

Frequently Asked Questions: Required Continuing Education for Providers

March 2026

Getting started

Q1. What is continuing education?

Continuing education is required for homecare workers, personal care attendants, and personal support workers.

It is ongoing training that helps you keep up to date on the best practices for your work. It helps you continue to build on the skills you develop over time in your career.

The continuing education requirement goes into effect on March 31, 2026. See question seven (7) for more information on when you need to complete continuing education.

Q2. How many hours of continuing education am I required to take?

You must complete 12 hours of continuing education every two (2) years.

Q3. I work as more than one provider type. How many hours of continuing education do I have to take?

You must take a total of 12 hours of continuing education every two (2) years. You don't need to take more than 12 hours every two (2) years even if you work as more than one provider type.

Your continuing education due date will be based on the provider number you've had the longest.

Q4. I have already taken continuing education courses through Carewell SEIU 503. Do I have to start all over?

No. If you finish continuing education courses before the requirement goes into effect on March 31, 2026, you will receive training credit.

Your continuing education certificate will last until your next renewal requirement after the March 31, 2026, deadline.

- **Example:** You complete continuing education in October 2025, and your next renewal date is April 2026. You will have met the requirement for your April 2026 renewal. The next time you will need to complete CE training will be for your April 2028 renewal.
- **Example:** You completed continuing education in December 2024, and your next renewal date is January 2025. You will have met the requirement for your next renewal in January 2027. The next time you will need to complete continuing education training will be for your January 2029 renewal.

You will still need to complete required training each time you renew your provider number after March 31, 2026.

Q5. I have a certification through the Oregon Home Care Commission (OHCC). Do I still need to take continuing education through Carewell SEIU 503?

No. If you have any of the following OHCC certifications, you are exempt from the required training through Carewell SEIU 503 as long as you keep your certification active:

- Professional Development (PDC)
- Enhanced Homecare or Personal Support Worker
- Exceptional Homecare or Personal Support Worker
- Ventilator Dependency Quadriplegia (VDQ)
- Traditional Health Worker

If you have an OHCC certification, you are also eligible for the Carewell Kicks benefit.

Information about the Kicks benefit is provided below in question 11.

Q6. I only work for a family member. Why do I have to take continuing education?

Family members know the person they support well. Ongoing training helps make sure the supported person gets the best care possible, regardless of who supports them.

When to complete continuing education

Q7. How do I know when I have to finish all my continuing education?

The due date to complete continuing education matches the expiration date of your background check. If you have multiple provider numbers, the due date will match the expiration date of the background check for the provider number you've had the longest.

- Homecare workers and personal care attendants can see this date on their remittance advices when they get paid. It will also be on the reminder notices they receive from the state 120, 90, and 60 days before their provider number expires.
- Personal support workers can see this date in eXPRS. Personal support workers will receive email notices before their provider number expires.

Carewell SEIU 503 will also send out reminders in advance to let you know your deadline is coming up.

Q8. Can I take continuing education courses while I'm working?

No. You must take your courses when you are off duty.

Q9. What happens if I don't finish my continuing education on time?

You must finish all your required training on time so you can keep your provider number and continue to work as a provider. You may lose your provider number and have to stop working if you do not complete your required training by its due date.

Continuing education pay and benefits

Q10. Will I be paid to take continuing education courses?

Provider continuing education

Yes. You will receive a stipend when you complete all 12 hours of continuing education. This is paid at your base rate.

When you've completed all your continuing education training, you will receive an email from the Carewell Learning Portal introducing you to Ratable, a payment service provider. Steps to receive your stipend will be included in the email. Stipends will be issued by direct deposit or check.

Q11. Are there any other benefits available to me when I complete continuing education?

Yes. Once you finish all your continuing education hours, you are eligible for the Carewell Kicks benefit and can get a free pair of slip-resistant shoes. Please note if you've already received a pair of shoes with Carewell Kicks, you won't be eligible for another pair unless it's been more than one year since ordering your last pair. You can find more information about Carewell Kicks here: www.carewellseiu503.org/carewellkicks/

Continuing education format

Q12. Who provides continuing education courses?

Continuing education courses are provided by Carewell SEIU 503.

To enroll for continuing education courses, log in to the Carewell SEIU 503 learning portal: carewellseiu503portal.org/#/login

If you don't see continuing education in your account when you log in, contact the Carewell SEIU 503 Member Assistance Center for help at 1-844-503-7348 (Monday through Friday, 8 a.m. to 6 p.m.).

Q13. How do I take continuing education courses?

Most trainings are available online. Some of the courses are available as live online webinars. The live online webinars are offered throughout the week, including nights and weekends. You will need to sign up in advance for these courses.

Provider continuing education

A required course that's offered as a live virtual class is *Cultural Awareness*. You should sign up for this course well in advance of your training due date to avoid delays in meeting your renewal requirements.

Q14. How long are the continuing education courses?

Courses range from 15 minutes to two (2) hours. Most courses are available 24 hours per day, 7 days a week. You can start and stop the training whenever you want.

Continuing education topics

Q15. What topics are included in continuing education?

Continuing education includes four (4) hours of required courses and eight (8) hours of elective courses you can choose on your own. You can choose from a variety of elective courses to find the training that best fits your needs and interests.

There is one (1) hour of required training devoted to:

- Professional boundaries
- Reporting abuse and neglect
- Medicaid and Medicare fraud

There are also three (3) hours of required cultural competency training including:

- Cultural awareness (webinar)
- Cultural skills

There are several options for elective courses to complete the remaining eight (8) hours of continuing education. Some of the options include:

- Food safety
- Learning about common I/DD diagnosis
- Housekeeping best practices
- Lifting and positioning
- Transfers and assistive devices

Provider continuing education

- Stress management for care providers
- What is an identity?
- What is intersectionality?
- Putting on and taking off PPE
- Prescription drug misuse
- Medical terminology for care providers
- Body systems 1 and 2
- Working with nonverbal consumers
- Providing strengths-based services

Carewell often adds new courses to the catalog. For the most up to date list of courses, go to www.CarewellSEIU503.org/catalog.

Accessibility

Q16. What if I don't have a laptop, computer, tablet or smartphone, or internet access?

Carewell SEIU 503 offers other ways to take training for those who don't have a device or internet service. You can contact Carewell at 1-844-503-7348 to find out more.

Q17. What if I need an ADA accommodation to take the training?

Carewell SEIU 503 can help with ADA accommodations. Please contact them at 1-844-503-7348 for more information.

Q18. Are continuing education courses offered in other languages?

Yes. Courses are available in multiple languages including Arabic, English, Chinese, Russian, Spanish, and Vietnamese. Translated materials and interpreters are also available.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact Oregon Home Care Commission at ohcc@odhsoha.oregon.gov or 877-624-6080. We accept all relay calls.