

Policy Transmittal Aging and People with Disabilities



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Number: APD-PT-21-027

Issue date: 8/17/2021

Topic: Provider Information

Due date:

Transmitting (check the box that best applies):

- New policy
 Policy change
 Policy clarification
 Executive letter
 Administrative Rule
 Manual update
 Other:

Applies to (check all that apply):

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

Policy/rule title:	Mandatory training for homecare workers, personal support workers, and personal care attendants		
Policy/rule number(s):	OAR 418-020-0010 through 418-020-0060 OAR 411-031-0040 OAR 411-375-0020 OAR 410-172-0840	Release number:	
Effective date:	9/1/21	Expiration date:	
References:	Senate Bill 1534 - https://olis.oregonlegislature.gov/liz/2018R1/Downloads/MeasureDocument/SB1534/Enrolled		
Web address:	https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Documents/418-020.pdf https://www.oregon.gov/DHS/SENIORS-		

Discussion and interpretation:

Senate Bill 1534 was passed during the 2018 legislative session and requires all homecare workers (HCWs), personal support workers (PSWs), and personal care attendants (PCAs) to complete required training and pass competency assessments. This applies to workers with active provider numbers irrespective of employment status or familial relationship.

These requirements are **effective 9/1/21**. Below is a summary of significant changes.

Minimum qualifications for HCWs, PSWs, and PCAs

To meet minimum qualifications, HCWs, PSWs, and PCAs must complete orientation, core training, and continuing education. To receive training credit, workers must pass competency evaluations to ensure they have mastered the information learned during orientation and core training. Current workers must complete refresher training that will be due in March of 2022.

Carewell SEIU 503 Training

New worker orientation and mandatory training is provided by Carewell SEIU 503 Training. Carewell is a partnership between the State of Oregon and SEIU, Local 503. Carewell offers self-paced online modules 24 hours per day, seven days per week and instructor-led webinars at different times and days, including evenings and weekends. Orientation and training are offered in a variety of languages, and interpreter services and translated materials are available. Training can be taken using a computer, tablet, or smart device. Carewell provides additional options to complete training for those without a computer, smart device, tablet, or internet service.

Workers should contact Carewell if they have questions about registration or to request an accommodation.

Carewell contact information:

Phone: 1-844-503-7348

Email: carewellSEIU503training@risepartnership.com

Website: <https://www.carewellseiu503.org/training/>

Carewell has created a flyer and registration guide that instructs applicants how to access orientation and training.

Local APD/AAA offices and Health Systems Division (HSD) Contractors: Please provide this information to applicants via email or hard copy when they apply and submit a background check:

[New Worker Flyer with Steps and Frequently Asked Questions](#)

[New Worker Training Registration and User Guide](#)

Translated materials are available on the Oregon Home Care Commission's website at <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/New-Worker-Orientation.aspx>

Local APD/AAA offices and HSD contractors may request a supply of hard copy materials by contacting Carewell by phone or email.

Orientation

Beginning 9/1/21, applicants must complete a four-hour new worker orientation before they will be issued a Medicaid provider number and be authorized to work. Currently, workers have 90 days to complete orientation after enrollment. This provision ends on 8/31/21.

Exception: An applicant may be granted an exception to begin working prior to attending orientation and passing a competency evaluation if:

- The applicant is selected by a specific consumer-employer or common law employer and the applicant's delayed enrollment poses an immediate risk to the individual's health and safety **and**
- Orientation is not readily accessible **and**
- The applicant has met all other enrollment criteria.

Requests for this exception must be submitted via email to the Oregon Home Care Commission (OHCC) by the local Aging and People with Disabilities (APD) or Area Agency on Aging (AAA) office, Community Developmental Disabilities Program, Support Service Brokerage, or the Health Systems Division. If the exception is approved by OHCC, the worker must attend orientation within 120 days of enrollment.

Send orientation exception requests to Andrea Kempel with OHCC at Andrea.Kempel@dhsosha.state.or.us

In the subject line, please write "Orientation Exception Request." Include the name of the applicant and the reason for the request in the body of the email.

Workers enrolled between 6/3/21 and 8/31/21: These workers will be allowed to complete orientation within 90 days of enrollment and must complete refresher training by 3/31/22.

