



Oregon

Kate Brown, Governor

**Oregon Department of Human Services**

*Safety, Oversight and Quality*

PO Box 14530, Salem, OR 97309

550 Capitol Street NE, Salem, OR 97301

Phone: (503) 373-2227

Fax (503) 378-8966

**NF-22-004 – Provider Alert**

Date: January 11, 2022

To: All Long-Term Care Providers

From: Safety, Oversight and Quality Unit (SOQ)  
Office of Aging and People with Disabilities

Subject: **SOQ Has Moved to a New Physical Address**

---



This is to advise all Long-Term Care Providers that Safety, Oversight and Quality (SOQ) has moved office locations to 550 Capitol Street NE in Salem, Oregon 97301.

Since this is a fully secured building, this move directly impacts all in-person deliveries such as Federal Express, UPS or other in-person and overnight deliveries. While the phone, fax and post office box numbers **remain the same**, there are important changes to note to the address for all physical deliveries as follows:

**Overnight or in-person deliveries:**

Oregon Department of Human Services  
Aging and People with Disabilities  
Safety, Oversight and Quality Unit  
**500 Summer Street NE, E-04**  
Salem, OR 97301

**General Mailing for US Mail (remains the same):**

Oregon Department of Human Services  
Aging and People with Disabilities  
Safety, Oversight and Quality Unit  
**Post Office Box 14530**  
Salem, OR 97309

Additionally, electronic delivery through email is always encouraged whenever possible and appropriate. Licensing Team general email boxes are as follows:

Community Based Care - [CBC.team@dhsoha.state.or.us](mailto:CBC.team@dhsoha.state.or.us)  
Nursing Facility Providers - [NF.licensing@dhsoha.state.or.us](mailto:NF.licensing@dhsoha.state.or.us)  
Adult Foster Home Program - [APD.AFHTeam@dhsoha.state.or.us](mailto:APD.AFHTeam@dhsoha.state.or.us)

Oregon Department of Human Services website: [www.oregon.gov/DHS/](http://www.oregon.gov/DHS/)

=====

**\*\*\*ATTENTION\*\*\* NURSING FACILITY PROVIDERS:**

***ePOC Practice Tip:***

*Facility Administration - ASPEN Web: e POC (electronic Plan of Correction) is the centralized worksite for completing all steps in CMS & State survey POC processing including:*

- *Receiving and reviewing Statements of Deficiencies (SODs),*
- *Formulating POCs,*
- *Submitting POCs and if desired,*
- *Attaching supporting Informal Dispute Resolution request & documents.*

*Register and maintain an active ePOC account to efficiently access your surveys, and at no cost to your facility. ePOC registration passwords are effective for 90 days and must be renewed timely to maintain an active ePOC account. As an active ePOC user, you will receive notifications of pending password expiration with renewal instructions. It may also be advantageous to have multiple ePOC registrants for your facility to ensure an active ePOC account is maintained at all times. For ePOC assistance and/or questions contact QTSO (<https://www.qtso.com>).*