

Aging and People with Disabilities

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Number: APD-IM-13-014

Issue date: 3/7/2013

Topic: Foster Care

Subject: AFH-DD Provider Complaint Resolution Information

Applies to (check all that apply):

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

Message: The 2011-13 Collective Bargaining agreement between the State of Oregon and SEIU for Adult Foster Care and Relative Care Providers has a Letter of Intent that states that DHS will inform Providers at the initial licensing and annually thereafter about the provider complaint resolution process. Attached is information on how to contact the Complaint Resolution Coordinator.

The Letter of Intent also indicates that if a provider is represented by SEIU they may request Union representation through the SEIU Member Resource Center but that Providers must first attempt direct resolution with their local office.

If you have any questions about this information, contact:

Contact(s):	Barbara Southard		
Phone:	503-945-9816	Fax:	503-945-7811
Email:	Barbara.L.Southard@state.or.us		

Adult Foster Home Provider Complaint Resolution Coordinator

Role of the Coordinator

The role of the Adult Foster Home Provider Complaint Resolution Coordinator (Coordinator) is to work with adult foster home providers licensed by DHS Seniors and People with Disabilities (SPD) or a designated SPD licensing agency, and the Addictions and Mental Health Division regarding your complaints that have not been successfully resolved at a local level.

Coordinator Activities

The Coordinator will facilitate and coordinate activities and discussions with the Department of Human Services (DHS), the local office and/or the union to move toward resolution. The Coordinator is not responsible for making a decision or determination regarding the content of the complaint.

Contacting the Coordinator

Your first point of contact regarding your questions and concerns should always be your local office or your SEIU representative if it is a union issue. You are encouraged to get clarification and attempt resolution from your local office first. Contacting the Coordinator should be the last option.

The Coordinator can be contacted by the following methods:

- Call toll-free: **1-866-449-1250** 
- Submit the complaint form: [SDS 0944, AFH Provider Complaint](#)
- Email the Coordinator: Provider.ComplaintResolution@state.or.us

SEIU-represented AFH providers who have collective bargaining agreement questions may call the SEIU Member Resource Center at (877) 637-2611 .

This information is located at: www.oregon.gov/dhs/spd/pages/provtools/afh-res-coordinator.aspx