

# Elevate

Your career path through quality training



## Courses

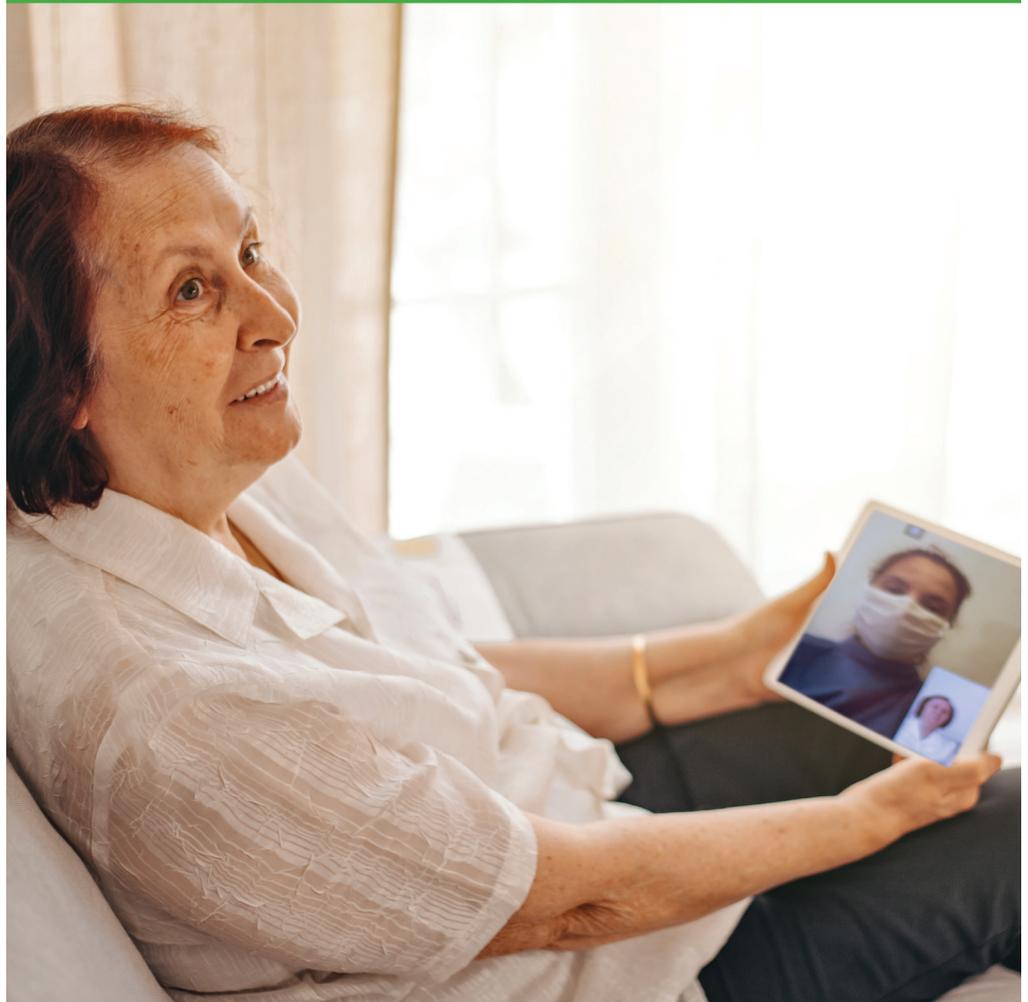
The Oregon Home Care Commission (OHCC) offers training courses on a variety of topics meant to improve the skills of homecare (HCWs) and personal support workers (PSWs). Read all about our courses here.



## Important Information

A lot has been happening over the last few months. Use this section to see how OHCC is making changes to continue to serve the people we support in these very unique times.

For one, OHCC has a Health and Safety webpage for easy access to information for you and your consumer-employer.



May & June 2020



## Certifications

Certifications offered by the Oregon Home Care Commission are for those homecare and personal support workers who choose to go above and beyond in developing a variety of skills throughout their career. Learn more here.



## ProTips

Learn tips to grow as a professional in the field using the tips in this section.

**ProTip – Skip directly to a section by clicking on the icon!**



## Resources

Find the resources you need to succeed and that fit the needs of the individual for which you work.



# Important Information

The Oregon Department of Human Services is committed to protecting the health and well-being of the people we serve - consumer-employers, homecare and personal support workers - as well as our staff. It's central to our mission. We're doing our part to slow the spread of Coronavirus by acting on guidance from our Governor to limit exposure through social distancing measures.

To support the health of our community, the Oregon Home Care Commission (OHCC) will not be holding in-person training courses effective Friday, March 13, 2020. The Governor's Executive Order and social distancing are still in place at the time of this writing and in-person trainings will not be held until further notice.

We appreciate your understanding and support as we navigate this public health experience together.

To keep homecare and personal support workers informed the OHCC Health and Safety web page has been recently updated to include the following:

- OHCC COVID-19 factsheet information in multiple languages.
- OHA interim infection control guidance for homecare workers factsheet.
- Links to OHA updates and OODS COVID-19 updates.

Check out the full article on the following page!

Get the latest information on the Oregon Health Authority's Coronavirus website: <https://www.oregon.gov/oha/PH/DISEASES/CONDITIONS/DISEASESAZ/Pages/emerging-respiratory-infections.aspx>.

## Classes During Social Distancing

The Oregon Home Care Commission is currently scheduling Preventing Disease Transmission (PDT) as an online webinar using GoToTraining. We'll learn about how germs spread and what you need to know to keep you and your consumer-employer as safe as possible from catching an infectious disease.

Drivers' Safely, a new course that will be offered soon, is designed to help you improve safe driving skills and learn best practices when traveling with your consumer-employer. The course will be offered through GoToTraining.

