

HOMECARE WORKER (HCW) RESOURCE SHEET



For questions related to paychecks contact:

Multnomah County OPI Voucher Team

Email opi.vouchers@multco.us | Phone 503-988-8552

For questions related to your background check, or to submit background documentation contact: Homecare Worker Unit: Email HCW.unit@multco.us 503-988-7575 (message line)

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@dhsosha.state.or.us (Getting started, Fobs)

Questions/Feedback/Accessibility: Email PTCProject.Info@dhsosha.state.or.us

Website: PTC.Oregon.Gov

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

Carewell/SEIU 503 TRAINING & BENEFITS (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

Phone: 877-624-6080; Email: OHCC.CustomerRelations@dhsosha.state.or.us

Training Phone 877-867-0077; Fax 503-378-5886; Email: Training.OHCC@dhsosha.state.or.us

Training Certification/Pay differentials Email: CERTIFICATIONS.OHCC@dhsosha.state.or.us

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

Link to the [HCW Guide Book](https://ohccworkforce.org/applications/): <https://ohccworkforce.org/applications/>

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

For W-2's, 1099's: 503-947-5138 (message line only)

EMPLOYMENT VERIFICATIONS - Submit a request on the [OHCC Customer Relations website](https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/index.aspx):
<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/index.aspx>

UNEMPLOYMENT CLAIMS: Fax to 503-947-5357 or Email to hcw.uiclaims@state.or.us

DIRECT DEPOSIT (EFT) 💰 503-945-6872; Fax: 503-945-6860

Email: DHSOHA.ProvDirDep@dhsosha.state.or.us

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

Updated 05/17/2024

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WAGE GARNISHMENTS 💰 Email: OFS.AccountReceivable@dhsosha.state.or.us
DHS Office of Financial Services, Accounts Receivable Unit, E-79
500 Summer St, NE, Salem, OR 97301. 503-947-5126; Fax: 503-947-5120

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

WORKERS COMPENSATION: 888-365-0001/503-378-3099; Fax: 503-378-5886
Email: WorkersComp.OHCC@dhsosha.state.or.us

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

ADULT PROTECTIVE SERVICES: 503-988-4450

ADULT CARE HOME PROGRAM: 503-988-3000

ADULT MENTAL HEALTH (AMH) PC20

County Mental Health phone number (503-988-5464)
OHA Provider Enrollment Unit phone number (1-800-422-5047)

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@state.or.us, 1-844-874-2788

PSW Helpline: 503-988-9485 **I/DD Service Screening:** 503-988-2535

I/DD Abuse Line: 971-201-2940

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>