

# Adult Care Home Program Newsletter

## January 2020

### Program Manager Letter

Dear Provider: Happy New Year!

I want to thank you for participating on the interview panels this past month. We believe our hiring is greatly enhanced by having the provider perspective.

Year end reporting, we currently have 638 homes licensed in Multnomah County. The county has experienced continued increase in the number of licensed homes represented by a 5% increase in DD homes and a 1% increase in APD licensed homes this year. There is still a high need for more APD licensed homes and the ACHP will be recruiting this year.

#### Please welcome to the ACHP team:

- Alex Bachinskiy, Office Assistant Senior. He will be processing Medicaid Provider Enrollments.
- Charmaine Kenny, Quality Assurance Coordinator

Charmaine will be managing the MCARs rewrite and interpretation guide, looking at internal processes and procedures to support improved consistency amongst licenser and track most commonly areas providers are being cited to increase support in training.

An initial rule review will be conducted by a provider rule committee. This project will take 11 months with 3-hour monthly meetings. The first meeting is to be held 2/28/20 from 10:00 to 2:00. Please call or email to register for this committee.

While Charmaine will facilitate the meeting this is a provider driven process. We want to gather your feedback on the rules, what is working and what is not, the organization and wording. We want the rules to be clear, accessible and understandable for all.

Sincerely,  
*Felicia Nelson*, Program Manager

### Just Ask

**Question:** I am a new operator and I heard my licenser will come and provide me technical assistance in the first year, when should I call?

**Answer:** Please call your Licenser or Natascha Hottges-Ortiz, Placement Specialist, once you admit your first resident. Someone will come out and make sure your books are properly set up. Making a mistake with your first admit will not cause you to have any corrective actions. Rather, this is an opportunity to get a better understanding of the program expectations and maintain compliance.

**Question:** Do wall heaters require an annual inspection? If so, who can inspect wall heaters?

**Answer:** Wall heaters or radiant heating systems are required by 023-100-505 to be properly maintained and annually inspected. You may hire any contractor you would like as long as they are licensed to perform work on your heating system. Thing they may look at is the temperature gauge working correctly, the clearance between the wall heater and furniture, and are there worn wires or connections that could be a fire safety issue.

### Increases in APD Rates

As of January 1, 2020, the Room & Board rate will increase to \$608 per month. The hourly exception rate payments also increased to \$15.07 per hour.. APD ACH 10% COLA effective January 1st, 2020. Additional 5% COLA on July 1st, 2020. DD/Addictions and Mental Health 7.15% COLA effective July 1st, 2020.

APD Central Office will make all changes necessary to implement rate changes

## Progressive Corrective Action Scope and Severity

The ACHP has adopted the State of Oregon's rating system for deficiencies as part of our progressive corrective action protocol. This is a system of rating each deficiency/violation cited. When a home does not meet the minimum standards set forth in MCAR, a violation of rules occurs. The licenser cites the rule violation in writing and develops a plan of correction with the provider. This usually happens at the annual renewal inspection. Each correction cited is an area where the home was found to be not in compliance with the MCARs and therefore it is a rule violation. The plan of correction on the inspection report states the rule that was violated, how the rule was violated and the required corrections.

The MCARs are designed to set health and safety standards. Some rule violations present more of a risk to a resident's health and safety than others. A severity level will be assigned a violation.

### **There are four possible levels of severity for each rule violation.**

1. No harm, low risk of harm.
2. Potential for harm, no harm.
3. Minor harm occurred.
4. Immediate risk of serious harm or serious harm.

On your inspection sheet you will now see a new field, entitled 'Severity'. This field will contain the Severity level 1 through 4.

You may want to know how this fits into the progressive corrective action. Please see the insert on page four of the newsletter, this is the guide staff use when referring a violation to corrective action.

Operators will continue to have the right to dispute cited violations by requesting an Administrative Conference.

## Receiving Gifts from Residents

This is a good time of year to remember that caregivers, operators, resident managers and other household members cannot accept gifts from residents or their families. Residents and residents' families want to acknowledge and show their appreciation for your work. They may ask you if they can buy you a gift or give a christmas bonus, or perhaps they may know you need something for the house. However, because of the nature of the relationship and that residents rely on you for care, the rules prohibit gift giving or assigning property and/or inheritance, as well as loans. Activities such as families and residents who engage in making cards or crafts, baking sweets, bringing in food to share and show appreciation are permitted.

MCAR 023-080-155(e) states, The Operator and any provider or the Operator's family and any provider's family shall not accept gifts, including an inheritance or loans from the resident or the resident's family, and shall not assist, arrange, or coerce a resident into adding them as a beneficiary of a current resident's will or life insurance policy.

Remember to speak with your caregivers about being mindful as it is easy to unintentionally influence a resident to give gifts any time of the year.

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## Changes to Oregon Care Partners

In 2020, Oregon Care partners is making improvements to their website. As part of the changes, online courses will be administered through a Relias portal.

If you have questions, please email or call: [info@oregoncarepartners.com](mailto:info@oregoncarepartners.com) or 1-800-930-6851.



## Training, Testing, and Events

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

### Qualifying Testing

209 SW 4th Avenue, Pdx-Free /

Date & Registration online at:

<https://multco.us/adult-care-home-information/basic-training-qualifying-tests>

**Trainings held at East County Location: 600 NE 8th Street, Gresham, Please note room location.**

### Orientation

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

\$55.00 check/money order:

**Jan. 9th - Blue Lake Room**

**Feb. 13th - Sharron Kelley A Only**

**Emergency Preparedness Planning.** Required for all Operators and Resident Managers in the first year.

Sign-in 1:00 am; Training 1:30-4:30 pm. \$30 Check or Money Order. 3.0 CEUs

**March 19th - Blue Lake Room**

**Honoring Diversity** - Required training for Operators/Resident Managers in first year. \$30 Check or Money Order. 3.0 CEUs. Sign at 8:30 am; Training 9:00am to Noon

**Jan/Feb - TBD**

**April 23rd - Blue Lake Room**

**Trainings held at Gresham City Hall Location: 1333 NW Eastman Pkwy - Gresham. All Trainings in Barlow Room**

**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.

**Feb. 20th**

**May/April - TBD**

**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.,  
**Jan 17th**

## ACHP Training Venue & Room Changes

Please be aware there will be some changes in our training location venue as well as room changes at the East County location. The changes are due to unforeseen room scheduling difficulties. Some of our training sessions have scheduled dates that are "To Be Determined" (TBD) while we resolve the scheduling issue.

Many of the training at the East County are in different rooms or have less space available than in the Sharron Kelley rooms. Specifically, this has impacted many of our provider meetings, which may mean we have less availability for walk-ins. The ACHP encourages providers to pre-register to ensure your space in the training you're interested in.

Some of the training will be held at Gresham City Hall at 1333 NW Eastman Parkway. All of the details will be in the Newsletter and on the website. If you have any questions, please feel free to contact April Quast, Training Coordinator by phone at 503-988-8328 or email [april.quast@multco.us](mailto:april.quast@multco.us)



**Training held at Gresham City Hall Location: 1333 NW Eastman Pkwy - Gresham. All Trainings in Barlow Room**

**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,  
**Feb 21st**

**M198**

Multnomah County Oregon  
Department of County Human Services  
Adult Care Home Program  
209 SW 4th Avenue, Suite 650  
Portland, OR 97204

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