

## Memorandum

**To:** Oregon In-home Care Agencies (IHC)

**From:** In-Home Care (IHC) program

**Date:** 05/01/2025

**Subject:** IHC Branch Request Instructions

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The purpose of this memo is to address the instructions for adding a branch to parent locations.

The Oregon Administrative Rule (OAR) 333-536-0050(3)

Oregon Administration Rule (OAR) 333-536-0050(3) states:

3) If an agency operates a branch office:

(a) The site of the branch office must not exceed 60 miles from the location of the parent agency or subunit. The branch office is part of the agency or subunit and must be located sufficiently close to share administration, supervision, and services in a manner that renders it unnecessary for the branch to independently meet the requirements of an agency.

(b) The branch office shall be operated under the management and supervision of the parent agency or subunit in its geographic service area. Administrative and personnel functions, including but not limited to scheduling, training and record maintenance, must be retained at the parent agency or subunit. The branch office must not function as an independent agency.

(c) Services must not be provided from the branch office until the branch office has been added to the license of the parent agency or subunit in accordance with Authority procedures.

Branch request instructions:

1. Ensure the branch office meets all the qualifications listed above;
2. Log into the agency account in the IHC online licensure portal [[hflclicensing.oregon.gov](http://hflclicensing.oregon.gov)];

3. Click the “Select” link in the upper right-hand corner of the license window;
4. Click “next” until you arrive at the “Branch” tab;
5. Click “Add a Branch” in the upper right-hand side of the branch tab;
6. Enter the requested information for the new requested branch (it must be within 60 miles of the parent location);
7. Attest to the branch requirements (listed below);
8. Electronically sign and date; and
9. Click ‘next” until you get to the “Submit Application” tab and click “Submit.”

Branch offices do not change the geographic service area. There is no fee charge for branch requests. Branches can be removed in the same way as adding one, click “Remove Branch” in the Branch tab.

Attestation Questions - you will attest to this electronically when you request the new branch.

1. I have read and understand the IHC requirements set forth in ORS 443.305 to 443.350 and OARs Chapter 333, Division 536.
2. Written policies and procedures, including applicable forms and curriculums, to direct all administrative, personnel, and client care operations of the IHC, including for branch office operations, have been developed and implemented. The policies and procedures are complete, clear, and are compliant with the IHC OARs.
3. The branch office operated by the IHC will be managed, staffed, and supervised by the parent IHC. Systems to ensure that the parent IHC maintains control and oversight of this branch office have been developed and implemented.
4. I understand that the addition of this branch office does not allow the IHC to extend the provision of services beyond the geographic service area (60 miles) of the parent IHC.
5. The branch office location is not more than 60 miles from the parent office location.

If you have any questions or would like this memo in an alternative format, please email the IHC survey team at [mailbox.inhomecare@odhsoha.oregon.gov](mailto:mailbox.inhomecare@odhsoha.oregon.gov).