

Aging and People with Disabilities

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Number: APD-IM-13-059
Issue date: 8/27/2013

Topic: Protective Services

Subject: Adding a new Adult Foster Home provider to the web 723

Applies to (check all that apply):

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

Message: Since the Web 723 (Facility APS Report Writing Application) has been in use, APS Specialists or other APS staff have been required to add a new Adult Foster Home (AFH) provider to the web 723, in order to open a new report. The following information and procedure will make this process smoother.

The service desk is handling all requests related to the web 723. When you call or e-mail the service desk, you will receive an e-mail with a “ticket number”. This is your reference number for tracking. Once your request has been completed, you will receive a closed ticket, stating the action taken by the service desk staff. Please note that the service desk supports all of the applications used by DHS programs, and is responsible for updating, trouble-shooting, and maintaining these applications. The service desk’s email is dhs.servicedesk@state.or.us

New AFH providers or providers that did not have an APS case before 2006, will not be in the web 723 drop down list. The web 723 does not interface with any of the provider applications and the list of AFH providers is not maintained manually.

Always open a new AFH report shortly after you receive the complaint, not when you are ready to write it up.

If the provider has to be added to the system, the report will disappear and will need to be recovered.

If you need to add an AFH to the web 723, please follow these steps:

- Keep record of the provider number and report log number;

- The day after you open the report, search for your report;
- If it is not there, contact the service desk at the e-mail provided above;
- Send the service desk the log number and the provider's name, provider number (see step 1 above) provider address (street, city, zip code), phone number and date originally licensed (all available in the provider screens) and explain that you added an AFH to the web 723 on (date) and you cannot find the report;

Following the steps above will allow the service desk staff time to complete the "ticket".

If you have any questions about this information, contact:

Contact(s):	DHS Service Desk		
Phone:	503-945-5623	Fax:	
Email:	dhs.servicedesk@state.or.us		