

Policy Transmittal Aging and People with Disabilities



Mike McCormick

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Number: APD-PT-21-040

Issue date: 12/3/2021

Topic: Long Term Care

Due date:

Transmitting (check the box that best applies):

- New policy
 Policy change
 Policy clarification
 Executive letter
 Administrative Rule
 Manual update
 Other:

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 (please specify): |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Policy/rule title:	Updated Information: Mandatory Training Requirements and the Homecare Worker Enrollment Process		
Policy/rule number(s):	OAR 418-020-0010 through 418-020-0060 OAR 411-031-0040	Release number:	
Effective date:	9/1/21	Expiration date:	
References:	APD-PT-21-027		
Web address:	https://www.oregon.gov/DHS/SENIORS-DISABILITIES/HCC/Pages/Senate-Bill-1534-Updates.aspx https://www.carewellseiu503.org/training/		

Discussion/interpretation:

Training became required for homecare workers (HCWs) on Sept. 1, 2021. The purpose of this transmittal is to provide additional information to local APD/AAA staff

as it relates to training requirements and the HCW enrollment process. Also refer to [APD-PT-21-027](#).

The Provider Relations Unit (PRU) uses the following criteria to determine if **orientation requirements** are met for new applicants.

	Met	Not Met	Notes
Completed Carewell orientation at time of application.	X		
Completed Carewell orientation up to 90 days before application.	X		
Completed Carewell orientation more than 90 days before application.		X	Applicant must retake orientation.
Completed Carewell orientation (May 2020 or later) as a personal support worker (PSW) or personal care attendant (PCA) and is now applying to be an HCW.	X		The same orientation is used by ODHS and OHA for provider enrollment.
Completed Carewell refresher training (online + webinar).	X		Refresher training is a combination of orientation and core training.
Completed Carewell core training (online + webinar)		X	Applicant must still take orientation but will receive credit for core training.

PRU uses the following criteria to determine if **core training requirements** are met:

	Met	Not Met	Notes
Completed online core and core workshop as an HCW within 120 days of enrollment.	X		
Completed online core and core workshop 90 days before application.	X		
Completed online core and core workshop as a PSW or PCA and is now enrolled as an HCW.	X		The same training is used by ODHS and OHA for provider enrollment.
Only online core completed within 120 days of enrollment.		X	Both parts of core training must be completed by the deadline.
Only core workshop completed within 120 days of enrollment.		X	Both parts of core training must be

			completed by the deadline.
Completed refresher training (online + workshop).	X		Refresher training is a combination of orientation and core training.
Has an Oregon Home Care Commission (OHCC) certification: <ul style="list-style-type: none"> • Professional development (PDC) • Enhanced • Exceptional • Ventilator-dependency quadriplegia (VDQ) • Community health worker 	X		Core training is not required if they have an OHCC certification.

PRU uses the following criteria to determine if **refresher training requirements** are met:

	Met	Not Met	Notes
Completed refresher training (online + workshop) as a HCW on or before 3/31/22.	X		
Completed refresher training (online + workshop) as a PSW or PCA on or before 3/31/22.	X		Training is tied to the individual, not provider type.
Completed orientation and core training as an HCW, PSW or PCA during the pilot period (May 2020 through Aug. 2021).	X		Refresher training is a combination of orientation and core training.
Only online refresher training completed by 3/31/22.		X	Both parts of refresher training must be completed by the deadline.
Only refresher workshop completed by 3/31/22.		X	Both parts of refresher training must be completed by the deadline.
Has an OHCC certification as an HCW, PSW, or PCA: <ul style="list-style-type: none"> • Professional development (PDC) • Enhanced • Exceptional 	X		Refresher training is not required if they have an OHCC certification.

<ul style="list-style-type: none"> • Ventilator-dependency quadriplegia (VDQ) • Community health worker 			
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Adjusted provider credential start date based on orientation date

To ensure an accurate enrollment date, PRU will adjust the provider credential start date to match the orientation date if orientation is not completed on or before the background check approval date.

HCWs who must retake orientation

HCW applicants or enrolled HCWs who are required to retake orientation must have their orientation date reset in Carewell SEIU 503 Training’s learning management system or they will not be able to register for orientation. HCWs or local APD/AAA staff may contact Carewell to make this request.

Remittance advice message about refresher training

The following message has been added to the HCW remittance advice to remind workers to complete refresher training by 3/31/22:

You must complete your required refresher training through Carewell SEIU 503 Training by 3/31/22 to work as provider. Register at www.carewellseiu503.org/training or call 1-844-503-7348.

Training paths for new and current workers

There are two different training paths for new and current workers. Local APD/AAA offices should provide the “[New Worker Flyer with Steps and Frequently Asked Questions](#)” and “[New Worker Training Registration and User Guide](#)” to HCW applicants and direct them to register for new worker orientation. This training path will lead them to core training.

Current workers should be directed to register for current worker refresher training. Workers register for training at <https://www.carewellseiu503.org/training/>.

Terminations related to the failure to complete training requirements

HCWs who fail to meet training requirements (core training for new workers and refresher training for current workers) will be terminated and provided hearing rights. PRU will send a notification to the HCW Terminations mailbox. The Long Term Services and Supports (LTSS) unit will send a termination notice to the worker and notify the local office of the action. If the HCW completes training during the appeal process, the termination notice will be withdrawn and the local office will be informed by LTSS or the hearing representative assigned to the case.

Updated resources

Two publications for HCWs about required training have been updated to include the 3/31/22 deadline for refresher training: [Training Topics \(DHS 3132\)](#) and [Timeline \(DHS 2519B\)](#).

Communications to HCWs from the Oregon Home Care Commission (OHCC)

OHCC is communicating with current workers on an ongoing basis via text and email about the 3/31/22 refresher training deadline.

Where to find more information about required training

Please see the resources below for additional information about required trainings:

Subscribe to the OHCC Connections Podcast found at

https://blubrry.com/ohcc_podcast/

- [Episode 001: Introduction to New Training Requirements](#)
- [Episode 002: Required Training for New Workers](#)
- [Episode 003: Required Training for Current Workers](#)
- [Episode 004: Continuing Education Requirements](#)
- [Episode 005: Frequently Asked Questions About Training Requirements](#)

Oregon Home Care Commission's website: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/Senate-Bill-1534-Updates.aspx>

Carewell SEIU 503 Training's website: <https://www.carewellseiu503.org/training/>

Training/communication plan: A series of Zoom webinars will be available Dec. 2021 to local office staff to learn about required training. Dates and times will be communicated via an information memorandum.

Local/branch action required:

- Provide new HCW applicants the "New Worker Flyer" and New Worker Training Registration and User Guide" and direct them to Carewell SEIU 503 to register for the new worker training.
- Direct current workers to Carewell SEIU 503 to register for refresher training.

Field/stakeholder review: Yes No

If yes, reviewed by: APD Operations

Filing instructions:

If you have any questions about this policy, contact:

Contact(s): Jenny Cokeley	
Phone: 503-871-9782	Fax:
Email: Jenny.e.cokeley@dhsosha.state.or.us	