

In-Home Care (IHC) Update

Health Care Regulation & Quality Improvement
Section

In-Home Care Program



IHC Survey Activity 2025-26

Total IHC Agencies Licensed: 235 as of 7/1/2026

Survey Type	2026 [1/1/26-7/1/2026]	2025 [1/1/25-12/31/25]
Initial survey - licensed	24	17
Initial applications - pending	50	48
Complaints investigated	25	58
Relicensure surveys	46	69
Revisit (follow-up) surveys	2	5
Change in licensure classification surveys	1	6
Licenses not renewed	5	8

IHC Citation Activity 2026

Top 10 IHC Survey Citations (01/01/26-07/01/26)	
Tag Number and Title	Frequency
0675 - Client Records Maintenance & Contents	20
0575 - Caregiver Orientation	19
0525 - Service Plan Development & Completion	18
0580 - Caregiver Training - rev. 10.2023	18
0620 - Medication Administration - rev. 10.2023	18
0530 - Service Plan Elements - rev. 10.2023	17
0555 - Monitoring Visit Activities & Documentation	16
0410 - Client Self-Direct Evaluation	14
0400 - Medication Reminding	13
0405 - Medication Reminding Documentation	13

IHC Initial Licensure Trends

Growth in Initial Licensure Activity
Across the IHC Sector:

What Providers Are Experiencing
with Initial Surveys

Current Processing Timelines and
Operational Impact

Key Factors Driving Increased
Survey Volume



What Providers Are Experiencing with Initial Surveys

Licensed IHC agencies have increased 88% since 2012 (125 in 2012 vs. 235 in 2026).

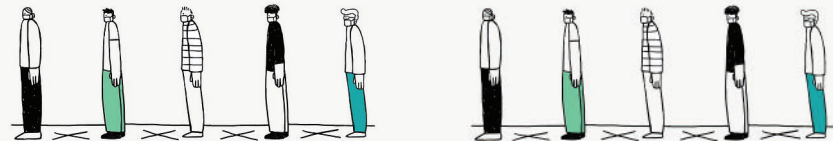
Initial applications have increased 241% since 2020 (17 in 2020 vs 58 in 2025).

There are currently 50 submitted applications in the queue in various stages of review.

Since 2023, even as new initial applicants are licensed at a faster rate, our queue has remained consistently between 45 and 60 applications at any given time.

Surveys are scheduled once the applicant's submitted materials have been reviewed and determined to be complete and sufficient.

All applicants get a completion review from the admin staff and a sufficiency review from a surveyor.



Current Processing Times and Operational Impact



It is currently taking an average of 6-9 months to get through the entire initial application process, for the following reasons:



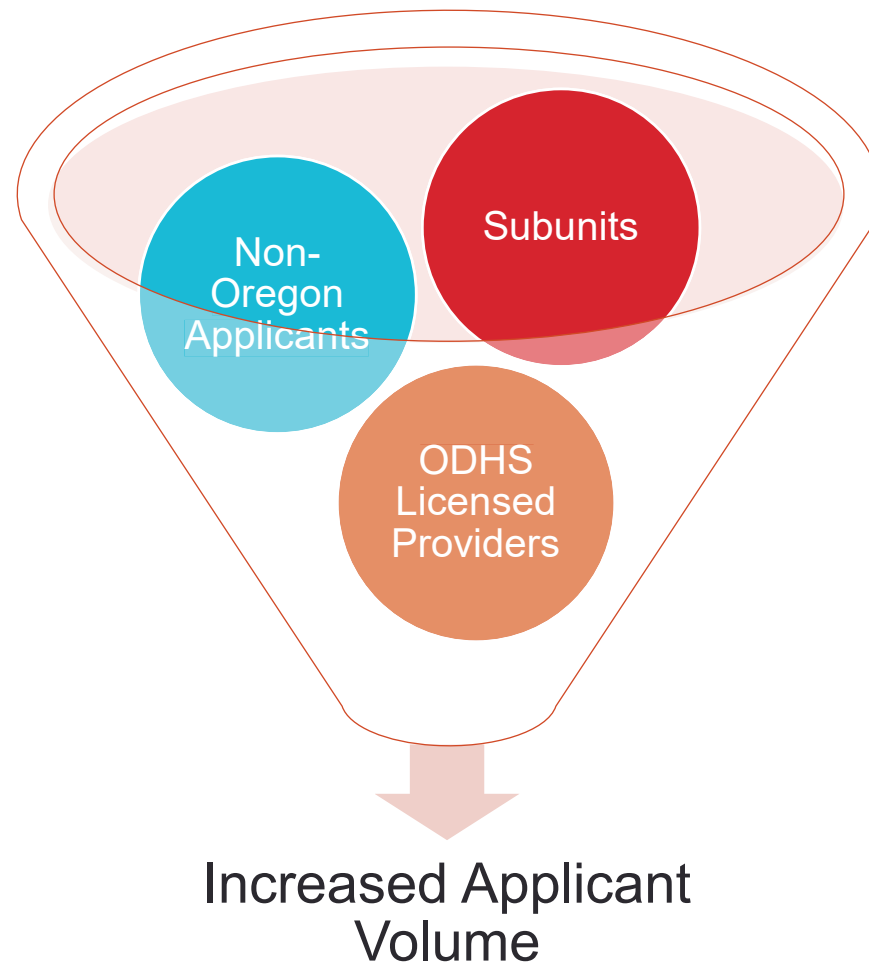
Our office is only able to devote $\frac{1}{2}$ FTE Surveyor for 45-60 initial applicants.