These classes will apply towards safety type hours for the Professional Development Certification and are available from your home computer or smart mobile device.

**Check with the Registry often to join us for upcoming sessions! Preregistration is required.**

### How to preregister:

1. Create a profile on the OHCC Registry. Instructions on how to create your profile: <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/de2820.pdf>.
2. Register for the training on the Registry, following the same process you use to register for in-person courses. It's important that your email address in the Registry is current so you get the notice.
3. OHCC will use your email to notify you with additional information after you register for the class.

### Additional information:

- Workers may be eligible for a stipend for completing this course. Review For page 3 of the OHCC Training Newsletter for the criteria: <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/de2368.i2.2.20.pdf>.
- This class may count toward your Professional Development Certification or continuing education requirements. Review the PDC web page for details: <https://www.oregon.gov/DHS/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Professional->



## ProTips



Be sure to follow OHCC on Facebook to see regular updates and happenings.

[Development-Certification.aspx](#).

- The OHCC will offer more options like this in the future. The webinar training options will be listed on the OHCC Registry.
- The OHCC currently offers three online courses available on iLearnOregon: Keeping it Professional, Helping Caregivers Fight Fraud and Abuse, and Working Together. Information on how to register for iLearn is available on the OHCC online training web page: <https://www.oregon.gov/.../HCC/PSW.../Pages/Online-Training.aspx>.
- If you have any questions or concerns, please contact us at [OHCC@dhsosha.state.or.us](mailto:OHCC@dhsosha.state.or.us).

## Did You Know? – Professional Development Certification

One of the purposes of the Professional Development Certification (PDC) courses is to give providers the chance to learn new skills and improve existing ones to better support their individual consumer-employers. The best way for this to happen is for HCWs and PSWs to have a large pool of courses to choose from. Knowing this, the Commissioners of the OHCC have recently voted to allow most of the OHCC courses to count towards hours as either safety-type or elective courses. A full list of the courses and their category can be found in the certifications section of Elevate.

These course additions went into effect on March 1, 2020. If you have taken any of the listed courses on 3/1/2020 or afterwards, please email the Training Unit at [Training.OHCC@dhsosha.state.or.us](mailto:Training.OHCC@dhsosha.state.or.us) and we will send you a link for the assessment that goes with that class.

## OHCC Certifications to be Extended

Oregon Home Care Commission is extending certifications for those workers with Professional Development Certification, Enhanced Certification or Exceptional Certification expiring between March 8, 2020 and August 31, 2020. Emails with details about the extension period will be sent out to affected workers during the month their certification will be expiring. This extension will include providers' CPR and First Aid certifications; as the apply to OHCC certifications.

If you have any questions or concerns about your certification, please contact us at [Certifications.ohcc@dhsosha.state.or.us](mailto:Certifications.ohcc@dhsosha.state.or.us).

## OHCC's Health and Safety Webpage

Your go-to site for information and resources to help you and those you serve stay safe and promote your health!

On the site, you will find:

- Fact sheets about COVID-19;
- Frequently Asked Questions that provide you guidance while providing support to others during the COVID-19 pandemic;
- Handwashing videos and guides from the Center for Disease Control and Prevention (CDC);
- Infection control self-studies that provide important information about standard precautions and protecting yourself and others from infectious diseases;
- A how-to on the proper way to put on and take off Personal Protective Equipment (PPE);
- Information on how to file a workers' compensation claim; and
- Safety Manual for Homecare and Personal Support Workers

Several of the resources listed above are available in multiple languages.

The Health and Safety webpage is frequently updated, so please visit it often for up-to-date information and resources: <https://www.oregon.gov/DHS/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Health-Safety.aspx>.



## ProTips

Show off your professional skills — when a consumer-employer calls or emails you, remember to respond back; even if you can't take the job.



## A Note on PPE for Providers

The Department of Human Services (DHS) and the Oregon Health Authority's Health Systems Division (HSD) recognize the critical health and safety services you provide to older Oregonians and people with disabilities. Both agencies also recognize the importance of personal protective equipment (PPE) to your safety and that of the people you support.

DHS shipped a limited supply of masks to Aging and People with Disabilities (APD) and Area Agencies on Aging (AAA) locations across the state. The masks are for the use of HCWs and PSWs, including personal care attendants through OHA's Health Systems Division, to be used for their professional duties.

Many offices already have a supply of gloves.

To request gloves and masks, follow these simple steps:

1. Fill out an electronic form available on SEIU, 503's website at <https://seiu503.tfaforms.net/622> or send an email to: [OHCC.CustomerRelations@dhsosha.state.or.us](mailto:OHCC.CustomerRelations@dhsosha.state.or.us).
2. Provide the following information:
  - Your first and last name
  - Your provider number(s)
  - Whether you are a HCW, PSW, or PCA
    - » Please let us know if you provide services through Oregon Project Independence (OPI) or the Independent Choices Program (ICP)
  - Your phone number, email and mailing address
  - The number of consumers you support in a week and the average number of hours you work per pay period
  - The PPE you are requesting (gloves or masks)
  - Size of gloves, if requested
  - The city you would like to pick up PPE from
  - Whether you prefer to receive PPE through the mail, if available

3. Select a pick-up date, time, and location when contacted by the Oregon Home Care Commission or let them know of your preference to receive PPE by mail.

4. Pick up your PPE at the local APD or AAA office. Be sure to follow physical-distancing guidelines.

If gloves and mask are not available at the time of your request, you can contact the emergency management coordinator in your county.

