kami Mulder<br>Stakio Sam<br>Stakio Sam<br>Reception | 503-947-5005<br>503-947-5346<br><br>503-945-6741<br>503-947-5124<br>503-947-5124<br>503-947-5124 |
| <b>PROVIDER TAXES</b>                                                                                                                                                                                               | Margaret Taylor<br>Nora Leibowitz<br><b>Julia Huddleston, Manager</b>                                         | 503-945-6809<br>503-945-6988<br>503-945-6392                                                     |
| <b>PROVIDER TRAINING (APD) CONSULTATION</b>                                                                                                                                                                         | Jan Karlen<br><b>Megan Hornby, RN, Manager</b>                                                                | 503-945-5839<br>503-945-6415                                                                     |
| <b>QMB (QUALIFIED MEDICARE BENEFICIARIES)</b><br>Questions<br>To Apply                                                                                                                                              | Dale Marande<br><br>Jeff Miller<br>Local office                                                               | 503-945-6476<br><br>503-945-6410                                                                 |
| <b>RACF ADMINISTRATION</b>                                                                                                                                                                                          | Tishri Whiteside, RACF Administrator<br>Shannan Willits, back up                                              | 503-945-6386<br>503-945-5836                                                                     |
| <b>RATE EXCEPTION REQUESTS (LTC)</b>                                                                                                                                                                                | <b>Luis Caraballo, Manager</b><br><br>Laurie Riedel                                                           | 503-945-5999<br><br>503-945-8820                                                                 |
| <b>RESIDENTIAL CARE FACILITIES</b><br>Problem facility tracking                                                                                                                                                     | Allison McKenzie<br>Adrienne Binam                                                                            | 503-945-6404<br>503-945-6807                                                                     |
| <b>RESIDENTS RIGHTS</b><br>Involuntary Transfer                                                                                                                                                                     | Keith Ramey                                                                                                   | 503-945-6407                                                                                     |
| <b>RESPIRE CARE</b><br>Lifespan Respite Care<br>Policy Program Development                                                                                                                                          | Lee Girard<br>Holli Crown                                                                                     | 503-947-1199<br>503-945-6028                                                                     |
| <b>RETENTION SCHEDULE - forms/records</b>                                                                                                                                                                           | Jennifer DeJong                                                                                               | 503-945-5856                                                                                     |
| <b>RETIRED SENIOR VOLUNTEER PROGRAM (RSVP)</b><br>Action Programs Include: Senior Companion                                                                                                                         | Pam Ruona                                                                                                     | 503-945-6412                                                                                     |

| <b>Subject</b>                                           | <b>Contact Person</b>                                                                         | <b>Phone</b>                     |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------|----------------------------------|
| <b>RISK INTERVENTION/APD</b>                             | <b>Anna Mallard, Manager</b><br>Vacant, Case Management<br>Morgen Brodie, Protective Services | 503-945-5979<br><br>503-945-6079 |
| <b>RISK MANAGEMENT COORDINATOR</b>                       | Carolyn Wilson                                                                                | 503-945-6478                     |
| <b>ROOM AND BOARD REGISTRATIONS</b>                      | Marie Collins                                                                                 | 503-945-6403                     |
| <b>RULES COORDINATION &amp; FILING</b>                   | Lynda Dyer                                                                                    | 503-945-6398                     |
| <b>SENIOR CENTER MEAL SITES</b>                          | Lee Girard<br>Judy Bowen                                                                      | 503-947-1199<br>503-945-6401     |
| <b>SENIOR EMPLOYMENT/TITLE V</b>                         | Amy Evenson<br>Lee Girard                                                                     | 503-945-5734<br>503-947-1199     |
| <b>SERVICE ELIGIBILITY</b><br><br>DD Local County Office | Vacant<br>Mary Lang - backup<br>Kathy Richards                                                | 503-945-5799<br>503-947-4241     |
| <b>SPECIALIZED LIVING SERVICES</b>                       | Mary Lang                                                                                     | 503-945-5799                     |
| <b>SPOUSAL PAY PROGRAM</b>                               | Mary Lang – Policy<br>Dolores Miller – Eligibility List                                       | 503-945-5799<br>503-947-5162     |
| <b>SPOUSAL IMPOVERSHIPMENT</b>                           | Jeff Miller<br>Joanne Schiedler                                                               | 503-945-6410<br>503-947-5201     |
| <b>SSI-CLIENT CHECKS/ RECOVERY</b>                       | Tami Woodward                                                                                 | 503-945-6481                     |
| <b>SSI LIAISON PROGRAM COORDINATION</b>                  | <b>Nancy Talbot, Manager</b><br><br>Karl Bien                                                 | 503-945-5831<br><br>503-945-6409 |

