



# Governor's Advocacy Office Quarterly Report

## GAO activity - Office of Human Services Ombuds cases closed 2023 Q1

The **Governor's Advocacy Office (GAO)** was created in 1993 as the the Ombuds office for the **Oregon Department of Human Services (ODHS)**, and is also the **Office of Children's Advocate** (ORS 417.810). The role of an **Ombudsman** or **Ombuds** is an independent official who has been appointed to investigate complaints that people make against the government or public organizations.

ORS 182.500 requires Ombuds offices to report to the Governor in writing quarterly including a summary of services provided and recommendations about the Department for which the Ombuds provides assistance. This report represents monthly data gathered from ODHS cases closed from the quarter above.

### GAO Cases Closed by ODHS Program

Case Program Type	1	2	3	Total
ODHS-Child Welfare	36	38	53	127
ODHS-Aging and People with Disabilities	44	26	28	98
ODHS-Self Sufficiency Programs	19	13	20	52
ODHS-Overpayment Recovery/Estate Admin	4	1	4	9
ODHS-Intellectual and Developmental Disabilities	3	2	1	6
ODHS-OTIS/Licensing		1		1
ODHS-Vocational Rehabilitation			1	1
Total	106	81	107	294

### How GAO heard about concerns

Case Intake SubType	1	2	3	Total
GAO main line	69	63	73	205
ODHS Info	15	9	13	37
ODHS/OHA Program	6	4	5	15
Other	4	1	7	12
Governor's Office	4	2	4	10
Direct to Ombuds	1		3	4
FCO.info	2		2	4
GAO.CR	2			2
Legislator	1	1		2
Direct Mail	1			1
ODHS Director's Office		1		1
Y.E.S. line	1			1
Total	106	81	107	294

### Total days from case open to close

Open Range	1	2	3	Total
02 days or less	19	18	15	52
03 to 10 Days	25	22	32	79
11 to 20 Days	13	13	10	36
21 to 30 Days	13	7	9	29
31 to 60 Days	18	8	24	50
61 to 90 Days	9	6	8	23
90+ Days	9	7	9	25
Total	106	81	107	294

Toll-free: 1-800-442-5238  
Email: [gao.info@odhs.oregon.gov](mailto:gao.info@odhs.oregon.gov)

GAO Administrator: 503-800-1277  
*For more questions about this report or for more information about the GAO, please reach out to us!*

