



Presentation to the 2025 Joint Ways and Means Subcommittee on Human Services

Office of Aging and People with Disabilities

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Director

March 26, 2025

Agenda: Day Three

- I. **Safety and Regulatory Oversight programs and budget overview**
- II. Licensing and oversight overview
- III. Adult Protective Services overview
- IV. Closing remarks: Preparing for the demand ahead

Office of Aging and
People with Disabilities

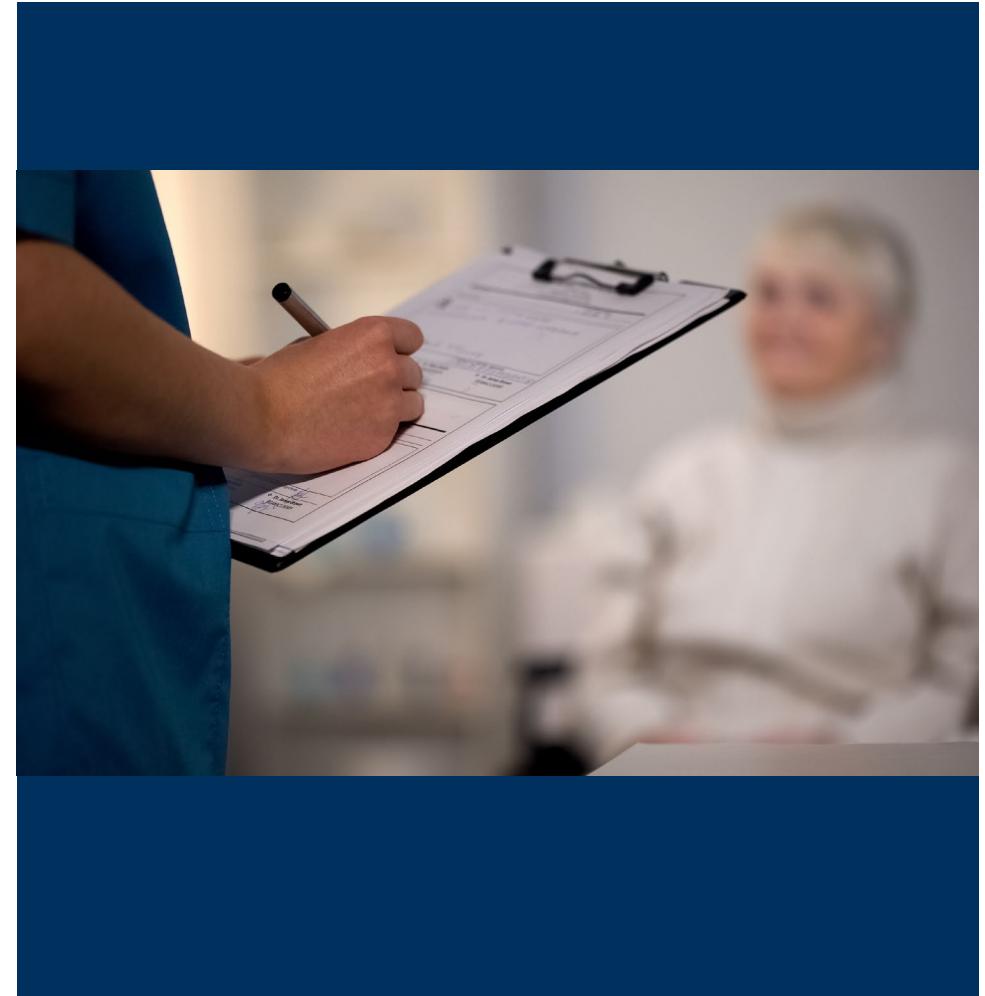


Safety and Regulatory Oversight:

Program overview

Helping ensure older adults and people with disabilities are:

- Safe from harm
- Receive the care they need
- Have the support they need during emergencies



Safety and Regulatory Oversight:

How we are organized



Safety and Regulatory Oversight: Federal Policy direction

1915(c) Waiver:

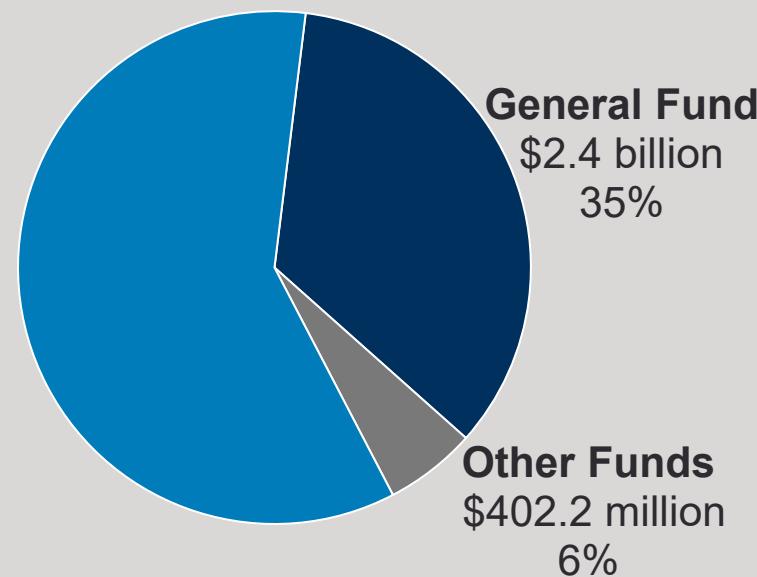
- Assure providers are qualified
- Assure consumers are protected from abuse, neglect

Federal changes in 2024:

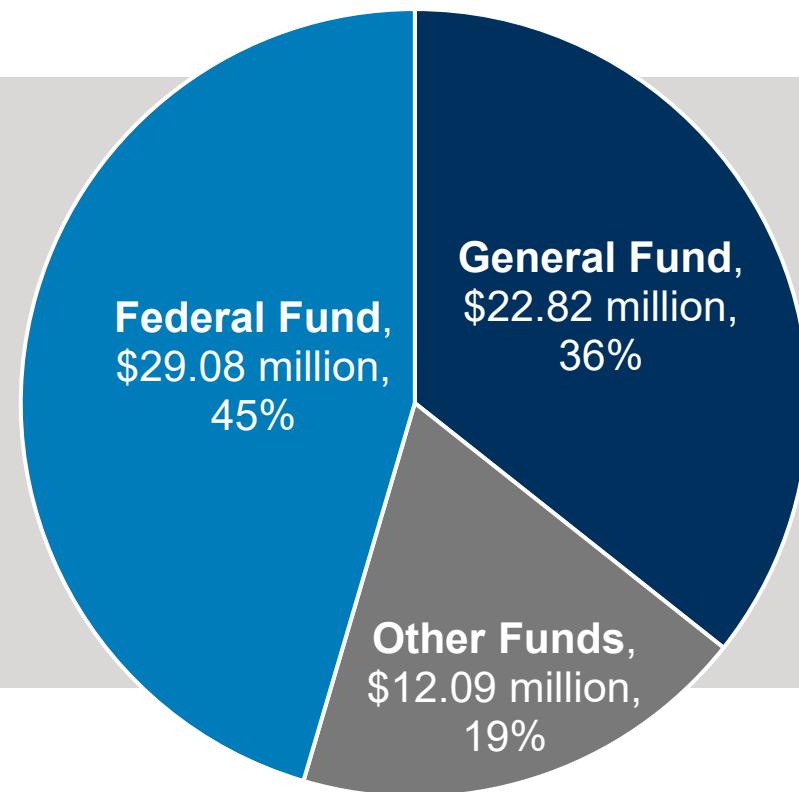
- New HCBS access rules
- First ever national Adult Protective Services regulations
- New regulations enhancing nursing facility standards

