

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-22-011

Issue date: 2/1/2022

Topic: Long Term Care

Due date:

Subject: Communication to Homecare Workers and Consumers About Refresher Training Deadline

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

Homecare workers (HCWs) are required to complete refresher training through Carewell SEIU 503 Training by March 31, 2022 unless they have an active certification through the Oregon Home Care Commission (OHCC). HCWs who fail to complete refresher training by the deadline (online refresher **and** refresher workshop/webinar) will receive termination notices with appeal rights. They will have 14 calendar days to request an appeal.

HCWs and consumer-employers for whom we have email addresses will receive an email with the below letter and attachments the first week of February to remind them of this important deadline. The same information will be mailed to HCWs and consumer-employers in late February.

Homecare worker email and letter

Enclosed with the [letter](#), HCWs will receive:

- Frequently Asked Questions About Training Requirements for Homecare Workers ([DHS 2527B](#))

- Required Homecare and Personal Support Worker Training flyer ([DHS 3132](#))
- Timeline for Required Homecare and Personal Support Worker Training ([DHS 2519B](#))

The letter and materials will be mailed to HCWs in English and are available in Arabic, Simplified Chinese, Somali, Spanish, Russian, and Vietnamese.

Consumer-employer email and letter

Enclosed with the [letter](#), consumer-employers will receive:

- Frequently Asked Questions About Training Requirements for Consumers ([DHS 2527A](#))
- Required Homecare and Personal Support Worker Training flyer ([DHS 3132](#))

The letter and materials will be mailed to consumer-employers in Arabic, English, Simplified Chinese, Somali, Spanish, Traditional Chinese, Russian, and Vietnamese and in alternate formats.

Translated HCW and consumer-employer letters and materials are available on [OHCC's website](#).

Tips for local APD/AAA staff who receive questions from HCWs and consumers:

- Please review the letter and material so you are familiar with the content.
- Ask them to review the materials they received in the mail, especially the FAQ.
- Ask them to visit the OHCC or Carewell SEIU 503 Training websites.
- Encourage them to listen to the OHCC Connections podcast found at https://blubrry.com/ohcc_podcast/.
- If they have questions about requirements, please ask them to contact the provider relations unit at 1-800-241-3013.
- If they receive a termination notice, please have them contact the policy analyst on the termination notice.
- If they have questions about registering for training, please ask them to contact Carewell SEIU 503 Training by visiting <https://www.carewellseiu503.org/training/> or calling 1-844-503-7348.
- Discuss the option of an Employer Resource Connection referral for consumer-employers who may need assistance finding new workers.
- If they have a question about the status of their OHCC certification, direct them to contact OHCC by email at certifications.ohcc@dhs.ohio.gov or submit a request to OHCC online at <https://forms.office.com/g/untNXn1Vmi>.

If you have any questions about this information, contact:

Contact(s): Jenny Cokeley, APD Provider Relations Unit Manager	
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Email: Jenny.e.cokeley@dhsosha.state.or.us	