



**OREGON DEPARTMENT OF HUMAN SERVICES
OFFICE OF DEVELOPMENTAL DISABILITIES SERVICES
OREGON ADMINISTRATIVE RULES**

**CHAPTER 411
DIVISION 340**

**SUPPORT SERVICE BROKERAGES FOR ADULTS WITH
INTELLECTUAL OR DEVELOPMENTAL DISABILITIES**

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**SUPPORT SERVICE BROKERAGES FOR ADULTS WITH
INTELLECTUAL OR DEVELOPMENTAL DISABILITIES**

411-340-0010 Statement of Purpose

(Amended 06/29/2016)

(1) The rules in OAR chapter 411, division 340 prescribe standards, responsibilities, and procedures for Support Service Brokerages. Support Service Brokerages assist adults with intellectual or developmental disabilities to identify and address support needs so that an adult with an intellectual or developmental disability may live in his or her own home or in the family home.

(2) Support Service Brokerages certified under these rules are expected to identify, strengthen, expand, and where required, supplement private, public, formal, and informal support available to adults with intellectual or developmental disabilities so that an adult with an intellectual or developmental disability may exercise self-determination in the design and direction of his or her life.

Statutory/Other Authority: [ORS 409.050](#), [427.104](#), [427.154](#), [430.662](#)

Statutes/Other Implemented: [ORS 427.005](#), [427.007](#), [427.400-427.410](#), [430.610](#), [430.620](#), [430.662-430.695](#)

411-340-0020 Definitions and Acronyms

(Amended 06/29/2016)

Unless the context indicates otherwise, the following definitions and the definitions in [OAR 411-317-0000](#) apply to the rules in OAR chapter 411, division 340:

(1) "Brokerage" means an entity or distinct operating unit within an existing entity that uses the principles of self-determination to perform the functions

associated with planning and implementation of brokerage and support services for individuals with intellectual or developmental disabilities.

(2) "Brokerage Director" means the Director of a publicly or privately-operated Brokerage, who is responsible for administration and provision of services according to these rules, or the designee of the Brokerage Director.

(3) "CDDP" means "Community Developmental Disabilities Program".

(4) "Certificate" means the document issued by the Department to a Brokerage that certifies the Brokerage is eligible to receive state funds for the provision of services under these rules.

(5) "Geographic Service Area" means the area within the state of Oregon where a case management entity is approved to provide developmental disabilities services.

(6) "Policy Oversight Group" means the group that meets the requirements of [OAR 411-340-0150](#) that is formed to provide individual-based leadership and advice to each Brokerage regarding issues, such as development of policy, evaluation of services, and use of resources.

(7) "Support Services" mean the case management services provided by a personal agent employed by a Brokerage and the services authorized by the Brokerage.

(8) "These Rules" mean the rules in OAR chapter 411, division 340.

Statutory/Other Authority: [ORS 409.050](#), [427.104](#), [427.154](#), [430.662](#)
Statutes/Other Implemented: [ORS 427.005](#), [427.007](#), [427.400-427.410](#),
[430.610](#), [430.620](#), [430.662-430.695](#)

411-340-0030 Certification of Support Service Brokerages (Amended 06/29/2016)

(1) CERTIFICATE REQUIRED.

(a) No person or governmental unit acting individually or jointly with any other person or governmental unit may establish, conduct,

maintain, manage, or operate a Brokerage without being certified by the Department under this rule.

(b) Certificates are not transferable or assignable and are issued only for the Brokerage and people or governmental units named in the application.

(c) Certificates issued on or after January 1, 2016 are effective for a maximum of two years.

(d) The Department shall conduct a review of the Brokerage prior to the issuance of a certificate.

(2) CERTIFICATION. A Brokerage must apply for an initial certificate and for a certificate renewal.

(a) The application must be on a form provided by the Department and must include all information requested by the Department.

(b) The applicant requesting certification as a Brokerage must identify the maximum number of individuals to be served and the geographic service area.

(c) To renew certification, the Brokerage must make application at least 30 days, but not more than 120 days, prior to the expiration date of the existing certificate. On renewal of certification, no increase in the maximum number of individuals to be served by the Brokerage may be certified unless specifically approved by the Department.

(d) Application for renewal must be filed no more than 120 days prior to the expiration date of the existing certificate and extends the effective date of the existing certificate until the Department takes action upon the application for renewal.

(e) Failure to disclose requested information on the application or providing incomplete or incorrect information on the application may result in denial, revocation, or refusal to renew the certificate.

(f) Prior to issuance or renewal of the certificate, the applicant must demonstrate to the satisfaction of the Department that the applicant is

capable of providing services identified in a manner consistent with the requirements of these rules.

(3) CERTIFICATION EXPIRATION, TERMINATION OF OPERATIONS, OR CERTIFICATE RETURN.

(a) Unless revoked, suspended, or terminated earlier, each certificate to operate a Brokerage expires on the expiration date specified on the certificate.