Please continue to visit OHCC's Health and Safety webpage for information about COVID-19: <https://www.oregon.gov/DHS/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Health-Safety.aspx>

## You have questions? We have answers!

**Q. I have a new CPR/First Aid card that I would like added to my Registry profile, where can I email it to?**

A. You can email it to our new CPR shared email box at [CPR.FirstAid@dhsosha.state.or.us](mailto:CPR.FirstAid@dhsosha.state.or.us).

**Q. Can I get reimbursed for my CPR/First Aid course that I paid for out of my own pocket?**

A. OHCC is only allowed to pay the instructor directly and we are not able to reimburse workers who paid for CPR/First Aid on their own. We would like you to apply and be pre-approved and from there, we will provide you with a list of instructors in your community.

**Q. What is a "demonstration of skills" for CPR?**

A. A "demonstration of skills" means you have shown a certified instructor that you can do CPR on a mannequin and the instructor agrees you completed it correctly. PDC does require that your CPR includes the demonstration of skills.

**Q. I need to get my CPR/First Aid renewed but since all the classes are cancelled, what do I do?**

A. We know this is important to get your CPR/First Aid card renewed but because of the social distancing requirements, we are allowing workers to continue to receive their pay differential for any of the following certifications: Professional Development Certification, Enhanced Certification or Exceptional Certification. Even if your CPR/First Aid is expiring during the extension, you will still get your OHCC Certification pay differential.



## ProTips

Regularly check the Registry for new classes.  
Search "Location — Online" for online courses.

# ELEVATE — May & June 2020

The Oregon Home Care Commission (OHCC) would like to welcome you into 2020 with this issue of ELEVATE! Inside, you will find the information on courses, training dates, OHCC certifications, and other resources to help you learn more skills to be a great HCW or PSW. Choose to make 2020 a personal and professional year of growth with ELEVATE!

**Let ELEVATE be your career path through quality training with OHCC.**



## Courses

OHCC training courses are offered throughout the state for homecare workers (HCWs), personal support workers (PSWs), and personal care attendants (PCAs). Consumer-employers are always welcome to attend OHCC courses. OHCC courses all share the same goal – to ELEVATE your career skills to the next level!

### Classroom Trainings Suspended

Due to social distancing requirements, we are not able to offer the classroom courses until further notice. We are offering online courses and we encourage you to self-register through the Registry.

### How to Self-Register

1. Self-registration - by far the fastest and easiest way to get your seat in the classroom - start by going to OHCC's [Registry and Referral System](#) then:
  - Select your program area
  - Login using your username and password
  - Select the tab labeled "Training" then click "Upcoming Training Classes"
  - Search the upcoming classes for ones that meet your needs and schedule
  - Sign-up for classes using the register button
  - Need to cancel? Sign back in and self cancel
2. Registering for online courses, Enhanced Certification, or COMPASS – is done through your iLearnOregon account.
  - Please see details on page 3

### 3. Other ways to Register:

- Send an email request to: [Training.OHCC@dhsosha.state.or.us](mailto:Training.OHCC@dhsosha.state.or.us)
- Give OHCC a call at 1-877-867-0077
- When you email or call please make sure to include in your message:
  - » Your full name;
  - » Provider number;
  - » Class name;
  - » Date of the class; and,
  - » City where you would like to attend

**Use our Quick Guide for the Registry to learn how to log in, sign up for classes, and update your information to find work.**



## ProTips

Keep your phone number and email address accurate and current in the Registry.

To update your mailing address, contact your local APD office, brokerage, or CDDP through which you provide services.



## Canceling Courses

We understand – life happens, things come up, schedules change. When it does, it's important to cancel ahead of time. Simply login to the Registry or iLearnOregon and cancel your seat in the class. Need help canceling your class? We're here to help. Email or call with the same information you used to register and OHCC will cancel for you.

## No-Show Rate

- A No-Show happens when a provider registers for a class but then doesn't attend or cancel.
- OHCC Certification requires providers to have a No-Show Rate at or below 20%.
- You may cancel a class up until it begins. Once a class has begun, it will count towards your No-Show Rate.

## iLearnOregon

We use iLearnOregon to offer online courses and to register for courses that have multiple sessions. Providers must register for an iLearnOregon account before you can register yourself for a class. Please use the [detailed instructions](#) provided on our website to learn how to register for an iLearnOregon account.

**Both COMPASS and the Enhanced Certification must be registered for using iLearnOregon. Be sure and completely follow all the steps!**

### iLearnOregon Tips

- Follow instructions on our website.
- Use a computer.
- Do not use a tablet or smart phone.
- Sign in to iLearnOregon requires using Firefox, Chrome, Edge, or Safari. Do NOT use Internet Explorer.

## Training Stipends

A training stipend is money earned for attending certain OHCC approved courses. Here's what you need to know:

- You must have an active provider number;
- Received state approved payment by
  - » Having worked and received pay in the current month; or
  - » Having worked and received pay in one of the previous three (3) months
- A training stipend may be earned once every twelve (12) months for the same class;
- Training stipends will be reduced if you miss part of the class;
- Training stipend hours will not count towards benefit eligibility;
- Training stipends are paid at the base rate.



## ProTips

### Direct deposit for training stipends

Direct Deposit is the fastest way to receive a stipend payment. This is a separate request than direct deposit for the paycheck. Only one request for a direct deposit is needed, unless there is a change of information. Simply [download the form](#) and complete it. The form has instructions on where it needs to be sent. Please note that setting up the direct deposit takes time and your first few stipends may come in check form and future stipends will come in via direct deposit.



## ProTips

### Professional Development Certification and Renewal CPR/First Aid Card

Do you know when your CPR/First Aid card is expiring? We need a copy of your replacement card one month before your current card expires if you have a PDC – be sure and get your renewal application in on time! Be sure to read the article on certification extensions above.