| <b>Subject</b>                                                                                                 | <b>Contact Person</b>                                                                                                | <b>Phone</b>                                                                                     |
|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| <b>STATE PLAN PERSONAL CARE</b><br>(20 HRS.) POLICY                                                            | Mary Lang                                                                                                            | 503-945-5799                                                                                     |
| <b>STATE-OPERATED COMMUNITY PROGRAM</b>                                                                        | <b>Debbie Vick, Manager</b>                                                                                          | 503-945-9235                                                                                     |
| <b>STATISTICS</b>                                                                                              | <b>DeAnna Hartwig, Manager</b><br>Fran Pfohman<br>Margie Bibby                                                       | 503-947-1180<br>503-945-6986<br>503-945-6836                                                     |
| <b>SUPPLEMENTAL SECURITY INCOME/SOCIAL SECURITY DISABILITY INSURANCE (SSI/SSDI)</b>                            | Karl Bien<br><br>SSI Toll Free                                                                                       | 503-945-6409<br><br>800-772-1213                                                                 |
| <b>SUPPORT SERVICES</b>                                                                                        | <b>Mike Maley, Manager</b>                                                                                           | 503-947-4228                                                                                     |
| <b>SURVEY (NF) (ALF) (RCF)</b><br>(See CCMU)                                                                   | <b>Elaine Young, Manager</b>                                                                                         | 503-945-6456                                                                                     |
| <b>SURVEY RECORDS (NF)</b>                                                                                     | Carolyn Ramus                                                                                                        | 503-945-5853                                                                                     |
| <b>TITLE V (SENIOR EMPLOYMENT ISSUES)</b>                                                                      | Amy Evenson<br>Lee Girard                                                                                            | 503-945-5734<br>503-947-1199                                                                     |
| <b>TRAINING/EMPLOYEE DEVELOPMENT</b><br>Alcohol & Drug & Core Curriculum<br>Scheduling Information<br>Trainers | <b>DeAnna Hartwig, Manager</b><br><br>Amy Namitz<br>Amy Namitz<br>Dale Marande<br>Lauren Mitchell<br>Brenda Sheppard | 503-945-5831<br><br>503-378-8908<br>503-378-8908<br>503-945-6476<br>503-945-6479<br>503-947-5204 |
| <b>TRAINING CENTER (KEIZER)</b><br>(Employee Development Center)                                               | Amy Namitz, Scheduling                                                                                               | 503-378-8908                                                                                     |
| <b>TRANSMITTALS</b><br>Coordinator<br>Back up<br>Web Posting                                                   | Amanda Gulliksen<br>Cheryl Lyons<br>Jennifer deJong                                                                  | 945-945-6451<br>503-945-6058<br>503-945-5856                                                     |

| <b>Subject</b>                                                                                                                                                                                             | <b>Contact Person</b>                                                                         | <b>Phone</b>                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <b>TRANSPORTATION</b><br>Title XVI, XVIII, & Older Americans Act;<br>Discretionary Grants<br>Medical Transportation Reimbursement<br>Non-Medical/Waivered Transportation (APD)<br>Developmental Disability | Lee Girard<br><br>Larry Daimler, OMAP<br>Dolores Miller<br>Sue Stoner                         | 503-947-1199<br><br>503-945-6493<br>503-947-5162<br>503-945-6413             |
| <b>TRAVEL COORDINATOR SPD</b>                                                                                                                                                                              | Carolyn Wilson                                                                                | 503-945-6478                                                                 |
| <b>TRAVEL REIMBURSEMENT (TEDS) (SPD)</b>                                                                                                                                                                   | Barbara Rector                                                                                | 503-945-9409                                                                 |
| <b>TRIBAL LIAISON SPD</b>                                                                                                                                                                                  | Vacant                                                                                        |                                                                              |
| <b>UNEMPLOYMENT INSURANCE</b>                                                                                                                                                                              | Gayle Holderby                                                                                | 503-945-6408                                                                 |
| <b>VENTILATOR CLIENTS</b><br>Payment AFH<br>Payment AFH and Nursing facilities<br>Nursing Consultation                                                                                                     | Marie Collins<br>Chris Pascual<br><b>Megan Hornby, RN, Manager</b>                            | 503-945-6403<br>503-945-7035<br>503-945-6415                                 |
| <b>VOLUNTEERS (Elderly Program)</b>                                                                                                                                                                        | Lee Girard                                                                                    | 503-947-1199                                                                 |
| <b>W-2 ISSUES, 1099, &amp; FICA REFUNDS</b>                                                                                                                                                                | See Provider Payments Unit                                                                    |                                                                              |
| <b>WAIVER 1915(c) and 1115(c)</b>                                                                                                                                                                          | <b>DeAnna Hartwig, Manager</b>                                                                | 503-947-1180                                                                 |
| <b>WEB PAGE COORDINATION</b><br>SPD Administrative Rules Section<br>Oregon Cares Website<br>SPD Staff Resources Section<br>SPD Transmittals Section                                                        | Becki Trachsel, SPD Webmaster<br>Lynda Dyer<br>Holli Crown<br>Dale Marande<br>Jennifer DeJong | 503-945-8834<br>503-945-6398<br>503-945-6028<br>503-945-6476<br>503-945-5856 |
| <b>WELLNESS/PREVENTION</b>                                                                                                                                                                                 | Pam Ruona                                                                                     | 503-945-6412                                                                 |