

Seniors and People with Disabilities

Angela Munkers

Authorized Signature

Number: SPD-IM-12-002

Issue Date: 1/12/2012

Topic: Systems Issues

Subject: Retrieving Cases in Branch 5515

Applies to (check all that apply):

- | | |
|--|---|
| <input checked="" 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 type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Message:

5515 is a discontinued branch and should not be used. Due to the discontinued status, client cases which appear in branch 5515 can only be transferred to a local office by emailing Karen Gulliver karen.l.gulliver@state.or.us, or Angela Munkers angela.p.munkers@state.or.us, in APD Field Services. Please include the client's prime number, the type of case to be moved and the destination branch.

Cases are sometimes moved to 5515 through the normal course of business, but should not be transferred into 5515 deliberately. References to 5515 as an active branch in the worker guides will be changed; please disregard any old direction from any source to use 5515 as an active branch.

Some system functions will remove cases from the original branch and move the case to 5515. Also, when a closed case is opened in Oregon ACCESS by the Quality Control unit during their review process, the case will appear in 5515. 5515 is also used by some non field office units, such as APD Field Services, to access system information which requires a branch association.

Units which use the 5515 designation are not able to assist with transferring cases; only Angela Munkers or Karen Gulliver can reassign a case in 5515.

If you have any questions about this information, contact:

Contact(s):	Karen Gulliver		
Phone:	503-945-6460	Fax:	503-945-6296
E-mail:	karen.l.gulliver@state.or.us		