# Governor's Advocacy Office Quarterly Report

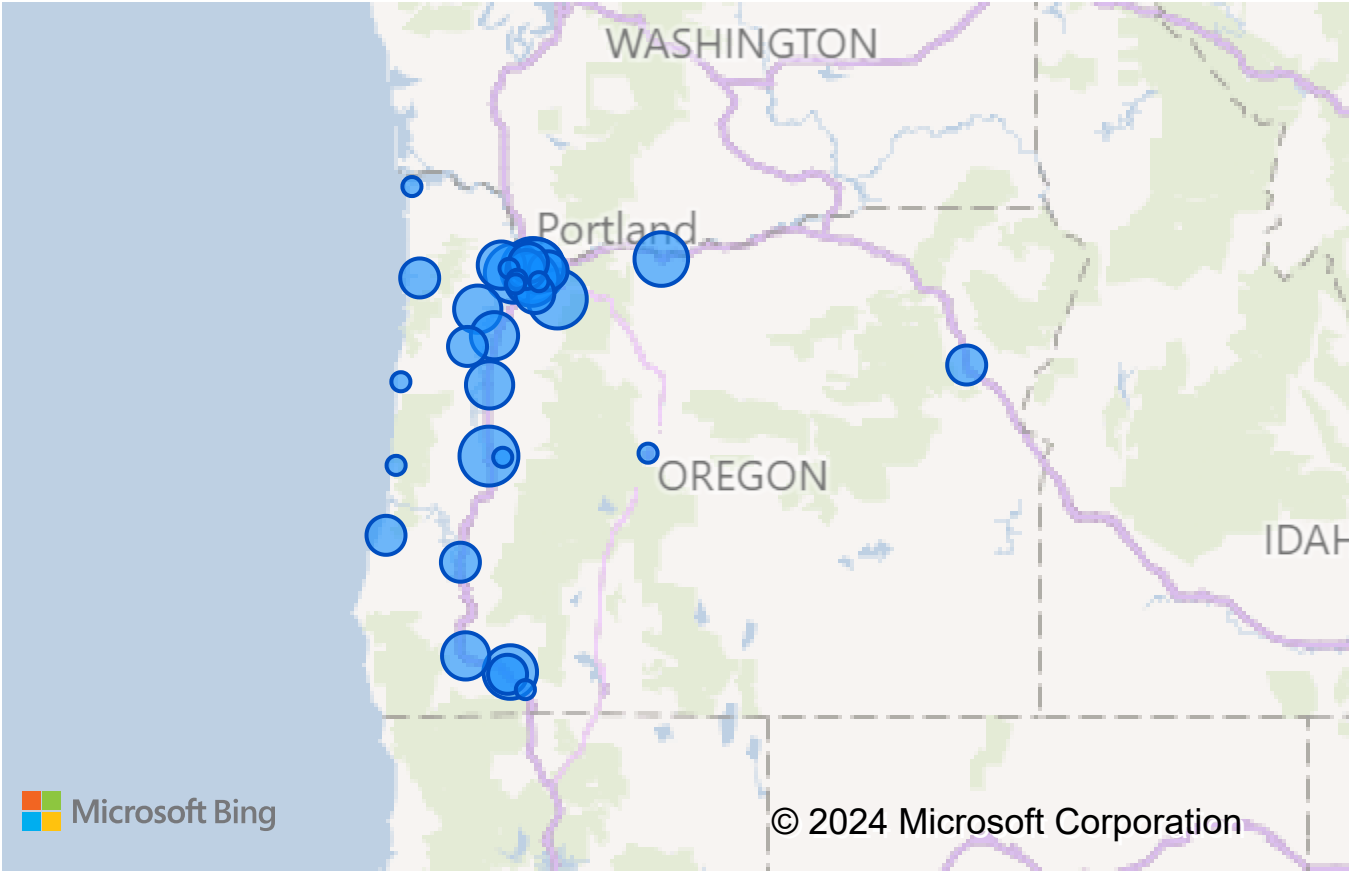
## GAO activity - Office of Human Services Ombuds cases closed 2023 Q1

The GAO tracks cases by branch location of the ODHS client's case. This information helps us track trends in communities and ensure that our role is understood and offered to clients and other affected individuals statewide.

