

# Adult Care Home Program Newsletter

## July 2023

### Message From the Adult Care Home Program Manager: Let's Celebrate Together

Dear Providers,

I am very excited for the upcoming Adult Care Home Conference. It's a great opportunity to have the community gather together after all the challenges and stress that everyone has endured the last several years.

As a way of celebrating all aspects of the care home model, we have created an event that is all-inclusive and allows participation of not only the providers that attend for the CEUs, but also allows residents to attend with caregivers. The isolation that the pandemic created has negatively impacted our social wellbeing. This is a chance to commune and celebrate together.

We will have the entire OMSI museum reserved just for our program. This will provide a quieter and more open space for our residents to explore the museum exhibits. The providers will attend the learning sessions, enjoy a buffet lunch, and wrap up mid-afternoon with time to explore the museum exhibits in the afternoon. Caregivers and residents will have access to the museum from 9:30 a.m. to 5:30 p.m. This gives them the flexibility to explore the museum at the best time of day for their schedules. We're also offering a registration incentive for those operators who can bring residents!

I'm looking forward to all of us coming together to learn, share food and drinks, and get to know each other better.

Steven Esser  
Program Manager

### Register Now for Adult Care Home Conference

Would you like to gain caregiving and business skills, earn CEUs and explore an interactive museum, all in one event? That's the vision of the Adult Care Home Conference relaunch.

The Adult Care Home Program annual conference will be held at OMSI on Monday, September 25. Cost is \$85. Attendees will receive eight Continuing Education Units. The conference will feature learning sessions, networking opportunities, breakfast, lunch, vendors and more!

**Get a \$40 discount if you bring your resident!** Final cost is only \$45 if your residents attend OMSI during this event.

The conference features learning sessions that focus on a range of topics, including:

- Investing in Your own Future
- Income Taxes for Your Care Home
- How to Attract and Retain Care Staff
- Wage and Hour Laws
- Maximize Meals and Manage Your Budget
- Trauma Informed Care
- The Power of Conversation
- Creating a Sense of Bravery and Belonging in the Midst of Discrimination
- Strategies for Supporting Individuals With Complex Needs

View the full conference schedule and conference FAQ, and register at [Adult Care Home Conference](https://multco.us/adult-care-home-information/adult-care-home-conference)  
[multco.us/adult-care-home-information/adult-care-home-conference](https://multco.us/adult-care-home-information/adult-care-home-conference)

## Who Does What in the Adult Care Home Program?

The ACHP is made up of many different job positions. Some of these roles you may be familiar with, while others are new to you. Here is a list of the program's main positions, what they do, and how to interact with them:

**Business Services Team:** Intake and complete the first steps of processing applications and background checks. They staff the reception desk, and respond to all emails, faxes, phone calls and in-person questions. They'll point you in the right direction for more specific questions. They also process provider enrollment agreements and fee payments, and they register people for ACHP classes.

**Licensers:** Collaborate with operators to navigate the county, city and state rules and laws that govern adult care homes. They work with the operators and their staff, residents and the larger community to help support the health, safety and well-being of the residents living in care homes. They communicate consistently with their assigned operators, both on-site during renewal inspections and visits, and remotely, to ensure their homes are in compliance with all applicable administrative rules and laws.

**Provider Development Specialists:** Also referred to as coaches, they offer new providers valuable support and coaching during their first year as licensed operators. They help operators build a strong foundation in their first year through monthly coaching sessions on essential licensing topics.

**Placement Specialist:** Serves as the bridge between clients, providers and the general public. They help place residents and address issues that arise during the process. Operators reach out when they have vacancies, general placement questions or issues with placement.

**Complaint Specialist:** When a complaint is presented to the ACHP via a community member, resident, staff or an anonymous reporter the complaint specialist will go out to investigate the complaint and check on safety and licensing concerns. Depending on the nature of the complaint, the monitoring visit may be unannounced. The complaint specialist may put a safety plan into place or make a referral to the corrective action specialists.

**Corrective Action Specialists:** They receive corrective action referrals from ACHP staff, research operators' compliance history, give technical assistance, issue warning and sanction notices for violations of the Multnomah County Administrative Rules (MCARs), facilitate administrative conferences, and testify at hearings.