2025-27 Governor's Budget by source: Licensing

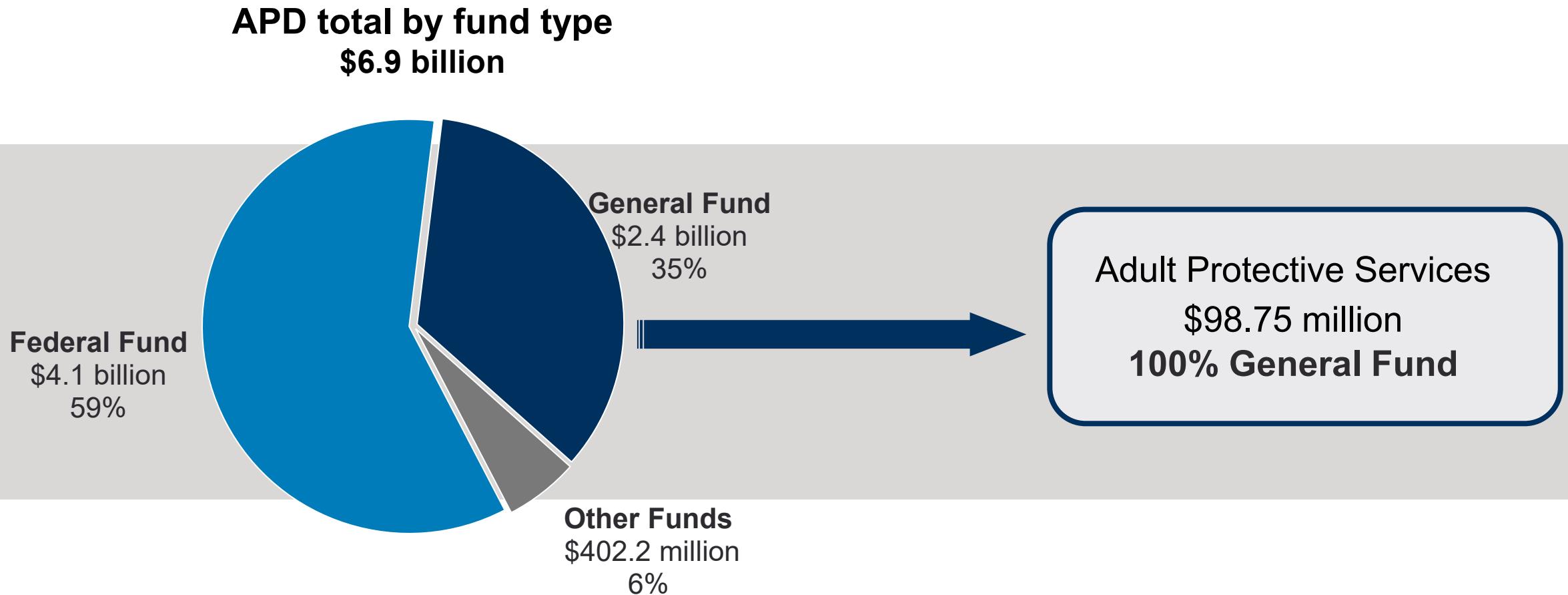
APD total by fund type
\$6.9 billion



Licensing total by fund type
\$63.4 million



2025-27 Governor's Budget by source: Adult Protective Services



Safety priorities and initiatives



Safety Action Plan



Site visits



Growing licensing inspection team



National learning collaborative



Serious incident huddles



Fatality reviews



Strengthening oversight

Major cost drivers: Safety and Regulatory Oversight



State and federal regulations



New facility owners



Resident care needs



Complexity of investigations

SB 811 and POP 101: Strengthening oversight to keep residents safe

Current state without any investment:

Facilities and homes may not have a full inspection for
12 to 24 months
unless a complaint is filed

- Problems may go undetected.
- Reactive responses lead to more citations and corrective actions.
- Increased licensing and abuse complaints.
- High turnover among owners.
- **Residents may be at greater risk.**

Future state with investment:

Inspection within
120 days
of a home or facility opening

- Identify licensing violations early.
- Proactive, preventative technical assistance.
- Better alignment with federal regulations.
- Potential to reduce turnover among owners and staff.
- Improve quality of care.
- **Reduce risk of harm for residents.**

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Office of Aging and
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Licensing and oversight: Overview

Licenses and oversees

1,919 facilities

to ensure older adults and people with disabilities are safe and receive quality care

Nursing facilities



**Assisted living/
residential care facilities**

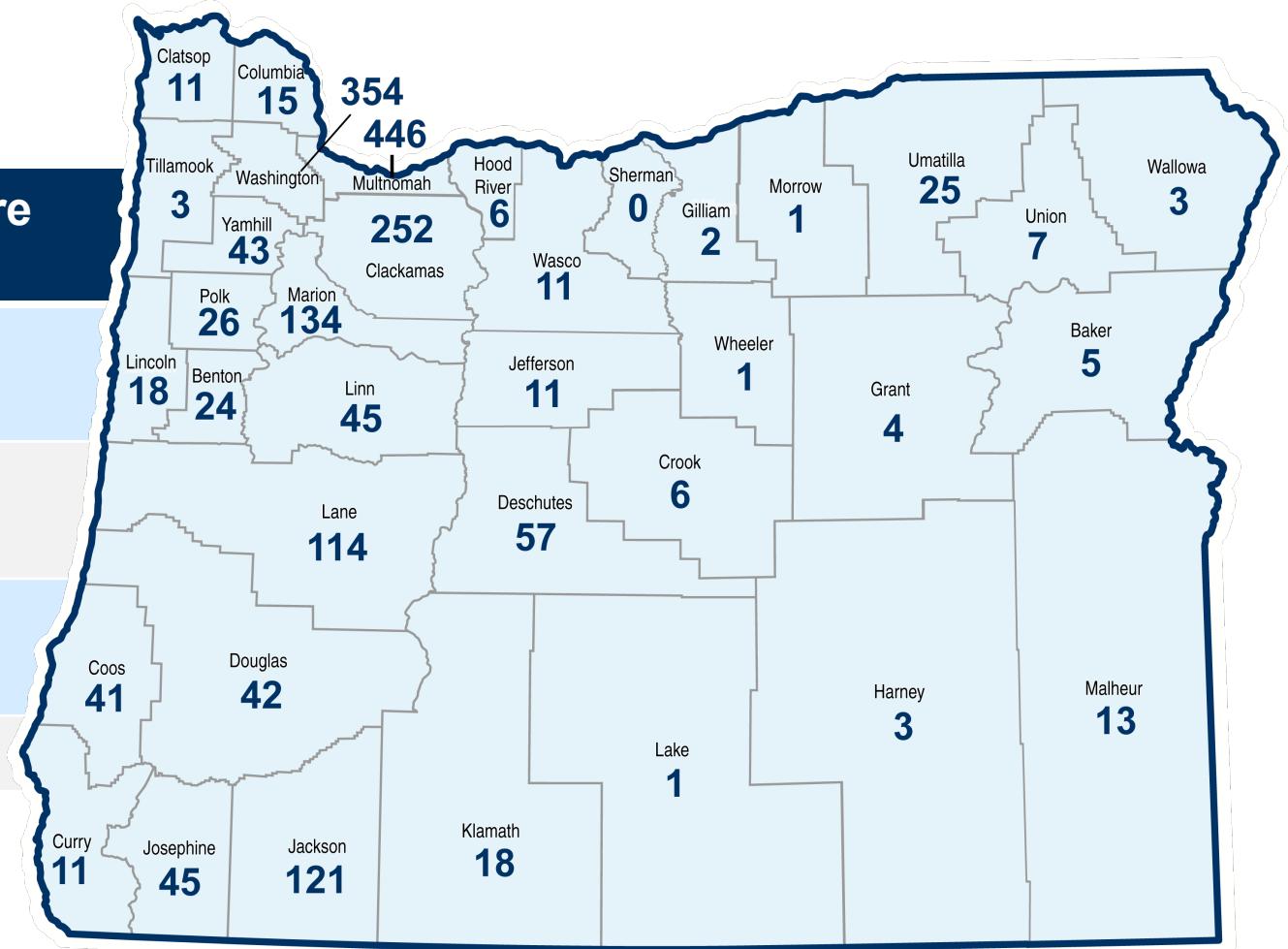


Adult foster homes



Licensing and oversight: Long-term care settings

Setting type	Number	Memory Care Endorsed
Nursing Facility	128	8
Assisted Living and Residential Care	567	250
Adult Foster Home	1,224	N/A
Totals	1,919	258