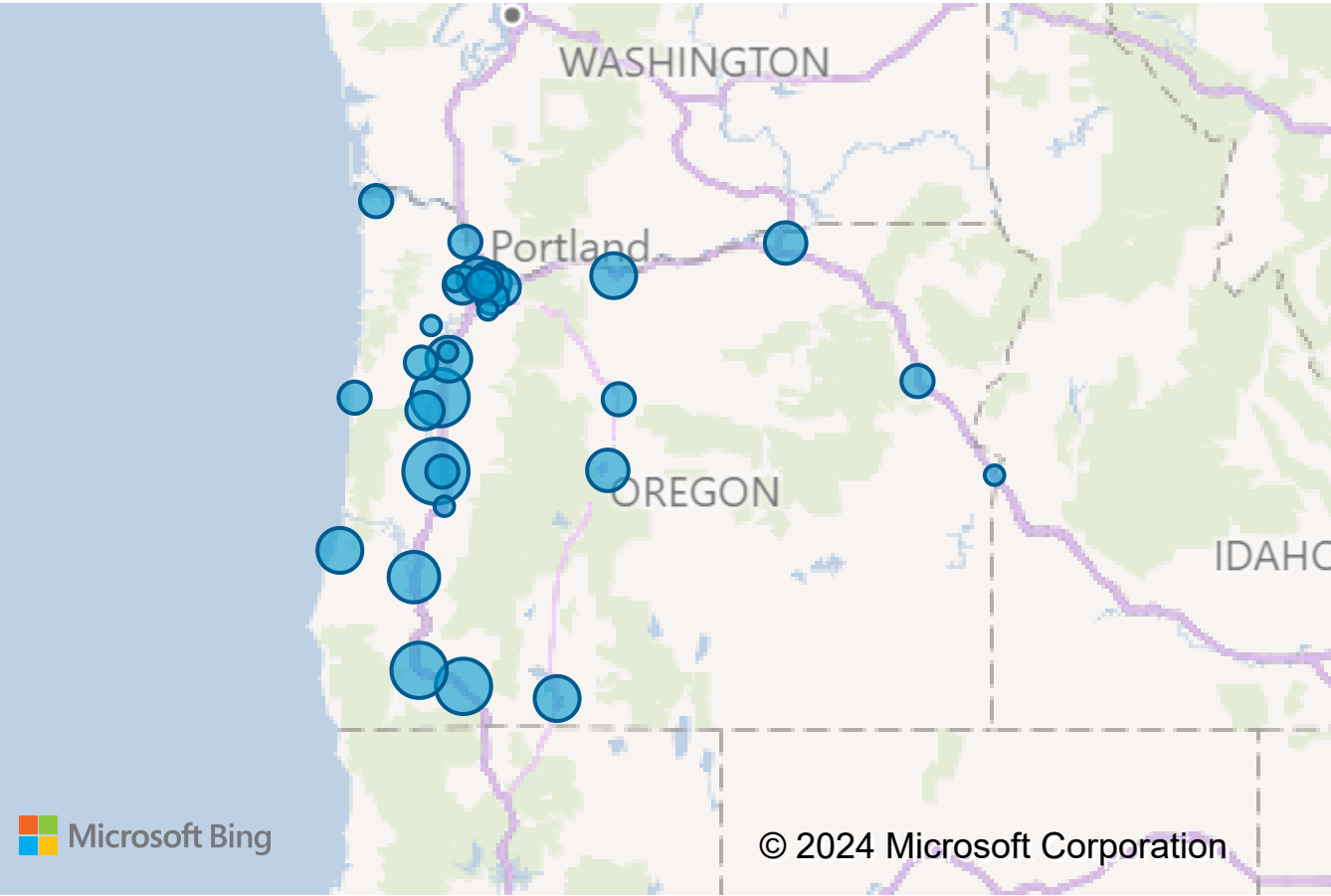
### ODHS branch location (county)

County	1	2	3	Total
MULTNOMAH	10	14	18	42
LANE	12	7	12	31
JACKSON	10	2	7	19
CLACKAMAS	4	6	8	18
MARION	8	6	3	17
WASHINGTON	10	2	3	15
LINN	3	4	7	14
DOUGLAS	6	2	4	12
JOSEPHINE	4	4	4	12
WASCO	5		4	9
COOS	2	4	2	8
DESCHUTES		2	4	6
KLAMATH	2	1	3	6
POLK	1		4	5
UMATILLA	1	3	1	5
BAKER	1	2	1	4
YAMHILL	1		3	4
	1	1	1	3
BENTON		2	1	3
CLATSOP	1	2		3
LINCOLN		1	2	3
COLUMBIA	1		1	2
JEFFERSON	2			2
TILLAMOOK	1		1	2
CURRY			1	1
HARNEY			1	1
HOOD RIVER		1		1
MALHUER			1	1
Total	106	81	107	294

