Employer Resource Connection

Overview

- Free
- Voluntary
- Programs Served
  - Consumer-Employed Provider
  - Independent Choices
  - Oregon Project Independence
  - State Plan Personal Care
  - Spousal Pay
Consultant Services for Consumers

- Provides up to 15 hours direct services per consumer-employer per year.
  - Service Modes
    - In-Person
    - Phone
    - Email
    - Video Conferencing

Examples of services:
- Personalized Registry lists;
- Assist creating a help wanted ad in the Registry;
- Help creating interview questions;
- Sitting with consumer-employers during interviews to provide feedback on how the consumer-employer did;
- Assisting to create professional boundaries with HCWs;
- Helping to identify the type of worker who would be a good fit, etc.
Examples of Services *not* Provided by Consultants

- Manage consumers’ workers
- Hire or recommend HCWs to consumers
- Do telephone “screening” interviews for consumers
- Question consumers’ assessments or service plans
- Assume case manager responsibilities
- Be “referee” between consumers and workers

Benefits of Utilizing Employer Resource Connection

- Provide Registry lists to consumers
- Help consumers create help wanted ads on the Registry
- Help consumers learn boundaries
- Help consumers learn to verify voucher accuracy
- Help consumers learn to communicate with their workers better
- Provide case managers impartial observations, when necessary, of a consumer’s inability to manage their in-home services.
Referral Contacts

• Referrals can be sent securely to you local consultant or to OHCC.ERC@state.or.us

• Area contacts:
  - Clatsop, Marion, Tillamook, Yamhill, and Polk Counties-Dianne Rushcamp
    (dianne.rushcamp@nwsds.org; 503.798.9068)
  - Clackamas, Columbia, Multnomah, and Washington-Blaire Stady-Norton or Aimee Couture (stepshcw@ilr.org; 503.232.7411)
  - Benton, Lincoln, and Benton-Jennifer Andrews (jandrews@ocwcog.org; 541.924.4535)
  - Lane-Amanda Peterson (apeterson@lcog.org; 541.682.4031)
  - Coos and Douglas-Marilyn Burke (Marilyn@uvdn.org; 541.672.6336 ext. 210)
  - Curry, Jackson, and Josephine-Darla Stacy (darla@haslonlin.org; 541.479.4275)
  - Crook, Deschutes, and Jefferson-Brooke Eldridge (Brookee@Abilitree.org; 541.388.8103)
  - Klamath and Lake-Jackie Reed (Jackie.Reed@spokesunlimited.org; 541.883.7547)
  - OPI districts 11, 14, 15, 16, and 17-Oregon Homecare Commission[OHCC.ERC@state.or.us; 1.877.867.0077, and listen for Employer Resource Connection (STEPS) option]
• Ways to obtain this form:
  • From local consultant
  • Website: [http://www.dhs.state.or.us/spd/tools/cm/inhome/steps/index.htm](http://www.dhs.state.or.us/spd/tools/cm/inhome/steps/index.htm)
  • Email [OHCC.ERC@state.or.us](mailto:OHCC.ERC@state.or.us)

Referral to Services Timeline

• Contact Attempt
  • Five business days of referral

• Initial Meeting
  • Ten days after consumer accepts services
  • Must complete Consumer Checklist to assess what type of Employer Resource Connection tools, resources, or support is required during direct services.
    • Consumer Checklist must be sent securely to the case manager, consumer, and OHCC within three business days of it being completed.
Referral to Services Timeline

- **Direct Services**
  - First meeting to work on items agreed upon in the Consumer Checklist must occur within ten business days of initial meeting.

- Any timeline deviation must be communicated to the case manager.

Pay attention to the line: “Consumer/Employer (of Record, etc.) may not be able to manage their responsibilities.”

Case managers will want to contact their local consultant if it is checked.
Quality Assurance

- OHCC Staff randomly contact consumers via email or telephone to complete a survey on Employer Resource Connection services.
  - Results are available upon request around February and August.
- Annual case management survey sent via SurveyMonkey.
  - Results are tallied.
  - Individual contractor reports provided to contractors.
  - General report for both APD and DD available upon request.

Consumer-Employer Training Guide

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Resource Sheets

Other Resource Sheets

- Figuring Out What I Need
- Creating a Help Wanted Ad
- Creating a Job Description
- Is This the Right Worker for Me?
- Warning Signs of an Unacceptable Worker
- How to Develop a Back-Up Plan

These are available in large print, Spanish, Russian, Vietnamese, Arabic, Somali, and soon Korean.
Interactive Tools

**Performance Evaluation**

**Job Description**

**Interview Questions**

**Backup Plan**

**Daily Sign-in Sheet**

**Authorized Mileage Log**
Other Interactive Tools

- Reference Check Questions
- Multiple Weeks Schedule
- Initial Evaluation
- Household Safety Checklist
- Emergency Planning Checklist
- Emergency To-Go Checklist

Available in large print, Spanish, Russian, Vietnamese, Arabic, Somali, and soon Korean.

Any Questions?

Contact:
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