Licensing and oversight: How we monitor long-term care settings

216 staff provide licensing and monitoring

Nursing Facilities

- Annual certification and oversight of Medicare and Medicaid qualified nursing facilities
- Investigate complaints

Community-Based Care Facilities

- Licensing surveys every 2 years
- Annual kitchen inspections
- Investigate licensing complaints
- Review staffing levels
- Impose corrective actions

Adult Foster Homes

- Annual licensing renewals
- Investigate complaints
- Deliver training to new providers
- Impose corrective actions

Licensing: Key 2023-25 successes

Acuity-Based Staffing Tool (ABST)

Emergency Response management system

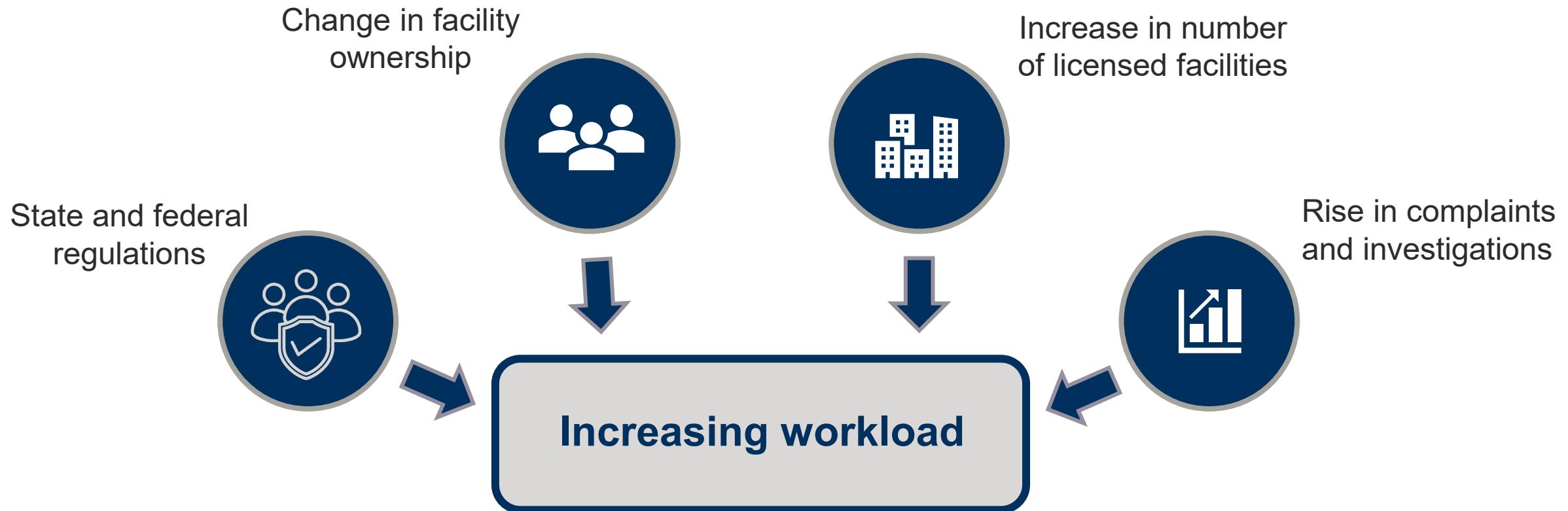
Recruited new Adult Foster Homes operators