Applicants who complete orientation prior to application: Individuals who complete orientation a maximum of three months prior to applying to be a HCW, PSW, or PCA will receive credit for completing orientation.

Core training

Within 120 days of being issued their provider number, HCWs, PSWs, and PCAs must complete eight hours of core training. Core training consists of online modules (online core) and an instructor-led webinar (core workshop). Workers must complete the online modules before participating in the webinar.

Refresher training

HCWs, PSWs, and PCAs enrolled prior to 9/1/21 must complete a 12-hour refresher training by 3/31/22. Refresher training consists of online modules (online refresher) and an instructor-led webinar (refresher workshop). Online modules must be completed prior to participating in the webinar. Enrolled workers who completed orientation and core training, or refresher training during the pilot period will receive credit for completing the refresher training.

Continuing education

HCWs, PSWs, and PCAs are required to complete 12 hours of continuing education by the end of the worker's 24-month "approved to work" credential on an ongoing basis. This requirement is not effective on 9/1/21. Information will be shared later.

Oregon Home Care Commission (OHCC) trainings

OHCC will continue to provide trainings required for OHCC certifications and First Aid and CPR training.

OHCC trainings do not count towards the required trainings related to SB 1534 unless a worker has and maintains an active OHCC certification (refer to exceptions).

Exceptions to required training

HCWs, PSWs, and PCAs are exempt from completing core or refresher training and continuing education if they have and maintain an OHCC certification. Certifications include:

- Professional Development Certification (PDC)
- Enhanced
- Exceptional
- Ventilator-Dependency Quadriplegia (VDQ)
- Traditional Health Worker

Tracking Orientation and Training

Compliance with orientation and training will be tracked centrally and local offices are not required to track this information.

For HCWs: This information will be tracked by OHCC and OHCC will send out reminder notices to workers.

For PSWs: Training information will be available to PSWs who log into eXPRS and their EVV portal.

For PCAs: This information will be tracked by the Health Systems Division (HSD) and HSD will send out reminder notices.

Workers with multiple provider numbers (HCW, PSW, or PCA)

Orientation and training requirements are tied to an individual and not their specific provider type. Therefore, if an individual has multiple provider numbers, they are only required to attend orientation and required training for one program.

Terminations related to failure to complete training requirements

HCWs, PSWs, and PCAs who fail to complete training requirements will be terminated. All workers will be provided hearing rights and may continue to work until the conclusion of the process. If a worker completes training during the appeal process, the termination notice will be rescinded. Terminated workers will not receive training credit when they reapply and will have to complete orientation and core training.

Where to find more information

The [OHCC website](#) includes detailed information under the “Communications” and “Community Partner Communication Toolkit” sections of the Senate Bill 1534 page. Translated materials are available.

Please refer to “[Contacts and Resources List: Senate Bill 1534](#)” for direct links to communication materials and contact information.

Additional information can be found at <https://www.carewellseiu503.org/training/>

Training/communication plan: Please review the communication materials found on [OHCC's website](#).

Local office and HSD Contractor action required:

- All: Review SB 1534 communication materials available above.
- APD/AAA/HSD Contractor: Provide applicants Carewell's flyer and registration guide.
- All: If contacted by a worker, please direct them to contact Carewell SEIU 503 Training for technical assistance related to course registration or to request accommodations.
- All: If needed, send orientation exemption requests to OHCC.

Central office action required: Central office will track orientation and training completion dates and send termination notices to workers who fail to meet training requirements.

Field/stakeholder review: Yes No

If yes, reviewed by: APD, ODDS, and HSD policy; APD Operations.

Filing instructions:

If you have any questions about this policy, contact:

Contact(s): Jenny Cokeley, Aging and People with Disabilities; Vanessa Richkind, Office of Developmental Disabilities Services; Amy Gordin, Health Systems Division.

Phone:

Jenny Cokeley 503-871-9782 (APD)
Vanessa Richkind: 503-509-7224 (ODDS)
Amy Gordin: 503-545-0885 (OHA/HSD)

Fax:

Email:

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Amy.Gordin@dhsoha.state.or.us