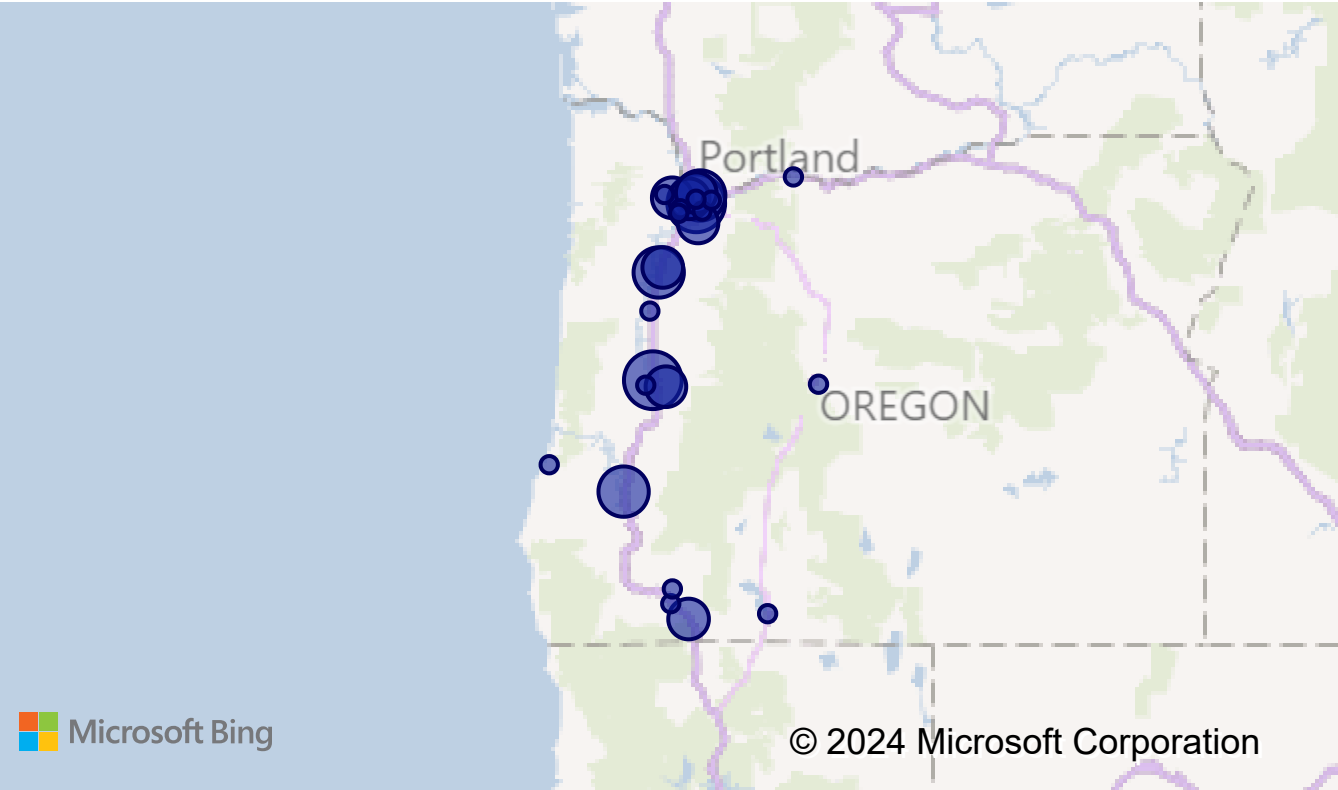
### APD Branch by ZIP code



### CW Branch by ZIP code



### SSP Branch by ZIP code



● ODHS-Self Sufficiency Programs

*\*the county appearing blank represents a Child Welfare branch in Washington County. This is a known bug in our reporting system and we have requested a fix.*

# Governor's Advocacy Office Quarterly Report

## GAO activity - Office of Human Services Ombuds cases closed 2023 Q1

### Primary Participant Information

The GAO tracks demographic information about the individuals who are the main subject of the matter of concern. In our case management system this person is the **Primary Participant**. This information is collected from ODHS systems so that we can track trends affecting clients and others overall and plan outreach efforts accordingly. This focus is relatively new and the GAO team welcomes feedback in this area.

#### Age

Participant Age Group at Closure	1	2	3	Total
Group 0: Unknown	24	13	16	53
Group 1: 0-4	1	7	5	13
Group 2: 5-8	1		3	4
Group 3: 9-12		1		1
Group 4: 13-15			1	1
Group 5: 16-21	6	4	6	16
Group 6: 22-64	66	48	68	182
Group 7: 65+	8	8	8	24
Total	106	81	107	294

#### Gender

ParticipantGender Description	1	2	3	Total
Female	70	46	65	181
Male	34	33	38	105
Unknown	2	2	4	8
Total	106	81	107	294

#### Race / Ethnicity

ParticipantRace	1	2	3	Total
American Indian/Alaska Native	3	5	6	14
Asian	1		1	2
Black or African American	5	2	10	17
Hispanic/Latino	6	5	7	18
Native Hawaiian/Pacific Islander			1	1
Unknown	34	22	20	76
White	61	51	70	182
Total	110	85	115	310

#### Language

ParticipantLanguageDescription	1	2	3	Total
English	104	78	106	288
Spanish	2	3		5
Vietnamese			1	1
Total	106	81	107	294

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GAO activity - Office of Human Services Ombuds cases closed 2023 Q1

## Role of the 'Reporter'

The person that contacts the GAO is identified as our **Reporter**. If the ODHS client is the Reporter, they will also be counted as the Primary Participant (previous page). Some reporter roles have been expanded below to show more specific detail about their relationship to the affected primary participant.

