

# Information Memorandum Transmittal Aging and People with Disabilities



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**Number:** APD-IM-20-094

**Issue date:** 08/18/2020

**Topic:** Long Term Care

**Due date:**

**Subject:** Mandatory Training for Homecare and Personal Support Workers – Carewell SEIU 503 Training Begins Voluntary Pilot

**Applies to (check all that apply):**

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

**Message:**

Carewell SEIU 503 Training will provide mandatory training for state-funded homecare and personal support workers (including personal care attendants through the Health Systems Division), as required by Senate Bill 1534. Training includes orientation, core training, refresher training, and continuing education. Carewell works in partnership with the Oregon Department of Human Services, Oregon Health Authority's Health Systems Division, Oregon Home Care Commission, and SEIU,503.

Training becomes mandatory for all homecare and personal support workers on September 1, 2021. In preparation, Carewell is launching a voluntary training pilot for new workers (orientation and core training) beginning in September 2020. A voluntary pilot for currently enrolled workers will begin in February 2021 (refresher training). Workers who participate in the voluntary pilot will be given credit towards meeting the mandatory training requirements when the requirements go into effect in 2021.

Carewell will offer informational webinars for local office staff prior to the September 2020 launch. Carewell’s stakeholder liaison, Dele Oyemaja ([dele.oyemaja@risepartnership.com](mailto:dele.oyemaja@risepartnership.com)), will contact local offices in each pilot area prior to roll-out in their area to provide information about the new trainings and invite staff to participate in an informational webinar. The voluntary pilot launches in September 2020 in Douglas, Coos, Curry, Jackson, Josephine, Gilliam, Hood River, Sherman, Wasco, Wheeler, Crook, Deschutes, Jefferson, Klamath and Lake counties. Refer to the attached “Carewell SEIU 503 Training Pilot” flyer for more details about training and the rollout schedule.

Please refer to “[Frequently Asked Questions- Required Training for Homecare and Personal Support Workers](#)” and “[Timeline for Required Homecare and Person Support Worker Training](#)” for information about the new training requirements. Current providers and consumer will receive information about the new training requirements later this year (a separate transmittal will be issued with a copy of the notices).

For more information about Carewell SEIU 503 Training, please visit their website at : <https://www.seiu503training.org/>

For information about SB 1534 and mandatory training, please visit the Oregon Home Care Commission’s website at <https://www.oregon.gov/DHS/SENIORS-DISABILITIES/HCC/Pages/Senate-Bill-1534-Updates.aspx>.

*If you have any questions about this information, contact:*

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# Carewell SEIU 503 Training Pilot

## Who is Carewell SEIU 503 Training?

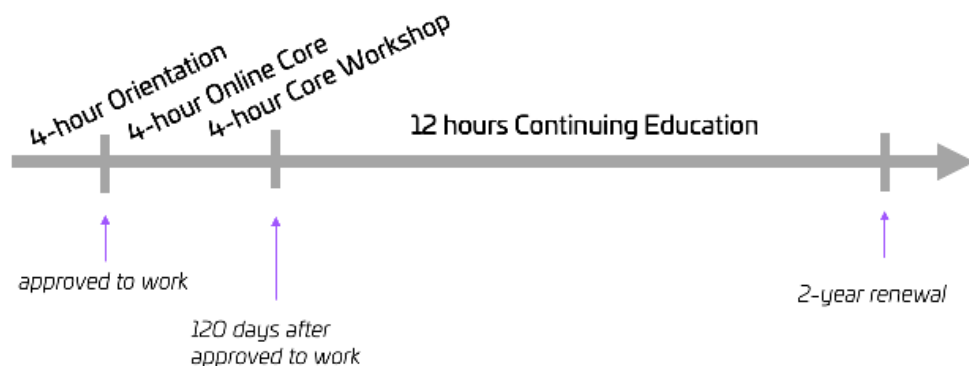
- Carewell SEIU 503 is the family of benefits for homecare and personal support workers to enhance their lives including healthcare cost assistance, PTO, and training.
- It is a partnership between SEIU 503 and the State of Oregon. Program decisions are made through a board of Trustees where each partner has equal representation. Curriculum is developed in partnership with APD; ODDS; OHCC; and input from workers, consumers, and community stakeholders.
- The partnership was created alongside the passing of SB 1534 which created mandatory training standards for new and existing HCWs and PSWs.
- Recently, Carewell SEIU 503 Training began delivering Online Orientation for new HCWs and PSWs.