(b) If a certified Brokerage is discontinued, the certificate automatically terminates on the date operation is discontinued.

(4) CHANGE OF OWNERSHIP, LEGAL ENTITY, LEGAL STATUS, OR MANAGEMENT CORPORATION. The Brokerage must notify the Department in writing of any pending action resulting in a five percent or more change in ownership and of any pending change in the legal entity, legal status, or management corporation of the Brokerage.

(5) NEW CERTIFICATE REQUIRED. A new certificate for a Brokerage is required upon change in the ownership, legal entity, or legal status of a Brokerage. The Brokerage must submit a certificate application at least 30 days prior to change in ownership, legal entity, or legal status.

(6) CERTIFICATE DENIAL, REVOCATION, OR REFUSAL TO RENEW. The Department may deny, revoke, or refuse to renew a certificate when the Department finds the Brokerage, the Brokerage Director, or any person holding five percent or greater financial interest in the Brokerage:

(a) Demonstrates substantial failure to comply with these rules such that the health, safety, or welfare of individuals is jeopardized and the Brokerage fails to correct the noncompliance within 30 calendar days of receipt of written notice of non-compliance;

(b) Has demonstrated, during two inspections within a six year period, a substantial failure to comply with these rules such that the health, safety, or welfare of individuals is jeopardized. For the purpose of this rule, "inspection" means an on-site review of the service site by the Department for the purpose of investigation or certification;

(c) Has been convicted of a felony or any crime as described in [OAR 407-007-0275](#);

(d) Has been convicted of a misdemeanor associated with the operation of a Brokerage;

(e) Falsifies information required by the Department to be maintained or submitted regarding services of individuals, program finances, or individuals' funds;

(f) Has been found to have permitted, aided, or abetted any illegal act that has had significant adverse impact on individual health, safety, or welfare; or

(g) Has been placed on the list of excluded or debarred providers by the Office of Inspector General (<http://exclusions.oig.hhs.gov/>).

(7) NOTICE OF CERTIFICATE DENIAL, REVOCATION, OR REFUSAL TO RENEW. Following a Department finding that there is a substantial failure to comply with these rules such that the health, safety, or welfare of individuals is jeopardized, or that one or more of the events listed in section (6) of this rule has occurred, the Department may issue a notice of certificate revocation, denial, or refusal to renew.

(8) IMMEDIATE SUSPENSION OF CERTIFICATE. When the Department finds a serious and immediate threat to individual health and safety and sets forth the specific reasons for such findings, the Department may, by written notice to the certificate holder, immediately suspend a certificate without a pre-suspension hearing and the Brokerage may not continue operation.

(9) HEARING. An applicant for a certificate or a certificate holder may request a hearing pursuant to the contested case provisions of [ORS chapter 183](#) upon written notice from the Department of denial, suspension, revocation, or refusal to renew a certificate. In addition to, or in lieu of a hearing, the applicant or certificate holder may request an administrative review by the Director of the Department. An administrative review does not preclude the right of the applicant or certificate holder to a hearing.

(a) The applicant or certificate holder must request a hearing within 60 days of receipt of written notice by the Department of denial, suspension, revocation, or refusal to renew a certificate. The request for a hearing must include an admission or denial of each factual matter alleged by the Department and must affirmatively allege a short plain statement of each relevant, affirmative defense the applicant or certificate holder may have.

(b) In the event of a suspension pursuant to section (8) of this rule and during the first 30 days after the suspension of a certificate, the Brokerage may submit a written request to the Department for an administrative review. The Department shall conduct the review within 10 days after receipt of the request for an administrative review. Any review requested after the end of the 30-day period following certificate suspension is treated as a request for a hearing under subsection (a) of this section. If following the administrative review the suspension is upheld, the Brokerage may request a hearing pursuant to the contested case provisions of [ORS chapter 183](#).

Statutory/Other Authority: [ORS 409.050](#), [427.104](#), [427.154](#), [430.662](#)
Statutes/Other Implemented: [ORS 427.005](#), [427.007](#), [427.400-427.410](#),
[430.610](#), [430.620](#), [430.662-430.695](#)

411-340-0040 Abuse Reporting

(Statutory Minor Correction 07/17/2024)

(1) ABUSE PROHIBITED. Abuse of an individual is prohibited. An employee, staff, or volunteer of a brokerage shall not condone or tolerate abuse.

(2) POLICIES AND PROCEDURES. A brokerage must have in place appropriate and adequate disciplinary policies and procedures to address instances when an employee, staff, or volunteer has been identified as an accused person in an abuse investigation as well as when an allegation of abuse has been substantiated.

(3) MANDATORY ABUSE REPORTING. All employees of a brokerage are mandatory reporters. A brokerage must:

(a) Provide training on mandatory abuse reporting annually. Training must be completed by using the training module in the Department's learning management system (Workday) or by signature on a form approved by the Department;

(b) Notify all employees of mandatory abuse reporting status at least annually; and

(c) Provide all employees with a Department-produced card regarding mandatory abuse reporting status and abuse reporting.

