

Children's Extraordinary Needs Program waitlist error – Frequently asked questions

Updated: Oct. 10, 2024

What error affected the Children's Extraordinary Needs (CEN) Program waitlist?

On Oct. 8, ODDS discovered a data display error. The error affected how services coordinators viewed the CEN Program waitlist. They view the waitlist in an online system called eXPRS. From Sept. 5 to Oct. 10, the waitlist numbers of 30 children appeared incorrectly in eXPRS.

ODDS corrected the data display error in eXPRS on Oct. 10. Staff completed a manual review of the waitlist data in eXPRS. They confirmed all of the waitlist numbers are now correct.

We apologize for any confusion this error may have caused members of the I/DD community.

What did ODDS do to fix this error?

A parent alerted ODDS to the error on Oct. 8. Immediately, the ODDS eXPRS senior business analyst reviewed the waitlist data. They discovered the cause of the display error. They corrected the data. They manually confirmed that the data for all 1,378 children on the waitlist is now

displayed correctly. The corrections will ensure the accuracy of the waitlist going forward. Services coordinators will now see the correct data in children's eXPRS records.

Whose information did the error affect?

The error affected the display of 30 children's data. These children had original CEN Program waitlist numbers between 61 and 91.

From Sept. 5–Oct. 9, these children's listed number was incorrect by 2 to 16 places. Parents of these children only received misinformation if they asked their child's services coordinator about the waitlist during that time.

If a child had an original waitlist number outside of the range 61–91, the display error didn't affect their data.

What was my child's original waitlist number?

In May, ODDS sent parents and guardians of children on the waitlist a postal letter. This letter included each child's original waitlist number.

If you don't know this number, contact your child's services coordinator. They will look up your child's current number.

Did the error affect any child's access to the program?

No. This was a only a display error. No child's place on the waitlist actually changed.

Did any child miss out on a chance to join the program because of the error?

No. No child jumped ahead or fell behind on the waitlist.

The children's whose data was affected were originally numbers 61–91 on the waitlist. Since the program began, 53 spots have opened up for children on the waitlist. ODDS offered those spaces to children before the data display error occurred. We offered no spaces in the program while the error was viewable.

What is my child's current place on the waitlist?

Please contact your child's services coordinator. They can look up your child's waitlist number.

Why is my child's number lower than their original number?

Fifty-three of the initial 155 children offered a place in the program chose not to join the program. In August, ODDS offered these open positions to the first 53 children on the waitlist.

If you know your child's original number, subtract 53 and you will get their current place on the waitlist. For example, the children whose data was affected were originally 61-91. They are currently 8–38 on the waitlist.

These numbers are current as of Oct. 10, 2024.

How did ODDS communicate about this error?

ODDS contacted the parents or guardians of the 30 children whose data was affected by phone, email and/or postal mail. We alerted case management entities and services coordinators. We are sending a message to the full community via email that will explain what happened. We will email the message between Oct. 10–16. We will [post the message to the ODDS website](#). We will post these frequently asked questions on [the CEN Program's web page](#).

How do I sign up to receive ODDS community messages?

Sign up for our community messages — the “ODDS updates” mail list — [via this link](#). We send these messages via GovDelivery.

What are the next steps?

Parents do not need to do anything. Children's waitlist numbers will continue to decline as other children leave the CEN Program, leave the waitlist or turn down a place in the program.

Program staff will contact parents and their child's services coordinators if their child is number 1 on the waitlist and a space in the program opens up.



I have questions about the CEN Program. Who do I ask?

Please contact your child's services coordinator. You can also email the Children's Extraordinary Needs Program Coordinator Yolonda Garcia at cenprogram@odhs.oregon.gov.

How do I get this FAQ in another language or format?

You can get this document in:

- Other languages,
- Large print,
- Braille or
- A format you prefer.

To do this, call ODDS at 503-945-5811 or email

dd.directorsoffice@odhsoha.oregon.gov. We accept relay calls for people

who are:

- Deaf,
- Hard of Hearing,
- Deaf-Blind,
- Blind or
- Have low vision.

For more information about relay services, go to

<https://www.oregonrelay.com> or <https://www.fcc.gov/general/internet-based-trs-providers>.