**Training**

## What are the new requirements?

- Training for new and current homecare and personal support workers becomes mandatory on September 1, 2021.
- Piloting will begin with new workers in September, 2020. The current worker pilot will begin in early 2021.
- Until further notice, all of the new worker training pilot will be conducted online due to stay-at-home orders in response to COVID-19.

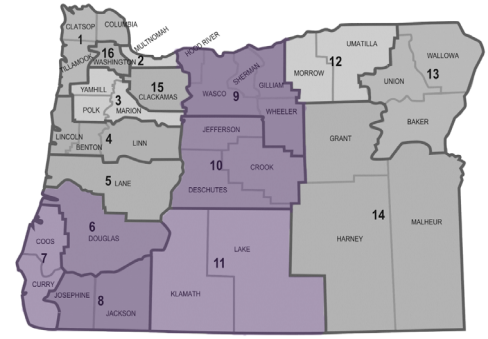


**Carewell** **Training**  
SEIU503

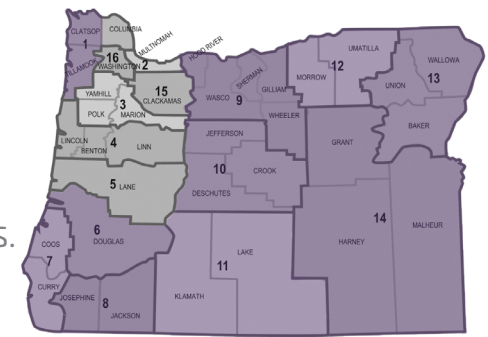
# Carewell SEIU 503 Training Pilot

## Timeline - New Worker Training Roll Out

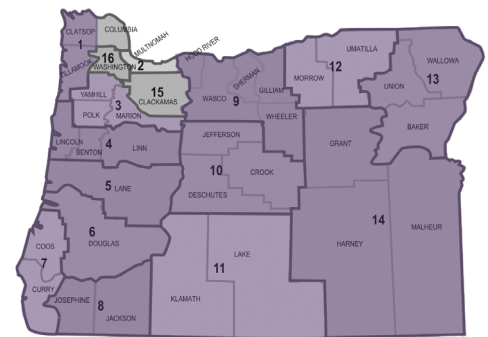
- **September-** Pilot launches in Douglas, Coos, Curry, Jackson, Josephine, Gillia, Hood River, Sherman, Wasco, Wheeler, Crook, Deschutes, Jefferson, Klamath, and Lake counties.
- **October-** Pilot launches in Morrow, Umatilla, Baker, Union, Wallowa, Grant, Harney, Malheur, Clatsop, and Tillamook counties.
- **November-** Pilot launches in Benton, Lincoln, Linn, Lane, Marion, Polk, and Yamhill counties.
- **December-** Pilot launches in Columbia, Washington, Clackamas, and Multnomah counties.



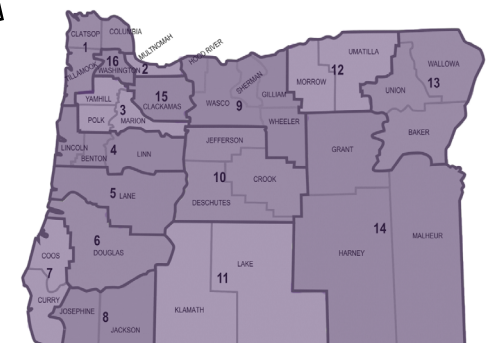
September 2020



October 2020



November 2020



December 2020

## Where you come in

- Let new care providers know that Carewell SEIU 503 Training is the organization delivering their new worker training.
- Direct new workers to our resources. Carewell SEIU 503 Training will send out materials one week before pilot launch for you to share with workers. Materials will include a flyer, FAQs, and a registration guide.
- Watch for more information from Carewell SEIU 503 Training and the Oregon Home Care Commission.



