

**OREGON HOME CARE COMMISSION  
OREGON ADMINISTRATIVE RULES**

**CHAPTER 418  
DIVISION 20**

**OREGON HOME CARE COMMISSION FUNCTIONS**

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*Effective 7/1/2019*

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**418-020-0010 Definitions** *(Amended 7/1/2019)*

(1) "Active" means an active homecare or personal support worker who has:

(a) A current provider number;

(b) Worked and been paid with public funds in any of the past 12 months as a homecare or personal support worker;

(c) A current credential; and

(d) Met the orientation and core training requirements of the program for which the worker is enrolled.

(2) "Area Agency on Aging (AAA)" means the Department designated agency charged with the responsibility to provide a comprehensive and coordinated system of services to older adults and adults with disabilities in a planning and service area. The term is inclusive of both Type A and Type B Area Agencies on Aging as defined in [ORS 410.040](#) and described in [ORS 410.210 to 410.300](#).

(3) "Assessment" means a tool used to evaluate a homecare or personal support worker's knowledge of information learned during trainings required for Oregon Home Care Commission certifications as described in [OAR 418-020-0030\(3\)\(b\) through \(f\)](#).

(4) "Background Check" means a criminal records check and abuse check under [OAR chapter 407, division 7](#).

(5) "Case Management Entity" has the meaning as defined in [OAR 411-317-0000](#).

(6) "Case Manager" means an employee of a service delivery office who is responsible for determining service eligibility, offering service choices to eligible individuals, developing a plan of authorized services, and monitoring the effectiveness of services and supports. This term includes service coordinators and personal agents, as described in [OAR chapter 411, division 317](#).

(7) "CMS' Core Competencies" means the set of 12 core competencies developed by the Center for Medicare and Medicaid Services (CMS) for the direct care workforce. The 12 competencies are found in Appendix E of the "The Roadmap of Core Competencies for the Direct Services Workforce" published at:  
<https://www.medicaid.gov/medicaid/ltss/downloads/workforce/dsw-core-competencies-final-set-2014.pdf>.

(8) "Collective Bargaining Agreement" or "CBA" means the ratified Collective Bargaining Agreement between the Oregon Home Care Commission and the Service Employees International Union, Local 503. The Collective Bargaining Agreement is maintained on the Department's website at: <http://www.dhs.state.or.us/spd/tools/cm/homecare/index.htm>.

(9) "Commission" means the Oregon Home Care Commission established and operated pursuant to [Article XV, Section 11](#), of the Oregon Constitution, and [ORS 410.595 to 410.625](#).

(10) "Commissioner" means one of the nine members of the Home Care Commission appointed by the Governor and confirmed by the Senate as provided in [ORS 171.562 and 171.565](#). Five members are either seniors or individuals with disabilities who are receiving or who have received homecare services. One member is appointed to represent each of the following entities, or a successor entity, for as long as a comparable entity exists:

(a) Governor's Commission on Senior Services.

(b) Department of Human Services.

(c) Oregon Disabilities Commission.

(d) Oregon Association of Area Agencies on Aging and Disabilities.

(11) "Common Law Employer" means the employer of record responsible for the duties described in [OAR 411-375-0055](#).

(12) "Community Health Worker" means an individual, as defined in [ORS 414.025](#), who assists members of the community to improve their health and increase the capacity of the community to achieve wellness and meet the health care needs of its residents.

(13) "Competency Evaluation" means a tool to measure an individual's mastery of the information learned during mandatory trainings.

(14) "Consumer" or "Consumer-Employer" means an individual eligible for in-home and community-based services.

(15) "Consumer-Employer Training Services" means activities described in [OAR 411-035-0090](#) that empower and inform consumer-employers, authorized representatives of consumer-employers, or a consumer's common law employer regarding their rights, roles, and responsibilities as employers of homecare or personal support workers. The consumer-employer training services program is known as Employer Resource Connection.

(16) "Consumer Authorized Representative" means an individual assigned by a consumer, or designated by a consumer's legal representative, to act as the consumer's decision-maker in matters pertaining to planning and implementing an in-home service plan or individual support plan.

(17) "Continuing Education" means Commission approved training mandated on an ongoing basis. Continuing education is separate from orientation or core training.

(18) "Core Training" means the mandated training, or series of trainings, required for homecare and personal support workers.

