

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-24-019

Issue date: 2/20/2024

Topic: Provider Information

Due date:

Subject: HCW Renewals and File Transfers

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 | |

Message:

Aging and People with Disabilities (APD) must ensure there are no barriers for homecare workers (HCW) when they are renewing background checks. HCWs must be able to renew background checks in any APD/AAA office, even if it is not their assigned local office. In addition, HCWs should be assigned to an office of their choice and not necessarily based on physical address.

Please see the processes below explaining how HCWs can renew background checks at local offices they are not assigned to and when a HCW's file should be transferred to another local office.

HCW provides renewal paperwork to a local office they are not assigned to:

- Local office staff should ask the HCW if they have moved or if they are still at their address on file.
 - If the HCW is just visiting another office and hands in renewal paperwork, that office should scan and email the paperwork to the assigned local office so that the assigned local office can keep track of the background check and all renewal paperwork for the HCW. The file is not being transferred in this scenario.

- If the HCW reports they have moved and reports that they would like the new branch to manage their file, the process below should be followed.

How to transfer a HCW file:

- Staff at the local office who receive this information will either request or initiate a file transfer, dependent upon which local office branch the HCW is assigned to. Staff must contact the appropriate local office with the following:

HCW File Transfer Request/Initiated

Date:

HCW's Name (Last, First MI):

Provider Number:

Credential Expiration Date:

Background Check Expiration Date, if known:

File Requested by:

- Unassigned/New branch
- Assigned branch
- HCW

Sending branch#:

Name & Email Address:

Receiving branch#:

Name & Email Address:

Sending branch will ensure:

- Current Info updated in Oregon Access and OR PTC DCI
- File uploaded and verified in EDMS
- HCW has been removed from their Orchards Roster

Receiving branch will ensure:

- File uploaded/found in EDMS
- Oregon Access updated with new branch #
- HCW has been added to their Orchards Roster

- **Receiving local office** initiates a new background check (BGC) in Orchards to get the HCW on their roster.

NOTE: A valid government issued ID is needed to initiate the new BGC.

- **If the HCW's background check needs to be renewed**, the receiving local office will process the background check and all renewal paperwork. The

receiving office will then send an email to the sending office and request the HCW file be scanned and emailed over or request that the HCW file is in EDMS.

If you have any questions about this information, contact:

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