(4) IMMEDIATE NOTIFICATION. A brokerage must immediately report any incident or allegation of potential or suspected abuse to the CDDP.

(5) INCIDENT REPORTS.

(a) A brokerage must prepare an incident report for instances of potential or suspected abuse when staff of the brokerage become aware of the potential or suspected abuse.

(b) A brokerage must send a copy of an incident report involving potential or suspected abuse to an abuse investigator within five business days.

(6) PROTECTIVE SERVICES. When a CDDP or OTIS abuse investigator determines that a brokerage must take a protective services action following a report of abuse, the brokerage must implement the action. If unable to implement the action, the brokerage must immediately notify the abuse investigator.

(a) Any protective services must be provided in a manner that is least intrusive to adult individuals and provides for the greatest degree of independence available within existing resources.

(b) The brokerage must report the outcome of protective services to the abuse investigator upon completion.

(7) RECOMMENDED ACTIONS. When a brokerage receives a recommended action included in an abuse investigation and protective services report, as described in [OAR 419-100-0080](#), the brokerage must:

(a) Implement the recommended action within the specified timeline and report back to the abuse investigator that the recommended action was completed; or

(b) With prior agreement from the abuse investigator, implement an alternative action and report back to the abuse investigator that the action was completed.

Statutory/Other Authority: [ORS 409.050](#), [427.104](#), [427.115](#), [427.154](#), [430.662](#)

Statutes/Other Implemented: [ORS 409.010](#), [427.005-427.163](#), [430.610](#), [430.620](#), [430.662](#), [430.664](#)

411-340-0050 Inspections and Investigations

(Statutory Minor Correction 07/17/2024)

(1) A brokerage must allow and participate in all of the following types of investigations and inspections:

(a) Quality assurance, certification, and on-site inspections.

(b) Complaint investigations.

(c) Abuse investigations.

(d) Workers' compensation claim investigations conducted by the Oregon Home Care Commission.

(2) The Department, CDDP, Oregon Health Authority, or other appropriate authority shall perform all inspections and investigations.

(3) An inspection or investigation may be unannounced.

(4) The Department shall review a brokerage's implementation of these rules as needed to ensure compliance.

(a) Following a Department review, the Department shall issue a report to the brokerage identifying areas of compliance and areas in need of improvement.

(b) If, following a Department review, the brokerage is not in substantial compliance with these rules, the brokerage must respond to a plan of improvement within 45 days of the review report being issued, or in a time specified by the Department. The Department may conduct additional reviews as necessary to ensure improvement measures have been achieved. The Department may offer, or the brokerage may request, technical assistance or training.

(5) All documentation and written reports required by these rules and other relevant administrative rules must be:

(a) Open to inspection and investigation by the Department, CDDP, Oregon Health Authority, or other appropriate authority; and

(b) Submitted within the time allotted.

(6) ABUSE INVESTIGATIONS.

(a) The Department or the CDDP shall conduct abuse investigations as set forth in [OAR chapter 419, division 100](#) and complete abuse investigation and protective services reports according to [OAR 419-100-0080](#). Upon completion of an abuse investigation and protective services report and in accordance with [OAR 419-100-0100](#), the Department or CDDP shall provide the sections of the report that are public records and not exempt from disclosure under the public records law.

(b) When abuse is alleged or death of an individual has occurred and a law enforcement agency, the Department, or CDDP has determined to initiate an investigation, a brokerage may not conduct an internal investigation without prior authorization from the Department. For the purposes of this rule, an "internal investigation" is defined as:

(A) Conducting interviews with the alleged victim, witness, the accused person, or any other person who may have knowledge of the facts of the abuse allegation or related circumstances;

(B) Reviewing evidence relevant to the abuse allegation, other than the initial report; or

(C) Any other actions beyond the initial actions of determining:

(i) If there is reasonable cause to believe that abuse has occurred;

(ii) If the alleged victim is in danger or in need of immediate protective services;

(iii) If there is reason to believe that a crime has been committed; or

(iv) What, if any, immediate personnel actions must be taken.

(c) Upon completion of the abuse investigation by the Department, CDDP, or a law enforcement agency, a brokerage may conduct an investigation without further Department approval to determine if any other personnel actions are necessary.

Statutory/Other Authority: [ORS 409.050](#), [427.104](#), [427.115](#), [427.154](#), [430.662](#)

Statutes/Other Implemented: [ORS 409.010](#), [427.005-427.163](#), [430.610](#), [430.620](#), [430.662](#), [430.664](#)

411-340-0060 Complaints, Notification of Planned Action, and Hearings

(Amended 06/29/2016)

(1) COMPLAINTS.

(a) Complaints must be addressed in accordance with [OAR 411-318-0015](#).

