



Disability Services Advisory Council (DSAC)

May 20, 2026

Aging, Disability, and Veterans
Services Division

Department of County Human Services

Please silence your cell phones

**PLEASE SILENCE
YOUR DEVICES**



Meeting goals

- Welcome and agenda
- Zoom, microphone use and accessibility statement
- Land acknowledgement
- Introductions and grounding in the purpose of advisory councils
- Item 1
- Item 2
- Break
- Item 3
- Public testimony
- Future meeting



Main features of using Zoom on a computer.

Zoom application features in the works, as requested.

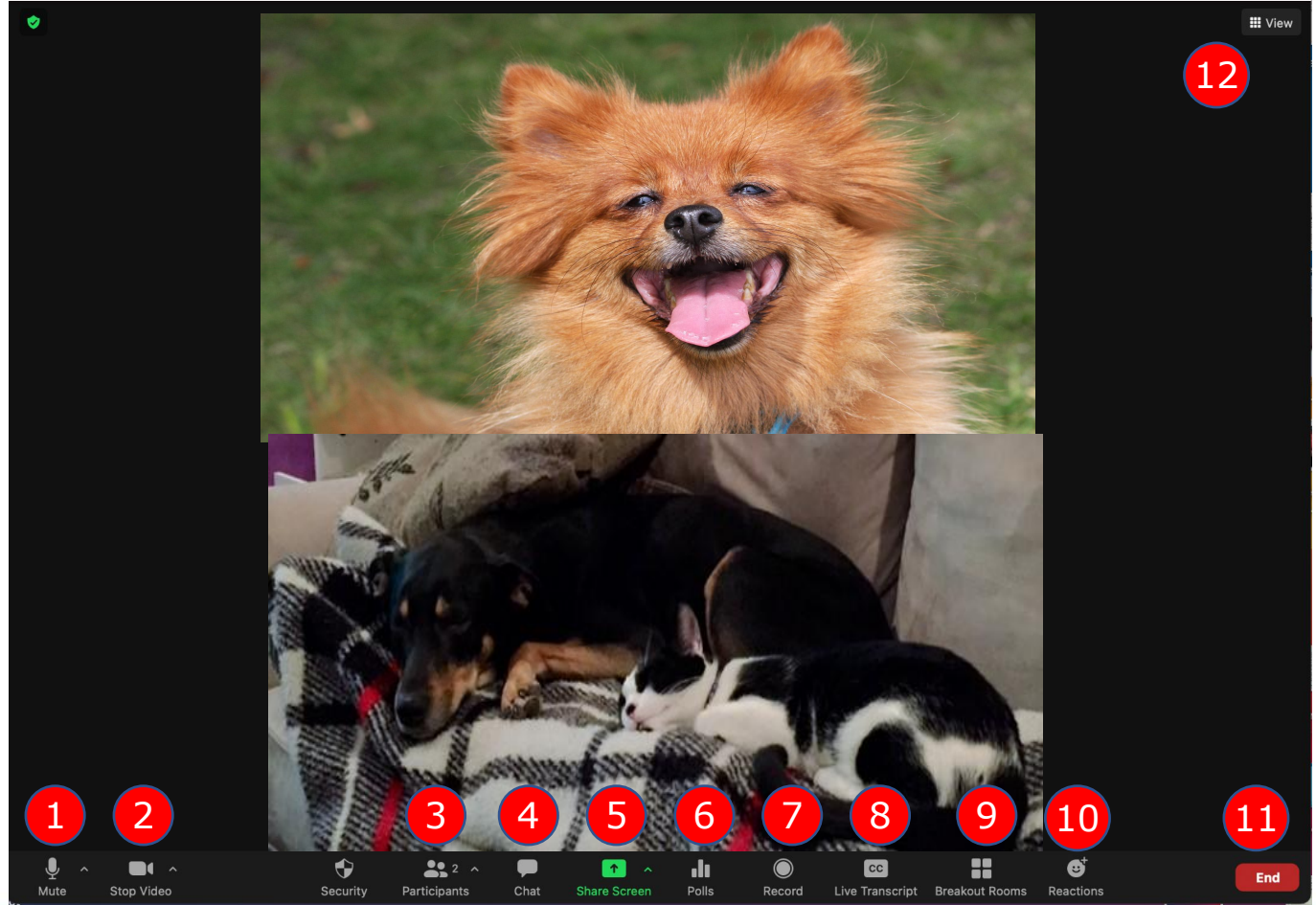
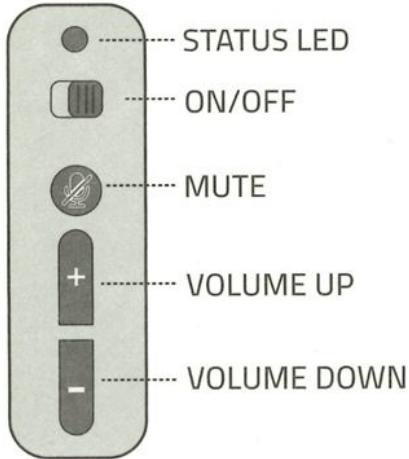