## Role of the 'Reporter'

ParticipantRoleDescription	1	2	3	Total
<div><div></div> Advocate</div>	6	7	5	18
<div><div></div> Agency Business</div>		1	1	2
<div><div></div> Attorney</div>	1			1
<div><div></div> Authorized Representative</div>	4	2	3	9
<div><div></div> Client</div>	42	33	37	112
<div><div></div> Community Partner</div>	1		2	3
<div><div></div> Contractor</div>	3	3	3	9
Complainant		1	2	3
Foster Care Provider	1			1
Home Care Provider	1	1	1	3
None	1	1		2
<div><div></div> Current Foster Child</div>				
<div><div></div> Current Foster Parent</div>	2		1	3
<div><div></div> Educational Personnel</div>			1	1
<div><div></div> Family Member</div>	45	30	47	122
Adopted Child				
Adoptive Parent	1			1
Authorized Representative	1			1
Biological Child	4	2	2	8
Biological Parent	22	14	31	67
CASA	1			1
Foster Child				
Foster Parent			1	1
Grandparent	2	13	3	18
Home Care Provider			1	1
Other Family Member	7	1		8
Self	1		4	5
Sibling	5		1	6
Significant Other				
Step Child				
Step Grandparent				
Step Parent	1		4	5
<div><div></div> Former Foster Child</div>		1		1
<div><div></div> Former Foster Parent</div>			1	1
<div><div></div> Former Significant Other</div>				
<div><div></div> Friend</div>	1	1	3	5
<div><div></div> Guardian</div>			1	1
<div><div></div> Legislator</div>	4	2	2	8
<div><div></div> Significant Other</div>		2		2
<div><div></div> Unknown</div>	1	1	1	3
Total	110	83	108	301



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## GAO activity - Office of Human Services Ombuds cases closed 2023 Q1

### GAO Concern categories explained

The GAO records the overall concern expressed by the case reporter or a concern identified during the case. The GAO case management system has a three-level concern tracking system with 11 overall categories. Each chart will show the subcategories chosen by Ombuds to match the concern. Cases will often have more than one concern recorded.

#### APD concerns

Concern Category Type	1	2	3	Total
⊕ Case Management	14	6	10	30
⊕ Customer Service	13	6	5	24
⊕ Eligibility	6	5	4	15
⊕ Legal / due process	5	4	4	13
⊕ Abuse / Neglect / Protective Services	6	2	2	10
⊕ Access / Accessibility	3	3	4	10
⊕ Administrative	5		1	6
⊕ Confidentiality / Privacy	1			1
Total	53	26	30	109

*\*Concerns exclude GAO Actions and Substitute care (FCO Only) areas of concern. Concerns Totals may be different than Findings totals due to this exclusion.*

#### Case Concerns and Resolutions - Aging and People with Disabilities (APD) program

APD's mission is to assist Oregon’s older adults, people with disabilities and their families experience person-centered services, supports and early interventions that are innovative and help maintain independence, promote safety, wellbeing, honor choice, respect cultural preferences and uphold dignity.

#### APD Findings

Resolution Findings	1	2	3	Total
Consultation	23	11	18	52
Forwarded to Program Office	5	2	6	13
No Authority to Investigate	2	1		3
Not Valid	12	5	4	21
Unable to contact complainant	2	3	2	7
Unable to Determine	2			2
Valid/Not Resolved	2	2	2	6
Valid/Resolved	9	5	1	15
Total	57	29	33	119

#### Case Resolutions

At the conclusion of a case, the Ombuds must record a **Finding**, which documents the result of their review of each concern in the previous table.

# Governor's Advocacy Office Quarterly Report

## GAO activity - Office of Human Services Ombuds cases closed 2023 Q1

### Case Concerns and Resolutions (continued) - Child Welfare (CW) program

The Child Welfare Division’s mission is to ensure every child and family is empowered to live a safe, stable and healthy life. Their role includes Child Protective Services, management of the state's Foster Care system, and ensuring family permanency through adoptions and other services.