(b) The Brokerages must have and implement written policies and procedures for individual complaints in accordance with [OAR 411-318-0015](#).

(c) Upon entry and request and annually thereafter, the policy and procedures for complaints must be explained and provided to an individual and the legal or designated representative of the individual.

(2) NOTIFICATION OF PLANNED ACTION. In the event that a developmental disabilities service is denied, reduced, suspended, or terminated, a written advance Notification of Planned Action ([form](#) SDS 0947) must be provided as described in [OAR 411-318-0020](#).

(3) HEARINGS.

(a) Hearings must be addressed in accordance with [ORS chapter 183](#) and [OAR 411-318-0025](#).

(b) An individual may request a hearing as provided in [ORS chapter 183](#) and [OAR 411-318-0025](#).

(c) Upon entry and request and annually thereafter, a notice of hearing rights and the policy and procedures for hearings must be explained and provided to an individual and the legal or designated representative of the individual (as applicable).

Statutory/Other Authority: [ORS 409.050](#), [427.104](#), [427.154](#), [430.662](#)

Statutes/Other Implemented: [ORS 427.005](#), [427.007](#), [427.400-427.410](#), [430.610](#), [430.620](#), [430.662-430.695](#)

411-340-0070 Personnel Policies and Practices for Brokerages

(Amended 07/10/2025)

(1) A brokerage must maintain up-to-date written position descriptions for all staff as well as a personnel file for each employee, available to the Department, the Oregon Health Authority, or other appropriate authority for inspection, that includes written documentation of all of the following:

(a) Reference checks and confirmation of qualifications prior to hire.

(b) An approved background check completed by the Department in accordance with [OAR 407-007-0200 through 407-007-0370](#) and [ORS 181A.200](#).

(c) Satisfactory completion of basic orientation, including instructions for mandatory abuse reporting and training specific to intellectual or developmental disabilities and skills required to carry out assigned work if the employee is to provide direct assistance to individuals.

(d) Employee notification of mandatory reporter status.

(e) Any founded report of child abuse or substantiated adult abuse.

(f) Any complaints filed against the employee and the results of the complaint process, including any disciplinary action.

(g) Legal eligibility to work in the United States.

(2) An employee providing direct assistance to individuals must be at least 18 years of age and capable of performing the duties described in a current position description signed and dated by the employee.

(3) An application for employment at a brokerage must inquire whether an applicant has had any founded report of child abuse or substantiated adult abuse.

(4) An employee of a brokerage, or any subject individual as defined in [OAR 407-007-0210](#), who has or will have contact with an eligible individual of support services, must have an approved background check in accordance with [OAR 407-007-0200 through 407-007-0370](#) and [ORS 181A.200](#).

(5) A person may not be employed by a brokerage if the person has been convicted of a disqualifying crime in [ORS 443.004](#).

(6) Section (5) of this rule does not apply to employees of a brokerage who were hired prior to July 28, 2009 and remain in the current position for which the employee was hired.

(7) A brokerage regulated by these rules must be a drug-free workplace.

(8) BROKERAGE DIRECTOR.

(a) A brokerage must employ a full-time brokerage director who is responsible for the daily operations of the brokerage in compliance with these rules and who has authority to make budget, staffing, policy, and procedural decisions for the brokerage.

(b) In addition to the general staff qualifications in sections (1) and (2) of this rule, a brokerage director must have one of the following:

(A) A minimum of a bachelor's degree and two years of experience, including supervision, in the field of intellectual or developmental disabilities, social services, mental health, or a related field.

(B) Six years of experience, including supervision, in the field of intellectual or developmental disabilities, social services, or mental health.

(c) A brokerage director must complete core competencies for case management within the first year of entering into the position.

(d) A brokerage director must continue to enhance their knowledge, as well as maintain a basic understanding of developmental disabilities services and the skills, knowledge, and responsibilities of the staff they supervise.

(A) A brokerage director must participate in a minimum of 20 hours per year of additional Department-sponsored training or other training in the areas of intellectual or developmental disabilities, equity and diversity, mental health, or substance abuse.

(B) A brokerage director must attend trainings to maintain a working knowledge of system changes.

(9) PERSONAL AGENTS.

(a) A personal agent must meet the qualifications for a case manager as described in [OAR 411-415-0040](#).

(b) A brokerage must submit a written variance request to the Department prior to employing a person not meeting the minimum qualifications for a personal agent set forth in subsection (a) of this section. The variance request must include all of the following:

(A) An acceptable rationale for the need to employ a person who does not meet the qualifications.

(B) A proposed alternative plan for education and training to correct the deficiencies.

(i) The proposal must specify activities, timelines, and responsibility for costs incurred in completing the alternative plan.

(ii) A person who fails to complete the alternative plan for education and training to correct the deficiencies may not fulfill the requirements for the qualifications.

(c) The duties of a personal agent must be specified in a position description and include, at a minimum, all of the following:

(A) The delivery of case management services to individuals as described in [OAR chapter 411, division 415](#).

