

Adult Care Home Program Newsletter April 2026

Letter From the ACHP Program Manager: House Policies and Incident Reports

2026 has started out as a busy year with a lot of changes at the state and county level. Last month the ACHP held a public hearing about the proposed update to the MCAR. See page 2 of this newsletter for more information on the DCHS interim director's decision.

New required house policies are another state-level development. ACHP staff created templates for you that are now live on our website. See page 3 for more information about those. We are still working with the state on Senate Bill 739's other key components and will share updates as soon as we can.

This newsletter also includes a helpful refresher about Incident Reports and who needs to receive them. These reports are not a punitive process. The ACHP, case managers, residential specialists and services coordinators want to support you and your care home.

An Incident Report documents in detail the circumstances surrounding the event, for the purpose of identifying ways to minimize the occurrence in the future.

The form includes a list of different kinds of incidents that must be reported. It also provides the option of "other," with space for you to give more details. This allows you to report other kinds of incidents that you want to document and be transparent about.

If you are uncertain about the ACHP requirements, see the FAQ on the last page of the Incident Report form, or you can reach out to your licenser to get clarification!

Steven Esser, ACHP Program Manager

Updated Incident Report Form for Medicaid, PACE and Private-Pay Residents

All incidents must be documented on the ACHP Incident Report form. Find an updated form at [Record Keeping Forms](https://multco.us/info/record-keeping-forms), multco.us/info/record-keeping-forms.

Incidents involving residents enrolled in PACE (formerly ElderPlace) must be documented on the ACHP Incident Report form and submitted to the resident's case manager, as well as fulfilling any separate PACE requirements.

All incidents must be reported immediately either by phone or email to the resident's:

- Physician or nurse
- Representative or family
- Case manager or other appropriate individuals

If a resident is unaware of an incident, such as a medication error or missing property, the resident must be told immediately.

Within five working days of the incident, the operator must submit a completed Incident Report to the:

- Case manager for Medicaid APD residents, including residents enrolled in PACE
- Residential specialist for BH residents
- Services coordinator for I/DD interagency placements
- ACHP licenser for private pay residents

The Incident Report must be sent to the ACHP for residents who pay privately, because they do not have a case manager, and the ACHP is their only contact within the ADVSD.

You May be Randomly Selected for ODHS Questionnaire

In April ODHS and the Institute on Aging at Portland State University are conducting an annual survey about adult care homes. Adult care homes throughout the state will be randomly selected to participate in the Community-Based Care Study.

If your home is selected, you will receive a mailed copy of the questionnaire. Please complete and return it to PSU by Friday, May 1. You can return it by fax, email or the pre-paid return envelope. The survey is not required but strongly encouraged and appreciated.

If you do not receive a questionnaire from PSU, you can ignore this information.

The questionnaire helps ODHS understand changes in resident needs and staffing levels. Survey results also help define and achieve quality standards for care facilities.

If you received a copy of the questionnaire in the mail and need another copy, contact Diana Jacoby, PSU project manager, at 503-725-6635 or cbcor@pdx.edu.

Learn more about the [Oregon Community-Based Care Project](https://link.multco.us/psu.survey), link.multco.us/psu.survey.

Preschool For All Application is Open

Do you know someone with young children? The Preschool for All application is open until Thursday, April 30.

Families with children who will be three or four years old starting on September 1, 2026 can apply. Preschool for All is open to all families in Multnomah County, regardless of income.

Apply at [Preschool for All](https://pfa.multco.us), pfa.multco.us.

Notice of Action, Rule Adoption

A public hearing was held Thursday, March 19 regarding the proposed adoption of revised Multnomah County Administrative Rules.

Rachel Pearl, Department of County Human Services interim director, reviewed written and verbal testimony, and made the decision to adopt the rule with no amendments. On Wednesday, April 1 the Notice of Action Rule Adoption was submitted to the clerk of the Board of County Commissioners and posted at [Adult Care Home Regulations](https://link.multco.us/ACHP.regulations), link.multco.us/ACHP.regulations.

Temporary administrative rules are currently in effect. The planned effective date of the permanent rule is Wednesday, April 15, 2026.

ElderPlace Now Called PACE

Last year Providence ElderPlace changed its name to PACE. Going forward the ACHP will update forms with the new name.

Remember, operators must complete ACHP required forms in addition to the ones required by PACE.

Updated Business Hours

The ACHP office will no longer process background check requests after 4 p.m. Additionally, we will no longer accept payments, new applications or renewal applications after 4:30 p.m.

The change affects both in-person and phone requests. We made this change because of the challenge of processing these requests before the end of the business day.

Training and Support

Sessions are online unless listed as in person.

*To register call 503-988-3000 or email
advsd.adult.carehomeprogram@multco.us.*

Free Info Session for Operator Applicants

Tuesday, April 21, 9 – 11 a.m.

In-Person Provider Meeting: Hospice

Wednesday, April 22, 1 – 4 p.m.

Chinook Room, 600 NE 8th St., Gresham
\$30 | 3 CEUs

Disease-specific training on how to better understand what patients are going through and how to best support them. Includes how to work best with a resident's providers and when hospice might be appropriate. Focuses on conversations about the goals of care.

Presenter: Heather Young, Housecall Providers

Orientation

Required for operator, resident manager and shift manager applicants.

Tuesday, May 5

Time: 9 a.m. – 3 p.m. (Sign on 8:50 a.m.)

\$55

First-year required trainings for operators, resident managers and shift managers:

Honoring Diversity

Thursday, April 9, 9 a.m. – 12:30 p.m.

\$30 | 3 CEUs

In-Person Record Keeping Part B, Medication Management

Tuesday, April 28, 9 a.m. – 2:30 p.m.

Rockwood Market, Northeast Room, 458 SE 185th Ave., Portland, OR 97233

Cost: \$30 | 3 CEUs

In-Person Record Keeping Part A, Screening and Care Planning

Thursday, May 7, 9 a.m. – 12:30 p.m.

Sharron Kelley Room B,
600 NE 8th St., Gresham, OR 97030

\$30 | 3 CEUs

In-Person Emergency Preparedness Planning

Tuesday, June 9, 9 a.m. – 12:30 p.m.

Sharron Kelley Room A

600 NE 8th St., Gresham, OR 97030

\$30 | 3 CEUs

Attendees receive a binder with class materials.

New House Policies Available Online

Oregon Senate Bill 739 requires adult care homes to implement policies for eight areas of care and service. The required topics are: succession planning, emergency response, administrator/staff training, house closure, food prep and distribution, service planning, safety, medication administration.

The ACHP has developed policies that are consistent with the MCAR to assist operators with meeting this requirement. Eight templates are now available on the webpage Record Keeping Forms in the section Business Records Book.

You will need to print the policies and enter your name and the effective date of the policy, which can be the date you print them. Add these to your Business Records Book.

If you decide to create your own house policies, they cannot conflict with the MCAR, and they must be reviewed and approved by your licenser before implementation.

Though these house policies are required by law, we will not be citing corrections around house policies until they are included in the MCAR after a future rule update.

Find the policies at the end of the section Business Records Book at [Record Keeping Forms](https://www.multco.us/info/record-keeping-forms), [multco.us/info/record-keeping-forms](https://www.multco.us/info/record-keeping-forms).