

Policy Transmittal Aging and People with Disabilities



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Number: APD-PT-22-016

Issue date: 5/4/2022

Topic: Long Term Care

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 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 | |

Policy/rule title:	Homecare Worker Terminations: Failure to Complete Core Training		
Policy/rule number(s):	OAR 418-020-0010 through 418-020-0060 OAR 411-031-0040	Release number:	
Effective date:	9/1/21	Expiration date:	
References:	APD-PT-21-027		
Web address:	https://www.oregon.gov/DHS/SENIORS-DISABILITIES/HCC/Pages/Senate-Bill-1534-Updates.aspx https://www.carewellseiu503.org/training/		

Discussion/interpretation:

Training became required for homecare workers (HCWs) on Sept.1, 2021. The purpose of this transmittal is to provide additional information about the termination

process for HCWs who fail to complete core training within 120 days of enrollment. Please note, this transmittal is **not** about refresher training required for those enrolled prior to Sept.1, 2021.

Core Training

Unless a worker has a certification through the Oregon Home Care Commission as a homecare worker, personal support worker, or personal care attendant, core training must be completed within 120 days of enrollment.

Core trainings consists of:

- Online core (self-paced online modules)
- Core workshop (currently a live webinar)
- Assessment and survey (used to test knowledge and request stipend)

All components of core training must be completed by the deadline to receive credit for completion.

The Provider Relations Unit (PRU) tracks the completion of core training. The termination process will be initiated by PRU for workers who do not complete all components of core training within 120 days of enrollment.

Please refer to [APD-PT-21-040](#) for more information about core training requirements.

Termination process

The following steps occur if an HCW does not complete core training by the deadline:

- PRU confirms training was not completed timely and notifies the Long Term Services and Supports (LTSS) unit.
- LTSS sends a termination notice to the worker notifying them they have 14 days to appeal the termination. Workers who appeal timely may continue to work throughout the appeal process.
- LTSS emails local APD/AAA office staff to alert them of the termination and includes a copy of the termination notice.
- LTSS will withdraw the termination notice if the worker completes all components of core training by the effective date of the termination notice, or anytime during the appeal process.
- If the HCW does not request an appeal by the effective date of the termination notice, LTSS will issue a Final Order by Default and send a copy to the local APD/AAA office. The HCW may not bill for services and is disenrolled as a Medicaid provider. LTSS will notify PTC Support to enter the date of termination as the end date on the HCW's service account.
- LTSS will notify the local APD/AAA office of the effective date of the termination.

- Local APD/AAA staff will terminate the provider credential in Oregon ACCESS using the status “Sus, Not Wrk Req Rvw” and the reason “Lack skills/safety.”

Interventions to reduce the occurrence of HCW terminations

Local APD/AAA office staff:

- Provide applicants the link to the “[New Worker Flyer with Steps and Frequently Asked Questions](#)” and “[New Worker Training Registration and User Guide](#)” or provide hard copies of the materials. To request printed materials, email Carewell SEIU 503 Training at CarewellSEIU503Training@RISEpartnership.com, write “New Worker Materials Request” in the subject line and include the requested quantity in the body of the email.
- Direct applicants to register for New Worker Training at <https://www.carewellseiu503.org/training/new-workers/>
- Encourage workers to respond to the Carewell SEIU 503 Training email asking for the worker’s provider number so they may be enrolled in core training. Workers will receive an email from noreply@myabsorb.com. The subject line will read, “Next Steps: Provider Number Input Task.” Once that task is complete, they will receive another email with “Next Steps: Core Training” in the subject line.
- Remind workers they will receive a stipend for successfully completing online core (including the assessment/survey) and another after completing the core workshop (including the assessment/survey).
- Encourage workers to appeal the termination notice if they desire to but are unable to complete training by the effective date of the termination notice.

Provider Relations Unit (PRU)

- PRU mails a welcome letter to all newly enrolled HCWs to inform them of the requirement to complete core training within 120 days of enrollment. The letter includes information about how and where to register for training.
- PRU sends ongoing reminder notices to HCWs to remind them to complete refresher training by the deadline.

HCW re-enrollment after termination

To re-enroll as an HCW after the individual has been terminated for failure to complete required training, the following steps must be completed:

- Reapply at the local APD/AAA office and complete all tasks required for enrollment, including a background check.
- Retake orientation.
- Complete core training within 120 days of re-enrollment. Note: If an individual completes core training within 30 days of termination and they reapply, they will not need to complete core training after enrollment, but all other enrollment activities must be met, including orientation.
- Staff contact PTC Support to remove the HCW's service account end date.

Where to find more information about required training

Please see the resources below for additional information about required trainings:

Oregon Home Care Commission's website: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/Senate-Bill-1534-Updates.aspx>

Carewell SEIU 503 Training's website: <https://www.carewellseiu503.org/training/>

Training/communication plan: Information about the termination process is outlined in this transmittal.

Local/branch action required: Refer to the intervention section of the transmittal.

Field/stakeholder review: Yes No

If yes, reviewed by: APD Operations

Filing instructions:

If you have any questions about this policy, contact:

Contact(s): Jenny Cokeley and Traci Lerner	
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