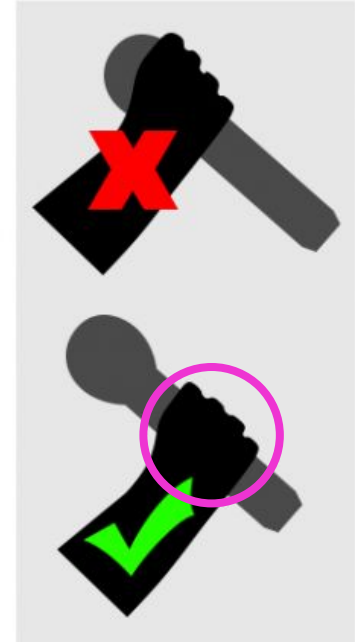
Image of a Zoom platform screen with two dogs in the participant boxes and red circles with white numbers above each of the Zoom button icons.

Using the microphone

Green solid – mic on
Green blinking – standby



Hold the mic about 5cm/2" from your mouth...



and don't cup it!
(unless you're rapping)



Accessibility statement

We will (imperfectly!) model accessible presentation techniques such as:

- Using a minimum of 20 point font on slides.
- Limiting reliance on words and images.
- Orally describe visual presentation elements.
- Taking time on slides.
- Ask ahead of time if anyone needs accommodations.



Accessibility statement, continued

- Use a virtual platform with auto-generated closed captioning.
- Include alternate text or image descriptions.
- Accommodations were requested and met.
- In use—voice amplification.
- Not in use—ASL interpretation, CART services.



Land acknowledgement

We are located in Portland, Oregon, Multnomah county.

Today, we honor the Indigenous people whose traditional and ancestral homelands we stand on—the Multnomah, Kathlamet, Clackamas, Tumwater, Watlala bands of the Chinook, the Tualatin Kalapuya and many other Indigenous nations of the Columbia River.

It is important we acknowledge the ancestors of this place and to recognize that we are here because of the sacrifices forced upon them.

In remembering these communities, we honor their legacy, their lives, and their descendants.



Quick introductions

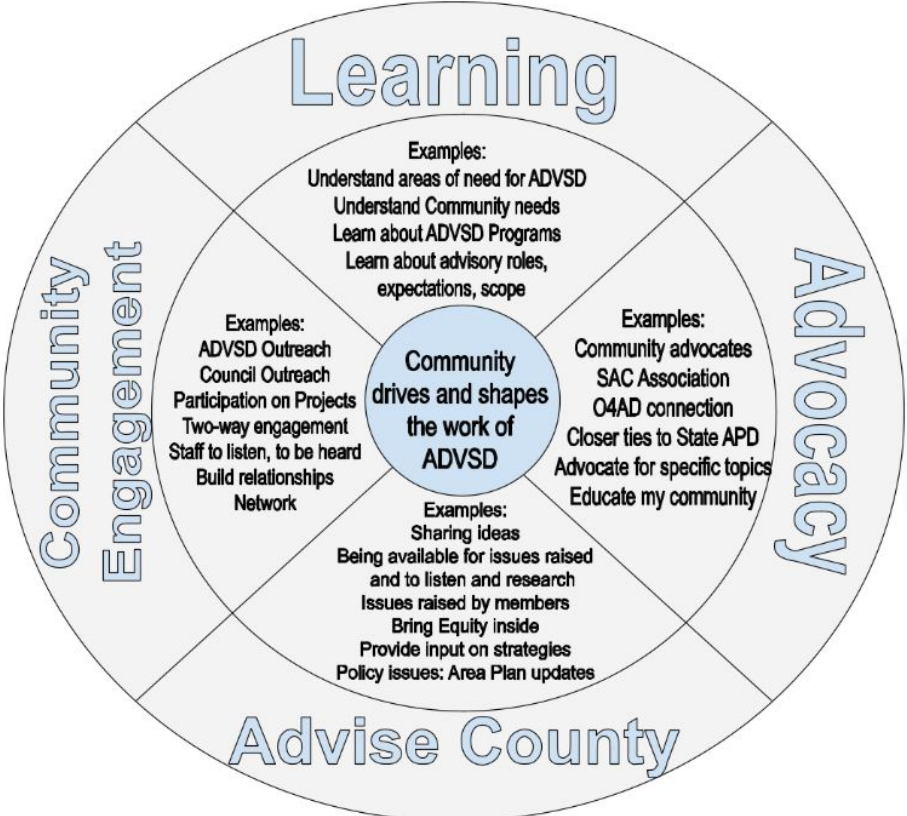
Please share:

- Your name
- Pronouns
- *Prompt*

What? Is your favorite way to spend a sunny summer day?




Grounding us in the Purpose of Advisory Councils







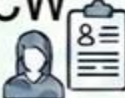
HEMOCARE WORKER PROGRAM

Topics


- Oregon HomeCare Commission (OHCC) 


- HCW Statistics 

- HCW Unit, Branch QEDs & Voucher Team 


- How to Become an HCW 

- Carewell/SEIU 503 Orientation 

- Background Check Unit 

- OR Provider Time Capture (PTC) DCI 

- How to Renew HCW Credentials  

- Provider Navigator Program 

OAR 411-031

Establishes standards, procedures and payment services for HCWs who work for consumers of Medicaid and Oregon Project Independence (OPI).



Client-Employed Provider (CEP) Program

Consumer = employer

HomeCare Worker = employee

Oregon HomeCare Commission



Defines qualifications of HomeCare Workers and Personal Support Workers



Provides a statewide Registry (Carina Registry)



Provides training opportunities (Certification Programs)



Serves as the “employer of record” for purposes of collective bargaining



Customer Relations Website

<https://www.oregon.gov/odhs/providers-partners/homecare-workforce/pages/default.aspx>

HCW Statistics

6093 Approved HCWs in
Multnomah County
(as of May 2026)



In 2025 -



Applications:
2837

Monthly average: 236
(50%+ applicants with no consumers)



Renewals received:
2222

Due to renew: 2812
(79% received - 185/month average)



Phone/Email Contacts: 700+ monthly

HCW Unit, Branch QEDs & Voucher Team



HCW Unit

- Credential Approval
- New Applications
- Renewals (2 yr)
- W-4 updates
- Info changes
- Background Checks (BGC) for IHS, OPI & ICP
- HCW Incident Reports



503-988-7575



HCW.unit@multco.us



Branch QEDs

- Accept, review and send complete applications and renewals to HCW Unit for processing
- Reach out to applicants to ensure an application is complete
- Update W-4s, HCW Info Changes
- Upload HCW documents into Laserfische



Voucher Team

- Voucher Issuance
- Payment Approval
- Time entry issues
- Check replacements

How to Become a HCW



1. Application

- Current ID & Employment Authorization Document (Fingerprints required if not an Oregon ID/DL)
- Provider Enrollment Application & Agreement
- I-9 Form
- HCW Guide Acknowledgement Form
- W-4 forms



2. Orientation

- 6 hours in person (or webinar in different languages)
- 30 min. competency assessment online (3 attempts to pass)



3. Background Check

- Consent/Disclosures w/in **7 days**
- Fingerprint Requests w/in **21 days** of request
- Additional Information Requests w/in **21 days** of request



4. New Worker Training

- (w/in 120 days of approval)
- Core 1 & 2 Classes

Online Applications for Home Care Workers

HCW Application



<https://bit.ly/HCWNewApp>

Apply
Now

HCW Renewal



<https://bit.ly/HCWRenewal>

Renew
Now

(only for active HCWs)



Carewell
SEIU503

- New Worker Training
- Continuing Education Training
- Medical Benefits
- Paid Time Off
- Carina Registry - <https://carina.org/>

Website: <https://www.carewellseiu503.org>

Email: carewellSEIU503benefits@risepartnership.com

Phone: 1-844-503-SEIU (7348)

Orientation



Attending in-person (English and Spanish only)



or via Webinar (six languages)

Topics



Consumer rights and confidentiality



Providing in-scope services



Rules, regulations, and how to receive pay



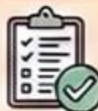
Medication management



Mandatory reporting and preventing abuse










Safety & Benefits








Required online Assessment (3 attempts to pass or repeat class)

HCW Unit & Background Check Unit

HCW Unit

-  BGC Instructions
-  Initiates BGCs
-  Upload Documents
-  Forward Fingerprint Letters to SIs
-  "Reason to Believe" Immediate BGC Needed
-  Look up BGC Status
-  Process Approvals/Denials




Background Check Unit (BCU)

-  Process BGCs
-  Requests Fingerprints, Add'l Info
-  Review & makes a Determination
-  Sends BGC Denials directly to SI's (Denial vs Ineligible)
-  Responds to BGC Appeals




Provider Time Capture (PTC)

The Oregon Provider Time Capture Direct Care Innovations (OR PTC DCI) meets federal mandates to electronically capture required information when personal care services are provided.