## Required Homecare and Personal Support Worker Training



### Why is training important?

Training ensures the wellbeing, quality of life and safety of people who receive services and supports. Taking part in training also improves job satisfaction. Those who complete training often choose to remain in their careers longer and strengthen their skills. Being a homecare and personal support worker is a professional career. Training is important for career development and advancement.

### Why does Oregon have training requirements for homecare and personal support workers?

Homecare and personal support workers help people with disabilities live safely and independently in their homes and communities. The requirements set standards for homecare and personal support workers to make sure they have the skills, knowledge and abilities to provide quality services and supports.

### What is Senate Bill (SB) 1534?

Senate Bill 1534\* was passed by the Oregon Legislature in 2018. The bill directs the Department of Human Services to implement required training and assessments for homecare and personal support workers.

These requirements start in phases in 2021. They are for homecare and personal support workers who provide services and supports to those who receive in-home services funded by Medicaid or Oregon Project Independence.

### What will training cover?

- Safety and emergency measures
- Understanding requirements for providers paid with Medicaid funds
- Providing person-centered services
- Understanding how to support the physical and emotional needs of people who receive services and supports
- Managing medicines, and
- Providing personal care and help with activities of daily living.

### Who decides what type of training is required?

The SB 1534 training workgroup was created to establish minimum training standards. The workgroup was made up of:

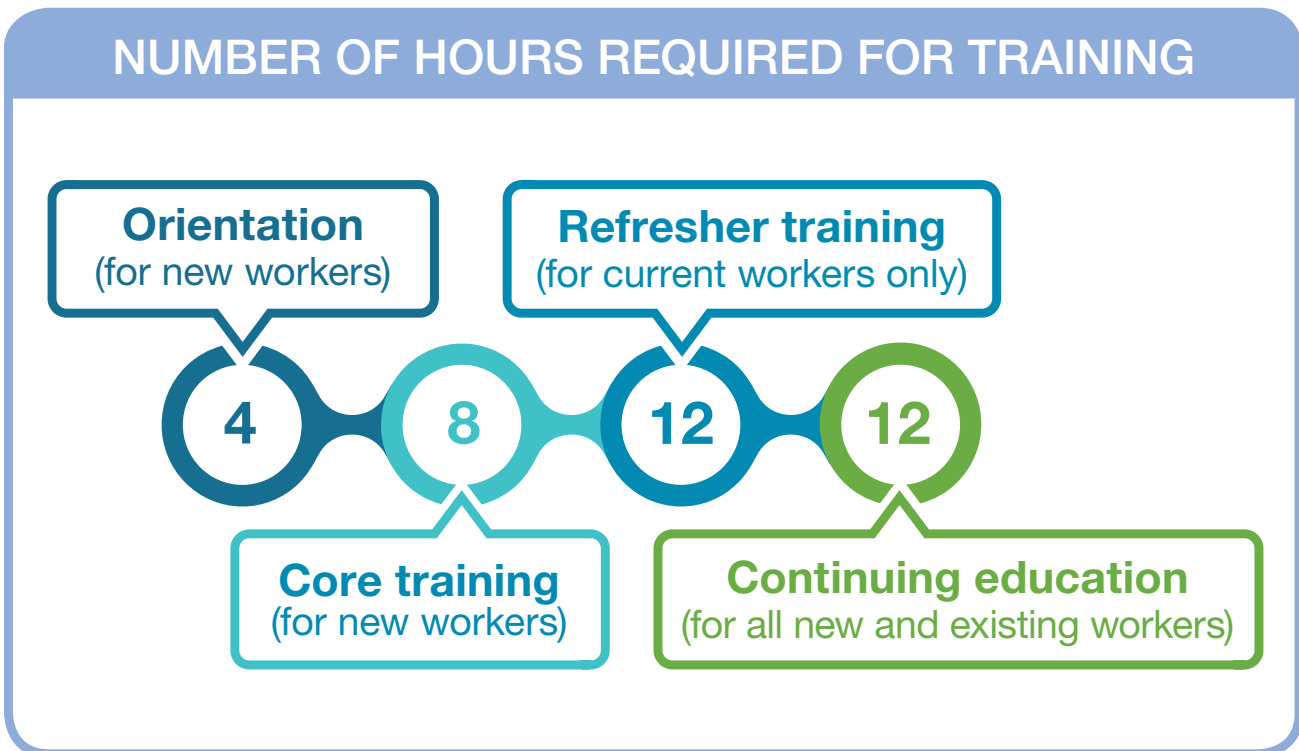
- Oregon Home Care Commission and commissioners
- Community partners
- Stakeholders
- Advocacy groups
- Service Employees International Union (SEIU) 503, the union that represents the workforce
- Homecare and personal support workers
- People who hire homecare and personal support workers, and
- Department of Human Services representatives.