(B) Assisting the brokerage director in the identification of existing and insufficient service delivery resources or options.

(10) ASSESSORS. A brokerage must employ a qualified assessor. The duties of an assessor must be specified in the employee's position description and at a minimum include conducting Oregon Needs Assessments as described in [OAR chapter 411, division 425](#). An assessor must:

(a) Meet the qualifications described in [OAR 411-425-0035](#); and

(b) Participate in and complete the training described in [OAR 411-425-0035](#).

(11) DESIGNATED REFERRAL CONTACT. A brokerage must employ a designated referral contact.

(a) A designated referral contact must have knowledge of the public service system for developmental disabilities services in Oregon and at least one of the following:

(A) A bachelor's degree in behavioral science, social science, or a closely related field.

(B) A bachelor's degree in any field and one year of human services related experience.

(C) An associate's degree in behavioral science, social science, or a closely related field and two years of human services related experience.

(D) Three years of human services related experience.

(b) The duties of a designated referral contact must be specified in the employee's position description and at a minimum include all of the following:

(A) Assisting with coordination of the activities related to the entry of an individual into a residential setting.

(B) Making information about residential setting options available to an individual who is looking for a residential setting, or as applicable the individual's legal or designated representative.

(C) Supporting case managers to identify local and statewide residential setting options. The designated referral contact is the liaison to the Department for issues related to residential setting entries.

(D) Assisting providers to assess referrals the provider receives for goodness of fit.

(c) The training for a designated referral contact must include, at a minimum, all of the following:

(A) An overview of developmental disabilities services and related human services within the county.

(B) An overview of the forms and processes for referrals to residential programs.

(C) An overview of the Department's rules governing the brokerage.

(D) An overview of the Department's licensing and certification rules for providers.

(E) A review and orientation of Medicaid, SSI, Social Security Administration, home and community-based waiver and state plan services, and the medical assistance programs delivered by the Oregon Health Authority.

(F) A review (prior to having contact with individuals) of the designated referral contact's responsibility as a mandatory reporter of abuse, including abuse of individuals with intellectual or developmental disabilities, individuals with mental illness, older adults, individuals with physical disabilities, and children.

(d) A designated referral contact must complete 20 hours of additional training each year to continue to enhance their knowledge, as well as maintain a basic understanding of the skills, knowledge, and responsibilities necessary to perform the position.

(12) Qualified staff of a brokerage must maintain and enhance their knowledge and skills through participation in education and training. The Department shall provide training materials and training may be conducted by the Department or brokerage staff, depending on available resources.

(13) Staff must appear as a witness on behalf of the Department during an informal conference and hearing when required by the Department. Staff may not act as a representative for a claimant during an informal conference and hearing.

Statutory/Other Authority: [ORS 409.050](#), [427.104](#), [427.115](#), [427.154](#), [430.662](#)

Statutes/Other Implemented: [ORS 409.010](#), [427.005-427.163](#), [430.610](#), [430.620](#), [430.662](#), [430.664](#)

411-340-0080 Record Requirements

(Statutory Minor Correction 07/18/2024)

(1) INDIVIDUAL RECORD REQUIREMENTS. The Brokerage must maintain current, up-to-date records for each individual receiving brokerage and support services and must make these records available to the Department upon request. The individual or the legal representative of the individual may access any portion of the record upon request. Individual records must include, at minimum:

(a) Application and eligibility information received from the referring CDDP; and

(b) Documents related to determining eligibility for brokerage and support services;

(2) CONFIDENTIALITY AND DISCLOSURE.

(a) Individual records must be kept confidential in accordance with [ORS 179.505](#) and any Department rules or policies pertaining to individual records.

(b) For the purpose of disclosure from individual medical records under these rules, Brokerages are considered "providers" as defined in [ORS 179.505\(1\)](#) and [ORS 179.505](#) is applicable.

(c) Access to records by the Department does not require authorization by an individual or the legal or designated representative or family of the individual.

(d) For the purpose of disclosure of non-medical individual records, all or portions of the information contained in the non-medical individual records may be exempt from public inspection under the

personal privacy information exemption to the public records law set forth in [ORS 192.355](#).

(3) GENERAL FINANCIAL POLICIES AND PRACTICES. The Brokerage must:

(a) Maintain up-to-date accounting records consistent with generally accepted accounting principles that accurately reflect all revenue by source, all expenses by object of expense, and all assets, liabilities, and equities;

(b) As a Brokerage offering services to the general public, establish and revise, as needed, a fee schedule identifying the cost of each service provided. Billings for Medicaid funds may not exceed the customary charges to private individuals for any like item or services charged by the Brokerage; and

(c) Develop and implement written statements of policy and procedure as are necessary and useful to assure compliance with any Department rule pertaining to fraud and embezzlement.

(4) RECORDS RETENTION. Records must be retained in accordance with [OAR chapter 166, division 150](#), Secretary of State, Archives Division.