(19) "Credential" means time-limited approval by DHS or OHA for an individual to provide services as a homecare or personal support worker, which includes a start date, designated by a service delivery office, no earlier than the individual's most recent background check and signed provider enrollment agreement, and an end date no later than 24 months from the homecare or personal support worker's most recent background check. This is also referred to as an approved to work credential.

(20) "Cultural Competence" is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals to enable effective work in cross-cultural situations.

(21) "Department" or "DHS" means the Oregon Department of Human Services.

(22) "Enrolled" means an individual has met the initial enrollment requirements to become a Medicaid approved homecare or personal support worker and has been issued a provider number. The requirements are listed in [OAR 418-020-0020\(1\)\(a\) through \(f\)](#) for homecare workers and [OAR 418-020-0020\(2\)\(a\) through \(e\)](#) for personal support workers.

(23) "Enrollment Agreement" means the program-specific document an individual must complete to be approved to provide services as a homecare or personal support worker.

(24) "Enhanced Homecare Worker" means a homecare worker, as defined in these rules, who is certified by the Commission to provide medically-

driven services and supports, as defined in [OAR 411-031-0020](#) to consumers who have been assessed by a case manager as needing the services and supports.

(25) "Enhanced Personal Support Worker" means a personal support worker, as defined in these rules, who is certified by the Commission to provide services to consumers who require advanced medically-driven services and supports as defined in [OAR 411-375-0010](#) or behaviorally-driven services and supports as defined in [OAR 411-375-0010](#) and identified through a functional needs assessment.

(26) "Exceptional Personal Support Worker" means a personal support worker, as defined in these rules, who is certified by the Commission to provide services for consumers who require staff to be awake more than 20 hours in a 24-hour period and who require extensive medically-driven services and supports as defined in [OAR 411-375-0010](#) or behaviorally-driven services and supports as defined in [OAR 411-375-0010](#), beyond the enhanced services provided by an enhanced personal support worker, as assessed by a functional needs assessment.

(27) "Functional Needs Assessment" means the comprehensive assessment tool defined in [OAR 411-317-0000](#).

(28) "Grievance" means a formal allegation of acts, omissions, applications, or interpretations that are believed to be violations of the terms or conditions of the Collective Bargaining Agreement.

(29) "Homecare Worker" means a provider, as defined and described in [OAR chapter 411, division 31](#), who is directly employed by a consumer or a consumer's authorized representative, to provide hourly services to the consumer.

(30) "Incumbent Worker" means a person who enrolled as a homecare or personal support worker prior to January 1, 2021.

(31) "Incumbent Worker Seminar" means a 12-hour course for incumbent workers that educates workers on the new core competencies.

(32) "Independent Choices Program" means the program described in [OAR Chapter 411, Division 30](#), which is a self-directed in-home services program where a participant is given a cash benefit to purchase goods and services that are identified in the participant's service plan and prior approved by Aging and People with Disabilities (APD) or an AAA.

(33) "Individual" means an older adult, an adult with a disability, or a child with a disability applying for or eligible for services. The term "individual" is synonymous with "client" and "consumer".

(34) "Individual Support Plan" or "ISP" means the plan defined in [OAR 411-317-0000](#).

(35) "Mastery" means a homecare or personal support worker has achieved the specific learning objectives of a training.

(36) "OHA" means the Oregon Health Authority.

(37) "Oregon Intervention System Certification" or "OIS" certification means a system of training to people who work with designated individuals to provide elements of positive behavioral support and non-aversive behavioral intervention.

(38) "Orientation" means a mandatory Commission approved presentation for homecare and personal support workers that provides essential information required to provide safe and person-centered services and supports and comply with applicable program rules.

(39) "Personal Support Worker" means a person, as defined in [ORS 410.600](#):

(a) Who is hired by an individual with a developmental disability or mental illness or a parent or guardian of an individual with a developmental disability or mental illness.

(b) Who receives monies from DHS or OHA for the purpose of providing services for the individual with a developmental disability or mental illness.

(c) Who provides services through the Independent Choices Program for an older adult or an individual with a physical disability.

(d) Whose compensation is provided in whole or in part through DHS or OHA, a case management entity or other public agency, and who provides services in the home or community.

(40) "Program" means a program governed by Oregon Administrative Rules and administered by DHS or OHA that authorizes services provided through public funding in an individual's home or in the community.