#### CW concerns

Concern Category Type	1	2	3	Total
<input type="checkbox"/> Abuse / Neglect / Protective Services	20	25	23	68
Allegation	1	2	1	4
Disposition		4	1	5
Hotline/Screening	1	4	2	7
Investigative practice	16	15	19	50
Mandatory reporting	2			2
<input type="checkbox"/> Administrative			1	1
Background check			1	1
<input type="checkbox"/> Case Management	2	4	14	20
Interstate Compact on the Placement of Children			2	2
Notification		1		1
Ongoing case work	2	3	11	16
Permanency / Adoption			1	1
<input checked="" type="checkbox"/> Confidentiality / Privacy	1	1	1	3
<input checked="" type="checkbox"/> Customer Service	16	18	16	50
<input checked="" type="checkbox"/> Foster Care	6	2	4	12
<input checked="" type="checkbox"/> Legal / due process	4	5	6	15
<input checked="" type="checkbox"/> Rights of...	4	2	3	9
Total	53	57	68	178

#### Case Resolutions

At the conclusion of a case, the Ombuds must record a **Finding**, which documents the result of their review of each concern in the previous table.

#### CW Findings

Resolution Findings	1	2	3	Total
Not Valid	26	21	19	66
Consultation	14	17	21	52
Valid/Resolved	5	9	7	21
Valid/Not Resolved	1	9	8	18
Unable to contact complainant	4		4	8
No Action Taken		1	5	6
Forwarded to Program Office	3	2		5
Training Need Identified	1	1	2	4
Unsubstantiated - Investigation Completed			2	2
No Authority to Investigate			1	1
Total	54	60	69	183

*\*Concerns exclude GAO Actions and Substitute care (FCO Only) areas of concern. Concerns Totals may be different than Findings totals due to this exclusion.*

# Governor's Advocacy Office Quarterly Report

## GAO activity - Office of Human Services Ombuds cases closed 2023 Q1

### Case Concerns and Resolutions (continued) - Office of Developmental Disabilities Services (ODDS)

The Office of Developmental Disabilities Services (ODDS) mission is to join stakeholders and the developmental disabilities community to provide services, supports and advocacy to empower Oregonians with intellectual and developmental disabilities to live full lives in their communities. The ODDS program [maintains a separate complaint process](#), whose staff work collaboratively with GAO Ombuds when we receive concerns or complaints. Individuals are free to contact GAO about any ODHS complaint or concern.

#### ODDS concerns

Concern Category Type	1	2	3	Total
Legal / due process	1			1
Federal / state law or admin rule	1			1
Foster Care	1			1
Certification / licensing	1			1
Customer Service	1	3		4
Staff Behavior		1		1
Communication	1	2		3
Case Management		2		2
Ongoing case work		1		1
Administrative coordination / communication		1		1
Total	3	2	3	8

#### Case Resolutions

At the conclusion of a case, the Ombuds must record a **Finding**, which documents the result of their review of each concern in the previous table.

#### ODDS Findings

Resolution Findings	1	2	3	Total
Valid/Resolved	1	1	3	5
Not Valid	1	1		2
Consultation	1			1
Total	3	2	3	8

*\*Concerns exclude GAO Actions and Substitute care (FCO Only) areas of concern. Concerns Totals may be different than Findings totals due to this exclusion.*



# Governor's Advocacy Office Quarterly Report

## GAO activity - Office of Human Services Ombuds cases closed 2023 Q2

### SSP concerns

Concern Category Type	1	2	3	Total
<input type="checkbox"/> <b>Eligibility</b>	6	4	8	18
Delay of benefit	2	2	4	8
Denial	2	1	2	5
Calculation	2	1	1	4
PHE Ending			1	1
<input type="checkbox"/> <b>Customer Service</b>	8	3	5	16
Communication	5	3	2	10
Staff Behavior	3		3	6
<input type="checkbox"/> <b>Legal / due process</b>	6	4	5	15
Fraud	4	2	2	8
Federal / state law or admin rule	1	2	3	6
Administrative Hearing	1			1
<input type="checkbox"/> <b>Case Management</b>	1	2	3	6
Notification		1	2	3
Payment or service denial		1	1	2
Administrative coordination / communication	1			1
<input type="checkbox"/> <b>Access /</b>	3		1	4
Benefit / service	2		1	3
Building / branch location	1			1
<input type="checkbox"/> <b>Administrative</b>		2		2
Payments / Direct Pay Unit		2		2
<input type="checkbox"/> <b>Abuse / Neglect / Protective Services</b>		1		1
Investigative		1		1
<input type="checkbox"/> <b>Confidentiality / Privacy</b>		1		1