(a) Financial records, supporting documents, statistical records, and all other records (except individual records) must be retained for at least three years after the close of the contract period.

(b) Individual records must be kept for at least seven years.

Statutory/Other Authority: [ORS 409.050](#), [427.104](#), [427.154](#), [430.662](#)

Statutes/Other Implemented: [ORS 427.005](#), [427.007](#), [427.400-427.410](#), [430.610](#), [430.620](#), [430.662-430.695](#)

411-340-0090 Request for Variance

(Amended 06/29/2016)

(1) A variance that does not adversely impact the welfare, health, safety, or rights of individuals or violate state or federal laws may be granted to a Brokerage:

(a) If the Brokerage lacks the resources needed to implement the standards required in these rules;

(b) If implementation of the proposed alternative services, methods, concepts, or procedures shall result in services or systems that meet or exceed the standards in these rules; or

(c) If there are other extenuating circumstances.

(2) The Brokerage requesting a variance must submit a written application to the Department that contains the following:

(a) The section of the rule from which the variance is sought;

(b) The reason for the proposed variance;

(c) A description of the alternative practice, service, method, concept, or procedure proposed, including how the health and safety of individuals receiving services shall be protected to the extent required by these rules;

(d) A plan and timetable for compliance with the section of the rule from which the variance is sought; and

(e) If the variance applies to the services to an individual, evidence that the variance is consistent with the currently authorized ISP for the individual.

(3) The request for a variance is approved or denied by the Department. The decision of the Department is sent to the Brokerage and to all relevant Department programs or offices within 45 days from the receipt of the variance request.

(4) The Brokerage may request an administrator review of the denial of a variance request by sending a written request for review to the Director of the Department. The decision of the Director is the final response from the Department.

(5) The Department determines the duration of the variance.

(6) The Brokerage may implement a variance only after written approval from the Department.

Statutory/Other Authority: [ORS 409.050](#), [427.402](#), [430.662](#)

Statutes/Other Implemented: [ORS 427.005](#), [427.007](#), [427.400-410](#), [430.610](#), [430.620](#), [430.662-695](#)

411-340-0100 Eligibility for Brokerage and Support Services

(Amended 12/15/2022)

(1) NON-DISCRIMINATION. An individual may not be denied brokerage and support services or otherwise discriminated against on the basis of race, color, religion, sex, gender identity, sexual orientation, national origin, marital status, age, disability, source of income, duration of Oregon residence, or other protected classes under federal and Oregon Civil Rights laws.

(2) ELIGIBILITY. To be eligible for brokerage and support services, an individual must meet the following requirements:

(a) Be an adult.

(b) Be an Oregon resident who meets the residency requirements in [OAR 461-120-0010](#).

(c) Be determined eligible for developmental disabilities services by the CDDP of the county of origin as described in [OAR 411-320-0080](#).

(d) Reside in their own or family home.

Statutory/Other Authority: [ORS 409.050](#), [427.104](#), [427.115](#), [427.154](#), [430.662](#)

Statutes/Other Implemented: [ORS 409.010](#), [427.005-427.163](#), [430.610](#), [430.620](#), [430.662](#), [430.664](#)

411-340-0110 Standards for Entry and Exit

(Amended 05/01/2023)

(1) ENTRY.

(a) To enter a brokerage:

(A) An individual must be determined eligible for brokerage and support services as described in [OAR 411-340-0100](#); and

(B) The individual must choose to receive services from a brokerage operating in the geographic service area of the county of origin.

(b) The Department may implement guidelines that govern entries when the Department has determined that such guidelines are prudent and necessary for the continued development and implementation of brokerage and support services.

(2) A brokerage must make accurate, up-to-date, information about the brokerage available to individuals referred for services and the legal or designated representatives of the individuals. This information must include all of the following:

(a) A declaration of brokerage philosophy.

(b) A declaration of brokerage employees' responsibilities as mandatory abuse reporters.

(c) Indication that additional information about the brokerage is available on request. The additional information must include, but not be limited to:

(A) A description of the organizational structure of the brokerage.

(B) A description of any contractual relationships the brokerage has in place, or may establish, to accomplish the functions required by rule.

(C) A description of the relationship between the brokerage and the Policy Oversight Group of the brokerage.

(3) A brokerage must ensure that all individuals eligible for and receiving developmental disabilities services are enrolled in the Department's electronic payment and reporting systems.

(4) Individuals are not eligible for services by more than one brokerage at any one time.

(5) EXIT.

(a) An individual must exit a brokerage:

(A) When the individual is exited from case management services as described in [OAR 411-415-0030](#); or

(B) Before the individual enrolls in a residential program.

(b) In the event an individual exits a brokerage, a written Notification of Planned Action must be provided as described in [OAR 411-340-0060](#) and [OAR 411-318-0020](#).