Hired independent contractor to assess licensing unit

Capital improvement projects, including updating HVAC systems and technology

Senior Emergency Medical Services program pilot projects

Major cost drivers and challenges: Licensing and oversight

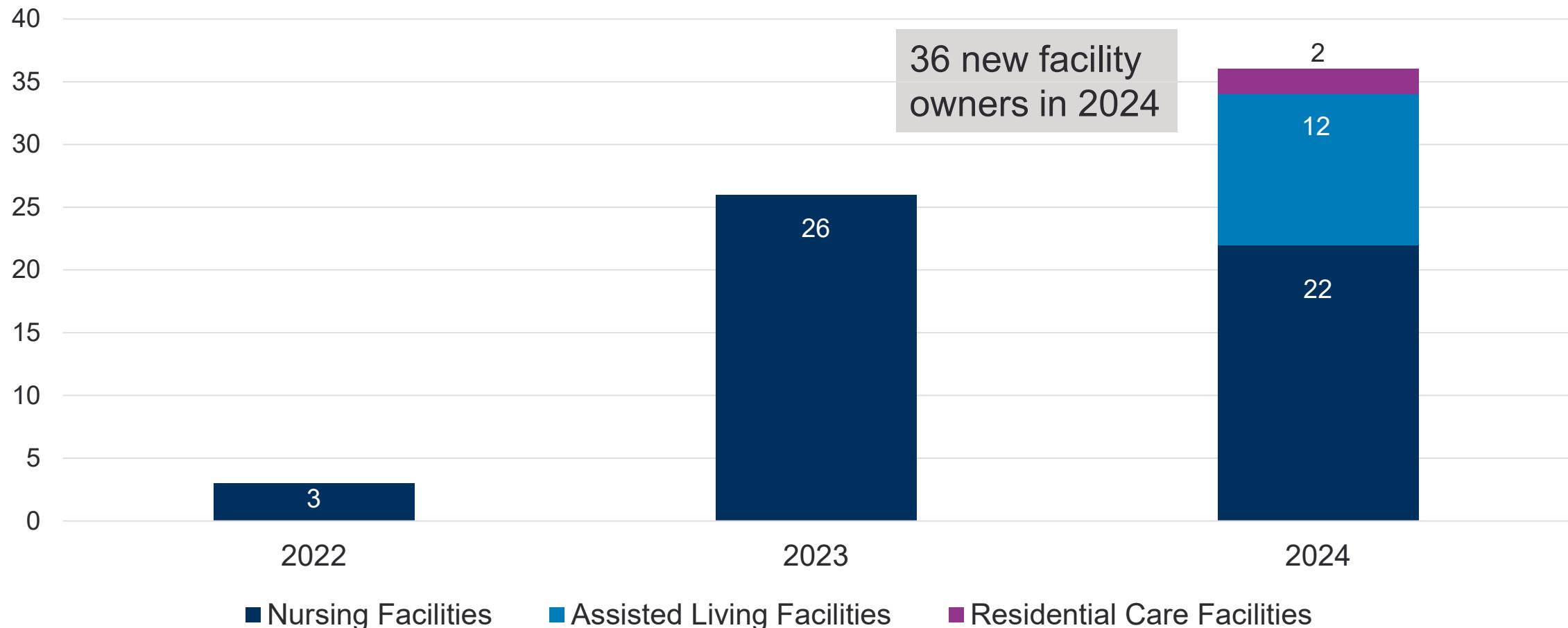


Cost driver: State and federal legislation

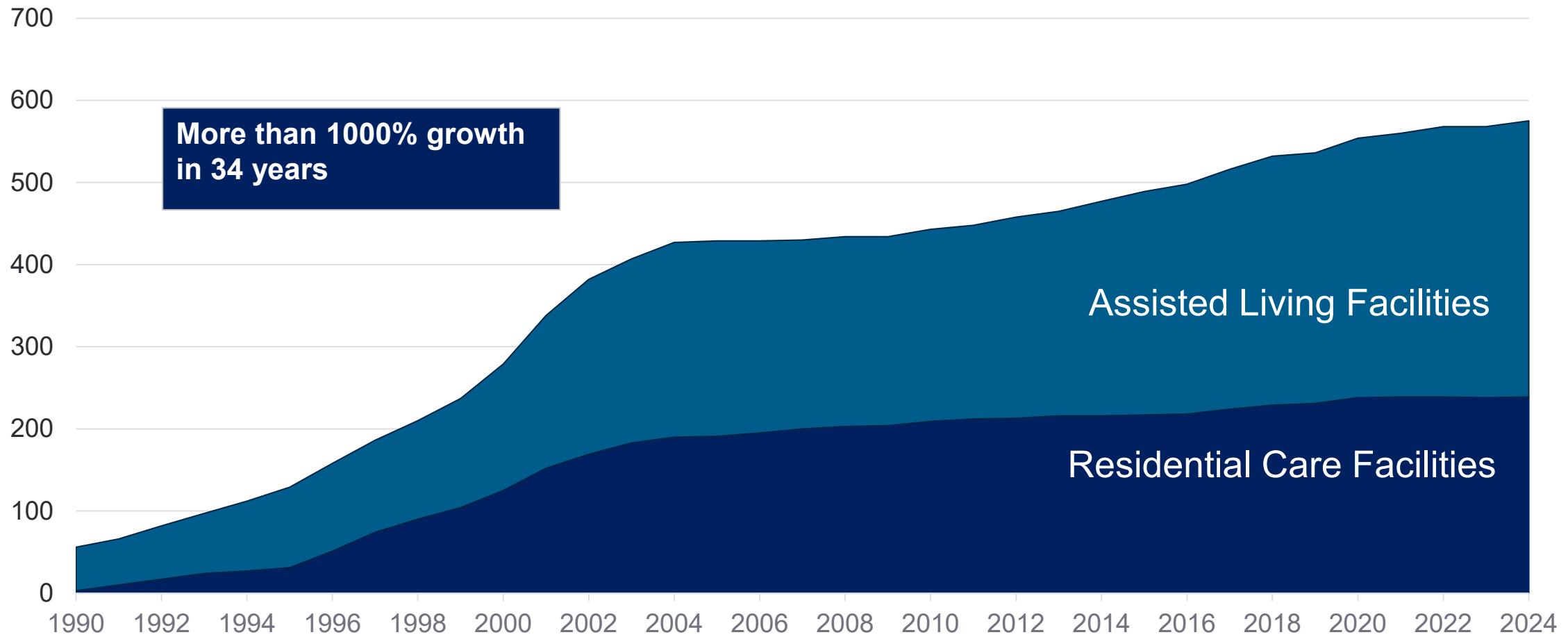


State legislation and federal policy requirements have significantly influenced APD regulatory environment and policy with a focus on quality care and protecting consumers.

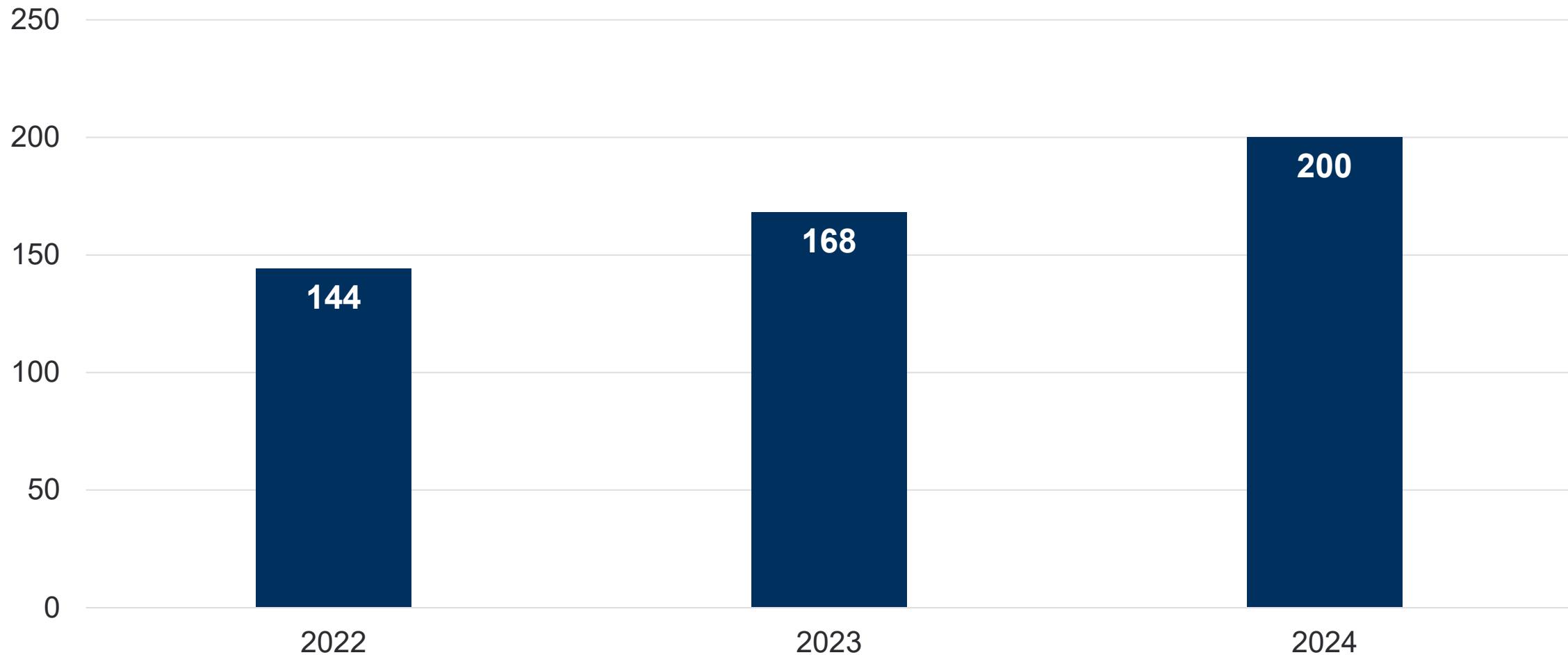
Cost driver: Changes in facility ownership



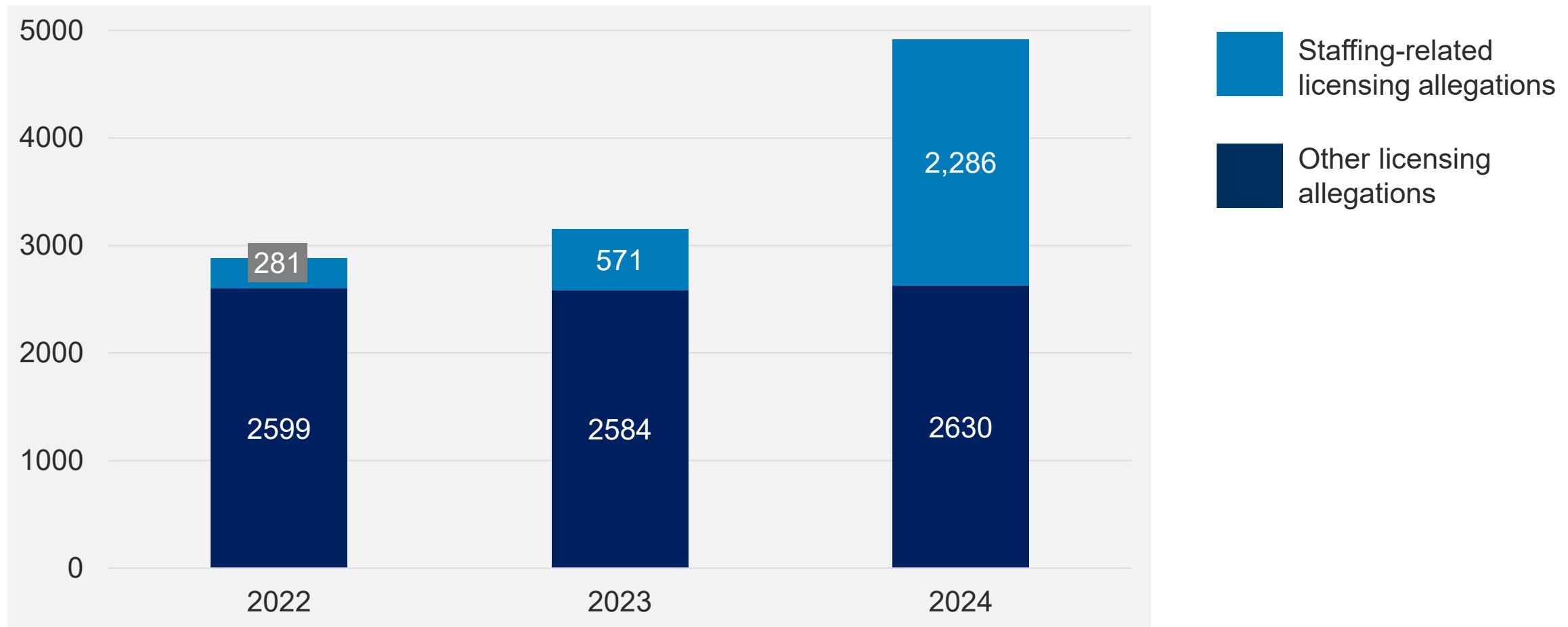
Cost Driver: Increased in Licensed Facilities – Community-Based Care Facilities



