HOMECARE WORKER (HCW) RESOURCE SHEET

HOMECARE WORKER UNIT: Email HCW.unit@multco.us 503-988-7575 (message line)

VOUCHER CLERKS:

SE BELMONT 503-988-3771
MID GLISAN STATION 503-988-8090
TRANSITION & DIVERSION 503-988-3516
OPI-M Voucher Line (Branch 7210) 503-988-8552
EAST GRESHAM 503-988-9978
WEST/SW 4TH ST 503-988-6520
N/NE PORTLAND 503-988-3519

Contact PTC only after you've received an email about your profile being created.

OR PTC DCI HelpDesk: 1-855-565-0155 (24/7) **Email** ORPTCSupport@dcisoftware.com

Email: PTC.Support@odhsoha.oregon.gov (Getting started, FOBs)
Questions/Feedback/Accessibility: Email PTCProject.Info@odhsoha.oregon.gov

Website: PTC.Oregon.Gov

OR PTC DCI Web Portal: https://orptc.dcisoftware.com/

Carewell/SEIU 503 BENEFITS, PTO & TRAINING (NEW WORKER/CONTINUING EDU)

Website: https://www.carewellseiu503.org

Email: carewellSEIU503benefits@risepartnership.com

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

CARINA Registry (Find a job; match with a consumer/employer)

OHCC CUSTOMER RELATIONS (website includes a link to **Payroll Calendar**)

Phone: 877-624-6080; **Email**: OHCC.CustomerRelations@odhsoha.oregon.gov

Training Phone 877-867-0077; Fax 503-378-5886; Email: Training.OHCC@odhsoha.oregon.gov

Training Certification/Pay differentials Email: certifications.ohcc@odhsoha.oregon.gov

CPR & First Aid Training Email: cpr.firstaid@odhsoha.oregon.gov

Link to the HCW Guide Book: https://ohccworkforce.org/applications/

PROVIDER NAVIGATOR PROGRAM Assistance:
https://app.smartsheet.com/b/form/4f608666d2464481a6ad819e3306ea54

PROVIDER RELATIONS UNIT: 1-800-241-3013; Fax: 503-947-5357

For W-2s: call 503-947-5138 (message line only) or submit a request at OHCC Customer Relations:
https://www.oregon.gov/odhs/providers-partners/homecare-workforce/pages/default.aspx

DEPARTMENT OF REVENUE: 800-356-4222

DIRECT DEPOSIT (EFT) 503-945-6872; Fax: 503-945-6860
Email: DHSOHA.ProvDirDep@odhsoha.oregon.gov

EMPLOYMENT VERIFICATIONS and COPIES OF PAY STUBS: Submit a request via email to: ohcc.customerrelations@odhsoha.oregon.gov or on the OHCC Customer Relations website:
https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/index.aspx

Updated 7/31/2025

HOMECARE WORKER (HCW) RESOURCE SHEET

INTERNAL REVENUE SERVICE (IRS): 800-829-1040

OREGONSAVES RETIREMENT PLAN $ (844) 661-6777
Email: clientservices@oregonsaves.com

PAID LEAVE OREGON BENEFITS APPL INFO & Website: https://paidleave.oregon.gov/
Employer: Homecare Workers
Employer State Business Identification Number: 1212476-5
Federal Employer Identification Number: 930600527
Questions: OHCC CUSTOMER RELATIONS 877-624-6080

TRAVEL TIME CLAIMS $ Mail to: 500 Summer St NE E-10, Salem, OR 97301

UNEMPLOYMENT CLAIMS: Fax to 503-947-5357

WAGE GARNISHMENTS $ Email: ofs.hcwgarnishments@odhsoha.oregon.gov
DHS Office of Financial Services, Accounts Receivable Unit, E-79
500 Summer St, NE, Salem, OR 97301. 503-947-5126; Fax: 503-947-5120

WORKERS COMPENSATION: 888-365-0001/503-378-3099; Fax: 503-378-5886
Email: WorkersComp.OHCC@odhsoha.oregon.gov

ADULT CARE HOME PROGRAM: 503-988-3000

ADULT MENTAL HEALTH (AMH) PC20
County Mental Health: 503-988-5464
OHA Provider Enrollment Unit: 800-422-5047

ADULT PROTECTIVE SERVICES: 503-988-4450

IN-HOME SERVICES SCREENING (Message Line): 503-988-9450

INTELLECTUAL & DEVELOPMENTAL DISABILITIES SERVICES (PSWs): 503-988-3658
- **PSW Background checks Email**: DD.backgroundchecks@multco.us, 503-988-9790
- **PSW Income Verification Email:** PSW.Enrollment@odhsoha.oregon.gov, 1-844-874-2788
- **PSW Helpline**: 503-988-9485
- **I/DD Service Screening**: 503-988-2535; **I/DD Abuse Line**: 971-201-2940
- **I/DD Intake & Eligibility**: 503-988-6258, Email: idd@multco.us

PERSONAL CARE ATTENDANT (PCA): 888-416-3184; Email: ORBHSupport@comagine.org

US CITIZENSHIP & IMMIGRATION SERVICES (USCIS) - EADs
1455 NW Overton Street, Suite 1, Portland, OR 97209
800-375-5283 (TTY 800-767-1833) https://www.uscis.gov

Updated 7/31/2025