(41) "Provider" means a homecare or personal support worker who is eligible to be hired by a consumer-employer, a consumer's authorized representative, or the consumer's common law employer, to provide services authorized in the consumer's service plan in the individual's home or in the community.

(42) "Provider Number" means an identifying number issued to each homecare and personal support worker who is enrolled as a provider through DHS or OHA.

(43) "Registry" means the Commission's online tool used to match qualified homecare or personal support workers available for work with individuals seeking to hire workers.

(44) "Respite Worker" means a paid homecare or personal support worker who provides services in place of a family caregiver or other member of a consumer's natural support system who typically provides unpaid services.

(45) "Restricted Provider Number" means a number assigned by DHS to a homecare or personal support worker who has restrictions placed on the worker's provider enrollment.

(46) "Service Delivery Office" means an APD or AAA office, case management entity, or Community Mental Health Program office that is responsible for case management and authorization of publicly funded services provided by homecare or personal support workers.

(47) "Service Plan" means a written plan of authorized services provided in an individual's home or in the community, developed in accordance with DHS or OHA rules and policies, or an Individual Support Plan.

(48) "State Plan Personal Care Services" means the assistance with personal care and supportive services provided for an individual by a homecare or personal support worker.

(49) "Stipend" means an amount of money granted to a homecare or personal support worker in accordance with Commission requirements described in [OAR 418-020-0030\(1\)\(b\)](#).

(50) "Substitute Worker" means a homecare or personal support worker who provides services in place of a homecare or personal support worker who is unavailable.

(51) "These Rules" mean the rules in [OAR chapter 418, division 20](#).

(52) "Worker" means a "Homecare Worker" or "Personal Support Worker".

Stat. Auth.: [ORS 410.602](#)

Stats. Implemented: [ORS 410.600, 410.603, 410.605, 410.606, 410.608, 410.612](#)

**418-020-0020 Qualifications for Homecare and Personal Support Workers** *(Amended 7/1/2019)*

(1) Homecare Worker Minimum Qualifications.

- (a) Submit a complete application and provider enrollment agreement to a service delivery office.
- (b) Pass a DHS background check and cooperate with a recheck every two years or when requested.
- (c) Be capable of performing essential functions to safely provide necessary services or be capable of learning essential functions to safely provide necessary services.
- (d) Meet the in-home program specific guidelines.
- (e) Be 18 years of age or older.
- (f) Attend orientation.
- (g) Complete mandated core training within specified timelines.
- (h) Complete and pass mandated core training competency evaluations.
- (i) Complete mandated continuing education within the specified timelines.

(2) Personal Support Worker Minimum Qualifications.

- (a) Submit a complete provider application and enrollment agreement.
- (b) Pass a DHS or OHA background check and cooperate with a recheck when requested.
- (c) Be capable of performing essential functions to safely provide necessary services or be capable of learning essential functions to safely provide necessary services.
- (d) Be 18 years of age or older.
- (e) Meet program specific guidelines, including attending applicable orientations.
- (f) Complete mandated core training within specified timelines.
- (g) Complete and pass mandated core training competency evaluations.
- (h) Complete mandated continuing education within specified timelines.

(3) Homecare and Personal Support Worker Orientation. Orientation must:

- (a) Occur on a frequent basis to prevent delays in a worker's enrollment or continued employment as a homecare or personal support worker.
- (b) Include a presentation and materials created or approved by the Commission and DHS or OHA.
- (c) Include information on the following topics:
  - (A) Abuse and mandatory reporting.

(B) Confidentiality.

(C) Consumer rights.

(D) Medication safety.

(E) Preventing Medicaid fraud.

(F) Providing person-centered services.

(G) Universal precautions and infection control.

(H) Worker requirements, roles, and responsibilities.

(I) Other information DHS or the Commission deems appropriate for the professionalization of the homecare and personal support worker workforce.

(J) The Commission reserves the right to remove training topics listed in [OAR 418-020-0020\(3\)\(c\)\(A\) through \(I\)](#) if it is deemed necessary.

(d) Be culturally-appropriate for workers of all language abilities.

(A) If orientation is not available in the worker's preferred language, interpreter services shall be made available.

(B) Orientation presentation and materials shall be culturally appropriate and accessible to workers in their preferred language. Reasonable efforts shall be made to accommodate language requests when there is adequate demand for the presentation and materials in the preferred language

(e) Provide reasonable accommodations in accordance with Title II of the Americans with Disabilities Act for homecare and personal support workers who experience a disability.

