



Office of Training Investigations and Safety Overview

Senate Committee on Human Services, Mental Health and Recovery
February 9, 2021

Charles Hibner, OTIS Director

Our Purpose

The Office of Training, Investigations and Safety (OTIS) has a critical role in ensuring safety and protection to the more than 77,500 people per biennium who receive mental health, developmental disability or children's services. We provide abuse investigation and licensing service to several programs of the Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) serving Oregon's most vulnerable citizens, including:

- Adults and children with intellectual/developmental disabilities.
- Adults with mental illness.
- Adults with substance use disorder in residential settings.
- Children and youth under the age of 21 residing in or receiving service from licensed Child Caring Agencies (CCAs), daycare providers, school settings, or where abuse by a third-party (non-familial) offender is alleged.

Organization

Training & Consultation

- State and county investigators
- Providers
- Mandatory reporters

Abuse Investigations

- Receive and screen reports of abuse
- Investigate reports of abuse for CCAs, Mental Health and Developmental Disability Services Programs
- Appeals

Promoting Safety

- Collaboration with abuse investigators and partners
- CCA licensing and regulation
- Research and Prevention activities

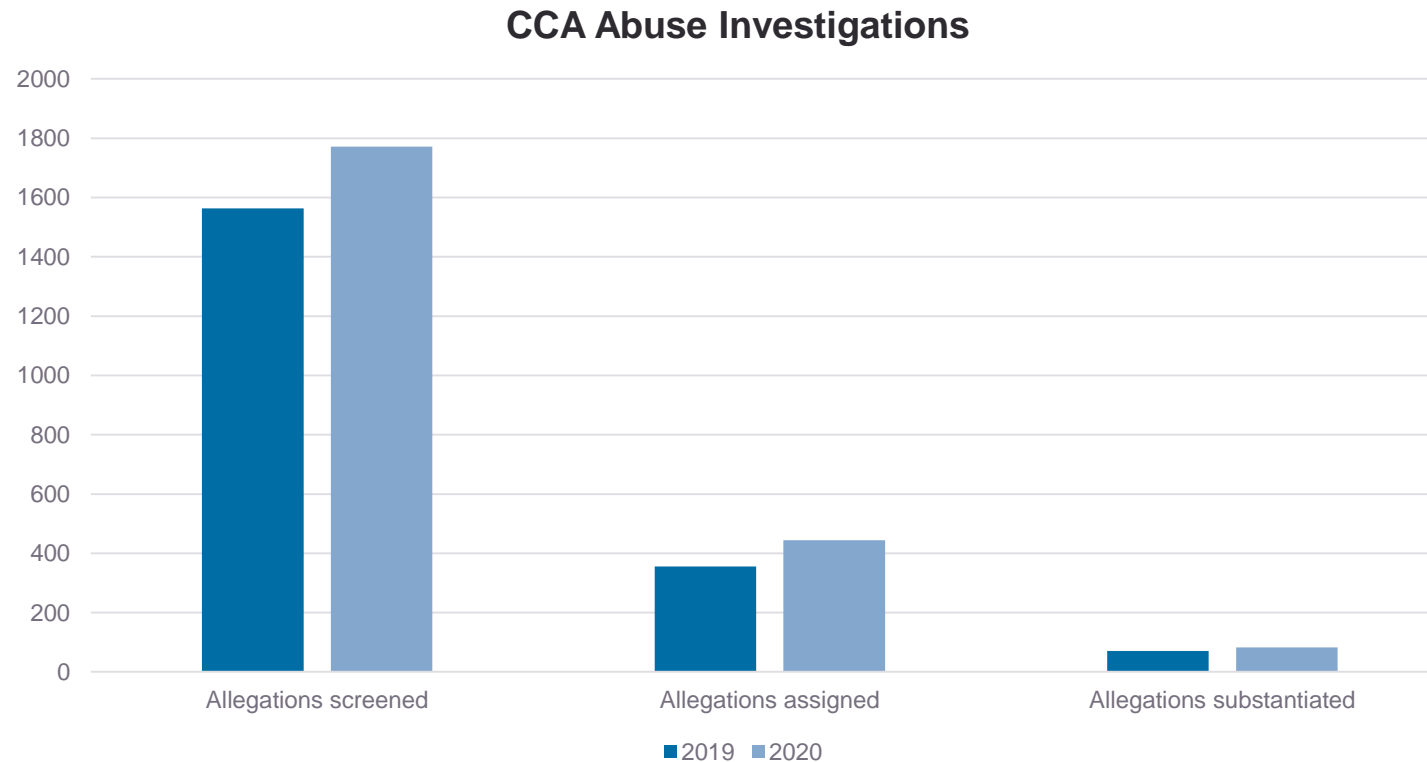


Investigations

- The types of abuse OTIS investigates include but are not limited to; failure to provide care and services (neglect), physical abuse, financial exploitation, verbal abuse, sexual abuse, and wrongful restraint.
- The Investigations Unit is committed to ensuring the safety of vulnerable individuals who reside in state licensed facilities and the community by conducting prompt, thorough, objective investigations throughout the state.
- OTIS screeners and investigators ensure the protection of the victim by requiring safety planning occurs.
- Implement adult and child abuse laws found in ORS 430 , 418, 419b.

CCA Investigations

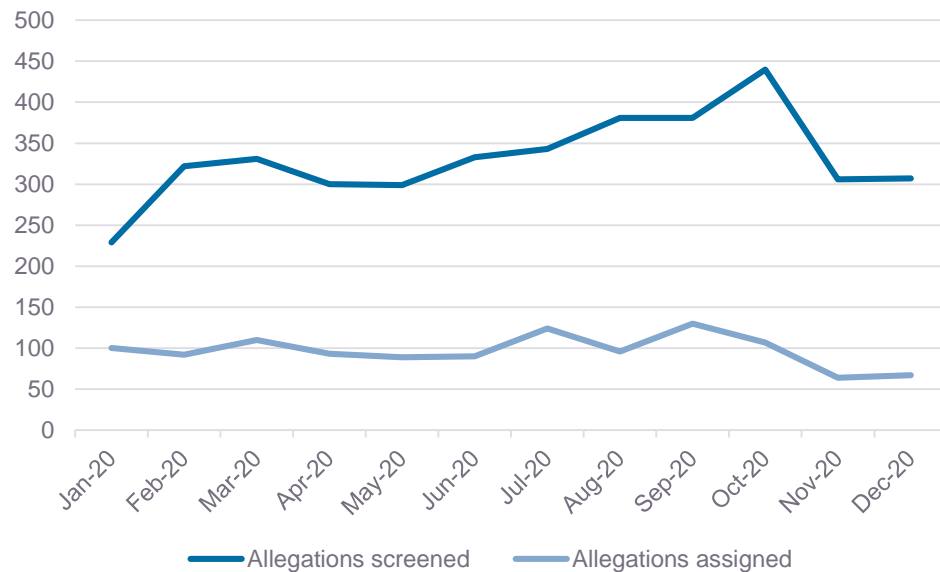
OTIS investigates child abuse allegations for CCAs in Oregon and those out-of-state agencies where an Oregon ODHS child resides and abuse against the child is alleged.



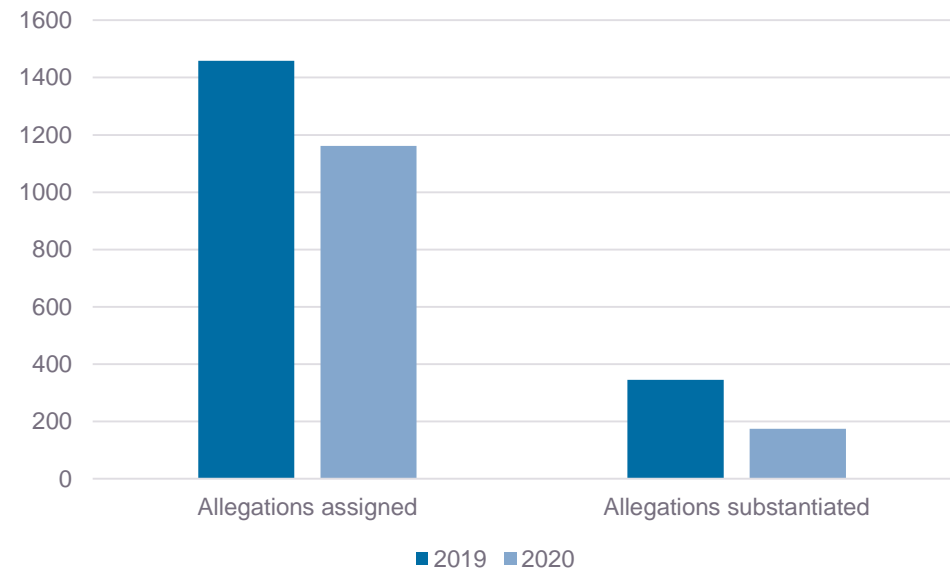
Intellectual and Developmental Disability Investigations

OTIS conducts or collaborates with partners on investigations of abuse in settings where individuals with intellectual or developmental disabilities are served.