(c) A brokerage must have policies and procedures for notifying the CDDP of the county of origin of an individual when the individual plans to exit, or exits, brokerage or support services. Notification method, timelines, and content must be based on agreements between the brokerage and the CDDP of each county in which the brokerage provides services.

(d) A brokerage must terminate an individual in the Department's electronic payment and reporting systems when an individual exits all developmental disabilities services.

(6) When an individual may have long-term support needs that require enrollment into a residential program, a brokerage must:

(a) Provide timely notification to the CDDP of the county of origin of the individual.

(b) Coordinate with the CDDP to facilitate a timely exit from the brokerage and entry into appropriate, alternative services.

(c) Assure that information required for a potential operator of a residential program is available as needed for a referral to be made.

Statutory/Other Authority: [ORS 409.050](#), [427.104](#), [427.115](#), [427.154](#), [430.662](#)

Statutes/Other Implemented: [ORS 409.010](#), [427.005-427.163](#), [430.610](#), [430.620](#), [430.662](#), [430.664](#)

411-340-0120 Brokerage and Support Services

(Amended 05/01/2023)

(1) A brokerage must provide or arrange for the following services as required to meet individual support needs:

(a) Case management as described in [OAR chapter 411, division 415](#); and

(b) Assistance with development and expansion of community resources required to meet the support needs of individuals served by the brokerage.

(2) PARTICIPATION IN PROTECTIVE SERVICES. A brokerage and personal agent are responsible for the delivery of protective services, in cooperation with the CDDP when necessary, through the timely completion of activities necessary to address immediate health and safety concerns.

(3) EMERGENCY PLANNING. A brokerage must ensure the availability of a written emergency procedure and disaster plan for meeting all civil or weather emergencies and disasters. The emergency procedure and disaster plan must be immediately available to the brokerage director and employees. The emergency procedure and disaster plan must be integrated with the county emergency preparedness plan, where appropriate, and include all of the following:

(a) Provisions for coordinating with all developmental disabilities service provider agencies in the county and any Department offices, as appropriate.

(b) Provisions for identifying individuals most vulnerable.

(c) Any plans for health and safety checks, emergency assistance, and any other plans that are specific to the type of emergency.

(d) Business continuity plans that are inclusive of business operation procedures in the event of a civil or weather related emergency.

Statutory/Other Authority: [ORS 409.050](#), [427.104](#), [427.115](#), [427.154](#), [430.662](#)

Statutes/Other Implemented: [ORS 409.010](#), [427.005-427.163](#), [430.610](#), [430.620](#), [430.662](#), [430.664](#)

411-340-0125 Crisis Supports in Support Services

(Repealed 06/29/2016)

411-340-0130 Using Support Services Funds to Purchase Supports

(Repealed 06/29/2016)

411-340-0135 Standards for Employers

(Repealed 06/29/2016 - See [OAR 411-375-0055](#))

411-340-0140 Using Support Services Funds for Certain Purchases Is Prohibited

(Repealed 06/29/2016)

411-340-0150 Standards for Administration and Operations

(Amended 06/29/2016)

(1) POLICY OVERSIGHT GROUP. The Brokerage must develop and implement procedures for incorporating the direction, guidance, and advice of individuals and family members of individuals in the administration of the organization.

(a) The Brokerage must establish and utilize a Policy Oversight Group, of which the membership majority must be individuals and family members of individuals.

(b) Brokerage procedures must be developed and implemented to assure the Policy Oversight Group has the maximum authority that may be legally assigned or delegated over important program operational decisions, including such areas as program policy

development, program planning and goal setting, budgeting and resource allocation, selection of key personnel, program evaluation and quality assurance, and complaint resolution.

(c) If the Policy Oversight Group is not also the governing body of the Brokerage, then the Brokerage must develop and implement a written procedure that describes specific steps of appeal or remediation to resolve conflicts between the Policy Oversight Group and the governing body of the Brokerage.

(d) A Policy Oversight Group must develop and implement operating policies and procedures.

(2) QUALITY ASSURANCE.

(a) The Policy Oversight Group must develop a Quality Assurance Plan and review the plan at least twice a year. The Quality Assurance Plan must include a written statement of values, organizational outcomes, activities, and measures of progress that:

(A) Uses information from a broad range of individuals, legal or designated representatives, professionals, and other sources to determine community support needs and preferences;

(B) Involves individuals in ongoing evaluation of the quality of his or her personal supports; and

(C) Monitors:

(i) Customer satisfaction with the services of the Brokerage and with individual plans in areas, such as individual access to supports, sustaining important personal relationships, flexible and unique support strategies, individual choice and control over supports, responsiveness of the Brokerage to changing needs, and preferences of the individuals; and

(ii) Service outcomes in areas such as achievement of personal goals and effective use of resources.

(b) The Brokerage must participate in statewide evaluation, quality assurance, and regulation activities as directed by the Department.