(f) Allow the Union to make presentations to potential members at orientations, at a mutually agreeable time, in accordance with the current collective bargaining agreement.

(g) Within 30 days of receiving a provider number, a homecare or personal support worker must attend an orientation that utilizes materials provided or approved by the Commission. This provision is in effect until December 31, 2020.

(A) When completion of an orientation is not available at a local service delivery office or online within 30 days, orientation must be completed within 90 days of enrollment. This provision is in effect until December 31, 2020.

(B) If a homecare or personal support worker fails to complete an orientation within 90 days of provider enrollment, the provider number shall be inactivated and any authorization for service payments shall be discontinued, in accordance with [OAR Chapter 411, Division 31](#) and [OAR Chapter 411, Division 375](#).

(h) Effective January 1, 2021, an applicant is required to complete orientation prior to the issuance of a provider number and shall not be authorized to work until orientation has been completed.

(A) An applicant may be granted an exception to begin working prior to attending orientation under the following circumstances:

(i) 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;

(ii) Orientation is not readily accessible; and

(iii) The applicant has met the enrollment criteria described in [OAR 418-020-0020\(1\)\(a\) through \(e\)](#) or [OAR 418-020-0020\(2\)\(a\) through \(d\)](#).

(B) Requests for exceptions shall be submitted to the Oregon Home Care Commission by the local APD or AAA service delivery office or case management entity for approval.

(i) The Commission shall approve or deny the request within one business day.

(ii) If an exception is approved by the Oregon Home Care Commission, the homecare or personal support worker shall attend orientation within 120 days of enrollment. Workers who fail to attend orientation within the specified timeline shall not be authorized to work.

Stat. Auth.: [ORS 410.602](#)

Stats. Implemented: [ORS 410.603](#), [410.604](#), [Ch. 75 Oregon Laws 2018](#)

**418-020-0030 Homecare and Personal Support Worker Training**  
(Amended 7/1/2019)

(1) Training is offered by the Commission to homecare and personal support workers statewide to enhance worker skills and cultural competence, as well as the quality of services provided to consumer-employers in their home or in the community.

(a) Training is provided without charge to homecare and personal support workers, consumer-employers, consumer-representatives,

appropriate service delivery staff, and the staff of adult foster homes licensed under [OAR chapter 411, division 50](#).

(b) Stipends for actual hours in attendance at Commission-sponsored classes may be available to homecare and personal support workers who have provided publicly funded services in any of the three months before training or during the month of the training. The Commission determines:

(A) The amount of a stipend and may provide a stipend for each eligible class once in a 12-month period.

(B) Which classes are approved for stipends for homecare and personal support workers.

(2) Public Availability of Training. When classes are not filled, members of the public may attend, after registering and paying training fees determined by the Commission. Members of the public are not eligible for stipends.

(3) Certifications for Homecare and Personal Support Workers.

(a) Cardio Pulmonary Resuscitation (CPR) and First Aid Certification:

(A) The Commission pays for CPR and First Aid training for active homecare and personal support workers who meet the qualifications established by the Commission.

(B) Homecare and personal support workers must submit a written request to the Commission for authorization to attend CPR and First Aid training paid for by the Commission.

(C) The Commission does not reimburse homecare or personal support workers who have paid for CPR and First Aid classes.

(b) Professional Development Certification. To be eligible for Professional Development Certification, homecare or personal support workers must:

(A) Have an active, unrestricted provider number.

(B) Complete core, safety, and elective training classes and pass training specific assessments.

(C) Have a current Adult CPR and First Aid certification prior to and throughout the certification period.

(D) Have an acceptable attendance record with a no-show rate of 20 percent or less at Commission-sponsored classes.

(E) Submit an application.

(F) Certification may be renewed by completing the requirements found in [OAR 418-020-0030\(3\)\(b\)\(A\) through \(D\)](#) between the 13th and 24th month of the certification period.

(G) Homecare or personal support workers who have an unexpired Oregon Certified Nursing Assistant (CNA) certification, and provide proof of certification, may substitute their CNA certification in place of the safety-type and elective courses and corresponding assessments required for the initial professional development certification process. Homecare and personal worker with CNA certification must meet the requirements in [OAR 418-020-0030\(3\)\(b\)\(F\)](#) to renew their professional development certification.

