

Action Request Transmittal Aging and People with Disabilities



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Number: APD-AR-24-010

Issue date: 3/22/2024

Topic: Provider Information

Due date:

Subject: Online Health and Safety Reporting Form for Homecare Workers

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 | |

Action required:

A new online health and safety reporting form for homecare workers (HCW) is available on the Oregon Home Care Commission (OHCC) website and can be accessed using this link: <https://forms.office.com/g/nA2dbbqRh4>. Examples of health and safety concerns are included in the above link. HCWs can complete the form in English, Spanish, Russian, Vietnamese, Simplified or Traditional Chinese, or Arabic by selecting the language from the drop-down menu at the top of the online form. After submission, HCWs will receive an email confirmation that includes reported information.

This voluntary form does not replace the requirement for HCWs to report a health and safety concern to the consumer's case manager (CM) or to report abuse or suspected abuse to the appropriate entity as a mandatory reporter.

OHCC will take the following actions when a form is submitted:

- Contact the HCW for additional information.
- Share additional relevant information with the local office staff.
- Support the CM's efforts to address the concern and monitor the case until it is resolved.
- Report the outcome, omitting consumer-specific information, to the union.

When HCWs report a health and safety concern that occurs while working for a consumer-employer, CMs must:

- Investigate the situation by reviewing information provided by the HCW and consumer or their consumer-employer representative.
- Assess the situation and take steps to resolve or mitigate the issue.
 - Refer to APD-PT-17-058.
 - Refer to guidance and resources found in the “[In-Home Mitigation and Due Process Guide](#)” and “[Mitigation and Due Process Checklist](#)” found on the [In-Home Support Services](#) section of CM Tools.
 - Staff the case with an LTSS policy analyst, if needed, by emailing apd.medicaidpolicy@odhs.oregon.gov. Write “In-Home Consumer Case Review” in the subject line and indicate if the situation is urgent. Include the consumer’s name, prime number, and a summary in the body of the email.
- Narrate the outcome in the consumer’s case narration.
- Encourage the HCW to complete the voluntary online reporting form if they have not already done so.

Reminder: A two-part module training, [ODHS-APD/AAA-Case Manger Role in Homecare Worker Safety](#), is available for case managers and supervisors in Workday.

Reason for action:

The purpose of the online form is to provide a platform for homecare workers to report health and safety issues that occur while working for a consumer-employer. Information will also be used to collect and report data on health and safety issues, trends, and outcomes.

Field/stakeholder review: Yes No

If yes, reviewed by: Operations committee

If you have any questions about this action request, contact:

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