



TRAINING COMMITTEE MEETING MINUTES February 4, 2009

Members present:

Terry Haydon, Angela Munkers, Dayle Niemie, Deborah Swartz, Mary Wood

Others present:

Joan Claypool, Jenny Cokeley, Loyce Edwards, Aileen Kaye, Julie Pugh

Staff present:

Yvonne Fleming, Leslie Houston, Kelly Rosenau, Wendy Sampels, Cheryl Sanders

MEETING CALLED TO ORDER

Meeting was held at 676 Church St. NE, Salem, Oregon, and was called to order at 1:12 pm by Dayle Niemie.

INTRODUCTIONS

Each attendee introduced himself/herself.

AGENDA

The agenda was accepted with no additional topics.

APPROVAL OF MINUTES

Minutes of the January 7 meeting were reviewed. **Motion** was made by Angela Munkers to accept the minutes as written. **Seconded** by Mary Wood. **Approved.**

TRAINING REPORT

Leslie Houston reported:

- 52 training classes were held in January.
- 20 was the average class size in January.
- Total attendance for January was 1,040.
- 3,065 unduplicated HCWs have been trained to date.
- The Dementia and Alzheimer's training class in Eugene had the largest class attendance with 75 attending.
- The class with the smallest training attendance was the TRIPS class in Gladstone with five attending.

Aileen Kaye reported that 49 attended the Fraud and Abuse class in

Portland on January 29. The next class will be in Albany on February 25.

STEPS UPDATE

Joan Claypool reported:

- Joan visited ILR in the Portland area. Multnomah County is not making very many referrals.
- Joan is working with LILA on the Capital Community Television project which will air on April 1.
- The Advisory Committee did not meet in January due to the low activity level and scheduling conflicts. They will probably not meet in February, but a March meeting is probable.
- All CILs have finalized their marketing plans and submitted them on time. Joan will review and regularly discuss planned and reported marketing with CIL Executive Directors and trainers to develop a better understanding of marketing activities and approaches.
- Joan stated that she has had discussions with the trainers about the new curriculum (Basics), especially the shorter training sessions, and that it is being received well by the participants.
- 46 total first time new participants were trained in the STEPS program in November.
- 85 total STEPS training events were held in November.

HEMOCARE WORKER PEER MENTORING UPDATE

Leslie Houston reported that a training session was held for peer mentors. The focus was on defining their role, how to be effective, and how to deflect issues that they do not need to be involved with when mentoring HCWs. Deborah Schwartz stated that she thinks that time management is an issue with the peer mentors as they are only allotted five hours per week to mentor. She also feels that the peer mentors are frustrated and overwhelmed and do not have a clear sense of where their boundaries are. Deborah feels that there needs to be in-depth, continuing trainings for these workers, but does not know if the budget will allow this.

Leslie Houston stated that she thinks that the peer mentors have been the biggest help to HCWs with registry issues. More peer mentors are coming to trainings and are attending Orientations. Loyce Edwards

stated that she thinks that the peer mentors did not realize the amount of work involved in the program when they started. Deborah Schwartz stated that if this program continues, one way of improving it would be to be very clear and narrow as to what is expected of the peer mentors. She also stated that in her discussion with the Union about this program, that it is not a top priority issue.

PVAC (PREVENTING VIOLENCE AGAINST CAREGIVERS) UPDATE

Leslie Houston reported that the Committee has just finished wordsmithing questions for the focus groups. They are now ready to set up focus groups for input. Those participating in focus groups will receive compensation for participating. Input from the focus groups will be developed into a training class for HCWs. Information about the focus groups will be mentioned in the Training Newsletter when those times and dates have been arranged.

NEW TRAINING TOPICS

Leslie Houston distributed a list of suggested trainings classes for 2009 from training class evaluations. The top four classes most frequently requested were in-home services, medication management, business skills, and nutrition and meal planning. Leslie asked that the Committee suggest topics to be covered in each of these trainings. However, since Southwest Oregon Community College (SOCC) is developing a course on medication management through a MetLife grant, Leslie wants to wait on this training until she sees what SOCC produces. Leslie thinks that a dietician is needed in order to develop a course on nutrition and meal planning. Suggestions from the Committee as to what to cover in the two remaining classes follows:

In-Home Services

- Define ADLs and where to look for ADL definitions: voucher and registry glossary
- How to prepare for an assessment, ways to communicate needs
- In-home rules
- Roles
- When relationships don't work out
- Service priority levels (SPLs)—explanation
- Working with case managers
- Task list and voucher

Business Skills

- Voice message, content, music
- Phone skills, etiquette, and current number
- Marketing
- Proper attire for an interview
- Resumes
- Using the RRS, common pitfalls
- Training packet, references
- Interviews, questions
- Checklist of things to do before you start work—make sure you will get paid
- Union role, resource line
- Auto insurance
- Working with case manager
- Importance of taking training classes and calling when you can't go
- Resources
- Accountability
- Consumer will direct the services
- Employer/HCW relationship

Leslie Houston then asked the Committee what is the value of these trainings to in-home care? Does either of these trainings contribute to a higher quality of in-home care? Responses: 1) The more trained each HCW is, the better skills he/she will have for the employer. These trainings will help both the HCW and employer. 2) The business skills training class will equip HCWs: they are going to be more developed and more prepared to interview and that type of preparation will carry over into the work that they do in the home. As a result, the quality of the services that they provide will improve.

Leslie Houston stated that she has been using the concept of building a foundation of professionalism when talking to HCWs about why training is important and why the Commission has a drug-free policy. Training classes, professional development recognition, drug-free policy, and SEIU's Code of Excellence are all pillars in the foundation. Cheryl Sanders suggested that these two new classes be added as requirements of our professional development program.

Leslie Houston asked the Committee to submit any other suggestions and/or names for these two classes to her as she starts to develop the curriculum.

ADJOURNMENT

The meeting adjourned at 2:45 p.m.

NEXT MEETING

The next Training Committee meeting is March 4, 2009, at 1:00 pm. The location is 676 Church Street NE, Salem, Oregon.

Handouts:

- Agenda
- Meeting Minutes from February 4, 2008
- Home Care Commission Training Report
- STEPS Project Report to the Home Care Commission, February 2009
- STEPS Consumer/Employer Training Statistical Report, November 2008
- STEPS Consumer/Employer Training Statistical Report, Project to Date, November 30, 2008
- Ideas for New Trainings - 2009