

# Adult Care Home Program Newsletter

## November 2019

### Program Manager Letter

Dear Providers,

With your help, we have identified some areas of focus for the ACHP Program Goals for the coming year.

Over the next 12 months, we will be working on licenser competencies from the Code of Conduct including: Cultural Competence, Communication, Conflict Resolution, Assertive Engagement, and Motivational Interviewing Training, as well as some internal processes such as: Caseload Standards, ACHP Program Audit Tool, and Forms and Website Improvement.

In addition, we will be reopening two of the workgroups from last year:

- An invitation to reconvene the workgroup on Paper Reduction will be sent out by November 15th.
- In January, an invitation for a workgroup on rules will be sent out. This group will systematically review the MCAR and identify rules that need to be clarified or changed.

#### Program Updates:

- DD licenser Anne Masuda will be leaving the ACHP 11/24/19
- Ray Ocampo who processes the Medicaid contracts will be leaving the ACHP 11/9/19

While we are currently on a hiring freeze, we have a coverage plan and expect to maintain current service levels until we hire. We hope that providers will take this opportunity to join us on interview panels for these positions.

*Felicia Nelson,*  
Program Manager

### Just Ask

**Question:** I want to buy a house that is currently an Adult Care Home. Do I need to wait for application approval before I purchase the home?

**Answer:** If you close the purchase of a home prior to your new license application approval, you will need to enter into a rental agreement with the current operator. The current operator will continue to be responsible for the operation of the adult care home until the new application is approved.

Please remember the current operator needs to notify residents of the change in ownership through a 30-day involuntary notice. Residents have the right to choose to screen with the new operator, or to move.

**Question:** I am an I/DD provider and I want to learn more about supporting individuals with questions about their sexuality and dating. Are there resources available?

**Answer:** Here is a link to a website with a variety of resources: <https://www.respectability.org/resources/sexual-education-resources/>

Shanya Luther, social-sexual ecologist of Among Friends is offering trainings to providers to support residents in partnership with OTAC. Here is a link to trainings:

<https://www.otac.org/services/training/event-schedule/>

Shanya has also developed an app to help providers or other advocates support someone who identifies as I/DD practice dating while checking in with a person they trust. The app can be used with more than one person.

Information on the app, The Matchmaker Game!, can be found: <https://apple.co/2kQa3w7> or <https://bit.ly/2mjRkck>

### Annual Furnace Inspection

It's getting colder and it's time to turn on the furnace. Before you turn it on, take some time to make sure your furnace is ready for winter. Maintenance keeps your furnace in good condition, saves money, and can prevent your furnace from catching on fire. As an Operator of an ACH it is your responsibility to not only ensure the furnace was installed properly, but to have an annual inspection (MCAR 023-100-505).

What to look for when hiring someone to inspect the furnace?

- Are they licensed, which means they have an Oregon Limited Maintenance Specialty Contractor HVAC/R (LHR) License or an Oregon Electrical Contractor (C) License and an Oregon Construction Contractor License?
- Is the company bonded and insured?
- You may want to check references or reviews; such as Better Business Bureau, Angie's List, Google or Yelp
- Ask other providers who they use
- Experts suggest hiring a technician with at least 5 years experience
- Do they have experience working on your type of furnace?
- Get warranties in writing

If you have a gas furnace, NW Natural Gas has two programs they offer for free inspections with information at this link:

<https://www.nwnatural.com/CustomerService/EquipmentServices/InspectionInformation>

or

They offer tune-ups for furnaces, fireplaces or air conditioners. You can find more information here:

[https://www.nwnatural.com/CustomerService/EquipmentServices/EquipmentTuneUp?gclid=EAlaIqobChMI3Kjg49u\\_5QIVvxitBh3FugdmEAMYAiAAEgKtrfD\\_BwE](https://www.nwnatural.com/CustomerService/EquipmentServices/EquipmentTuneUp?gclid=EAlaIqobChMI3Kjg49u_5QIVvxitBh3FugdmEAMYAiAAEgKtrfD_BwE)

### Developmental Disabilities Services Claim Audit

Starting in January 2019, ODDS began reviewing a random sample of provider claims for all agencies; including Adult Care Homes. The goal of the audit is to ensure residents are getting the services identified in their ISP and to make sure providers are meeting all state and federal requirements for claims paid. The audit is expected to take place once a quarter. Currently, auditors are looking at claims paid from April 1, 2019 through June 30, 2019.

