

Donna Keddy

Authorized Signature

Number: APD-PT-15-027
Issue date: 7/30/2015

Topic: Licensing

Transmitting (check the box that best applies):

- New policy
 Policy change
 Policy clarification
 Executive letter
 Administrative Rule
 Manual update
 Other: _____

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 (please specify): OAAPI Staff |
| <input type="checkbox"/> Child Welfare Programs | |

Policy/rule title:	CBC Licensing Complaint Process		
Policy/rule number(s):	OAR 411-054-0105(5)	Release no:	1
Effective date:	07/01/2015	Expiration:	
References:	OAR Chapter 411, Division 54		
Web address:	http://arcweb.sos.state.or.us/pages/rules/oars_400/oar_411/411_054.html		

Discussion/interpretation: 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) Field Services 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.

Implementation/transition instructions: Nine new Licensing Compliance Specialists will be stationed throughout the state to ensure faster response times. Beginning August 3, 2015, centralized Licensing Compliance Specialist will receive all licensing complaints, conduct intake, screening and triage, and make a determination to refer the issue to a local Licensing Compliance Specialist or a more appropriate office or agency for follow up.

APD, AAA and OAAPI staff receiving complaints related to Assisted Living or Residential Care Facilities that do not rise to the level of abuse or neglect but may represent non-compliance with the Oregon Administrative Rules must refer such complaints to the Licensing Complaint Investigation Unit (LCIU). Complaints may be sent to LCIU via email at Licensing.Complaint@dhsosha.state.or.us or phone at 1-844-503-4773.

Training/communication plan: Information will be provided to stakeholders during regularly scheduled meetings. Information will be provided to Assisted Living and Residential Care Facilities during the CBC News Hour.

Local/branch action required: Review transmittal and apply procedure for all licensing complaints received.

Central office action required: Technical assistance will be provided as needed.

Field/stakeholder review: Yes No

If yes, reviewed by: Licensing Complaint Project Steering Committee

Filing instructions: Per local office procedure

If you have any questions about this policy, contact:

Contact(s):	Connie Rush, OLRO Project Manager Doug Colling, Licensing Complaint Investigation Unit Manager		
Phone:	503-373-0218 971-673-5140	Fax:	
Email:	connie.l.rush@state.or.us douglas.a.colling@state.or.us		