I/DD 2020 Abuse Allegations



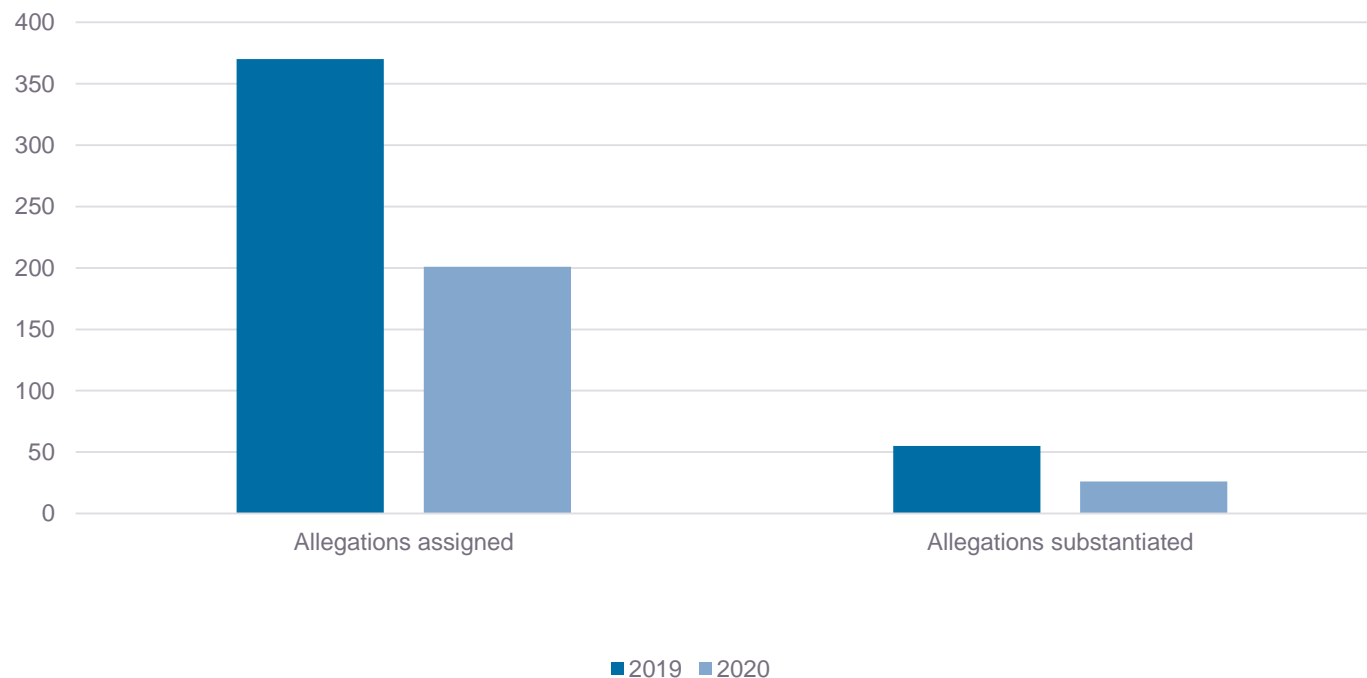
I/DD 19-20 Abuse Investigations



Behavioral Health Investigations

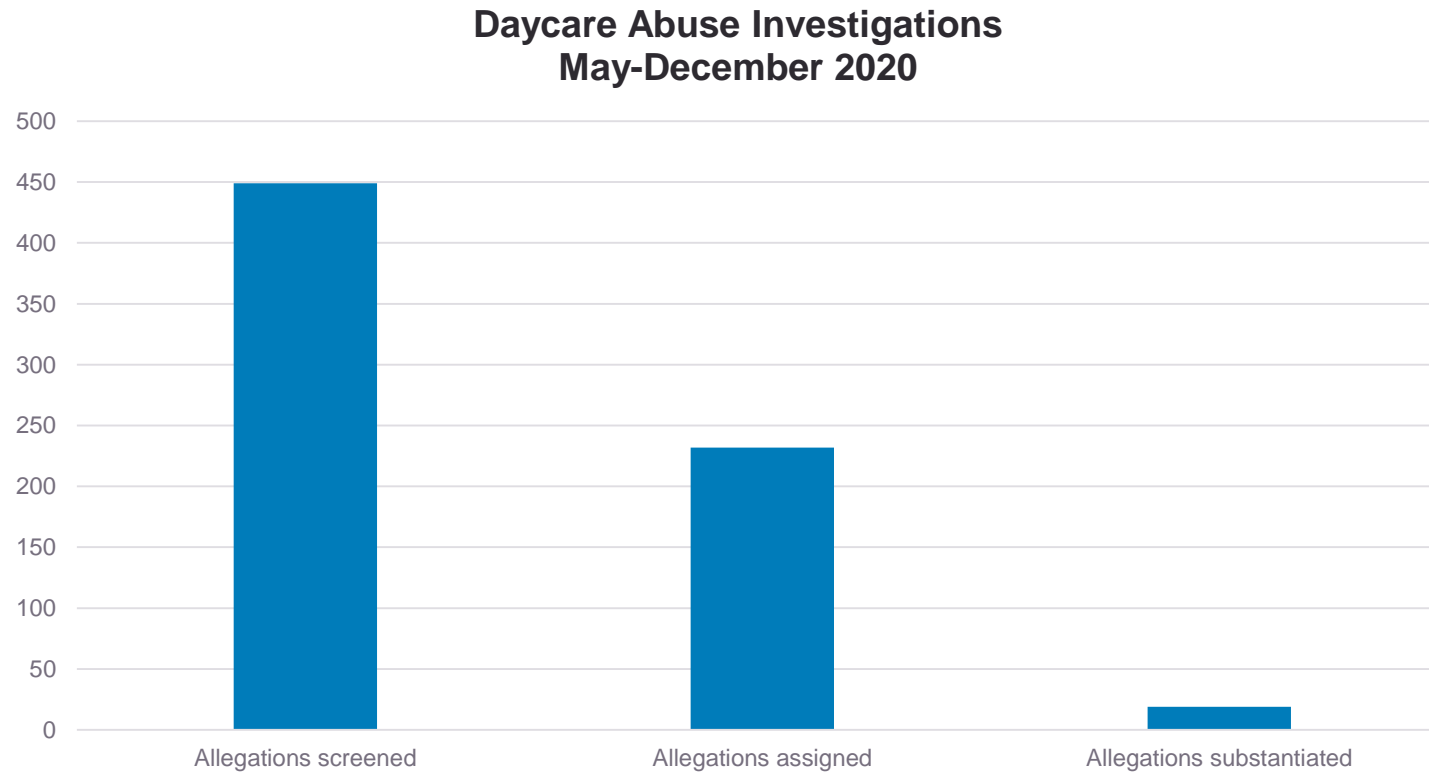
OTIS coordinates and approves investigations conducted by County Community Mental Health Programs (CMHP) and conducts investigation for Oregon State Hospital and Substance Use Disorder clinics.