Applicants who turn in complete and sufficient documentation, return the attestation quickly, and have flexible availability for scheduling the survey may see a shorter processing time.

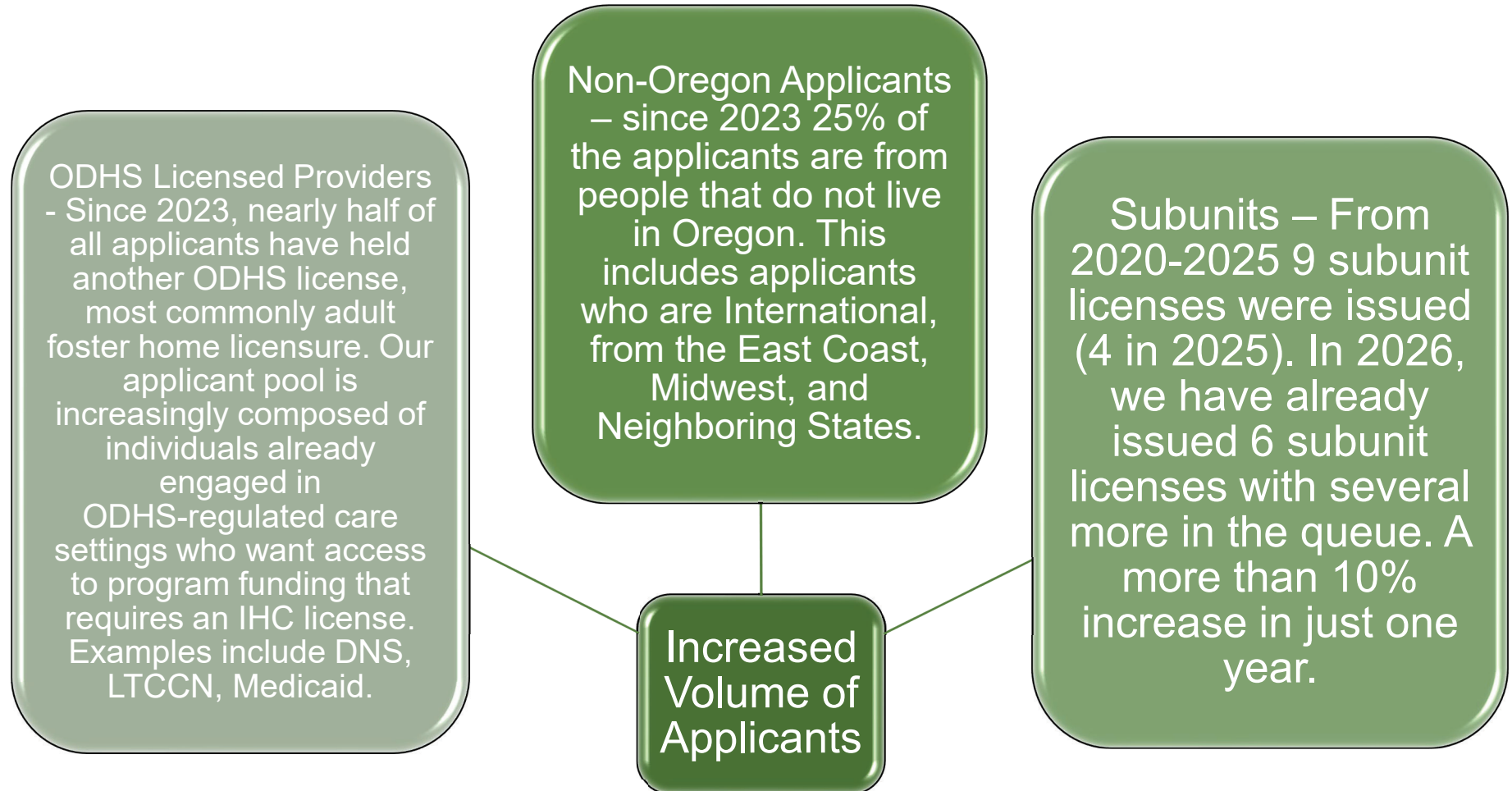
While applicants are generally reviewed on a first come first serve order, applicants located in a rural area may be given priority review and survey scheduling.

