



Oregon

Tina Kotek, Governor

Department of Human Services

Office of Aging and People with Disabilities

Office of the Director
500 Summer St. NE, E-10
Salem, OR 97301

Date: April 6, 2025



TO: Senator Winsvey Campos,
Co-Chair
Representative Andrea
Valderrama, Co-Chair
Joint Ways and Means Subcommittee on Human Services

FROM: Dr. Nakeshia Knight-Coyle, Director
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SUBJECT: Response to Committee Member Questions, March 26, 2025

Dear Co-Chairs Campos and Valderrama and Members of the Subcommittee,

At your informational hearing on March 26, 2025, during the Oregon Department of Human Services (ODHS) presentation on the Safety and Regulatory Oversight programs in the Office of Aging and People with Disabilities (APD), Subcommittee members asked questions regarding the number of licensing complaints and abuse allegations reported for community based care facilities; the number of complaints reported for nursing facilities; the number of long-term care facilities we imposed a restriction on admission, non-renewal, immediate suspension, or revocation of license for; the ideal staffing levels APD may need to meet current workload; the trends in adult foster homes newly licensed and those that closed over the past six years, and a map showing the number of nursing facilities by county in Oregon, as well as rates charged by each. The responses to the Subcommittee's questions are below.

Question 1: What is the complaint and abuse data by residential care, assisted living, including endorsed memory care facilities (i.e. community-based care) over the last three years?

For simplicity, instead of listing each licensed facility individually, we identified the number of facilities within a numerical range of licensing and abuse complaint allegations.

Licensing complaints:

The following table shows that while most community-based care (CBC) facilities received fewer than 10 licensing allegations each year, the number in that low-complaint category dropped noticeably in 2024. At the same time, more facilities had moderate allegation volumes, with those receiving 10–24 and 25–49 allegations increasing more notably. Although the number of facilities with 50–99 allegations remain very small, the increase in 2024 may signal emerging issues. Overall, allegation volumes are rising in more CBC facilities, particularly in the mid-range categories.

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Licensing complaints in community based care facilities

Licensing Allegations Received per year	Count of facilities in 2022	Count of facilities in 2023	Count of facilities in 2024
0-9 allegations	478	467	409
10-24 allegations	73	80	123
25-49 allegations	14	12	39
50-99 allegations	3	0	4
Total	568	559	575

Abuse allegations:

As the following table shows, from 2022 to 2024, the number in the lowest allegation category (0–9) declined steadily. At the same time, facilities with moderate (10–49) and high (50+) allegation volumes increased, with the most notable jump in facilities receiving over 150 abuse allegations a year. This trend suggests rising concern around allegation volume and highlights the potential need for increased oversight and support in higher-risk settings.

Abuse allegations in community-based care facilities

All allegations received	Count of facilities in 2022	Count of facilities in 2023	Count of facilities in 2024
0–9 allegations	244	227	203
10–24 allegations	179	167	181
25–49 allegations	90	97	99
50–99 allegations	42	50	60
100–149 allegations	10	20	16
150+ allegations	3	7	16

Question 2: What is the complaint data in nursing facilities over the past three years?

Instead of listing all 128 facilities individually, we identified nursing facilities categorically within a numerical range of complaints. The following table shows that over time, the number of facilities with just a few allegations (0–5 and 6–15) has gone down, while the number of facilities with higher complaint

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volumes—especially those with 50 or more allegations—has gone up. In 2022, only 23 facilities had more than 50 allegations. By 2024, that number had more than doubled to 48.

Most facilities have a low number of allegations, but there is a gradual increase in the number of facilities with moderate to high volumes of allegations. This shift suggests that allegations are becoming more concentrated in a growing number of facilities, raising concerns around quality in certain locations.

