
Assisted Living and Residential Care Facilities Licensing Complaint Investigation Factsheet

Ensuring the safety and protection of our most vulnerable populations is one of our most critical functions at DHS. Over the years the number of licensed Assisted Living and Residential Care Facilities has increased greatly and we have determined we need to better respond to complaints within licensed settings across Oregon.

In collaboration with the Office of Licensing and Regulatory Oversight, Aging and People with Disabilities, the Office of Adult Abuse Prevention and Investigation and the Office of the Long Term Care Ombudsman, DHS has reallocated field resources to ensure timely response to licensing complaints. Licensing complaints/reports can now be made directly to the CBC Licensing Complaint Investigation Unit. This resource will focus on quality improvement, technical assistance, prevention and compliance with licensing rules to strengthen facility compliance, improve safety and improve resident quality of life.

- Nine Compliance Specialists located within the APD field structure across the state will now cover this workload.
- ASPEN will be used as the complaint database.
- Complaints will be received through a centralized process. A Compliance Specialist will be assigned to receive complaints, conduct intake, screen and triage, and distribute the complaint to the appropriate Compliance Specialist or refer the complaint as appropriate.
- Complaint Hotline 1-844-503-4773
- Complaint Email box: Licensing.Complaint@state.or.us
- Compliance Specialists will not investigate any allegations of abuse or neglect. If received, these allegations will be referred to the appropriate Adult Protective Services office.
- Compliance Specialists will not investigate complaints related to Nursing Facilities or Adult Foster Homes. If received, these allegations will be referred to the respective program.
- Examples of complaints that will be investigated:
 - My mother is not being bathed regularly.
 - The facility has only one staff member on duty at night.
 - My father is in a relationship with another resident who he would not normally have chosen.
 - The water heater/dishwasher/refrigerator is broken.
 - The hallways are cluttered with boxes and chairs.