They also review Adult Protective Services reports, process notifications, facilitate the reconsideration process, and determine appropriate corrective action for substantiated abuse or neglect.

They email notices to providers and connect with them via phone to explain the notices. Operators should contact corrective action specialists by phone or email with questions, requests and to report COVID cases in their homes.

**Training Coordinator:** Organizes and leads the program's educational trainings for licensing and continuing education. If operators or caregivers have issues with training access, printing certificates, questions about applications or the program in general, or need help finding information, they can contact the training coordinator.

**Communications Specialist:** This new position writes the newsletter, webtext and email updates, plans the annual adult care home conference, and leads projects to improve program communications.

## Training and Support

*Most sessions offered via webinar.  
To register call 503-988-3000 or email  
advsd.adult.carehomeprogram@multco.us.  
Specify the training name and date.*

### In-Person Provider Meeting

*Canceled in July*

### Record Keeping Part A, Screening and Care

**Planning:** Required for APD and MHA operators, resident managers and shift managers.

**Date:** Thursday, July 13

**Time:** 9 a.m. – 12:30 p.m. (Sign-on 8:50 a.m.)

**Cost:** \$30

**Orientation:** Required for operator, resident manager and shift manager applicants.

**Date:** Wednesday, August 2

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

**Cost:** \$55

These classes are required for operators, resident managers and shift managers within the first year of licensure or role approval:

### Record Keeping Part B, Medication Mgmt

**Dates:** Tuesday, July 11 & Wednesday, July 19

**Time:** 9 a.m. – 12:30 p.m. (Sign-on 8:50 a.m.)

**Cost:** \$30

### Emergency Preparedness Planning

**Date:** Tuesday, June 18

**Time:** 9 a.m. – 12:30 p.m. (Sign-on 8:50 a.m.)

**Cost:** \$30

### Honoring Diversity

*Canceled in July*

**Date:** Monday, August 24

**Time:** 9 a.m. – noon (Sign-on 8:50 a.m.)

**Cost:** \$30

Find more information at [Required Training, Provider Meetings and CEUs](https://multco.us/adult-care-home-information/required-training-provider-meetings-and-ceus)  
[multco.us/adult-care-home-information/required-training-provider-meetings-and-ceus](https://multco.us/adult-care-home-information/required-training-provider-meetings-and-ceus).

## July Qualifying Test Registration Now Open

Do you or your staff need to take a qualifying test? Registration for July is now open for both the Developmental Disabilities Qualifying Test and the APD Qualifying Test. Test dates are Tuesday, July 11, 18 and 25.

Register at [Basic Trainings & Qualifying Tests](https://multco.us/adult-care-home-information/basic-training-qualifying-tests)  
[multco.us/adult-care-home-information/basic-training-qualifying-tests](https://multco.us/adult-care-home-information/basic-training-qualifying-tests).

### Just Ask: Operators Who Also Work as Caregivers in Other Adult Care Homes

**Question:** I am an adult care home operator and I also help as a caregiver in my friend's adult care home. Do I need to complete any additional paperwork for my friend's care home?

**Answer:** Yes, if you are an operator and you work in a care home that you do not own, you need to complete a caregiver application and background check for that other home. Your proof of current background check approval, ACHP role approval letter and all applicable caregiver records must be on file in your friend's adult care home. (MCAR 023-090-455)

### COVID-19 Vaccine No Longer Required

COVID-19 vaccinations are encouraged, but no longer required, for adult care home staff, due to recently-updated Oregon Health Authority rules.

**COVID-19 Information for Providers:**  
[multco.us/adult-care-home-information/covid-19-information-adult-care-home-providers](https://multco.us/adult-care-home-information/covid-19-information-adult-care-home-providers)



Department of County Human Services

**M198**

Multnomah County Oregon  
Department of County Human Services  
Adult Care Home Program  
600 NE 8th Street, Suite 100  
Gresham OR 97030

RETURN SERVICE REQUESTED

PRSR STD  
US POSTAGE  
PAID  
PORTLAND OR  
PERMIT NO  
5522