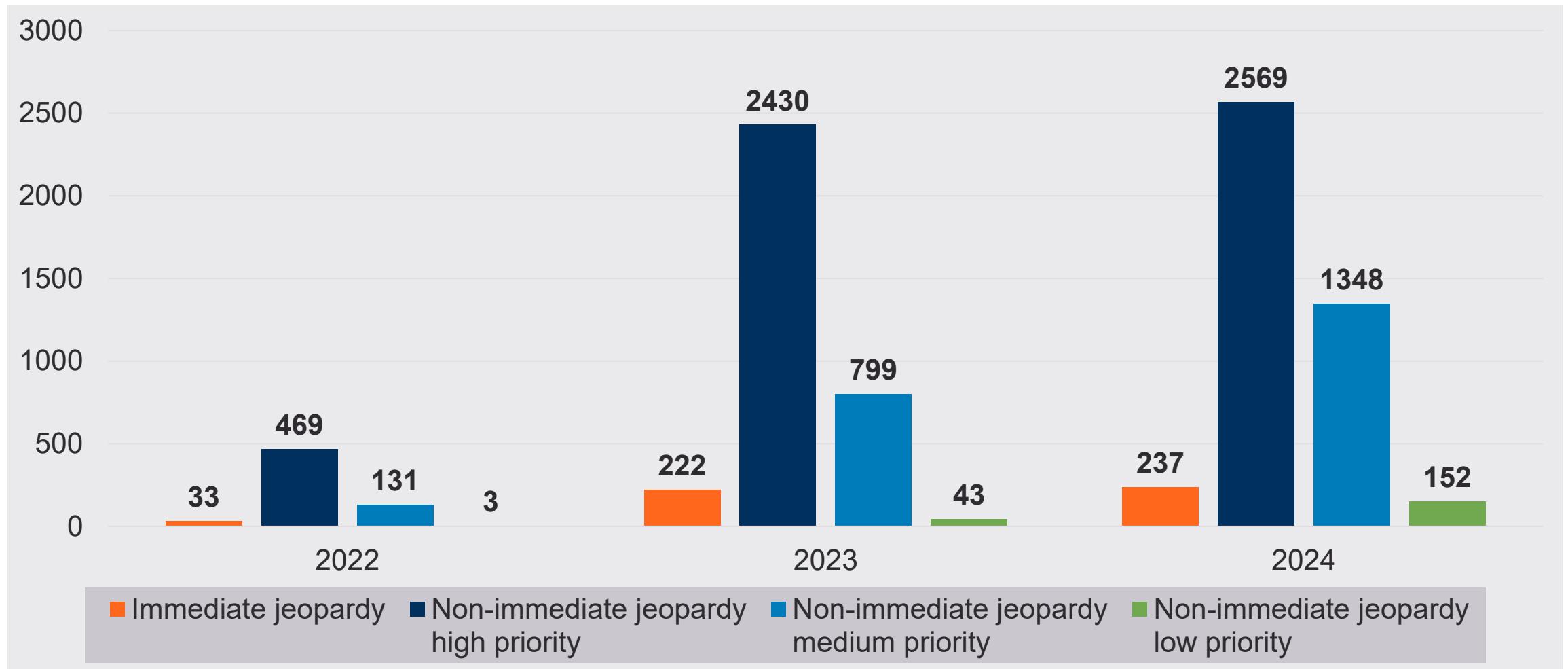
Cost driver: Increase in Licensed Facilities – Adult Foster Homes



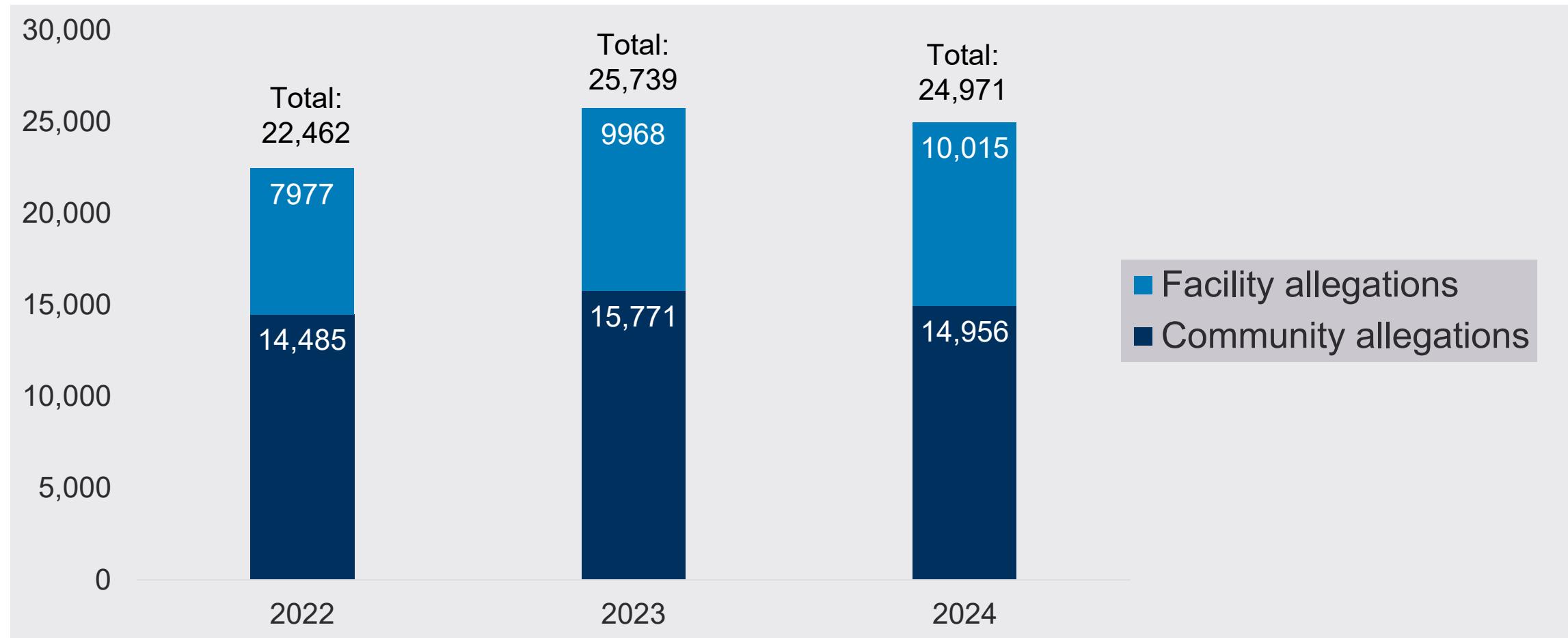
Cost driver: Licensing complaints



Cost driver: Rise in Nursing Facility complaints



Cost driver: Rise in community and facility abuse investigations



“I have the capacity to make people’s lives better. I love that.”