(c) Enhanced Homecare Worker Certification.

(A) To be certified as an enhanced homecare worker, a homecare worker must:

- (i) Have an active, unrestricted provider number.
- (ii) Have and maintain a current CPR and First Aid Certification.
- (iii) Submit an application.
- (iv) Once accepted, successfully complete enhanced homecare worker coursework and assessments.
- (v) Have an acceptable attendance record with a no-show rate of 20 percent or less at Commission sponsored classes.

(B) Enhanced homecare workers are eligible for an enhanced hourly service payment rate only when providing services for a consumer-employer assessed by DHS as having enhanced needs.

(C) For ongoing enhanced homecare worker certification, a homecare worker must:

- (i) Maintain an active homecare worker credential and current Adult CPR and First Aid certification.
- (ii) Complete required enhanced certification courses before the end of the 24-month certification period.

(d) Enhanced Personal Support Worker Certification.

(A) To be certified as an enhanced personal support worker, a personal support worker must:

- (i) Have an active, unrestricted provider number.

(ii) Have and maintain a current CPR and First Aid certification.

(iii) Submit an application.

(iv) Once accepted, successfully complete enhanced personal support worker coursework and pass assessments.

(v) Have an acceptable attendance record with a no-show of 20 percent or less at Commission sponsored classes.

(B) Enhanced personal support workers are eligible for an enhanced hourly service payment rate only when providing services for a consumer-employer assessed by a case management entity as having enhanced needs.

(C) For ongoing enhanced personal support worker certification, a personal support worker must:

(i) Maintain an active personal support worker credential and current CPR and First Aid certification.

(ii) Complete required enhanced certification courses before the end of the 24-month certification period.

(e) Exceptional Personal Support Worker Certification:

(A) To be certified as an exceptional personal support worker, a personal support worker must:

(i) Have and maintain a valid enhanced personal support worker certification as described in this rule.

(ii) Submit an application.

(iii) Have a current Oregon Intervention System general or parent level certification, as appropriate.

(iv) If accepted, complete required exceptional personal support worker coursework and pass course assessments.

(B) For ongoing exceptional personal support worker certification, a personal support worker must:

(i) Maintain an active personal support worker credential, CPR and First Aid certification, and Oregon Intervention System certification.

(ii) Complete requirements for recertification before the end of the 24-month certification period.

(C) Exceptional personal support workers are eligible for an exceptional service payment rate only when providing services for a consumer-employer assessed by a case management entity as having exceptional needs.

(f) Community Health Worker Certification:

(A) To be certified as a community health worker, a homecare or personal support worker must:

(i) Have an active, unrestricted provider number.

(ii) Have a current professional development certification.

(iii) Have and maintain a current CPR and First Aid certification.

(iv) Submit an application.

(v) Complete required community health worker certification courses.

(B) For ongoing community health worker certification, a homecare or personal support worker must:

(i) Maintain an active homecare or personal support worker credential and have a current CPR and First Aid certification.

(ii) Complete 20 hours of required training approved by the Commission within the 24-month certification period.

(iii) Have and maintain professional development certification.

Stat. Auth.: [ORS 410.602](#)

Stats. Implemented: [ORS 410.603, 410.604, 410.625, Ch. 75 Oregon Laws 2018](#)

**418-020-0035 Mandatory Training and Competency Evaluations – Effective 1/1/2021 (Adopted 7/1/2019)**

(1) Training curricula shall be reviewed and approved by the Commission prior to use at mandatory training.

(2) Mandatory training shall be geographically accessible in all areas of the state.

(3) Mandatory training shall be culturally appropriate for workers of all language abilities.

(a) If a training is not available in the worker's preferred language, interpreter services shall be made available.

(b) Training materials shall be culturally appropriate and accessible to workers in their preferred language. Reasonable efforts shall be made to accommodate language requests when there is adequate demand for the materials in the preferred language.

(c) Reasonable accommodations shall be provided in accordance with Title II of the Americans with Disabilities Act for homecare and personal support workers who experience a disability.

(4) Mandatory core training.

(a) Effective January 1, 2021, homecare and personal support workers are required to complete eight hours of core training within 120 days of enrolling as a Medicaid provider.

(b) Homecare and personal support workers are exempt from [OAR 418-020-0035\(4\)\(a\)](#) if they have a current certification awarded by the Commission as described in [OAR 418-020-0030\(3\)](#) and continue to meet the on-going certification requirements.

