

Select originating cluster

Catherine Cooper
Authorized Signature

Number: SPD-IM-04-045
Issue Date: 06/10/2004

Topic: Other

Subject: AAA/SPD Operations Committee

Applies to (check all that apply):

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

Message:

In 2000 the AAA/SDSD Leadership Group recommended an Operations Committee be formed made up of central office and field staff representatives from SDSD and AAA offices. This Committee is still active and meeting monthly.

The purpose of this committee is to surface and either resolve or make recommendations for the resolution of operational problems within the AAA/SPD system. The committee is also charged with identifying workload simplification when ever possible. The Operations Committee will provide updates on committee activities and the status of of different operational projects or workload simplification recommendations submitted for consideration at the regular MSO/DSO/AAA Program Managers Meeting.

Attached is a referral form that may be used by any central office, AAA/SPD field, or advisory council member to submit operational problems or workload simplification recommendations to the committee for consideration and resolution. The form should be submitted through field or central office managers, in order that some initial analysis be performed to assure the problem is systemic and not an issue for local resolution. As a basic guideline, the committee is interested in referrals that identify policies or procedures that create a significant negative impact on the delivery of service to our consumers or providers and recommendations for workload simplification. The Operations Committee will not take the place of existing forums for system improvements such as Forms Committee or Information Systems Prioritizing workgroups. Managers should forward appropriate referrals to Patrice Dunnigan in the Field Services Section of the Central Office. An Operations Committee Representative

will confirm with the local office manager the receipt of the referral form and report on any progress. Representatives of the Operations Committee will report resolutions at the Program Managers meetings.

Referrals will be tracked, and a quarterly report of the committee's progress and activities will be generated.

The committee meets on the first Thursday of each month, generally prior to the MSO/DSO/AAA Program Managers meeting. It would be helpful if referrals can be sent early in each month, in order to most effectively schedule the involvement of the needed program specialists. Designated central office program specialists will staff the committee upon request in the consideration and resolution of specific issues.

Attached are the members of the Operations Committee and the referral form for sending issues and recommendations to the Operation Committee.

For submitting referrals, contact:

Contact(s):	Patrice Dunnigan, Field Operations		
Phone:	(503) 947-5476	Fax:	(503) 947-4245
E-mail:	Patrice.Dunnigan@state.or.us		

AAA / SPD OPERATIONS COMMITTEE
Operational Issues Referral Form

Date: _____

Name of Manager Submitting Issue: _____ Office/Agency: _____

Telephone #: _____ E-mail address: _____

Is this a local issue? _____

Description of Problem: _____

Negative Impact? _____

Supporting Documents (if appropriate)? _____

Possible Resolution? _____

AAA / SPD OPERATIONS COMMITTEE
Operational Issues Referral Form

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Is this a local issue? _____

Description of Problem: _____

Negative Impact?: _____

Supporting Documents (if appropriate)? _____

Possible Resolution? _____

2004 Operations Committee Members:

Co-facilitators: Tanya McGee (503) 988-6947
Kathy Labadie (503) 945-6462

AAA & Contract AAA Representatives:

Kay Metzger, Springfield AAA
Dorothy LaDouceur, Clackamas County AAA
Tanya McGee, Multnomah AAA (co-Facilitator)

SPD Representatives:

Cathy Cooper, SPD Deputy Assistant Director
DeAnna Hartwig, Federal Resource & Financial Elig (FR&FE)
Meg Killgorecathcart, Info. Systems Coord. & Provider Payments
Tina Kitchin, MD, SPD Medical Director
Kathy Labadie, Home & Community Supports (H&CS)
Judy Giggy, Licensing & Quality of Care (L&QC)
Debra McDermott, Field Services Section Manager
Nancy Talbot, PMDDT
Donna Weaver, Field Services Program Operations Manager

CHS Field Representatives:

Libby Goben, District 13, Sr. Program Manager/SPD
Gary Clark, District 6, Sr. Program Manager/SPD
Jeff Brunner, District 3, Sr. Program Manager/SPD
Carol Mauser, District 9, Sr. Program Manager/SPD

Union Representative:

Jessie Anderson, The Dalles