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Authorized Signature

**Number:** APD-PT-17-014  
**Issue date:** 5/4/2017

**Topic:** Protective Services

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

Policy/rule title:	Cease distribution of CBC Draft reports		
Policy/rule number(s):		Release no:	
Effective date:		Expiration:	
References:			
Web address:			

**Discussion/interpretation:** Currently, Community-Based Care Providers (ALF, RCF, AFH’s) and the complainant are provided with a 10-day review of draft APS facility investigation reports before they are closed and sent to the Safety, Oversight and Quality (SOQ) Unit for abuse determination and apportionment.

The 10-day review process was implemented in 2010 as part of a Rapid Process Improvement activity to streamline the process and reduce the number of informal conferences. A quality assurance analysis was conducted which determined the RPI result was not realized and the process created additional work for field offices with minimal or no responses from providers or complainants. In addition, there are currently other processes available for Providers and Complainants to respond to APS

Facility Investigation reports which help retain this important opportunity while avoiding duplication of work for staff.

This policy eliminates the 10-day draft review period, will enable APD to comply with statutory time limits set for completion of reports and corrective action as well as reduce workload.

Simultaneous with this change it is important that APS supports transparency with providers by:

- Explaining the investigation process
- Ensuring providers are informed of all allegations being investigated
- Providing contact information to APS

**Implementation/transition instructions:** As of May 1, 2017 local offices will no longer distribute draft CBC Facility reports to the licensee or complainant. Once Supervisor approval is granted the report will be closed and sent to SOQ as is current practice.

APS Specialists will explain the investigative process; notify the provider of all allegations and provide contact information for any follow-up questions.

**Training/communication plan:** APS Power Hour, APS Supervisor's Meeting & Core Competency Training.

**Local/branch action required:** Cease distribution as of May 1, 2017.

**Central office action required:** CBC Administrative Rules will be amended to remove this requirement. Other existing due process opportunities will be communicated to licensee's and complainants. SPD-PT-10-028 will become obsolete.

**Field/stakeholder review:**  Yes  No

**If yes, reviewed by:** APD Operations and Policy Groups

**Filing instructions:**

*If you have any questions about this policy, contact:*

<b>Contact(s):</b>	OAAPI.APSTechAssistance@dhsoha.state.or.us		
<b>Phone:</b>		<b>Fax:</b>	
<b>Email:</b>			