Behavioral Health Abuse Investigations



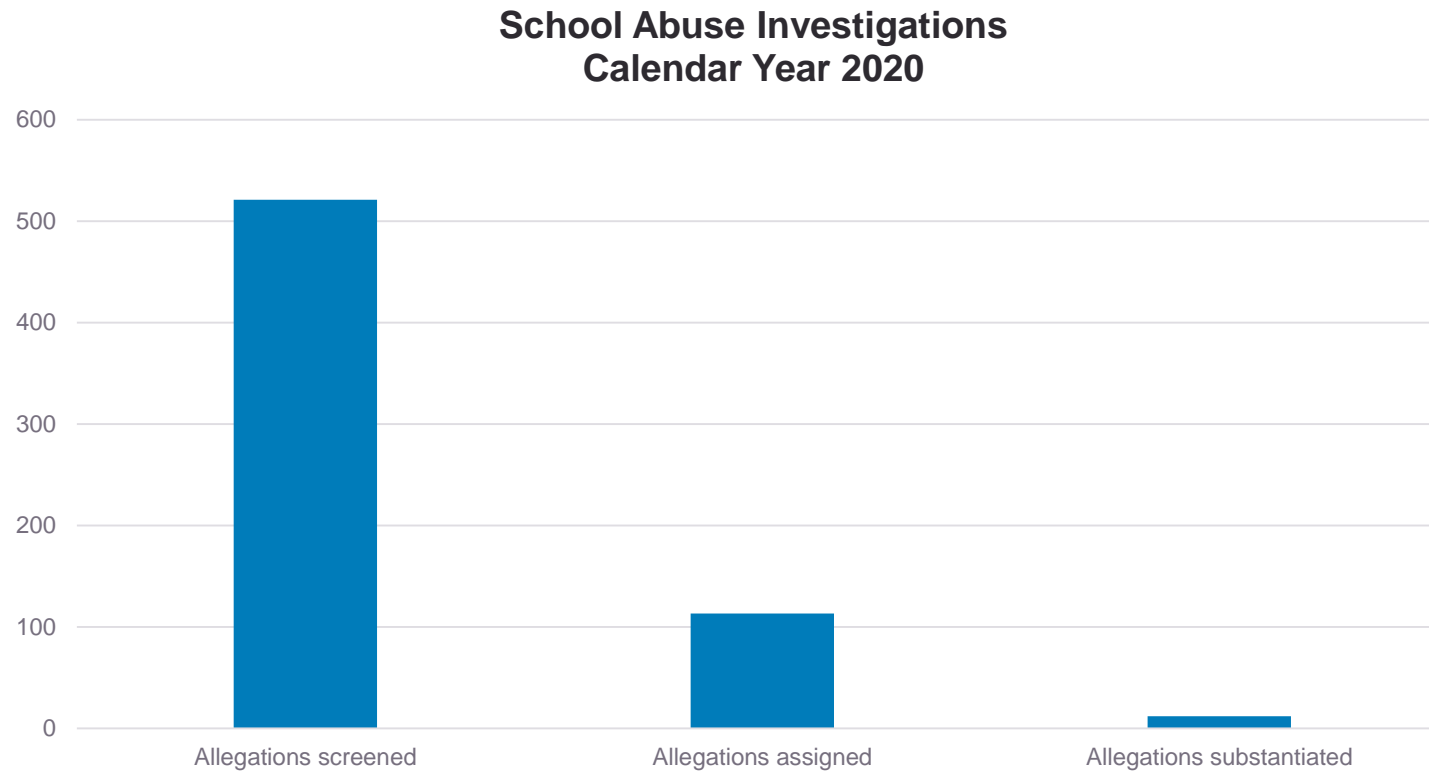
Daycare Investigations

OTIS conducts daycare investigations in tandem with the Oregon Department of Education's Office of Child Care.



School Investigations

OTIS is responsible for investigating reports of child abuse when the alleged perpetrator is an employee, contractor, agent or volunteer for an education provider.



