

Adult Foster Home Provider Alert

Policy updates, rule clarifications and announcements

Date: February 11, 2021
To: APD Adult Foster Home Providers
From: Safety, Oversight and Quality Unit
Topic: **Scams and Phishing Attempts**

Scams and phishing attempts can be a significant threat to adult foster home providers, especially during the COVID-19 Pandemic. Scams and predatory business tactics can come in many forms such as text messages, phone calls, emails, and mail. If you are contacted by a person or agency that claims to be from an official government agency, please make sure that you verify that the agency or company is legitimate before you give them confidential information about your business, residents, and before paying for any goods or services.

- **Scam:** A scheme used to cheat or defraud.
- **Phishing:** To request confidential information over the internet or by telephone under false pretenses in order to fraudulently obtain credit card numbers, passwords, or other personal or confidential data.

Recently AFH providers have begun to receive notices that appear to come from a government agency regarding federal labor laws. These letters have misleading information stating that the business owner must send the company a significant amount of money in order to maintain compliance. In the fine print, the letter indicates that this company is not a government agency. The company is using predatory tactics in hopes of “tricking” business owners into paying for goods or services that are free or unnecessary.

To determine if notice is an official document and/or you are required to submit payment, it is crucial that you read the entire document. How can you determine if a document or notice that you have received is legitimate?

- Read the entire document before sending any money or calling the phone number associated with the document;

- Read for the fine print;
- Contact the local agency or board in question by looking for a direct contact number online to verify if the number associated with the notice is legitimate or not;
- Reach out to your licensor with concerns; and/ or
- Reach out to your AFH Policy Team with concerns or for clarification.

When in doubt, reach out. Please contact your licensor or the APD AFH Policy Team as soon as you receive a document or notice indicating that you must pay to remain in compliance. If you have any questions, please email APD.AFHTeam@dhsosha.state.or.us.