### Mental Health First Aid (MHFA)

\*\*This course has been temporarily suspended until further notice, due to social distancing\*\*

MHFA is an international training course that will teach participants the risk factors and warning signs of a variety of mental health challenges common among older adults. This is a day-long training with a lunch break and 8-hour stipend for those who qualify.

Keep a watch on the Registry, as classes will be added regularly.

MHFA applies towards PDC - Five (5) hours of safety-type and three (3) hours of elective courses.

» *Effective Date - 10/01/2019*

### COMPASS

\*\*This course has been temporarily suspended until further notice, due to social distancing\*\*

COMPASS stands for Communities of Practice And Safety Support. HCWs & PSWs who attend this fourteen (14) week program will attend seven (7) required sessions, each two (2) weeks apart, and will learn and share together on valuable topics, such as: health, safety, work practices, and problem solving. This program is designed to be taught in a cohort model. This means that providers enter and stay together throughout the entire fourteen (14) week program. Providers will need to commit to attend all seven meetings. Attendance is mandatory for the first session. If a worker is a No-Show for session one they will be canceled out of the other six sessions.



## ProTips

### The Gold Star

When you get the Professional Development Certification, a Gold Star is added to your Registry profile to show your accomplishment. When a consumer-employer pulls a provider list, they can see the Gold Star and know you've taken extra steps in your career and skill growth. Don't forget to bring it up in interviews!



# Course Descriptions

Course	Description	Length	Stipend available
<b>Bathing &amp; Grooming (B&amp;G)</b> *PDC Elective Course	Skills in personal care activities of bathing, shaving, skin care & grooming with a focus on using person-centered values and techniques. A video demonstrating hands-on care is shown.	3 ½ hrs	HCW PSW ICP
<b>Driver's Safety (DS)</b> *PDC Safety Course	This course has been designed to help you improve safe driving skills and learn best practices when traveling with your consumer-employer. <i>PDC effective Date - 03/01/2020</i>	2 ½ hrs	HCW PSW ICP
<b>Caring for Yourself While Caring for Others (C4Y)</b> *PDC Elective Course	In this interactive workshop, you'll learn how to promote a safe and healthy work environment – for the individual you support and yourself. <i>PDC effective Date - 03/01/2020</i>	2 ½ hrs	HCW PSW ICP
<b>Communities of Practice and Safety Support (COMPASS)</b> *PDC Safety Course	This program promotes injury prevention and health for Homecare and Personal Support Workers. It involves seven (7) sessions, each two (2) weeks apart. Be a part of a small team of workers learning and sharing health, safety, and work practices. Completion of COMPASS will meet all 5 hours of Safety Skills Courses required for PDC. <i>PDC effective Date - 05/01/2018</i>	15 hrs (7 wks/ 2-3 hrs ea)	HCW PSW ICP
<b>Dementia 101 (DEM 101)</b> *PDC Elective Course	An introduction to supporting individuals experiencing dementia. This course covers a basic overview of the dementia process and the different types; ways to promote health and safety; and communication tips including remaining calm and positive. <i>PDC effective Date - 03/01/2020</i>	3 hrs	HCW PSW ICP
<b>Diabetes by the Numbers (DBN)</b> *PDC Elective Course *AFC CEUs	A class on the basics of diabetes. What is it? Are you at risk? The class will cover: carbohydrate identification; label reading and portion control; preventing complications; glucose testing; and understanding the numbers. <i>PDC effective Date - 03/01/2020</i>	3 ½ hrs	HCW PSW ICP
<b>Diversity Awareness – Challenges Facing Lesbian, Gay, Bisexual, Transgender Older Adults (LGBT)</b> *PDC Elective Course *AFC CEUs	Learn terminology & definitions, gain an understanding of the lives of LGBTQ older adults, and learn ways to be welcoming and inclusive. <i>PDC effective Date - 03/01/2020</i>	3 hrs	HCW PSW ICP
<b>Durable Medical Equipment (DME)</b> *AFC CEUs	Helpful hints on safely using mobility devices, bath & toilet aides, Hoyer lifts, and other medical equipment. Tips on choosing, fitting, and using devices.	4 hrs	HCW PSW ICP
<b>End of Life (EoL)</b> *PDC Elective Course *AFC CEUs	An overview of end of life, including: the dying process; the difference between palliative care vs hospice; and, the role of the provider in supporting an individual at the end of life. <i>PDC effective Date - 03/01/2020</i>	3 hrs	HCW PSW ICP