*\*Concerns exclude GAO Actions and Substitute care (FCO Only) areas of concern. Concerns Totals may be different than Findings totals due to this exclusion.*

### Case Concerns and Resolutions - Self Sufficiency programs (SSP)

ODHS Self Sufficiency programs (SSP)'s mission is to provide a safety net, family stability and a connection to careers that guide Oregonians out of poverty. These programs administer federal and state goals in the Temporary Assistance to Needy Families Program (TANF), Supplemental Nutrition Assistance Program (SNAP), Employment Related Day Care (ERDC), Youth Services and Refugee Programs.

### Case Resolutions

At the conclusion of a case, the Ombuds must record a **Finding**, which documents the result of their review of each concern in the previous table.

### SSP Findings

Resolution Findings	1	2	3	Total
Consultation	8	7	12	27
Not Valid	4	2	7	13
Valid/Resolved	7	3	2	12
Unable to contact complainant	4	1	1	6
Forwarded to Program Office	2	2	1	5
Valid/Not Resolved		1	1	2
No Action Taken		1		1
Unable to Determine	1			1
<b>Total</b>	<b>26</b>	<b>17</b>	<b>24</b>	<b>67</b>



# Governor's Advocacy Office Quarterly Report

GAO activity - Office of Human Services Ombuds cases closed 2023 Q1

## Case Concerns and Resolutions - Vocational Rehabilitation (VR) Services

Vocational Rehabilitation (VR) helps individuals with disabilities get and keep a job that matches their skills, interests and abilities. VR staff work in partnership with the community and businesses to develop employment opportunities and provide individualized services to each eligible person for their employment success. Similar to ODDS, VR has a Dispute Resolution Process, and GAO will collaborate with that team or local staff to assist clients with the program.

### VR concerns

Concern Category Type	3	Total
▼		
☐ Case Management	1	1
Ongoing case work	1	1
Total	1	1

### Case Resolutions

At the conclusion of a case, the Ombuds must record a **Finding**, which documents the result of their review of each concern in the previous table.

### VR Findings

Resolution Findings	3	Total
	▼	
Consultation	1	1
Total	1	1

*\*Concerns exclude GAO Actions and Substitute care (FCO Only) areas of concern. Concerns Totals may be different than Findings totals due to this exclusion.*

# Governor's Advocacy Office Quarterly Report

## GAO activity - Office of Human Services Ombuds cases closed 2023 Q1

### Case Concerns and Resolutions - ODHS Central and Shared Services

GAO also receives complaints and concerns about ODHS Central and Shared Services. Central Services are ODHS Administrative functions that serve the entire Department. Shared Services serve both ODHS and the Oregon Health Authority (OHA). These administrative functions may include the Background Check Unit (BCU), the Overpayment Recovery Unit (OPAR), the Office of Training, Investigations and Safety (OTIS), and more.

#### OTIS / Licensing concerns

Concern Category Type	2	Total
GAO action	1	1
Other agency referrals	1	1
Total	1	1

#### Overpayment Recovery concerns

Concern Category Type	1	2	3	Total
Legal / due process		1		1
Administrative Hearing		1		1
Customer Service	1	1		2
Staff Behavior		1		1
Communication	1			1
Case Management		1	1	2
Notification		1		1
Administrative coordination / communication		1		1
Total	1	1	3	5

#### Case Resolutions

At the conclusion of a case, the Ombuds must record a **Finding**, which documents the result of their review of each concern in the previous tables.

