

Policy Transmittal Aging and People with Disabilities



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Number: APD-PT-22-019

Issue date: 6/21/2022

Topic: Licensing

Due date:

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: Type B | <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"/> Support Service Brokerage Directors | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> ODDS Children’s Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Policy/rule title:	APD AFH Licensing Complaints		
Policy/rule number(s):		Release number:	
Effective date:		Expiration date:	
References:			
Web address:			

Discussion/interpretation: Adult Foster Home (AFH) licensing complaints have been tracked via various methods even as other licensing processes have been moved into the ASPEN system. This policy details the implementation and rollout of the Automated Complaint Tracking System (ACTS) for all APD AFH licensing complaints.

Implementation/transition instructions: June 13, 2022, an ACTS training was held and all APD AFH licensing complaints are now to be input into ACTS as trained. This practice streamlines licensing processes and creates a link between the complaint system and the tracking of AFH licensing processes.

The training documents are titled as follows and additional copies can be obtained by contacting the APD AFH policy team at: APD.AFHteam@dhsosha.state.or.us

- ACTS – Entering an intake or new complaint
- ACTS – Documenting a complaint
- ACTS – Closing out a complaint
- ACTS – Intake decision tree
- ACTS – Complaint prioritization 2022

Training/communication plan: Training at licensor check-ins and on-going assistance as needed.

Local/branch action required: Implement policy as described in training. Refer to training documents and contact central office as more information is needed.

Central office action required: Training and technical assistance as needed.

Field/stakeholder review: Yes No

If yes, reviewed by: APD Policy

Filing instructions: As per Department policy.

If you have any questions about this policy, contact:

Contact(s): Lynette Caldwell	
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Email: lynette.caldwell@dhsosha.state.or.us	