Course	Description	Length	Stipend available
<b>Everyone Communicates (EC)</b> *PDC Elective Course	Learn effective communication strategies that make a positive impact on the people you support with communication challenges and/or intellectual and developmental disabilities who experience communication challenges. <i>*PDC credit for PSW only</i>	4 hrs	HCW PSW ICP
<b>Grief &amp; Loss (G&amp;L)</b> *PDC Elective Course *AFC CEUs	Understanding the process of grief, the myths and realities of grieving and loss, ways to help others, compassion fatigue and caring for yourself. <i>PDC effective Date - 03/01/2020</i>	3 ½ hrs	HCW PSW ICP
<b>Heart Healthy (HH)</b> *PDC Elective Course *AFC CEUs	How the heart works, understanding common heart problems, monitoring blood pressure, recognizing heart emergencies, and creating a heart healthy lifestyle.	3 hrs	HCW PSW ICP
<b>Helping Caregivers Fight Fraud &amp; Abuse (F&amp;A)</b> *PDC Core Course *AFC CEUs	Recognizing and reporting abuse and neglect of children, older adults and disabled persons; Medicaid & Medicare fraud; the role of the caregiver; problem solving; and local resources.	<b>Class:</b> 3 ½ hrs <b>Online:</b> 1 ½ hrs	HCW PSW ICP
<b>Introduction to Cultural Competency (ICC)</b> *PDC Elective Course - *AFC CEUs	This interactive and engaging course offers an introduction to culture, cultural competency, and their role in offering person-centered supports. <i>PDC effective Date - 06/15/2019</i>	2 ½ hrs	HCW PSW ICP
<b>Keeping It Professional (KIP)</b> *PDC Core Course	The role of the worker in setting professional boundaries, working with the task list, when and how to keep things confidential, and tips for record keeping.	<b>Class:</b> 3 ½ hrs <b>Online:</b> 1 ½ hrs	HCW PSW ICP
<b>Medication Safety (MedS)</b> *PDC Safety Course	Assisting adults who manage their own medication, including: types and effects of medications; assisting with documentation; storage; recognizing risks and warning signs; and the role of the worker.	3 hrs	HCW PSW ICP
<b>Nutrition Basics (NB)</b> *PDC Elective Course *AFC CEUs	Basics of nutrition, nutrient categories, meal timing, and meal balance using person-centered strategies and tools to promote informed choices as well as common nutrition related concerns.	4 hrs	HCW PSW ICP
<b>Preventing Disease Transmission (PDT)</b> *PDC Safety Course *AFC CEUs	Causes of infectious diseases and routes of transmission; reducing risks; best practices in housekeeping and caregiving to prevent the spread of diseases.	2 hrs	HCW PSW ICP
<b>Protect Against Sprains and Strains (PASS)</b> *PDC Safety Course *AFC CEUs	Basic principles of body mechanics; making changes in work activities to minimize risks and protect yourself and others; review of some assistive equipment.	3 ½ hrs	HCW PSW ICP

Course	Description	Length	Stipend available
<b>Ready, Set, Work (RSW)</b>	Create a professional marketing approach to finding work; how to use the Registry; and what you should do before starting a job. NOTE: Workers do not need to have worked to qualify for a stipend for this class.	4 hrs	HCW PSW ICP
<b>Respiratory Care: Oxygen to Ventilators (RC)</b> *PDC Elective Course *AFC CEUs	End-stage respiratory diseases, basics on the use of oxygen, nebulizers, and ventilators. <i>PDC effective Date - 03/01/2020</i>	3 ½ hrs	HCW PSW ICP
<b>Sensory Processing Disorder – Adults (SPD-A)</b> *PDC Elective Course	Covers the following: what is Sensory Processing Disorder; overview of the senses; ASD and ADHD; understanding how an adult with SPD perceives input; and supports for community mobility. <i>PDC effective Date - 05/01/2018</i>	3 hrs	HCW PSW ICP
<b>Sensory Processing Disorder - Children (SPD-C)</b> *PDC Elective Course	Covers the following: what is Sensory Processing Disorder; overview of the senses; ASD and ADHD; impacts on a child's day; understanding how a child with SPD perceives input; and sensory diets. <i>*PDC credit for PSW only - PDC effective Date - 05/01/2018</i>	3 hrs	HCW PSW ICP
<b>Stress Management and Relaxation Techniques (SMART)</b> *PDC Elective Course *AFC CEUs	Understanding stress and its effects; identifying triggers; fun and practical techniques for coping with stress. <i>PDC effective Date - 03/01/2020</i>	3 hrs	HCW PSW ICP
<b>Substance Abuse Awareness (SAA)</b> *PDC Safety Course -	Review the OHCC Drug-Free Workplace policy for workers, learn the impact of drug and alcohol abuse, the role of the worker, and resources for help. <i>PDC effective Date - 03/01/2020</i>	3 hrs	HCW PSW ICP
<b>Taking Responsibility in Personal Safety TRIPS)</b> *PDC Safety Course	Ideas for preventing injuries from slips and trips in the home; assessing risk factors; assisting in planning and preparing for emergencies; and safe driving tips.	3 hrs	HCW PSW ICP
<b>Working Together (WT)</b> *PDC Core Course	Assertive communication and problem-solving techniques for employers and workers; clarifying expectations; and the use of person- directed values and language.	<b>Class:</b> 3 hrs <b>Online:</b> 1 ½ hrs	HCW PSW ICP
<b>Working with Challenging Behaviors (CB)</b> *PDC Elective Course *AFC CEUs	Practical information about working with seniors and adults with physical disabilities regarding types and causes of challenging behaviors; problem solving; and communication ideas. <i>*PDC credit for HCW only</i>	3 hrs	HCW PSW ICP



# Certifications

OHCC offers a number of certifications for HCWs and PSWs to develop their skills for a career in in-home services. For more information about OHCC certifications visit our [website!](#)

## Professional Development Certification

Professional Development Certification (PDC) for HCWs and PSWs seeks to acknowledge the continued skill development and services as providers work in the career of in-homecare. Providers who complete the requirements, receive a 2-year certification with a \$0.50 wage differential over the base rate. Below are the requirements for a provider to achieve the PDC. Providers renewing their PDC have the same requirements (except the application) that can be completed in the 12 months before expiration. Please note the effective dates for some of the courses in the Course Description section as courses may only be used for PDC credit AFTER those dates.

