

Seniors and People with Disabilities

Mary Gear

Authorized Signature

Number: SPD-IM-08-043

Issue Date: 6/19/2008

Topic: Long Term Care

Subject: Licensed Facility Complaint Website

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: The Department of Human Services, Seniors & People with Disabilities, Office of Licensing and Quality Care has introduced a new link on the SPD website, Licensed Facility Complaint Information.

There are a few options for accessing the Substantiated Facility Complaints Selection page.

https://apps.dhs.state.or.us/cfm/spd/facility_complaints/ will take you directly to the Substantiated Facility Complaints Selection page.

<http://www.dhs.state.or.us/spd/tools/cm/index.htm> will take you to the SPD Case Management tools page. Select Licensed Facility Complaint Information in the Latest News box. A security warning message will appear, click yes You are there!

<http://www.oregon.gov/DHS/> will take you to the DHS home page. Select Senior Services on the right-hand menu bar. This will take you to the Seniors and People with Physical Disabilities home page.

<http://www.dhs.state.or.us/tools/> will take you to the Staff Tools page. Select Seniors/Physical Disabilities in the left-hand tool bar, scroll down and select the Seniors/Physical Disabilities link. This will take you to the Seniors and People with Physical Disabilities home page.

From the Seniors and People with Physical Disabilities home page you have two options that will get you to the Substantiated Facility Complaints Selection page.

1st Option

Select Licensed Facilities from the left-hand menu bar
Click on the green box “Search Licensed Facility Complaint Reports”
A security warning message will appear, click yes
You are there!

2nd Option

Under Licensed Facility Complaint Information section, click on **learn more...**
Click on Search Licensed Facility Complaint Reports
A security warning message will appear, click yes
You are there!

From the Substantiated Facility Complaints Selection page you may search for substantiated complaints on Adult and Physically Disabled Licensed CBC and NF facilities using four easy steps: select the facility type you wish to view, select the area, select data range (default is 2 years), then submit.

A list of facilities will display with their city and total number of substantiated complaints listed. You may select the facility of your choice for further details such as the Report Number, Allegation, Status, Outcome, Incident Date, and Investigation Completed Date.

The Report Number can be used to order the report. Contact information is provided for making those requests.

If you have any questions about this information, contact:

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