

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-22-057
Issue date: 6/29/2022

Topic: Provider Information

Due date:

Subject: Required Refresher Training Deadline and Next Steps

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>): Comagine and CMHP case managers |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

The deadline to complete required refresher training for homecare workers, personal support workers, and personal care attendants, enrolled prior to Sept. 1, 2021, is June 30, 2022.

Unless a worker has a current certification through the Oregon Home Care Commission, workers must complete the following to receive credit for completing refresher training:

- Online Refresher
- Refresher Workshop and survey

Termination notices will not be issued in July. The final list of workers who have completed training will not be available from Carewell SEIU 503 Training until mid-July. In addition, approximately 4,000 workers have requested to complete an offline version of the training. Termination notices will not be issued until it is verified all accommodations have been fulfilled, and materials received have been processed and

recorded as complete.

Central office will issue an updated information memorandum before termination notices are issued.

During conversation with workers, or the individuals they support, please:

- Reassure workers and consumers that termination notices will not be issued in July.
- Reassure workers who report they mailed in training materials to Carewell and have not received confirmation that central office will verify the materials have been received and processed before any termination notices are issued.
- Direct workers who have requested an accommodation prior to the deadline and it has not been fulfilled to contact the Member Assistance Center (MAC) with SEIU at 1-844-503-7348 or the Oregon Home Care Commission's Customer Relations Unit at 877-624-6080.
- Direct workers to contact Carewell SEIU 503 Training at 1-844-503-7348 or visit their website at <https://www.carewellseiu503.org/training/> if they have questions about registering for training.
- Encourage workers to check their training completion status in Carewell's learning management system.

If you have any questions about this information, contact:

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