

Julie Strauss  
Authorized Signature

Number: SPD-IM-11-005  
Issue Date: 1/19/2011

Topic: Systems Issues

Subject: Licensed Facility Complaint Information 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 Licensed Facility Complaint Information Website is temporarily unavailable due to technical issues. We are working on resolving the issues as quickly as possible and placing a message on the web-site to alert the public that we are aware of the issue and to provide alternatives.

We expect that the local offices will receive calls asking if there is an issue. Please acknowledge that the site is temporarily down. Additionally, the following information can be provided to callers:

Public copies of complaints are also available for viewing at the local SPD and AAA offices. Local office contact information and locations are available at <http://www.oregon.gov/DHS/spwpd/offices.shtml>.

For specific complaint reports, a Public Records Request can be made by e-mail or mail. The e-mail address is [SPDPRREQUESTS@DHS.STATE.OR.US](mailto:SPDPRREQUESTS@DHS.STATE.OR.US)

Requests for specific complaint reports can be mailed to:  
Brenda Adams, Public Record Custodian  
Office of Licensing and Quality of Care  
500 Summer St. NE E-13  
Salem, OR 97301

Notification will be sent once the web-site is operating again.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Stephanie Delage		
<b>Phone:</b>	503-947-5121	<b>Fax:</b>	503-378-8966
<b>E-mail:</b>	<a href="mailto:Stephanie.A.Delage@state.or.us">Stephanie.A.Delage@state.or.us</a>		