

5 Steps to Becoming an Approved Resident Manager or Shift Manager for An Adult Care Home for Adults Receiving Mental Health & Addictions Services

A Resident Manager lives full-time in an Adult Care Home and works full-time as the primary caregiver. A Resident Manager must provide supervision 24 hours a day and direct care 5 days a week. Operators who have licensed Adult Care Homes with Resident Managers must visit the home frequently and provide direct oversight. Operators will continue to be responsible for screening residents and developing care plans. An Operator must live full-time in a licensed Adult Care Home unless a Resident Manager has been approved and lives in the home, or ACHP grants a written exception to allow Shift Managers per MCAR 023-070-115.

Minimum Qualifications for an ACH Resident Manager or Shift Manager:

- Verifiable, full time experience providing hands-on, direct care to adults with mental illness;
- The experience must be commensurate with the classification of the home the applicant intends to work in;
- ability to pass an English competency test;
- ability to pass a criminal and abuse history background check; and
- ability to meet all requirements listed in the steps below.

Application Process: After you have successfully completed each step listed below, you will be provided with the information and materials needed for the next step.

Please complete the steps in the order listed below unless otherwise directed by Adult Care Home Program staff! *The Fire Safety course, English Competency test, Background Check, and Orientation are all valid for up to one year for all applicants.*

Step1- Visit <https://web.multco.us/adult-care-home-information>. Read the content on the site, then complete the mandatory fire safety class. Print the Fire Safety certificate and save it to submit with your application.

Step 2- Take and pass the English Competency Test. **No fee.** Visit the ACHP website or contact ACHP to schedule your English Competency test. **Submit** a Background Check Request (BCR) form after you take the test. **Fee: \$15.00.** You must present valid government-issued picture ID and must be seen in person by ACHP staff. Once you have an approved Background Check and have passed the English Competency test, contact the Adult Care Home Program at 503-988-3000 or email advsd.adult.carehomeprogram@multco.us to register for the New Operator Orientation class.

Step 3- Attend the ACHP Orientation. **Fee: \$55.00.** Then **complete** the Multnomah County approved Ensuring Quality Care course. Fees vary for this course. If you take the Ensuring Quality Care classes before you take the ACHP Orientation, be sure to take a copy of the Multnomah County Administrative Rules to your class. Information and training resources are available at www.multco.us/ads/adult.care.home.

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Step 4- Pass the Qualifying Test. **No fee.** You must present valid government- issued picture ID at the test.

You must complete both the ACHP Orientation and Ensuring Quality Care classes before taking the Qualifying Test; bring those certifications to the Qualifying Test as verification. Contact the Adult Care Home Program at 503-988-3000 or advsd.adult.carehomeprogram@multco.us so we may schedule you a date and time. Please include your first and last name and day time telephone number so we send you confirmation. Upon passing the test, you will be mailed a Resident Manager/Shift Manager application.

Step 5 - Submit a completed New Resident Manager/Shift Manager Application with the required \$25 fee.

The length of time it takes to become an approved is different for each applicant. The process outlined above applies only to Adult Care Homes in Multnomah County. Applicants wishing to work in an Adult Care Home outside of Multnomah County can call the Oregon Department of Human Services at (503) 945-6403.