(c) Core training topics include, but are not limited to:

(A) Safety and emergency measures.

(B) Understanding requirements for providers paid with Medicaid funds.

(C) Providing person-centered services and supports.

(D) Understanding how to support the physical and emotional needs of the individual receiving services.

(E) Managing medications.

(F) Providing personal care and assistance with activities of daily living.

(d) In addition to the core training topics described in [OAR 418-020-0035\(4\)\(c\)\(A\) through \(F\)](#), DHS and the Commission may establish

other training topics deemed appropriate for the professionalization of the homecare and personal support worker workforce.

(5) Continuing education.

(a) Homecare and personal support workers with an approved to work end date of July 1, 2023 or later, 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.

(b) Homecare and personal support workers are exempt from [418-020-0035\(5\)\(a\)](#) if they have a current certification awarded by the Commission as described in [418-020-0030\(3\)](#) and continue to meet the on-going certification requirements.

(6) Core training competency evaluations.

(a) Competency evaluations shall be based on the CMS Direct Service Workforce Core Competencies.

(b) Competency evaluations shall measure a homecare or personal support worker's mastery of the skills and knowledge acquired through training.

(c) Homecare and personal support workers enrolled on or after January 1, 2021 shall complete competency evaluations after the completion of core training.

(d) Homecare and personal support workers enrolled on or after January 1, 2021 must pass competency evaluations to receive credit for completing core training.

(e) Competency evaluations shall be available in a manner that accommodates an individual's literacy skills and preferred language.

(7) Incumbent Worker Seminar. Incumbent workers are required to complete an incumbent worker seminar by June 30, 2021.

(8) Training Pilot. Homecare and personal support workers who participate in the DHS-approved training pilot between January 1, 2020 and December 31, 2020 shall be granted equivalent credit when training becomes mandatory on January 1, 2021.

Stat. Auth.: [ORS 410.602](#)

Stats. Implemented: [ORS 410.603, 410.604, 410.625, Ch. 75 Oregon Laws 2018](#)

**418-020-0040 Consumer-Employer Training Services** (*Amended 7/1/2019*)

The Commission offers voluntary training services to consumer-employers, consumers' authorized representatives, and consumers' common law employers on how to manage employer responsibilities. These services are referred to as Employer Resource Connection.

(1) To be eligible for the consumer-employer training program, an individual must be receiving Medicaid funded in-home services through DHS or OHA or services through the Oregon Project Independence program. An individual's authorized representative or common law employer is eligible to receive consumer-employer training services.

(2) Consumer-employer training services are provided by individuals or entities under contract with the Commission and meet the qualifications described in [OAR 411-035-0095](#).

(3) Services are designed to meet consumer-employer needs and are provided in a culturally competent manner. Consumer-employer training is based on the needs and preferences of the consumer-employer and topics are related to the employer responsibilities described in [OAR 411-030-0040\(4\)\(a\)](#) and [OAR 411-375-0055\(5\)\(b\)](#).

(4) Consumer-employer training services shall meet the requirements outlined in [OAR 411-035-0090](#).

Stat. Auth.: [ORS 410.602](#)

Stats. Implemented: [ORS 410.603, 410.604](#)

**418-020-0050 Registry** *(Amended 7/1/2019)*

The Commission maintains an online Registry of qualified and active homecare and personal support workers to provide routine, emergency, and substitute referrals to consumer-employers.

(1) Service Delivery Office Responsibilities. Staff must enter information into the Registry within five business days:

(a) The date and location a homecare worker or personal support worker completed orientation.

(b) The expiration dates of CPR and First Aid certifications for homecare or personal support workers who present original documents at the service delivery office.

(2) Service Delivery Staff Use of Registry. DHS and OHA Service Delivery office staff shall use the Registry exclusively to refer homecare or personal support workers to consumer-employers:

(a) When a consumer-employer, consumer's authorized representative, or the consumer's common law employer requests names of homecare or personal support workers, an individual employer profile shall be created and used for generating a Registry list of homecare or personal support workers who best match the consumer's profile. Service delivery staff may not:

(A) Create generic lists for distribution to multiple consumer-employers.

(B) Recommend specific homecare or personal support workers to consumer-employers or serve as employment references for such workers.