Insufficiency includes unqualified administrators, missing information (RN or address), or policies and procedures that do not comply with OARs.

Key Factors Driving Increased Survey Volume



A Closer Look at the Key Factors



Provider Question

Question:

When is the 72 Hour notice for relicensure surveys sent out to agencies??



Answer:

- We will send it at least 72 hours in advance. For an entrance on Monday, the notice should not be sent later than Thursday, end of business. Notices sent on Fridays will be for entrances on Tuesday or later.

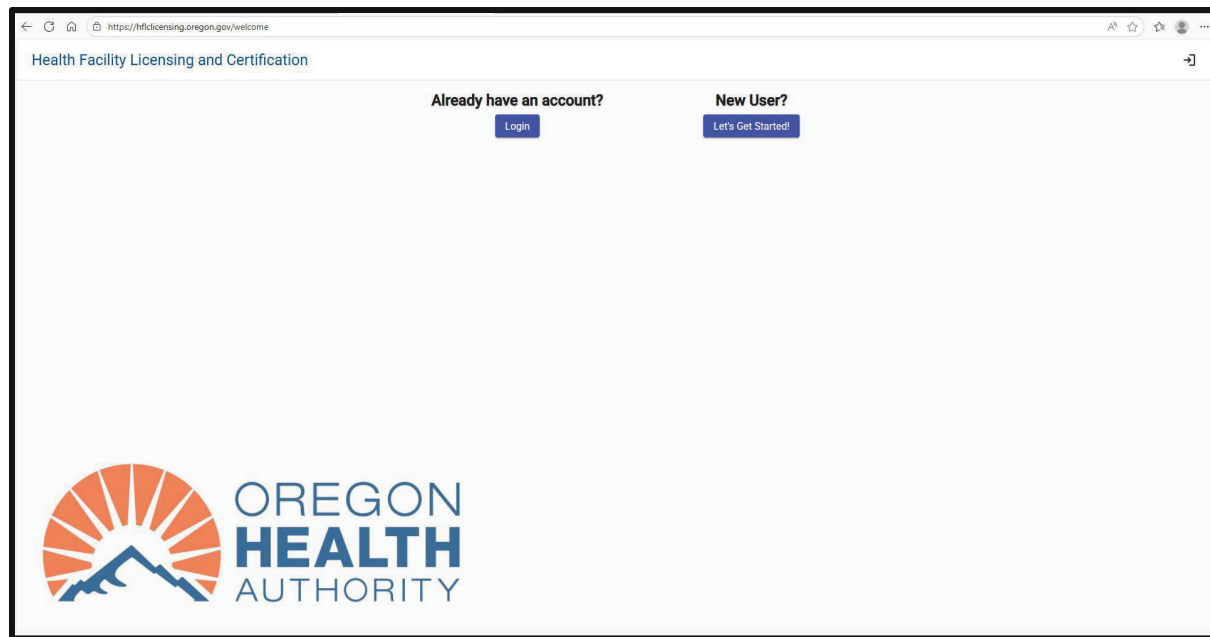


IHC Program Update

Our program now uses Box.com for document uploads during surveys.
The surveyor will provide a link to the agency contact with the 72-hour notice.
It is confidential and secure to upload client and caregiver information into box.com.



IHC Online Licensure Portal



- <https://hflclicensing.oregon.gov>
- Used for renewals, all changes, CHOWs, subunits
- First step: **Claim your license**
- Support: 971-673-0540 (Option 3) or mailbox.inhomecare@odhsoha.oregon.gov
- Guides: www.healthoregon.org/hflc

HEALTH CARE REGULATION AND QUALITY IMPROVEMENT
Public Health Division

IHC Program Team

- Matt Gilman – IHC Program Manager
- Sanya Rusynyk – IHC Program Coordinator
- Lisa Finkle – IHC Client Care Surveyor
- Courtney Marshall – IHC Client Care Surveyor
- Cazzy Harris – IHC Client Care Surveyor
- Andrea Garcia – IHC Client Care Surveyor
- Macie Coronel – IHC Administrative Specialist

Contact the team at:

- mailbox.inhomecare@odhsoha.oregon.gov,
- matt.s.gilman@oha.oregon.gov, or
- www.healthoregon.org/hflc, or
- 971-673-0540, Option 3