If randomly selected, state auditors Drew Strayer or Karen Allen will contact providers asking for documentation to support the services provided in the claim including timesheets, invoices, progress notes and other HIPAA information. At the same time, auditors will be requesting information from the resident's case manager for documentation related to the claim.

Remember, providers should be writing progress notes and/or incident reports that focus on supports that are provided to meet the Resident's ISP goals. Notes should include observations on any support changes, behavior or other needs the Resident may have, which the case manager will review for impact on risk identification, new person-centered information and service planning.

Please also remember to submit the requested information back to ODDS in a secure way, by either replying to the secure email Drew or Karen sent out or by mail. Please do not email directly from your email if it is not secure.

Questions? Please contact your licenser or the ACHP at 503-988-3000 or [adult.carehomeprogram@multco.us](mailto:adult.carehomeprogram@multco.us)

### ACHP 2020 Training Schedule

Look for ACHP 2020 trainings in the December ACHP Newsletter and/or the ACHP website here: <https://multco.us/adult-care-home-information/required-training-provider-meetings-and-ceus>

## Training, Testing, and Events

Please pre-register. Call 503-988-3000 or email [adult.carehomeprogram@multco.us](mailto:adult.carehomeprogram@multco.us)

### Qualifying Testing

209 SW 4th Avenue, Portland-Free / Register online / Dates online

**All ACHP trainings are held at the Multnomah County East Building, 600 NE 8th Street, Gresham, Sharron Kelley Room, 2nd Floor.**

### Provider Meeting:

**APD Exceptional Rate Payment** - Learn what an APD exception is, how to complete the State DHS required paperwork and ask LTSS case managers questions on the exception process. Sign-in 8:30 am, Training 9:00-Noon. \$30 Check or Money Order. 3.0 CEUs.

**November 20th**

### Orientation

Sign-in 8:30-9:00; Training 9:00-4:30

\$55.00 check/money order:

**November 14, December 9th**

**Record Keeping A** - Required training for APD/MHA Operators/Resident Managers in first year. Sign-in 1:00pm, Training 1:30-4:30 pm \$30 Check or Money Order. 3.0 CEUs. **November. 6th**

**Recordkeeping B - Medication Management for Operators** Required training for Operators/Resident Managers in first year. Sign-in 1:00 pm; Training 1:30-4:30 pm. \$30 Check or Money Order. 3.0 CEUs. **November 19th**

**Recordkeeping B - Medication Management for Caregivers.** Required for all caregivers who pass medications, work alone or are left in charge. Sign-in 1:00 pm; Training 1:30-4:30 pm. No Charge. 3.0 CEUs. **December 16th**

**Emergency Preparedness Planning.** Required for all Operators and Resident Managers in the first year. Sign-in 8:30 am; Training 9:00 am to Noon. \$30 Check or Money Order. 3.0 CEUs.

**December 16th**

## What, When, and How:

### Palliative Care Meetings for People Living with Dementia

The Oregon Partnership to Improve Dementia Care is proud to present a new resource for long-term care staff, including ACH.

Participants will learn:

- The importance of recognizing and decreasing suffering among persons living with dementia
- What it means to provide palliative care
- How to conduct palliative care conference with individuals and their loved ones

**When:** November 6, 2019

**Time:** 1:00 pm

**Where:** Webinar

**Cost:** FREE

**Register:**

[https://healthinsight.zoom.us/webinar/register/WN\\_WeitlESaSEyW4IB7LTX8VQ](https://healthinsight.zoom.us/webinar/register/WN_WeitlESaSEyW4IB7LTX8VQ)

### OIS-the Oregon Intervention System - Level G

OIS is an intensive training/certification program and process for implementing Positive Behavior Support and safe intervention when addressing challenging behavior. This two-day class focuses on supports for adults and children with intellectual or developmental disabilities in the home or community. **A proficiency in English is a requirement for this workshop.**

**When:** November 11th & 12th, 2019

**Time:** 8:30 am - 5:00 pm; late arrivals of 20 minutes or more will not be admitted

**Where:** Waverly Heights Church - 3300 SE Woodward St., Portland, 97202 - In the basement - enter through the East door

**Cost:** \$125 - In advance

**Register:** Mail payment and registration to Sally Gibson, 2733 SE 31st Avenue, Portland 97202. Include your name, address, phone, email, dates of class, and check number and amount.

**M198**

Multnomah County Oregon  
Department of County Human Services  
Adult Care Home Program  
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Portland, OR 97204

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