Total allegations in nursing facilities¹

All allegations received	Count of facilities in 2022	Count of facilities in 2023	Count of facilities in 2024
0-5 allegations	18	9	14
6-15 allegations	31	31	16
16-30 allegations	29	26	23
31-50 allegations	27	24	27
50+ allegations	23	38	48
Grand Total	128	128	128

Question 3: Please provide the number of facilities and homes we imposed orders for Restrictions on Admissions (ROAs), revocations, non-renewals, and suspensions for 2022, 2023, and 2024.

The below tables reflect data showing the number of ROAs, non-renewals, suspensions, and revocations by setting type over the last three years. Settings include Adult Foster Home (AFH), Assisted Living Facility (ALF), Residential Care Facility (RCF), and Nursing Facility (NF).

¹ Nursing facility licensing and abuse investigators are performed by the same team and are therefore combined into a single allegation category. In CBC, licensing allegations and abuse allegations are performed by different teams and are presented separately.

	ROA	Non-Renewal	Suspension	Revocation	Grand Total
2022					
<i>AFH</i>	68	9	4	6	87
<i>ALF</i>	28	0	0	0	28
<i>RCF</i>	42	1	0	2	45
<i>NF</i>	8	0	0	0	8
2023					
<i>AFH</i>	57	4	2	5	68
<i>ALF</i>	84	0	0	0	84
<i>RCF</i>	90	0	0	0	90
<i>NF</i>	13	0	0	0	13
2024					
<i>AFH</i>	38	1	1	1	41
<i>ALF</i>	35	0	0	0	35
<i>RCF</i>	47	1	1	0	49
<i>NF</i>	10	0	0	0	10
Grand Total	520	16	8	14	558

Question 4: For current business, how many staff does the program need to meet the required work demands?

Currently, Safety, Oversight, and Quality has 216 positions. At this time, there is no legislatively approved workload model for most of our licensing and regulatory staff, so it is difficult to accurately determine a more definitive number of positions needed to meet current workload. However, based on the current policies and processes we do estimate a need for more positions. APD is hopeful that through its work with

Alvarez & Marsel Public Sector LLC (the Department contractor conducting an external assessment on our Licensing and Regulatory unit), we will be able to better identify the staffing needed to meet current state and federal requirements. For your reference, please see the attached Safety, Oversight, and Quality February 2025 Rapid Response Report produced by Alvarez & Marsel.

Question 5: Please provide data on the number of licensed Adult Foster Homes (AFHs) in Oregon for the past six years – and provide data on the number of AFHs opened and closed for each year, showing the trend on the overall number of this licensed setting.

The tables below reflect the total number of AFHs from 2018 through 2024, followed by the number of newly licensed AFHs and closures of AFHs for each of those years. During our presentation, we reported that we saw a decrease in AFHs because we paused licensing new AFHs and we had several AFH's close due to providers retiring or exiting market due to COVID. In preparing this data, we were reminded that we did continue to license new homes but the pace of new homes being licensed was slower than those closing.

- Total number of licensed AFH homes by Calendar Year

	Year						
	2018	2019	2020	2021	2022	2023	2024
<i>Count of AFH facilities open at any point during the year</i>	1600	1540	1498	1492	1457	1462	1541

- Total number of new licensed AFH by Calendar Year

	Year						
	2018	2019	2020	2021	2022	2023	2024
<i>Count of AFH facilities that opened during the year</i>	125	149	130	141	167	186	197