(b) Service delivery staff may refer consumer-employers, consumers' authorized representatives, or consumers' common law employers needing assistance with the Registry or locating homecare or personal support workers to the Employer Resource Connection consumer training services program.

(3) Referral Requirements. For a homecare or personal support worker's name to appear on a Registry referral list, a homecare or personal support worker must:

(a) Have an active, unrestricted provider number.

(b) Be seeking employment.

(c) Authorize release of information by selecting this option on the Registry or in writing to the appropriate service delivery office.

(d) Maintain a complete, accurate profile.

(e) Have a working telephone number and email address. If a homecare or personal support worker does not have a working telephone number in the Registry, they will not be available for referral in the Registry and will be notified by the Commission via U.S. Mail or email.

(f) Update profile information at least every 30 days.

(g) Update changes to availability, telephone number, or other information when changes occur.

(4) Appropriate Use. The purpose of the Registry is for individual consumer-employers, persons authorized to act on behalf of consumers, or individuals hiring in-home workers privately, to find qualified homecare or personal support workers.

(5) Inappropriate Employer Use. Employer profiles or help wanted advertisements placed for purposes other than for individual searches as described in this rule are not authorized.

(6) Inappropriate Use by Homecare and Personal Support Workers. Homecare and personal support workers may not use the Registry for purposes other than its intended use. Homecare and personal support workers may not:

(a) Use the Registry to refer other homecare or personal support workers or contact other homecare or personal support workers.

(b) Use the Commission's name on business cards or other promotional materials.

(c) Represent themselves in print, electronic, or social media as employees of the Commission, DHS, OHA, or any service delivery office.

(7) Violations of [OAR 418-020-0050\(6\)](#) by homecare or personal support workers shall be investigated by the Commission.

(a) Sanctions may be imposed for non-compliance with these rules. Depending on severity and recurrence of violation, a sanction may include one or more of the following actions:

(A) Written warning.

(B) Suspension of availability for Registry referral for a prescribed period.

(C) Suspension of availability for Registry referral until conditions for suspension are corrected.

(D) The requirement to attend Commission-sponsored trainings.

(b) Depending on the severity of allegations of misconduct or inappropriate use, the Commission may suspend availability for referral during investigation.

(c) Notice of Sanction. If the Commission imposes a sanction, the Commission shall attempt to serve a notice of sanction upon the homecare or personal support worker by regular mail based on the last contact information provided by the worker, or, if requested by the recipient of the notice, by electronic mail. The Notice of Sanction shall comply with [OAR chapter 137, division 3](#) and [OAR chapter 411, division 1](#), as applicable.

Stat. Auth.: [ORS 410.602](#)

Stats. Implemented: [ORS 410.603, 410.604, 410.606](#)

**418-020-0060 Workers' Compensation** (*Amended 7/1/2019*)

(1) The Commission elects workers' compensation coverage on behalf of consumer-employers who employ homecare and personal support workers.

(2) Consumer-employers and consumer representatives must:

(a) Sign required documents for a homecare or personal support worker to receive workers' compensation coverage.

(b) Report homecare or personal support worker injuries to the Commission as soon as becoming aware of a worker's injury.

(c) Provide information to the Commission and workers' compensation carrier when workers report an injury.

(3) Service delivery office staff shall:

(a) Collect from each consumer-employer, at time of eligibility for services, appropriate signed workers' compensation documents.

(b) Report injuries immediately to the Commission.

(c) Respond to requests for information from the Commission and workers' compensation carrier when workers report injuries and when claims are filed.

(4) The Commission shall:

(a) Assist homecare and personal support workers who are injured while performing service plan authorized tasks with filing claims.

(b) Work as the agent of consumer-employers while providing information to the insurance carrier's claims adjusters, attorneys, return-to-work specialists, and vocational rehabilitation administrators.

(5) Homecare or personal support workers injured while providing authorized services must:

(a) Report work injuries as soon as becoming aware of injuries to the:

(A) Consumer-employer, consumer's authorized representative, or the consumer's common law employer;

(B) Case manager; and

(C) Commission.

(b) Cooperate with the Commission and workers' compensation carrier by providing all required documents and returning phone calls timely.

(c) Keep the consumer-employer, consumer-representative, or consumer's common law employer informed regarding work restrictions resulting from injuries at work, medical appointments, and return to work dates.

Stat. Auth.: [ORS 410.602](#)

Stats. Implemented [ORS 410.606](#), [410.625](#), [656.039](#)