

Marie Cervantes

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**Number:** APD-AR-15-023

**Issue date:** 4/23/2015

**Topic:** Protective Services

**Due date:**

**Subject:** Oregon ACCESS 723 Community Complainant Relationship Menu

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

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees                       | <input type="checkbox"/> County Mental Health Directors                         |
| X Area Agencies on Aging   | <input type="checkbox"/> Health Services  |
| X Aging and People with Disabilities                             | <input type="checkbox"/> Office of Developmental<br>Disabilities Services(ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs               | <input type="checkbox"/> ODDS Children's Intensive<br>In Home Services          |
| <input type="checkbox"/> County DD Program Managers              | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                   |
| <input type="checkbox"/> ODDS Children's<br>Residential Services | <input type="checkbox"/> Other ( <i>please specify</i> ):                       |
| <input type="checkbox"/> Child Welfare Programs                  |   |

**Action required:** Please be aware of the following changes to the Complainant Relationship Drop Down Menu in the Oregon ACCESS Web 723 Community report writing system. These changes will be introduced to the system on 4/24/15. The introduction process will not disrupt any work flow occurring at that time:

The Complainant Relationship menu will now include all Mandatory Reporter categories as well as all of the current non-mandatory reporter groups and some new non-mandatory reporter groups. Many of these reporter categories were added to the Oregon Administrative Rule several years ago, but were not able to be accommodated in the report writing system. Thus APSS have had to choose the complainant relationship category that was the best fit for the individual making a complaint. Now APSS will be able to choose the complainant category that best fits the capacity in which the individual is calling.

The following categories are being added: Adult Foster Home Owner/Staff, ADRC staff or volunteer, Audiologist, Chiropractor, Home Care Worker/Personal Services Worker (HCW/PSW), Information and Outreach worker, Licensed Marriage and Family Therapist, Licensed Professional Counselor, Nursing Professional, Nursing Facility Staff/Contractors/Legal Counsel, Optometrist, Osteopath, Occupational Therapist, Podiatrist, Psychologist, Physical Therapist, Senior Center Employee, Speech Therapist or Pathologist, Surgeon.

The following categories will remain unchanged: Anonymous, Attorney, Banker, Clergy, Coroner, Dentist, EMT/Fire, Family, Friend/Neighbor, Home Health Staff, Hospital Staff, Law Enforcement, Ombudsman, Other, Pharmacist, Physician, Self.

The following existing categories will be modified as noted: APD Staff will become DHS/OHA/CDDP/CMHP/AAA; Facility will become Facility Staff ALF/RCF, Health Care Professional will become HCP-Physician Assistant, Mental Health will become Mental Health Psychiatrist, Public Official will become Public Official-Legislature, and Social Service Staff will become LCSW/MSW.

**Reason for action:** We are currently unable to identify mandatory reporter groups who may benefit from education and outreach regarding the warning signs of abuse and how to report, nor can we measure the effectiveness of such education and outreach when it occurs. We are also unable to respond to requests for information regarding specific mandatory reporting groups. It is our hope that these changes will further align our system to current Oregon Administrative Rule and field practice and will provide more accurate data regarding the reporting of abuse in our communities. It is hoped that this change will also reduce the need for the use of the “other” category when classifying a complainant.

**Field/stakeholder review:**      Yes      No

**If yes, reviewed by:** APD Operations

*If you have any questions about this action request, contact:*

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