

Do you have a concern?

We respond to requests for assistance from individual residents as well as anyone concerned with their care, including; friends, family, staff or providers, guardians, community members and professionals.

Regardless of who initiates the call, we advocate with, and on behalf of the individual receiving services.

Confidentiality

RFO services are **FREE** and **CONFIDENTIAL**.

Get involved

You can have a direct impact on individuals in your community!







RFO Volunteer Certified Ombudsmen and Certified Ambassadors are trained visitors and problem solvers who work directly with individuals needing assistance.

We are seeking volunteers in Multnomah, Josephine, Klamath, Union and Umatilla counties. Please contact our office for more information.

You can make a difference!

Contact Us



-  rfo.info@oregon.gov
-  [@OregonRFOProgram](https://www.facebook.com/OregonRFOProgram)
-  (844) 674-4567
(503) 378-6852
-  TTY: Please use 711 for Oregon Relay Service
-  3855 Wolverine St. NE
Suite 6 Salem, OR 97305
-  www.oltco.org/rfo/about-us



Residential
Facilities
Ombudsman
Program



Residential
Facilities
Ombudsman
Program



**Intellectual and/or
Developmental Disabilities
& Mental Health**

Residential Facilities Ombudsman Program

Advocacy for individuals

Who we are

RFO is an independent program focused on improving the lives of persons with **Intellectual and/or Developmental Disabilities or Mental Health Conditions** in Oregon.

We are advocates working to protect individual rights and enhance quality of life, specifically from the person's perspective in residential settings.

RFO provides resident-directed complaint resolution.



Who we serve

RFO provides services to 10,000 Oregonians living in approximately 2,600 homes licensed or certified for **Intellectual and/or Developmental Disabilities or Mental Health Conditions** across the state.

I/DD licensed settings include:

- Adult 24-Hour Residential Homes
- Adult Foster Care Homes
- Child 24-Hour Residential Homes
- Child Foster Care Homes
- Child Host Homes

Mental Health settings include:

- Adult Residential Treatment Homes
- Adult Residential Treatment Facilities
- Adult Foster Care Homes

(844) 674-4567

or

(503) 378-6852



How we can help

- Visit individuals in their homes through regular, unannounced visits
- Receive, identify and investigate concerns on behalf of individuals
- Educate and assist individuals to resolve complaints and exercise their rights
- Advocate to resolve resident rights and quality of life issues
- Identify and report systemic issues affecting services for individuals

Live Life!