

Donna Keddy
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Number: APD-IM-15-040
Issue date: 5/29/2015

Topic: Licensing

Subject: Licensing Complaints in Assisted Living and Residential Care Facilities

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 checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services(ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> ODDS Children's Residential Services | <input checked="" type="checkbox"/> Other (<i>please specify</i>): OAAPI Staff |
| <input type="checkbox"/> Child Welfare Programs | |

Message: Ensuring the safety and protection of our most vulnerable populations is one of our most critical functions. As the number of Assisted Living (ALF) and Residential Care Facilities (RCF) serving older adults and people with disabilities has grown throughout the state, the Office of Licensing and Regulatory Oversight (OLRO) has identified the need for improved response to licensing complaints and concerns. To address this need and strengthen services to residents and providers, OLRO and Aging and People with Disabilities (APD) have partnered to develop a team of nine Compliance Specialist dedicated to rapid response to licensing complaints in ALFs and RCFs throughout the state.

Beginning August 2015, licensing complaints will be received through a centralized process. A Compliance Specialist will be assigned to receive calls, conduct intake, screening and triage of complaints, distribute complaints to the appropriate Compliance Specialist for investigation or refer the complaint to the appropriate agency/office. Compliance Specialists will not investigate allegations of abuse or neglect and will not investigate complaints related to Adult Foster Homes or Nursing Facilities.

The Compliance Specialists will focus on complaint response, follow up, and provision of tools and assistance to help strengthen facility compliance and improve resident health, safety and quality of life.

If you have any questions about this information, contact:

Contact(s):	Doug Colling, CBC Licensing Complaint Investigation Unit Manager		
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