#### Shared and Central Services Findings

Case Program Type	1	2	3	Total
ODHS- Overpayment Recovery/Estate Admin	4	1	4	9
Valid/Resolved	1			1
Unable to contact complainant	1	1		2
Not Valid			1	1
Forwarded to Program Office	1	1		2
Consultation	1	1	1	3
ODHS- OTIS/Licensing		1		1
Forwarded to Program Office		1		1
Total	4	2	4	10

*\*Concerns exclude GAO Actions and Substitute care (FCO Only) areas of concern. Concerns Totals may be different than Findings totals due to this exclusion.*

# Governor's Advocacy Office Quarterly Report

## GAO activity - Office of Human Services Ombuds cases closed 2023 Q1

### Other Case Outcomes

GAO Ombuds may also develop **Recommendations** to the local office or ODHS leadership. Per ORS 182.500, significant recommendations of global importance will be shared with the Governor's Office. **GAO Action** is the way this office documents mandatory reports and other actions and issue tracking outside of normal case management.

#### GAO Action

Concern Category Type	1	2	3	Total
<input type="checkbox"/> <b>GAO action</b>	10	5	8	23
<input type="checkbox"/> <b>Other agency referrals</b>	5	3	3	11
Overpayment/Fraud	4	2		6
Licensing		2	1	3
Information Security & Privacy Office (ISPO)		1		1
Nursing Facility Complaints (NF.Complaints)	1			1
<input type="checkbox"/> <b>Mandatory</b>		2	4	6
Child abuse report made		2	1	3
Adult abuse report made			2	2
Child Caring Agency report (ORS 418.260)			1	1
<input type="checkbox"/> <b>Issue tracking</b>	5			5
ONE Eligibility Transformation	4			4
Pandemic EBT (P-	1			1
<input type="checkbox"/> <b>Welfare check</b>			1	1
APS			1	1
<b>Total</b>	10	5	8	23

#### Recommendations

Case Program Type	2	3	Total
ODHS-Aging and People with Disabilities	1		1
ODHS-Child Welfare	1	1	2
ODHS-Self Sufficiency Programs	1		1
<b>Total</b>	1	3	4



# Governor's Advocacy Office Quarterly Report

## GAO activity - Office of Human Services Ombuds cases closed 2023 Q1

### Glossary of frequently used terms

**Branch** - ODHS office most closely associated with the case primary participants. Cases may have more than one associated branch.

**Case** - GAO's complete record of working with individuals through their ODHS concerns. Cases are finite and concern-specific.

**Concern** - GAO's system for categorizing and tracking common ODHS concerns.

**Finding** - the specific outcome of GAO's resolution. These are fully defined on the right of this page.

**Information Only** - a type of GAO case where GAO recognizes the concerns as outside of ODHS' jurisdiction or it is a concern previously reviewed by GAO. Typically no concerns or findings will be recorded for 'Information Only' cases.

**Primary participant** - the main individual alleged to have been affected by ODHS action or inaction. GAO tracks all other relevant participants but will designate one as primary.

**Program** - the ODHS division most associated with the primary participant's concerns.

**Recommendation** - GAO shares case recommendations with the most appropriate level of management for resolution. Recommendations are often not formal.

**Reporter** - the individual who brought the concern to GAO's attention.

**Resolution** - overall outcome of GAO's involvement in assisting a reporter or primary participant.

### GAO Findings Defined

Findings may fit in two categories, educating the public or resolutions that follow an investigation:

#### Educating the Public Findings

The outcome of case concerns that did not result in an investigation.

**Inquiries**- Not about an ODHS program, non-jurisdiction issues and child custody matters.

**Consultation**- Provide policy education, assist the individual in problem solving solutions to their concerns.

#### Case Resolution Findings

The outcome of case concerns that GAO performed further research and review.

**Valid/Resolved**—complaints are those that the Ombuds has determined have merit, and changes have been or are being made by ODHS.

**Valid/Not Resolved**—complaints that the Ombuds have determined have merit, but have not been resolved for the following reasons: 1. *Action cannot be undone*—the issue could not be resolved because it involved an event that had already occurred. 2. *Dept. disagrees with Ombuds*—the Department disagreed with the Ombuds' recommendation and would not make changes. 3. *Change not in the client's best interest*—making a change to correct a policy or practice violation is not in the client's best interest. 4. *Lack of Resources*—the Department agreed with the Ombuds' recommendation but could not make a change because no resource was available.

**Not Valid**—complaints are those that the Ombuds has reviewed and has determined that the Department was or is following policies and procedures.