Courses Requirements		Other Requirements
<b>Cores:</b> Complete all three	<ul style="list-style-type: none"> <li>Helping Caregivers Fight Fraud &amp; Abuse (F&amp;A)</li> <li>Keeping It Professional (KIP)</li> <li>Working Together (WT)</li> </ul>	Complete assessments for courses taken – with a score of 80% or more
<b>Safety-Type:</b> Complete 5 hours	<ul style="list-style-type: none"> <li>Medications Safety (MedS)</li> <li>Drivers' Safety (DS)</li> <li>Preventing Disease Transmission (PDT)</li> <li>Protect Against Sprains &amp; Strains (PASS)</li> <li>Substance Abuse Awareness (SAA)</li> <li>Taking Responsibility in Personal Safety (TRIPS)</li> </ul>	Have a current CPR/1st Aid certification with a demonstration of skills
		Have a No-Show Rate of 20% or less
<b>Electives:</b> Complete 5 hours	<ul style="list-style-type: none"> <li>Bathing &amp; Grooming (B&amp;G)</li> <li>Caring for Yourself While Caring for Others (C4Y)</li> <li>Dementia 101 (Dem101)</li> <li>Diabetes by the Numbers (DBN)</li> <li>Diversity Awareness: Challenges Facing LGBTQ Older Adults (LGBT)</li> <li>End of Life (EoL)</li> <li>Everyone Communicates (EC)</li> <li>Heart Healthy (HH)</li> <li>Grief &amp; Loss (G&amp;L)</li> <li>Introduction to Cultural Competency (ICC)</li> <li>Nutrition Basics (NB)</li> <li>Respiratory Care (RC)</li> <li>Sensory Processing Disorder – Adults (SPD-A)</li> <li>Sensory Processing Disorder – Children (SPD-C)</li> <li>Stress Management and Relaxation Techniques (SMART)</li> <li>Working with Challenging Behaviors (CB)</li> </ul>	<b>Equivalencies:</b> <ul style="list-style-type: none"> <li>A current Oregon CNA, LPN, or RN will cover Safety-Type and Elective course hours for an INITIAL application</li> <li>Completed COMPASS meets 5 hours of Safety Type courses</li> <li>MHFA meets 5 hours of Safety Type and 3 hours of Elective courses</li> </ul>
		Apply by submitting an application to OHCC



## Enhanced Certification

Are you interested in being certified as an Enhanced Worker? The Enhanced Worker Certification includes up to 25 hours of course work and out-of-class material requiring access to the internet. The certification will allow providers the opportunity to earn \$1.00 above base rate pay for any consumer-employer pre-approved for enhanced needs.

To qualify for the Enhanced Certification:

- Take the required readiness assessment any time, day or night, 24/7 - [Enhanced Readiness Assessment](#)
- Have a No-Show Rate of 20% or less
- Have a current CPR/1st Aid certification with a demonstration of skills
- Complete and submit the Enhanced Certification Application
- Attend all four days of the training

Have questions? Send an email with the subject line “Enhanced” to [Certifications.OHCC@dhsosha.state.or.us](mailto:Certifications.OHCC@dhsosha.state.or.us)

## CPR/First Aid Certification

OHCC would like to help HCWs and PSWs get CPR and First Aid Certified.

Apply to attend a CPR/First Aid course near you!  
Be sure you:

- Have an active provider number
- Complete 2 OHCC courses (4 courses if renewal)
- Be employed in the current month or in one of the previous 3 months
- Have a great OHCC class attendance record! 20% “No Show” or greater is not accepted
- Complete and turn in your [CPR/First Aid Application](#) (for new and renewals)
- Email [CPR.FirstAid@dhsosha.state.or.us](mailto:CPR.FirstAid@dhsosha.state.or.us)

We will contact you shortly after you submit your application. For qualified workers, we will provide you with a list of instructors near you.

## PSW Exceptional Certification

This PSW certification will allow the PSW to earn \$3.00 above the base rate for pre-approved consumer-employers who qualify for advanced medically or behaviorally driven services and supports.

PSWs seeking the Exceptional Certification will have to meet prerequisites of Enhanced Certification and OIS.

## Job Coach

Sometimes when a person with an intellectual or developmental disability (I/DD) starts a new community job, they might need additional support. A personal support worker Job Coach can then support the individual at their job.

Interested in becoming a job coach?

- Enroll as a PSW Job Coach by visiting a Community Developmental Disability Program (CDDP) or brokerage.
- Complete the online Core Competencies Supported Employment modules in iLearnOregon.
- Email your completion records to [EmploymentTraining.Review@dhsosha.state.or.us](mailto:EmploymentTraining.Review@dhsosha.state.or.us)
- Once certified, complete 12 hours of Continued Education Credits annually.
  - » ODDS’s Employment First team launched a podcast series in 2019. The podcasts are discussions with various state experts, as well as developmental disabilities’ field staff, employers, people with disabilities, family members, and more.
  - » The podcasts are 15 to 20 minutes in length. Topics range from Behavior Support Services to an Employer’s Perspective on Hiring People with Disabilities.
  - » ODDS recently approved that the podcasts count toward the 12 hours of annual Continuing Education Credits required for all Employment Professionals, including Personal Support Worker (PSW) Job Coaches. Listening to four podcasts will count toward one Continuing Education Credit (CEC).
  - » Use [Form 2596](#) from the form server to receive credit for the podcast.



# Resources

Check out the information in this section for useful resources to help you succeed as a HCW or PSW.

## The Registry

The Registry compares consumer-employers' information with information from available HCWs and PSWs helps to match those in the same community.

- Looking for work? Check the “Help Wanted” section to help match with consumer-employers who are looking for a provider.
- An updated profile demonstrates professionalism and attention to your career to potential consumer-employers.
- Take the time to check your phone number and your email address on the Registry. This will help individuals with getting in contact with you.
  - » Is your phone number current?
  - » Is your email address the one you use most often?
  - » Are they correct – free of typos or incorrect spacing?

## Employer Resource Connection

The Employer Resource Connection (ERC) program consultants can help employers of record, consumers-employers, or representatives by talking through any questions or issues the employers may have. At this time, all Employer Resource Connection services are provided via telephone, web conferencing, email, and mailing materials or referral lists.