The workgroup identified many important topics to include in orientation and core training and specified continuing education requirements. Training will benefit workers and the people who receive services and supports.

\*<https://olis.leg.state.or.us/liz/2018R1/Downloads/MeasureDocument/SB1534/Enrolled>

## What are the training requirements for homecare workers, personal support workers and family caregivers?

All must meet training requirements and pass an assessment. This also applies to those who work only for family members.



### What is continuing education?

It is training on a broad range of topics taken in addition to orientation and core training.

### What is an assessment?

An assessment is a tool used to:

- Measure what a homecare or personal support worker learned during training, and
- Tell whether they can apply what they learned to the work they do.

### Will employers be able to see assessment results?

No. Only homecare and personal support workers will be able to see the assessment results.

## Where is there more information about the requirements?

- Oregon Home Care Commission:  
<https://go.ora.gov/xvVVT>
- Carewell SEIU 503 Training:  
<https://www.seiu503training.org>

## What are the deadlines?

**2020**

SB 1534 goes into effect with the rollout of a county-by-county pilot. The purpose is to:

- Test curricula and logistics with a small group of workers
- Collect feedback
- Make changes to provide the best possible experience for workers.
- Provide opportunity for current workers to complete their training requirement before 2021, and

**2021**

Training and assessments are required. Workers enrolled before the fall of 2021 are required to complete a refresher training.

**2023**

Workers must take 12 hours of continuing education every 24 months.

## Do workers have to pay for the training?

No.

## Are workers paid while in training?



- Individuals applying to become a homecare or personal support worker will not be paid to attend new worker orientation.
- Homecare and personal support workers will be paid when taking core training, the refresher training and continuing education courses.

### Will workers receive credit for any past training?

Workers who participate in orientation, core training, or the refresher training as part of the pilot programs will receive training credit when required trainings go into effect in 2021. These individuals will still be required to complete continuing education requirements.

Workers who have earned a certification through the Oregon Home Care Commission are exempt from the new training requirements as long as they continue to meet certification requirements. More information about career development and certifications can be found at the OHCC website: <https://www.oregon.gov/DHS/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/OHCC-Certifications.aspx>

Past trainings a worker has taken through OHCC will not count toward the new training requirements.





### Do these training requirements only apply to homecare and personal support workers?

Yes. They do not apply to workers in:

- An adult foster home
- A group home
- A residential care facility
- An assisted living facility
- A nursing facility, or
- An in-home or provider agency.

### Do other states require similar training programs?

Yes. Several states require core training, continuing education and assessments. Visit PHI's website at [www.phinational.org](http://www.phinational.org) to find out more about what other states are doing. PHI, formerly known as the Paraprofessional Healthcare Institute, offers helpful information and resources about the direct-care workforce.

