

Minson Molly

From: Minson Molly
Sent: Monday, March 8, 2021 3:41 PM
To: Minson Molly
Subject: FW: HB 3215: Current Dispute Resolution Process



From: DUKER Troy - ELD <Troy.Duker@ode.state.or.us>
Sent: Monday, March 8, 2021 1:52 PM
To: Rep Power <Rep.KarinPower@oregonlegislature.gov>; Rep Zika <Rep.JackZika@oregonlegislature.gov>
Cc: Gezelter Lisa <Lisa.Gezelter@oregonlegislature.gov>; SCOTT Tamara L - ELD <tamara.l.scott@ode.state.or.us>; MESSENGER Jay - ELD <Jay.Messenger@ode.state.or.us>
Subject: HB 3215: Current Dispute Resolution Process

Good afternoon, Rep. Power and Rep. Zika:

Pardon me for not being able to explain the disputes resolution process as it relates to licensing on the record today. My colleague, Tami Scott, the co-director of the Office of Child Care provided the following information.

When there's a dispute surrounding the licensing process, a provider/complainant may contact the manager of the staff (field staff or investigations). The manager checks into both sides of the concern, and follows up with the complainant (if needed), provides needed coaching for staff, elevates to HR if needed.

The depth of follow up depends on the situation. We do have a document out for input with HR right now that would help formalize the process.

If a licensee wants to request a new licensing specialist, we generally comply whenever possible.

Let me know if I can assist further. Lisa, feel free to share this with the other committee members.

Troy

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