

# Policy Transmittal Aging and People with Disabilities



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**Number:** APD-PT-22-019

**Issue date:** 6/21/2022

**Topic:** Licensing

**Due date:**

**Transmitting (check the box that best applies):**

- New policy   
  Policy change   
  Policy clarification   
  Executive letter  
 Administrative Rule   
  Manual update   
  Other:

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees                             | <input type="checkbox"/> County Mental Health Directors                       |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Type B     | <input type="checkbox"/> Health Services                                      |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs                     | <input type="checkbox"/> ODDS Children’s Intensive In Home Services           |
| <input type="checkbox"/> County DD program managers                    | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                 |
| <input type="checkbox"/> Support Service Brokerage Directors           | <input type="checkbox"/> Other ( <i>please specify</i> ):                     |
| <input type="checkbox"/> ODDS Children’s Residential Services          |   |
| <input type="checkbox"/> Child Welfare Programs                        |   |

<b>Policy/rule title:</b>	APD AFH Licensing Complaints		
<b>Policy/rule number(s):</b>		<b>Release number:</b>	
<b>Effective date:</b>		<b>Expiration date:</b>	
<b>References:</b>			
<b>Web address:</b>			

**Discussion/interpretation:** Adult Foster Home (AFH) licensing complaints have been tracked via various methods even as other licensing processes have been moved into the ASPEN system. This policy details the implementation and rollout of the Automated Complaint Tracking System (ACTS) for all APD AFH licensing complaints.

**Implementation/transition instructions:** June 13, 2022, an ACTS training was held and all APD AFH licensing complaints are now to be input into ACTS as trained. This practice streamlines licensing processes and creates a link between the complaint system and the tracking of AFH licensing processes.

The training documents are titled as follows and additional copies can be obtained by contacting the APD AFH policy team at: [APD.AFHteam@dhsosha.state.or.us](mailto:APD.AFHteam@dhsosha.state.or.us)

- ACTS – Entering an intake or new complaint
- ACTS – Documenting a complaint
- ACTS – Closing out a complaint
- ACTS – Intake decision tree
- ACTS – Complaint prioritization 2022

**Training/communication plan:** Training at licensor check-ins and on-going assistance as needed.

**Local/branch action required:** Implement policy as described in training. Refer to training documents and contact central office as more information is needed.

**Central office action required:** Training and technical assistance as needed.

**Field/stakeholder review:**  Yes  No

**If yes, reviewed by:** APD Policy

**Filing instructions:** As per Department policy.

*If you have any questions about this policy, contact:*

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