### How will a worker know what their training deadline is?

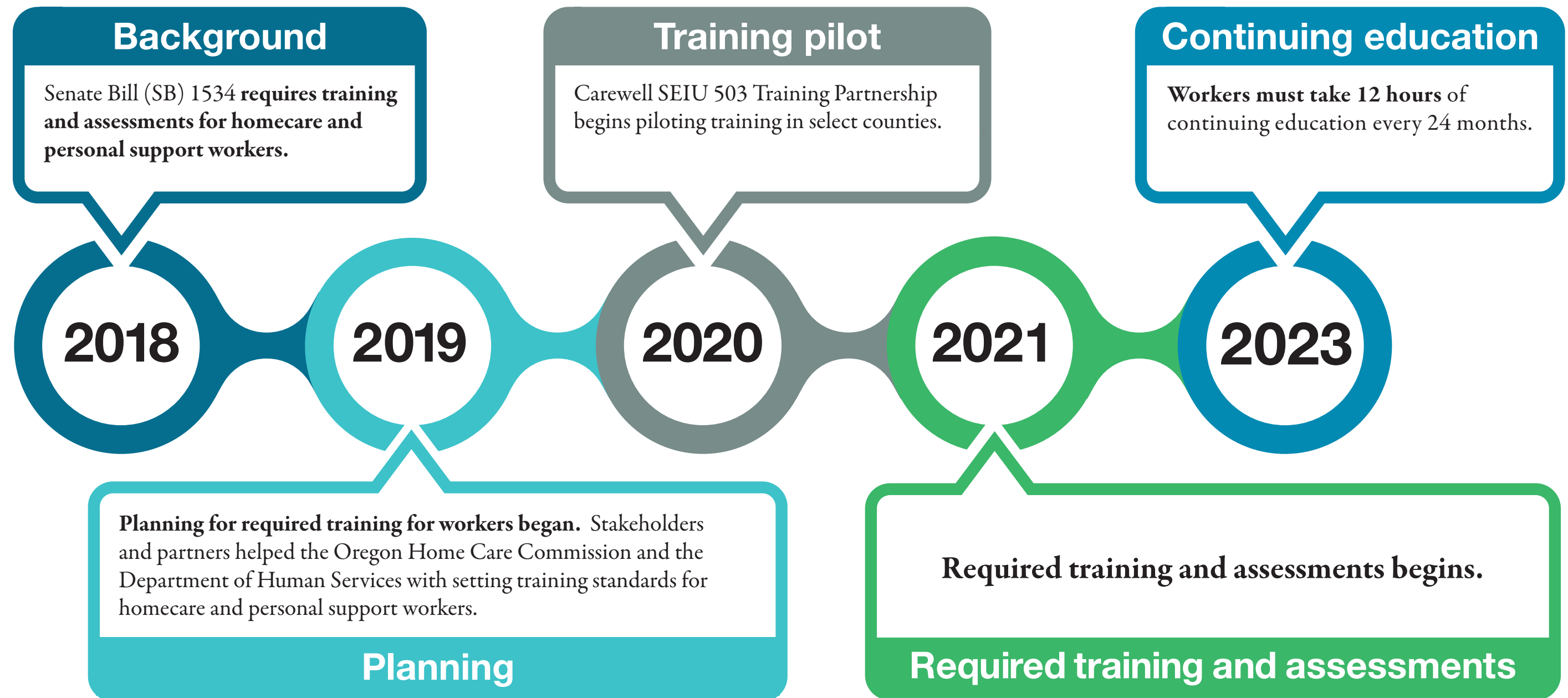
Training schedules and course information will be available online. Workers will be able to monitor their progress. They will also get reminders about upcoming deadlines.

You can get this document in other languages, large print, braille or a format you prefer. Contact Oregon Home Care Commission at 877-624-6080. We accept all relay calls or you can dial 711.

# Timeline for required homecare and personal support worker training



The Oregon Home Care Commission ensures high quality homecare services for older adults and people with disabilities. Homecare and personal support workers provide homecare services. These workers help older adults and persons with disabilities live in their homes and communities safely and independently.



# Required training topics

## Workers must take:

- **Orientation**
- **Core training**
- **Continuing education**

## For more information contact:

**Oregon Home Care Commission**  
<https://go.usa.gov/xdXrF>

**Carewell SEIU 503 Training**  
<https://www.seiu503training.org>

## Training topics include:

- Abuse and mandatory reporting
- Confidentiality
- Consumer rights
- Managing medications
- Medication safety
- Preventing Medicaid fraud
- Personal care and support with daily living
- Person-centered services and supports
- Safety and emergency measures
- Universal precautions
- Requirements, roles and responsibilities
- How to support physical and emotional needs of persons that receive services
- Requirements for providers paid with Medicaid funds

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