Consultants can still provide valuable feedback and assistance with issues such as how to hire a worker, how to create backup plans in case your worker cannot assist you for any reason.

If a consumer-employer would like to receive these FREE services or for more information, please email [OHCC.ERC@dhsosha.state.or.us](mailto:OHCC.ERC@dhsosha.state.or.us), call at 1.877.867.0077, or visit us on the [web](#).

## **OHCC is seeking individuals to join its Traditional Health Worker Advisory Council!**

The Traditional Health Worker Advisory Council (THWAC) will provide recommendations to OHCC to ensure positive program direction for successful training delivery of Traditional Health Workers (Community Health Workers and Personal Health Navigators).

We are seeking candidates from diverse backgrounds and geographic areas who are:

- Consumer-employers
- Homecare Workers & Personal Support Workers
- Community Health Workers
- Personal Health Navigators
- Individuals Experiencing Disabilities
- Coordinated Care Organizations (CCOs)
- Community-Based Organizations (CBOs)
- Community Members

The Traditional Health Worker Advisory Council meets quarterly.

**For more information, contact Yetu Dumbia by email at [OHCC.CHW@dhsosha.state.or.us](mailto:OHCC.CHW@dhsosha.state.or.us) or 503.378.2661**

## **Orientations**

Have you joined us for an orientation yet?

- [Homecare Worker Orientations](#)
- [Personal Support Worker and eXPRS Orientations](#)



## Traditional Health Worker

The term Traditional Health Worker (THW) is an umbrella term for the five types of workers—Doula, Peer Support Specialist, Peer Wellness Specialist, Personal Health Navigator, and Community Health Workers.

In 2011, OHCC was charged with certifying HCWs and PSWs who desire to become community health workers and personal health navigators.

- Community Health Worker is a frontline public health worker who is a trusted member of his/her community and/or has an unusually close understanding of the community served.
- A Personal Health Navigator is an individual who provides information, assistance, tools and support to enable the individual to make the best health care decisions.

OHCC offers a 96 hour Community Health Worker training. If you would like to know more, please contact Yetu Dumbia at [OHCC.CHW@dhsosha.state.or.us](mailto:OHCC.CHW@dhsosha.state.or.us) or call 877.880.8071, and press option 1 for more information.

## Supplemental & Benefits Trust

When a pandemic like COVID-19 (also known as the “novel coronavirus”) appears in our communities, homecare and personal support workers are affected in an especially hard way.

Through Carewell SEIU 503, eligible workers now have access to up to 40 hours of Hardship Paid Time Off. This benefit was passed unanimously by your Oregon Homecare Workers Benefit Trust Board of Trustees.

In order to get this benefit to as many workers as possible, eligibility requirements may be updated. Visit [www.orhomecaretrust.org/hardship-PTO](http://www.orhomecaretrust.org/hardship-PTO) for the most recent requirements.

As of April 13, you are eligible to receive up to 40 additional hours of Paid Time Off if:

- You missed work hours between March 10, 2020 and May 16, 2020 because either you or your consumer were impacted by the COVID-19 virus, including if your hours are impacted by school closures or you missed work due to concerns about being exposed to COVID-19 or exposing others to COVID-19; and

- You were eligible for the regular PTO benefit on February 1, 2020 or you worked 80 or more bargaining unit hours in either January or February 2020.

To find out more about how to apply, visit [www.orhomecaretrust.org/hardship-PTO](http://www.orhomecaretrust.org/hardship-PTO) or call the Benefits Administrative Office at 1-844-507-7554, select Option 3 and then Option 2.

Learn more about additional support offered by the Oregon Homecare Workers Supplemental and Benefit Trusts during this crisis by visiting [www.orhomecaretrust.org/covid-19](http://www.orhomecaretrust.org/covid-19).

## Oregon Intervention System (OIS)

Oregon Intervention System (OIS) is Oregon’s system of training and implementing the principles of Positive Behavior Support and Intervention for people who support adults and children with Intellectual/Developmental Disabilities who may display challenging behaviors. This training is offered for PSWs who provide in-home supports through the Oregon Home Care Commission. Please submit a request form to [Certifications.OHCC@dhsosha.state.or.us](mailto:Certifications.OHCC@dhsosha.state.or.us)

## Adult Foster Care & Guests

APD-Adult Foster Home providers & their staff may now attend OHCC training courses at no cost.

- Email or call the OHCC Training Unit at:
  - » [Training.OHCC@dhsosha.state.or.us](mailto:Training.OHCC@dhsosha.state.or.us)
  - » 877.867.0077, option 3
- Please have the following information available:
  - » Name of the APD-AFH provider & AFH staff who will be attending
  - » Provider number
  - » Return phone number
  - » Class, time, date and city of the training

## Guest Attendance

Not a HCW, PSW, consumer-employer, or APD-Adult Foster Home provider but still interested in attending a OHCC training? Great news - you can!

- Register with OHCC at least 14 days before class
- Email or call the OHCC Training Unit at:
  - » [Training.OHCC@dhsosha.state.or.us](mailto:Training.OHCC@dhsosha.state.or.us)
  - » 877.867.0077, option 3
- A cost of \$15 per class hour must be paid prior to attending.

# Provider Time Capture: Stakeholder Engagement Sessions

## What

The Provider Time Capture (PTC) Project is ready to begin a series of online sessions with the Individuals that we serve, Home Care Workers who serve in-home consumers enrolled in Aging and People with Disabilities (APD), and Personal Care Attendants who serve in-home consumers enrolled in Health Systems Division (HSD), and any other interested people. The Federal Government is requiring states gather certain information electronically when personal care services are provided. This is called Electronic Visit Verification (EVV). This will change the current voucher process. The State plans to have a PTC solution to comply with EVV by the end of 2020.

