

Service Element DD 55 Standards and Procedures

Effective Date: October 1, 2017
Service Name: Abuse Investigation Services
Service ID Code: DD 55

1. Overview.

Abuse Investigation Services (DD 55 Services) for adults include responding to abuse allegations and assuring that the abuse allegations are appropriately reported, screened and investigated. County must operate a Community Developmental Disability Program (CDDP) or have a service agreement with another CDDP to perform abuse investigation activities included in the DD 55 Services.

2. Standards and Procedures.

a. General Performance Requirements

- (1) When providing DD55 Services for DHS, County will:
 - (a) Comply with OAR Chapter 411, Division 320, as such rules may be revised from time to time.
 - (b) Comply with OAR Chapter 407, Division 045, as such rules may be revised from time to time.
 - (c) Comply with DHS policies and procedures and DHS Transmittals requesting action or providing policy information.
- (2) County must employ or have agreement with an identified CDDP or subcontractor to employ individuals as Abuse Investigators to perform abuse investigation activities which includes the provision of DD 55 Services in a geographic Program Area and will be referred to as the “provider”.
- (3) The County shall employ and provide training for all staff indicated in the county workload model for abuse investigation services within the funding allotted. If at any time the FTE staffing level falls below the number indicated on its workload model, DHS reserves the right to decrease funding of the DD 55 Services. Requirements for FTE staff employed for abuse investigations:
 - (a) Must not be currently employed in the primary capacity of a case manager or services coordinator;
 - (b) Must have a Bachelor’s degree in human, social, behavioral or criminal science and two years human services, law enforcement, or investigative experience; or an Associate’s degree in the human, social, behavioral or criminal science and four years human services, law enforcement, or investigative experience;

- (c) Must complete Core Competency training provided by DHS' Office of Adult Abuse Prevention and Investigations (OAAPI) and be able to meet core competencies as determined by OAAPI within six months of hire.
 - (d) Must complete a minimum of 20 training hours annually to increase skills, knowledge, and abilities necessary to perform the position.
- (4) DHS may approve a variance to the performance requirements set out in (2) and (3) above. Approval in writing from DHS is required prior to implementing a variance to the performance requirements.
 - (5) Providers must use DHS approved forms and procedures for reporting, screening and documentation of findings regarding abuse allegations.
 - (6) Providers must complete the abuse investigation form within the investigation timelines outlined in rule. If an extension for submission of the investigation form is needed, the Provider shall request the extension in writing and must receive written approval for an extension from OAAPI prior to implementing the revised due date. A request for time extension must comply with OAR 407-045-0320.
 - (7) Providers must screen allegations within identified timeframes outlined in Oregon Administrative Rules
 - (8) Providers must participate in quarterly meetings held by OAAPI. At a minimum, one meeting per year must be attended in person by the county abuse investigator.
 - (9) Providers must participate in the county multidisciplinary team relative to ORS 430.739 and provide any requested data and information needed to comply with ORS 403.739 timely
 - (10) Per ORS 430.731(3) a person employed by or under contract with the department the designee of the department or a CDDP to provide case management services may not serve as the lead investigator of an allegation of abuse of a person with a developmental disability. Providers may identify a back-up abuse investigator who is also a case manager or service coordinator. Back-up abuse investigators must complete the Core Competencies training as delivered by OAAPI. A back-up abuse investigator may be used in a situation where the primary Abuse Investigation Specialist is absent or temporarily unavailable.
 - (11) Circumstances where the provider may have a potential conflict of interest OAR 0407-045-0300(1) and 407-045-0360 should be consulted. A conflict of interest is limited to cases where a provider employee is the accused person, there is a familial relationship to the investigator or the allegation is a highly sensitive issue requiring outside investigation. The following steps should be taken in order to determine the conflict of interest and whether the community program or OAAPI shall investigate the report of abuse.

- (a) The provider must consult with providers in neighboring service areas to coordinate an out of county investigation. Providers cannot reject a request for an out of county investigation based solely on workload impacts. A continued conflict must be present to deny an out of county investigation.
- (b) If there is a continued conflict of interest a formal request must be submitted by the provider to the designated Abuse Investigations Coordinator (AIC) using the department provided form.
- (c) OAAPI in consultation with the AIC, will determine if there is an actual or potential conflict of interest that cannot be remedied through assignment to another provider.
- (d) OAAPI will provide a written response regarding the outcome of the formal request to the original provider within 24 hours.

b. Special Reporting Requirements:

Upon DHS request, County will provide data and information relative to the implementation of DD 55 Services within the time specified by DHS in its request to County.

3. Billing and Payment Procedures

- a.** DHS will provide County with funding for DD 55 Services by entering a Service Element Prior Authorization (SEPA) and Provider Prior Authorization (PPA) based on the approved County workload model or its funding level for FTE staff.
- b.** DHS will disburse funding for DD 55 Services, for a specified period of time, in an amount equal to the monthly amount set forth in the accepted SEPA and approved in the PPA, as such amounts may be updated from time to time, subject to the following:
 - (1) If County fails to deliver DD 55 Services for part of a month, the funding for DD 55 Services for that month will be prorated and DHS may reduce future disbursements of DD 55 funds accordingly.
 - (2) If requested by DHS, County shall also accept an appropriate SEPA Adjustment to amend funding for DD 55 Services as a result of the County's failure to deliver the DD 55 Services for a full month.

4. Centralized Abuse Management System Procedures - PLACHOLDER