- Total number of closed AFH by Calendar Year

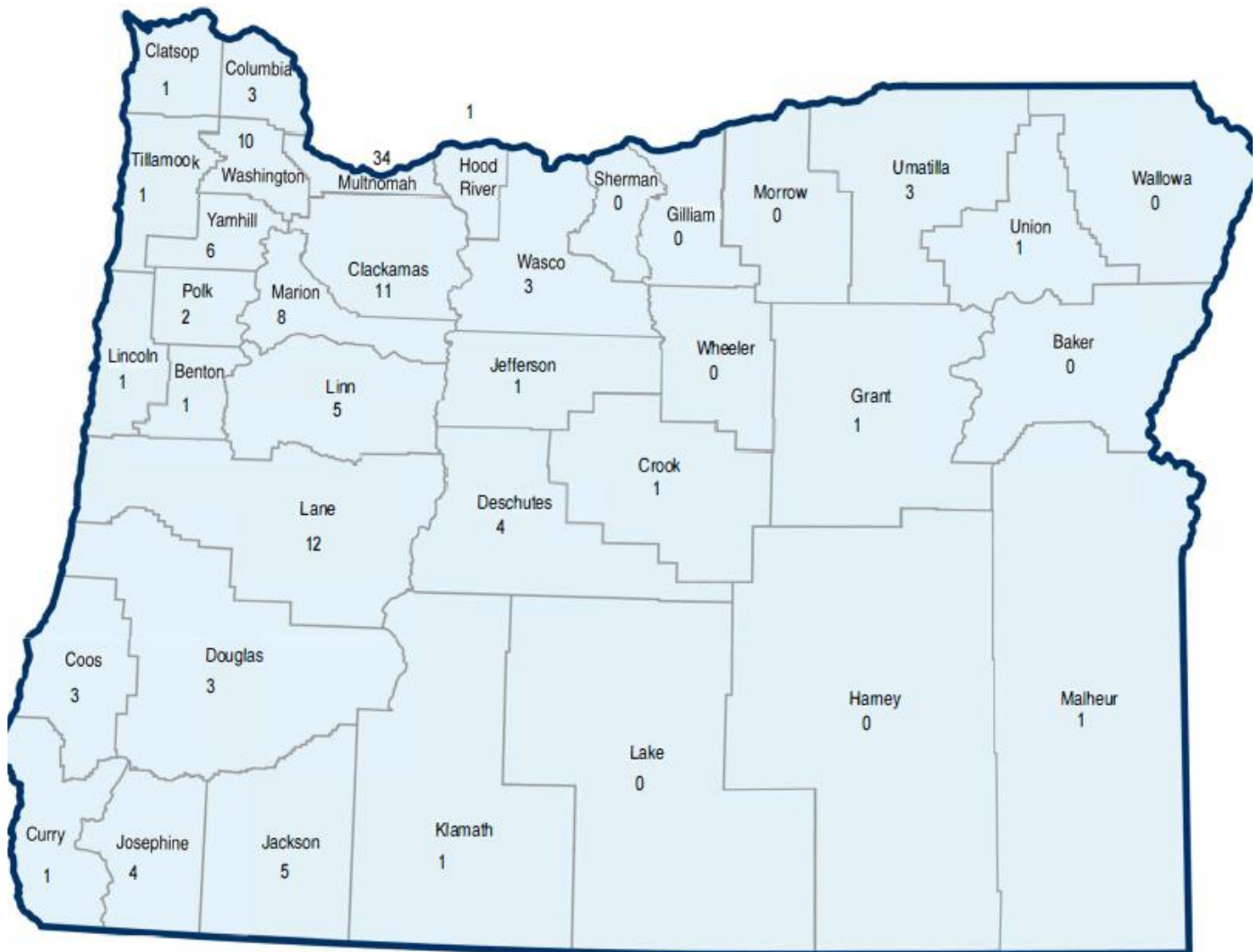
	Year						
	2018	2019	2020	2021	2022	2023	2024
<i>Count of AFH facilities that Closed during the year</i>	209	172	147	202	181	118	88

Question 6: Please provide a map of number of nursing facilities by county in Oregon, and the rate each nursing facility is charging.

The map on the next page identifies how many nursing facilities are located in each county. Please see the attached Excel document "Long Term Care Nursing Facility" for a list of rates by rate category, charged by each nursing facility for State Fiscal Year 2022.

Number of Nursing Facilities by County in Oregon

Total Nursing Facilities = 128



APD hopes this satisfactorily answers the questions from members of the Human Services Subcommittee on Day Three of APD's Ways and Means Presentation, and please let me know if you have any further questions.

Sincerely,

Dr. Nakeshia Knight-Coyle
Director, Office of Aging and People with Disabilities

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