- Julian, APD Surveyor



Julian P.
APD CBC Surveyor

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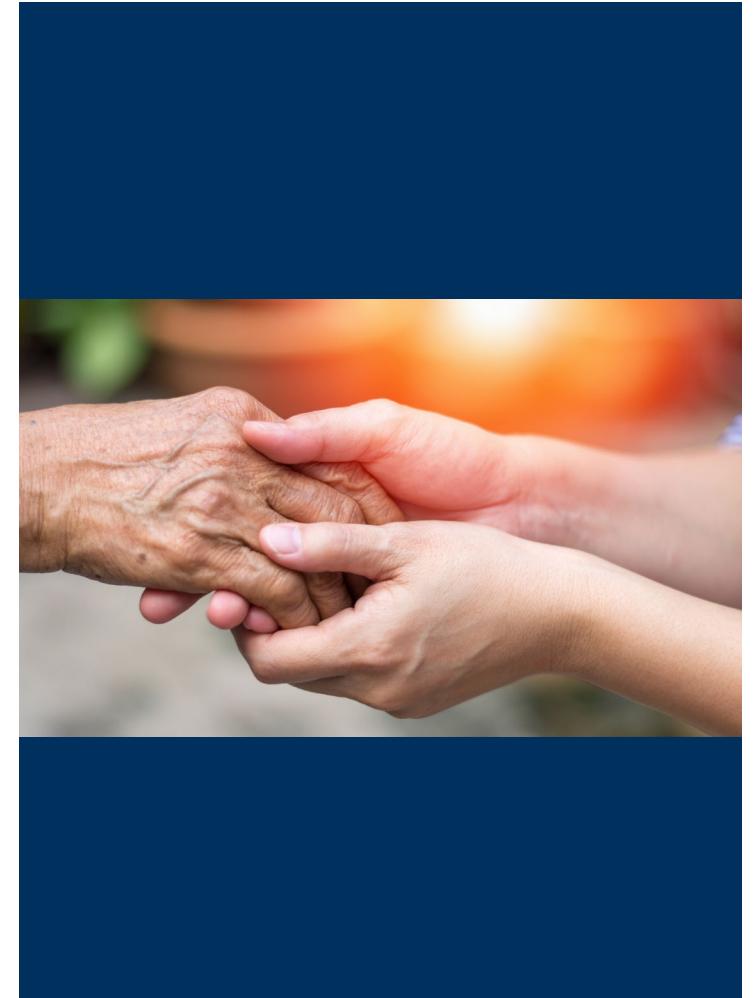
Office of Aging and
People with Disabilities



Adult Protective Services: Overview

We process and investigate allegations of abuse toward older adults and adults with physical disabilities.

APS receives and responds to over
56,000 reports
every year.



Adult Protective Services: How we serve

Anyone can report abuse or suspected abuse in any of the following ways:



SAFELINE

1-855-503-SAFE



Local office

Any APD office

Any Area Agency on
Aging (AAA) office



In writing

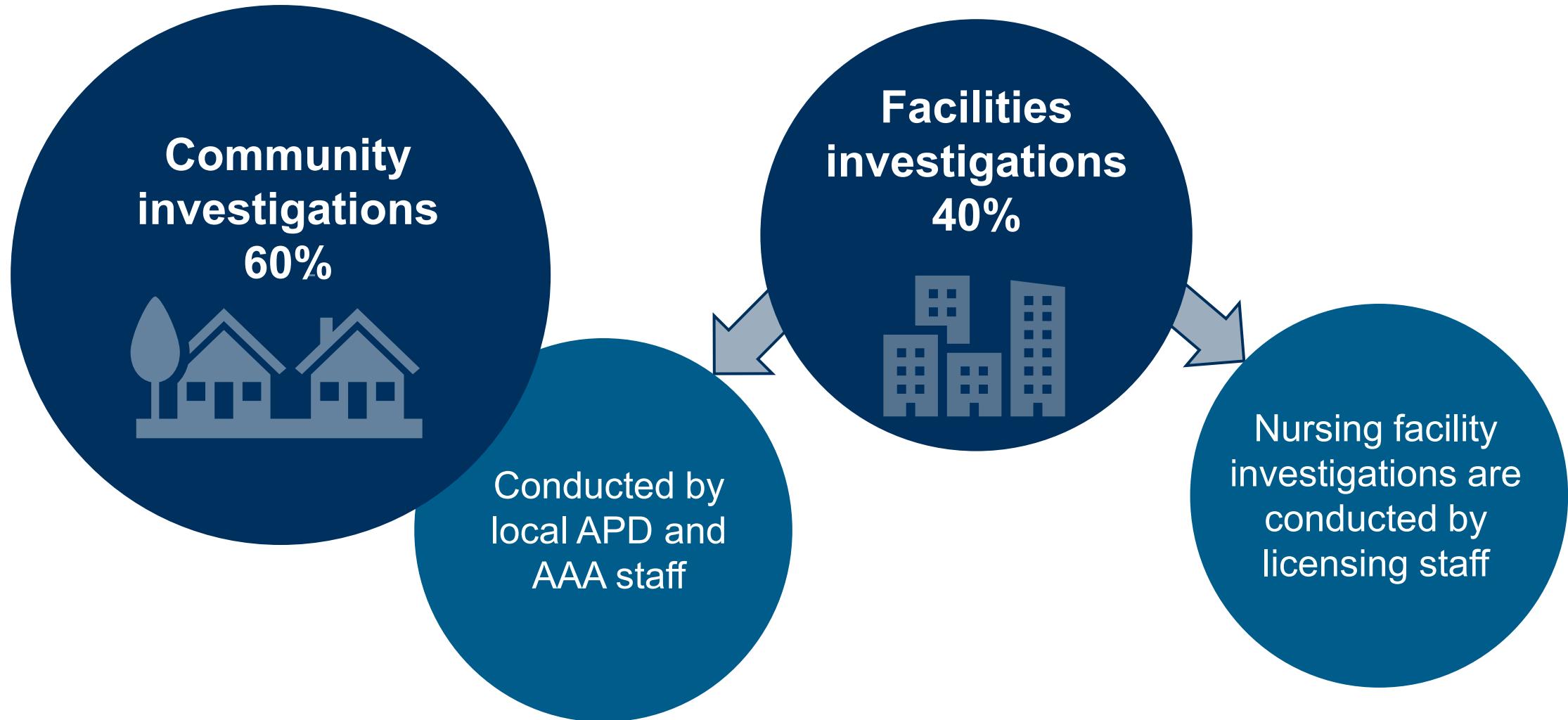
Email

Fax

Mail

Adult Protective Services:

How we serve



Adult Protective Services: Policy direction



State statute



Administration for
Community Living



Elder Justice Act

Adult Protective Services: Key 2023-25 successes

Appeals process for perpetrators of substantiated community abuse.

Docuseries and feature-length film highlighting our work to protect victims.

System upgrades in the centralized abuse management system.

Expanded training team.

Corrective action plan in response to internal audit.