(3) **GENERAL OPERATING POLICIES AND PRACTICES.** The Brokerage must develop and implement such written statements of policy and procedure in addition to those specifically required by this rule as are necessary and useful to enable the Brokerage to accomplish the objectives of the Brokerage and to meet the requirements of these rules and other applicable standards and rules.

Statutory/Other Authority: [ORS 409.050](#), [427.104](#), [427.154](#), [430.662](#)
Statutes/Other Implemented: [ORS 427.005](#), [427.007](#), [427.400-427.410](#),
[430.610](#), [430.620](#), [430.662-430.695](#)

411-340-0160 Standards for Independent Providers Paid with Support Services Funds

(Repealed 06/29/2016 - See [OAR 411-375](#))

411-340-0170 Standards for Provider Organizations Paid with Support Services Funds

(Repealed 06/29/2016 - See [OAR 411-450](#))

411-340-0180 Standards for General Business Providers Paid with Support Services Funds

(Repealed 06/29/2016 - See [OAR 411-435](#))

411-340-0190 Civil Penalties

(Adopted 05/20/2021)

(1) COVID-19.

(a) A Brokerage must implement all directives related to staffing and operation of the Brokerage to reduce the spread of the Coronavirus (COVID-19) issued through any of the following:

(A) Governor's Executive Order.

(B) Written guidance to the Brokerage from the Local Public Health Authority, Tribe, or the Oregon Health Authority Public Health Division.

(C) Department transmittals.

(b) If paragraphs (A), (B), or (C) of subsection (a) are in conflict, (A) takes precedence over (B) or (C) and (B) takes precedence over (C).

(2) The Department may impose a civil penalty under [ORS 427.900](#) on a Brokerage for a violation of section (1) of this rule.

(3) In considering whether to impose a civil penalty and the size of the civil penalty, the Department shall consider all of the following:

(a) The past history of the Brokerage incurring a civil penalty in taking all reasonable steps or procedures necessary or appropriate to correct any violation.

(b) Any prior violations of statutes or rules pertaining to the Brokerage.

(c) The immediacy and extent to which a violation threatens or threatened the health, safety, and welfare of individuals.

(4) Unless otherwise specified in rule, the amount of a civil penalty may not exceed \$500 for each violation.

(5) When a Brokerage receives notification from the Department of a violation for which a civil penalty or other liability may be imposed, the Brokerage must take action to immediately eliminate the violation.

(6) The Department shall provide the Director of the Brokerage written notice of the imposition of a civil penalty consistent with [ORS 183.415](#) including all of the following:

(a) A statement of the Brokerage's right to a hearing, with a description of the procedure and timeframe to request a hearing, or a statement of the time and place of the hearing.

(b) A statement of the authority and jurisdiction under which the hearing is to be held.

(c) A reference to the specific sections of the statutes and rules involved.

(d) A short and plain statement of the matters asserted or charged.

(e) A statement indicating whether and under what circumstances an order by default may be entered.

(f) A statement that active duty servicemembers have a right to stay proceedings under the federal Servicemembers Civil Relief Act and may contact the Oregon State Bar or the Oregon Military Department for more information. The statement must include the toll-free telephone numbers for the Oregon State Bar and the Oregon Military Department and the Internet address for the United States Armed Forces Legal Assistance Legal Services Locator website.

(7) The Brokerage Director, or their designee, has 20 calendar days from the receipt of the notice of civil penalty in which to make a written application for a hearing before the Department.

(8) If the Brokerage fails to request a hearing within 20 calendar days, a final order may be entered by the Department assessing a civil penalty.

(9) All hearings are conducted pursuant to the applicable provisions of [ORS chapter 183](#).

(10) If, after a hearing, the Brokerage is found to be in violation of section (1) of this rule, an order may be entered by the Department assessing a civil penalty.

(11) If the order is not appealed, the amount of the civil penalty is payable within 10 calendar days after the order is entered. If the order is appealed and is sustained, the amount of the civil penalty is payable within 10 calendar days after the court decision. The order, if not appealed or sustained on appeal, constitutes a judgment and may be filed in accordance with the provisions of [ORS 183.745](#). Execution may be issued upon the order in the same manner as execution upon a judgment of a court of record.

(12) Judicial review of civil penalties imposed under [ORS 427.900](#) are provided under [ORS 183.480](#), except that the court may, in its discretion, reduce the amount of the civil penalty.

(13) Unless otherwise directed by statute, all civil penalties recovered under [ORS 427.900](#) are paid into the State Treasury and shall be deposited to the Department of Human Services Account established under [ORS 409.060](#) and may be used by the division of the Department that provides developmental disabilities services for system improvements and the implementation of policies.

Statutory/Other Authority [ORS 409.050](#), [427.104](#), [427.154](#), [427.900](#), [430.662](#)

Statutes/Other Implemented: [ORS 183.745](#), [409.010](#), [427.007](#), [427.104](#), [427.154](#), [427.163](#), [427.900](#), [430.215](#), [430.610](#), [430.620](#), [430.662](#), [430.664](#)