

Anyone can report Home and Community-Based Service (HCBS)-related concerns at any time

Types of people who may report HCBS-related concerns

- Anyone
- Advocacy Groups
- Consumers and residents
- Caregivers
- Case Managers
- Disability Rights Oregon
- Family and friends
- Legal Aid
- Licensors and Surveyors
- Long-Term Care Ombudsman
- Neighbors
- Oregon Law Center
- Providers (any type)

Something to complain about: Institutional Qualities*

- Environment is “not homelike”
- Setting is “isolating or restrictive”
- Setting is “next to an institution”
- Resident has a “lack of freedoms”

*See Definitions section at the bottom of this document

Ways a complaint may be made

- Email:
 - General concerns: hcbs.oregon@odhsoha.oregon.gov
 - Adult Foster Home-related: apd.afhteam@odhsoha.oregon.gov
 - Community-Based Care-related: cbc.team@odhsoha.oregon.gov
- In Person at any local Aging and People with Disabilities (APD) or Area Agency on Aging (AAA) office, or with the local Licensur/Surveyor
- Mail: DHS APD HCBS, 500 Summer St NE E-10, Salem, OR 97301
- Telephone: Chris Angel at 971-332-0416; or call local Licensur/Surveyor

Definitions

- **Isolating:** There is limited access to people or places in the broader community
- **Lack of Freedom:** Individual’s preferences are not honored or considered. The setting may be overly controlling with rigid and inflexible rules.

- **Next to an Institution:** Home/setting is attached or next to an institution, like a state hospital.
- **Not Homelike:** Access to the kitchen, dining room, living/family room, bedroom, or bathroom, is limited or unavailable. Individuals cannot easily talk with those outside the setting or have visitors or food when they want. Ability to have privacy or private time when wanted may not be possible.
- **Restrictive:** Residents cannot determine or control their own schedules. Rules or artificial barriers may limit choices.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Aging and People with Disabilities at apd.ltss@odhs.oregon.gov or [503-945-5600](tel:503-945-5600). We accept all relay calls.



OREGON DEPARTMENT OF
Human Services

Aging and People with Disabilities

Long-Term Services and Supports

500 Summer St. NE, E-10

Salem, OR 97301-1076

503-945-5600

odhs.info@odhs.oregon.gov

www.oregon.gov/odhs