Major cost drivers and challenges: Adult Protective Services

Complexity of investigations increased



More facility complaints

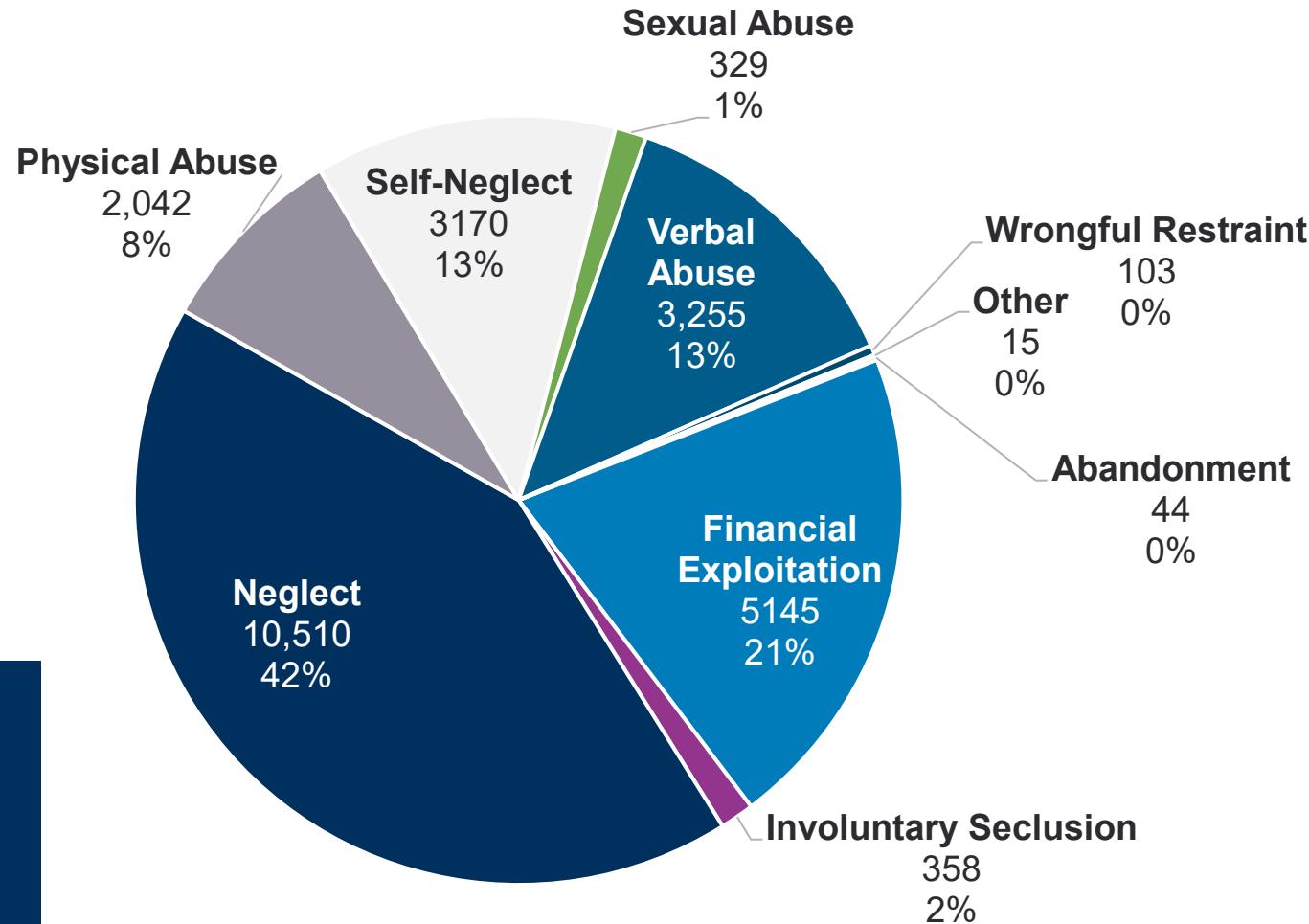


Due process for community APS added in 2024



Increasing workload

Adult Protective Services: 2024 abuse allegations investigated



56,297 total reports

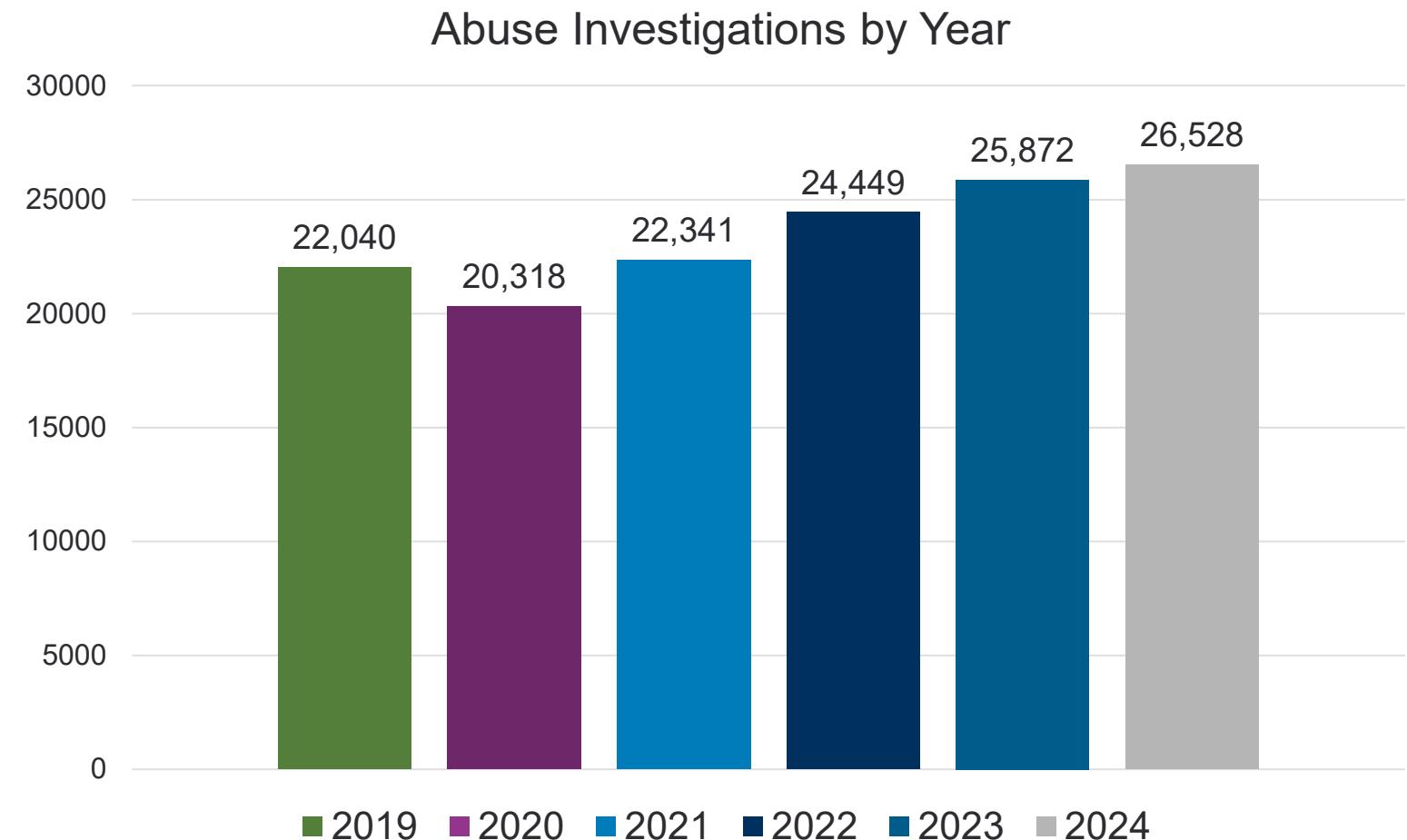
18,535 total investigations

24,971 total allegations

Abuse investigations trends

Between 2019 and 2024:

- 236,646 allegations
- 141,548 investigations



Community due process



“I don’t think people realize how many seniors are out there that have absolutely nobody.”

“We don’t just do things by phone. We have to go see somebody face to face... You get a real glimpse immediately into their lives.”