## Why

The purpose of the PTC online session is to build an understanding of EVV (including what you can expect from the project, project progress, and process impacts) and provide an opportunity to collect and address feedback from affected users with different interests, perspectives, and involvement. This information will help to guide the project.

## How

Below is a schedule of online sessions available (*In English*) for participation. To join a session, click on the link at the date and time you choose – **no prior registration or download is necessary**. Sessions supporting additional languages are currently being scheduled. Please check the PTC website ([PTC.Oregon.gov](http://PTC.Oregon.gov)) regularly for updated availability. If you can't attend, materials from these sessions will be available on the Website on May 29, 2020 in the following languages; English, Spanish, Russian, Vietnamese, Simplified Chinese, Arabic, and Somali.

## When + Where

Tuesday, May 26	
Time	Skype Broadcast Link
8:30 a.m.–10:00 a.m.	<a href="https://join-noam.broadcast.skype.com/dhsoha.state.or.us/708fd0bd62d34216853e59bd71fc48b6">https://join-noam.broadcast.skype.com/dhsoha.state.or.us/708fd0bd62d34216853e59bd71fc48b6</a>
1:00 p.m.–2:30 p.m.	<a href="https://join-noam.broadcast.skype.com/dhsoha.state.or.us/a828c6baac454a8f810dd02b037a2dc9">https://join-noam.broadcast.skype.com/dhsoha.state.or.us/a828c6baac454a8f810dd02b037a2dc9</a>
3:00 p.m.–4:30 p.m.	<a href="https://join-noam.broadcast.skype.com/dhsoha.state.or.us/0e119dd13ce44a5fa1a742526739f2a6">https://join-noam.broadcast.skype.com/dhsoha.state.or.us/0e119dd13ce44a5fa1a742526739f2a6</a>
5:30 p.m.–7:00 p.m.	<a href="https://join-noam.broadcast.skype.com/dhsoha.state.or.us/b16b3c350bfe492085da55346d2d968d">https://join-noam.broadcast.skype.com/dhsoha.state.or.us/b16b3c350bfe492085da55346d2d968d</a>
Wednesday, May 27	
Time	Skype Broadcast Link
8:30 a.m.–10:00 a.m.	<a href="https://join-noam.broadcast.skype.com/dhsoha.state.or.us/8aa2f101b9f74e7889fa870a1da8bcf9">https://join-noam.broadcast.skype.com/dhsoha.state.or.us/8aa2f101b9f74e7889fa870a1da8bcf9</a>
1:00 p.m.–2:30 p.m.	<a href="https://join-noam.broadcast.skype.com/dhsoha.state.or.us/7ccc58654f1f4dd49a34e90528f20c1c">https://join-noam.broadcast.skype.com/dhsoha.state.or.us/7ccc58654f1f4dd49a34e90528f20c1c</a>
3:00 p.m.–4:30 p.m.	<a href="https://join-noam.broadcast.skype.com/dhsoha.state.or.us/ba610af8e6fd45d2bfc5fefc8419b438">https://join-noam.broadcast.skype.com/dhsoha.state.or.us/ba610af8e6fd45d2bfc5fefc8419b438</a>
5:30 p.m.–7:00 p.m.	<a href="https://join-noam.broadcast.skype.com/dhsoha.state.or.us/efd75cebaa7643c4b26df3c5b24b7602">https://join-noam.broadcast.skype.com/dhsoha.state.or.us/efd75cebaa7643c4b26df3c5b24b7602</a>
Thursday, May 28	
Time	Skype Broadcast Link
8:30 a.m.–10:00 a.m.	<a href="https://join-noam.broadcast.skype.com/dhsoha.state.or.us/84ea90d59cac4c0dbfae35515ca3ba8d">https://join-noam.broadcast.skype.com/dhsoha.state.or.us/84ea90d59cac4c0dbfae35515ca3ba8d</a>
1:00 p.m.–2:30 p.m.	<a href="https://join-noam.broadcast.skype.com/dhsoha.state.or.us/d34d969c170c443d91d7784b25e9ec9a">https://join-noam.broadcast.skype.com/dhsoha.state.or.us/d34d969c170c443d91d7784b25e9ec9a</a>
3:00 p.m.–4:30 p.m.	<a href="https://join-noam.broadcast.skype.com/dhsoha.state.or.us/4971e7bf11174f53a72ef8e25d3c22c9">https://join-noam.broadcast.skype.com/dhsoha.state.or.us/4971e7bf11174f53a72ef8e25d3c22c9</a>
5:30 p.m.–7:00 p.m.	<a href="https://join-noam.broadcast.skype.com/dhsoha.state.or.us/0f450097ae1c4529872846742c253614">https://join-noam.broadcast.skype.com/dhsoha.state.or.us/0f450097ae1c4529872846742c253614</a>

Please send any other questions about PTC, inquiry about accessibility, or to request an accommodation, please contact Jessica Puentes at 503-756-6050 or [PTCProject.Info@dhsoha.state.or.us](mailto:PTCProject.Info@dhsoha.state.or.us). Requests should be made at least 48 hours prior to the event.



## Contact OHCC

550 Capitol Street NE

Basement Floor

Salem, Oregon 97301

Toll Free: 877.867.0077

Email: [Training.OHCC@dhsosha.state.or.us](mailto:Training.OHCC@dhsosha.state.or.us)

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Contact OHCC at 877.8670077 or email [Training.OHCC@dhsosha.state.or.us](mailto:Training.OHCC@dhsosha.state.or.us).