

# OHCC Training Committee Meeting Summary

Wednesday, July 24, 2019

1:00 pm to 3:00 pm

550 Capitol Street NE, Basement, Salem, OR 97301

In Person Attendees	Conference Call Attendees
Rebecca Hill, Committee Chair Roberta Lilly, Program Manager Training Unit Kristen Eisenman, OHCC Training Specialist David Scott Vining, OHCC Training Specialist Ian Cobb, OHCC Training Support	Pam Saepharn, HCW Program Coordinator Marsha Wentzell, Commissioner, OHCC Rachel Hansen, SEIU Workforce Development Coordinator Dele Oyemaja Stakeholder Liaison at the Training Partnership Loyce Edwards HCW Coordinator

**July 2019 Agenda – Approved**

**June 2019 Minutes – Approved**

## Monthly Training Report

Kristen Eisenman and David Vining reported on the monthly training report and included key points of interest. The total number of PSW-Orientations for in person is the same as the online number. The training unit reports that 80% of all classroom attendees are self-registering which is steadily increasing. The number of “No Show” rate for attendance is at 23% and union representation is about 2%. The unique individuals are for classroom only and does not factor in the online class attendance. The total number of Professional Development Certification is nearing 800; the Enhanced Certification is up to 475 Certifications and there are 7 new Exceptional Certifications.

## Ontario Outreach and Workforce Development Trip

Roberta Lilly reported on the Ontario outreach trip. The Ontario event included a combined Personal Support Worker (PSW) and Home Care Worker (HCW) Orientation; Oregon Home Care Commission overview; Benefit Trust presentation on benefits; and offered the opportunity to register to become a PSW or HCW and Registry overview. Both the APD office and the brokerage presented, which provided support for workers as their presentations included their local office protocols. Interpreters were on hand to provide services for attendees that spoke a variety of languages, including Somali, Spanish and Arabic. In addition to this event, attendees experienced “Keeping It Professional” (KIP) and “Introduction to Cultural Competency” (ICC). A PSW Job Coach presented about the PSW Job Coach career at the KIP class. We discussed that in the future we will continue to work with the Ontario community which included offering an event during nontraditional workhours to accommodate refugees who are working during traditional business hours. Rachel asked if there is a way to follow up on the

Ontario recruitment drive and get a report. Roberta said yes that we would have to check in with the brokerage and APD office that did the processing. Roberta thought having the Job Coaches present during class was very beneficial. Rebecca Hill suggested having a Job Coach at other KIP classes would be beneficial.

### **Updated Newsletter**

David Vining reported on a new OHCC newsletter design. The new newsletter is scheduled to be available in November. The improvements include: a new name and tagline; “Elevate” and “Your career path through quality training”. The newsletter will continue to be available in paper and via email. The online version of the newsletter will allow the reader to easily click to a section of the newsletter. The paper copy will be black and white, and the online version will be in color. Rachel wanted to know if a survey was done asking providers how they like receiving the newsletter and she also wanted to know how much the content will change. Roberta responded that the schedule for classes will still be present and the “At a Glance” section will be reformatted and will have a larger font. Kristen mentioned we have twice as many people receiving an electronic copy vs a paper copy.

### **Mental Health First Aid update**

David reported on Mental Health First Aid training. The all-day course will provide workers with training to support individuals experiencing a mental health crisis. There are 3 trainings scheduled for Salem (8/16/19), Eugene (8/24/19), and Klamath Falls (9/12/19). Roberta asked what some creative ways would be to advertise for this class. Registration for this class will be like registering for COMPASS. Kristen mentioned these classes focus on older adults. Rachel asked if providers are aware of what this certification will provide for them and if they can get a stipend for this training. Roberta replied that workers may qualify for a stipend. Rachel asks about a MHFA geared for the youth; Roberta stated there are different MHFA targeted audiences that we will explore as future options.

### **OIS-G Contract**

Roberta commented that we have a contract that is close to being completed. Roberta suggested we highlight this in our next newsletter. We will continue to look for OIS-G instructors to contract with.

### **Improving classroom attendance**

Roberta stated that we need to talk each month on how to get more students into classes. The Spanish classes are needed in areas outside to Portland region including Salem, Eugene and Medford. Need to think of strategic plans for reaching people but attendance is low this summer. We currently try to email a reminder to workers in a region if registration is low. Should we consider offering Ready Set Work about one month after HCW Orientation to see if new workers come to class? Loyce Edwards

thought that would work well for their county; further discussion about scheduling and advertising the date to occur in the future. Marsha asked if any advertising was planned for the state fair. Roberta hasn't heard anything about advertising at the state fair but said she would check with Cheryl.

**Future agenda items**

MHFA instructor

Annual report

OIS Contractor