- Patti Nelson, Investigator
Adult Protective Services



Patti Nelson
Oregon Department of Human Services and Adult Protective Services



Closing remarks

Preparing for the demand ahead

How far we've come

TO QUALIFY, STATES NEED:

- A. A State Program proposal.
(Oregon has submitted this to the Administration on Aging and expects approval soon.)
- B. Matching funds for administration of the program.
(Oregon does NOT have this at the present.)

THE PROBLEM:

Oregon does not have the Commission on Aging in its budget at present. Members of the Commission serve as volunteers and pay their own expenses. Many hours of volunteer effort have gone into the developing of the proposed State Plan.

It will be February or March of 1967 before the State Legislature can consider a bill to put the Interagency Commission on Aging into the budget again.

In the meantime, a period of six to nine months remains in which we do not have available matching funds for administration of the Older Americans Act program in Oregon.

THE SOLUTION:

Individuals, groups, and organizations interested in Oregon's senior members may contribute toward a fund to provide half the administration cost (executive and secretarial help) for the six to nine month period until the Legislature can act.

GOAL: \$5,000 by September 1, 1966. Make checks payable to:

OREGON STATE SYSTEM OF HIGHER EDUCATION
Mrs. Marion Paulsen
126 Finance Bldg.
Salem, Oregon 97310
For: Commission on Aging

STATE OF OREGON--PROPOSED PLAN

Develop local committees on aging in all communities to stimulate and develop projects which assess needs and provide services that will enhance the use of existing resources and addition of new resources.

Develop improved techniques in mass media for the purpose of promoting continued civic participation and educating the public concerning needs, programs, and conditions of the aging.

Establish additional library and adult education service.

Develop housing projects.

Develop services in nursing homes.

Develop health related programs and cooperate with and coordinate, as feasible, existing programs in physical and mental health.

Develop or conduct preretirement and retirement education and information programs.

Increase employment opportunities.

Expand services in existing senior centers.

Promote recreation programs outside senior centers.

Establish multipurpose senior centers.

Establish and provide social service to the homebound.

Establish and provide information, referral and counseling services.

Train nursing home personnel, other short-term training for professional and nonprofessional groups serving older people.

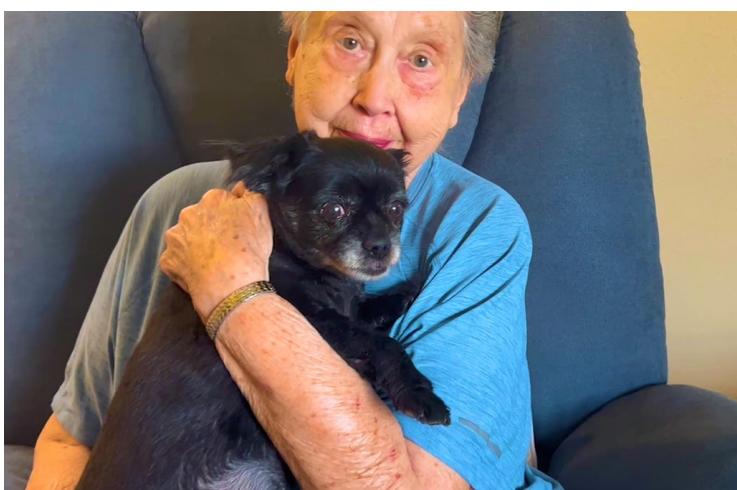
Establish and provide employment referral service.

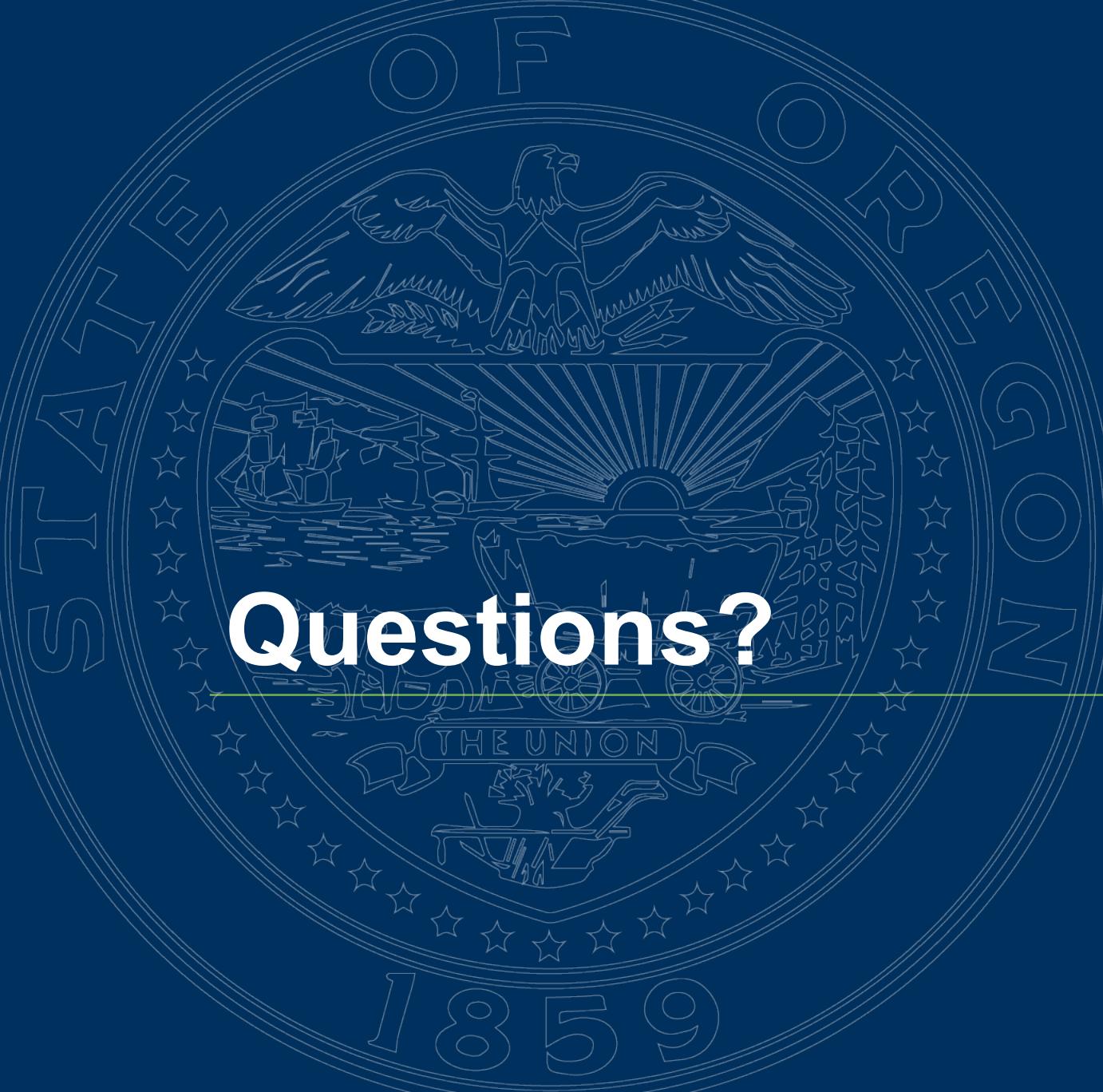
Establish and provide protective services, with both social and legal components.

Foster maximum utilization of existing resources through coordinating community planning.

Sec. 8-2 State of Oregon, "Proposed State Plan for Aging," May 31, 1966

The work ahead



A large, faint watermark of the Oregon state seal is positioned on the left side of the slide. The seal is circular with a blue background. It features an eagle with spread wings perched on a shield. The shield contains a sun rising over mountains, a river, and a plow. A banner at the bottom of the shield reads "THE UNION". The outer ring of the seal contains the text "THE STATE OF OREGON" and the year "1859".

Questions?



Thank you.