Electronic Visit Verification (EVV) requirements:

-  Consumer receiving the service
-  Provider giving the service
-  Date, Location, and Time the service starts and ends

OR PTC DCI options:

-  Mobile App
-  Landline (consumer's landline)
-  FOB (kept at consumer's home)

HCW Unit & OR PTC DCI

HCW Unit



Update HCW Info



Add Notes



Request Deactivations

PTC



Set up HCW Profiles



Link & Unlink HCW & Consumer



FOB Requests



DCI Helpdesk

1-855-565-0155 (24/7)



Email: ORPTCSupport@dcisoftware.com



Website: PTC.Oregon.gov

-Resources & Tips in utilizing OR PTC DCI

-OR PTC DCI Provider Guide

(in multiple languages)

How to Renew HCW Credentials

Renewal Packet



- Provider Enrollment Application & Agreement
- HCW Guide Acknowledgement Form
- Current ID/DL (FP's Required if not Oregon ID/DL)

Background Check



- Consent/Disclosures w/in 7 days
- Fingerprint Requests w/in 21 days of request
- Additional Information Requests w/in 21 days of request
- Two submissions, unless contacted by HCW

Continuing Education



- Beginning March 2026
- 12 hours every two years
- Exempt for providers with an OHCC training certification

Provider Navigator Program



Navigators assist with enrollment and training issues



Program provides one-on-one support to HCWs



This resource supports new and renewing applicants






HomeCare Worker Program

East Area Aging & Disability Services Office # 3518


 600 NE 8th St, Room 100, Gresham, Oregon 97030-5648


 Phone (503) 988-7575

 FAX (503) 988-5676

 HCW.unit@multco.us

Pamela Saepharn

 HCW Program Coordinator

 pamela.saepharn@multco.us





**I'M TAKING
A BREAK**

15-minute break

Update: Age Friendly Business Certification (AFBC)



Logic Models: Presentation Feedback

Nutrition Program Review

We recently explored the Nutrition Program Logic Model, including key data and indicators.

Next Step: Veterans Directed Care

This will be our next Logic Model presentation.


We would like your feedback and input on the presentation format before we proceed.



Oregon State Plan on Aging - Public Comment Open

Aging and People with Disabilities Community Engagement

The Office of Aging and People with Disabilities (**APD**) is committed to engaging with the people we serve, their families, advocates, providers and community partners. We encourage you to connect with us to share feedback, join in discussions and receive updates.

 Legislative session updates

 Senate Bill 739 implementation

 Updating the State Plan on Aging

 Advocacy Award

 Current initiatives

 APD Rules Advisory Committees



Oregon State Plan on Aging - Public Comment Open

The public comment period for the draft 2026-2030 State Plan on Aging is open through **June 12, 2026**.

- Email comments to sua.email@odhsoha.oregon.gov
- Mail comments to: ODHS Office of Aging and People with Disabilities
Attn: Debbie McCuin
500 Summer St., NE, E-12
Salem, OR 97301
- Attend the public hearing scheduled for **Wednesday, June 10, 2026**, at 10:00 a.m. The meeting will be hosted online via Zoom.
- <https://www.oregon.gov/odhs/engagement/pages/apd-engagement.aspx>



June Events

- Monday, June 15 Elder Abuse Awareness Day
- Friday, June 19 Juneteenth
- Friday, June 19-21 Delta Park Powwow
- Saturday, June 27 Community for Positive Aging Block Party
- Saturday, June 27-28 Good in the Hood 2026: Lillis-Albina Park, North Portland



Looking ahead to DSAC June meeting

- Veterans Directed Care (VDC) Program will be presented by Sheila Balbin and Lisa Dessen-Ocana
- Followed by the VDC Logic Model presentation with ADVSD Research and Evaluation, Nicole Galport and Jason Normand



Public testimony and council updates

- Please feel free to provide comments.



Wrap-up

- Thanks for attending!
- Next meeting
 - DSAC: Wednesday, June 17, 2026
 - ASAC: Tuesday, June 16, 2026

