



Oregon

Kate Brown, Governor

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Information Memorandum

Date: August, 19th, 2015

To: Assisted Living, Residential Care, Memory Care Communities

From: Office of Licensing and Regulatory Oversight

Subject: Compliance Specialists

As the number of Assisted Living (ALF) and Residential Care Facilities (RCF) grow 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 Specialists dedicated to rapid response to licensing complaints in ALF's and RCF's 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 and distribute complaints to the appropriate Compliance Specialist for investigation or refer the complaint to the appropriate agency/office. Compliance Specialist will not investigate allegations of abuse or neglect.

If you have any questions regarding this alert, please contact the Licensing Complaint Unit Manager or your policy analyst:

Doug Colling, Licensing Complaint Unit Manager: 971-673-5140

Warren Bird: 503-373-1959

Debbie Concidine: 503-373-1975

Kim Hector: 503-373-0246

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