Child Caring Agency Licensure

Tom van der Veen, OTIS Children's Care Licensing Program (CCLP) Manager

Children's Care Licensing Program (CCLP) Scope

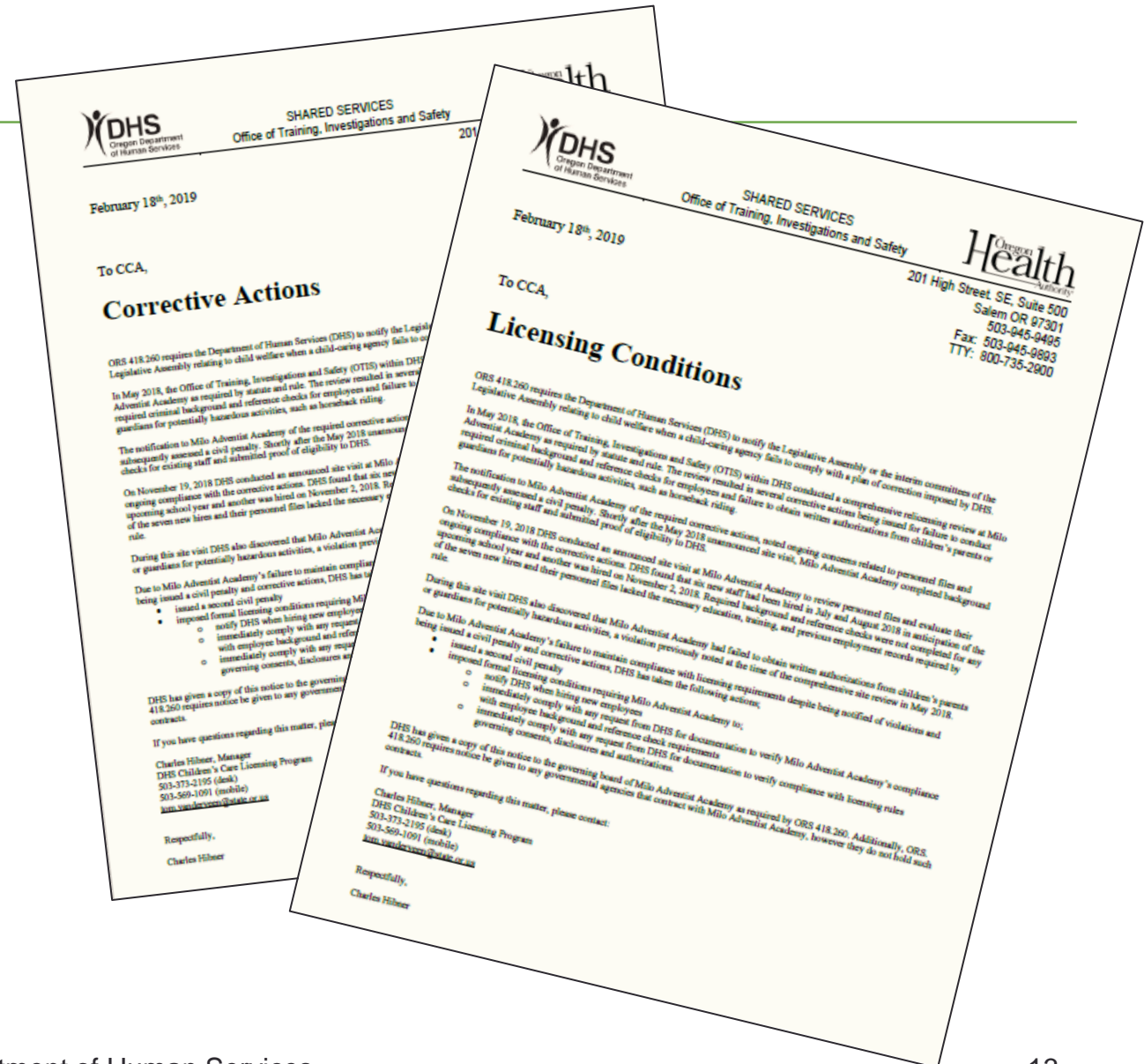
- 7 full time licensing staff
- 2 full time CCA notification staff
- 94 licensed agencies
- 169 programs
- 8 CCA license types:
 - Residential Care
 - Foster Care Agencies
 - Outdoor Youth Programs
 - Homeless and runaway shelters or transitional living programs
 - Academic Boarding Schools
 - Therapeutic Boarding Schools
 - Day Treatment
 - Adoption Agencies
- Approximately 5000 children served each year

CCA Licensing

- License duration is 2 years – renewal requires a comprehensive on-site review.
- Unannounced on-site inspections occur at least annually where required by statute (ORS 418.255 (2)).
- Additional unannounced visits occur as needed and as resources allow.
- Respond to abuse investigations, complaints, and other reports.
- Coordination and communication with CCAs and other regulatory partners as applicable.

CCA Regulatory Tools

- Reports of rule violations
- Formal corrective actions
- Licensing conditions
- Civil penalties
- Suspensions
- Revocations
- Denial of license renewal



OTIS 2019-2021 Highlights

- Added School, Daycare, and Substance Use Disorder (SUD) investigations (added 6 investigators)
- Ready to implement “Third Party” child abuse investigations March 1st (added 12 investigators)
- Completed Central Abuse Management (CAM) abuse investigation management system initial rollout
- National credential of Licensing Coordinators within one year of hire (NRPC)
- Added out-of-state CCA licensing and investigation capability (added Coordinator)
- Established Hearings Rep team for new Administrative Law Judge (ALJ) hearing process (added 2 hearings reps)
- Annual Investigation Data Book now online and interactive
- Created online interactive version of investigator core-competency training

Looking Forward

- Settle into our new businesses, figure out our new normal, right-size.
- Continue improvements to our information systems and inter-system communication ability.
- Continue efforts to improve our OTIS dashboards and data driven decision making ability.
- Sustain efforts to improve processes.
- Enhance our ability to communicate and work with our program partners in all areas of engagement.



Thank You
