



Barrier Submission Form

Statewide System of Care Steering Committee



Regional Executive Council Information

Council name: North Coast System of Care
 Date submitted: _____
 Region: North Coast System of Care
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Barrier Information



There is a lack of Personal Service Workers for families in the DD community. [This is **not** a Paid Parent barrier request] The responsibility for recruiting and hiring PSWs falls on families, who are often overwhelmed, don't understand the system, or may have other barriers to navigate. Families have little or no skills, or resource for PSW recruitment and onboarding processes. Families are expected to take out ads in the paper, which violates their privacy. Before we can solve the PSW recruitment and fulfillment process at the local level, the 'onboarding' process must be resolved at a state Oregon Developmental Disabilities (ODDS) and/or Home Care Commission (OHCC) level. The PSW onboarding process has multiple technical breakdowns that create a credentialing system that is so cumbersome it's nearly impossible to use. This makes many people give up, and there is no website or live person that is helpful to families or potential PSWs. Youth and families experiencing I/DD in Oregon miss out on **all** services and community access when they are unable to

Barrier description:



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navigate and access care, the care they are supposed to have.

Actions Taken to Address Barrier

Summary of Practice Level Work Group action steps:

- This has not been submitted through the local System of Care governance structure because the barrier itself has been identified as too big for local solutions
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Summary of Advisory Committee action steps:

This has not been submitted through the local System of Care governance structure because the barrier itself has been identified as too big for local solutions

Summary of Executive Council action steps:

This has not been submitted through the local System of Care governance structure because the barrier itself has been identified as too big for local solutions

Action Taken to Address Barrier outside of System of Care:

- Requested wrap-around-style PSW onboarding working with CDDP, which parent felt they did beautifully
- Parent became PSW/Job Coach to actualize the process for themselves
- Locals created stakeholder group to market and recruit PSWs as viable career; meet monthly to resolve a PSW shortage locally.
- Created and circulated flyers/FB, etc...
- Verbally shared complaint with various agency leaders seeking knowledge.



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- Attended Home Care Commissions PSW Recruitment/Retention workshops with Creating Opportunities.
- With COAST Network, held Blueprint/Case Mgt. focus group
- Attended local CCO Families & Youth breaking barriers committee.
- Try to attend ODDS PSW/Job Coach quarterlies.
- Emailed with OHCC Director, July 13, 2022 -Caregiver Workforce Shortage ADA webinar.
- Tried to find employment services (for eight months) for summer work, to avoid the no-PSW desert, without success.
- Learned and understand the Blueprint/Case Mgt. improvement work.
- Worked with Services Coordinator to problem solve (who parent says has been wonderful).
- Community recruitment efforts of two closing senior centers for transition to PSW caregivers, without success.
- Worked through Tillamook Co. Advisory Committee to collaborate with local CDDP to post job listings in local newspapers and online job listings to promote position
- CDDP emailed and sent out personal fliers to registered PSWs promoting the availability of additional availability for employment.
- Work collaboratively with local CDDP to pinpoint onboarding system

Our community efforts to resolve this issue have the following results:

2022 PSW Coastal Recruitment:

- 3 Job Fairs/Traditional Media marketing/Social Media/Grassroots PSW Recruitment Committee including VR, CDDP, parents, Creating Opps, and Families Connected Family Network
- 100+ touched prospects
- 30 Interested
- 11 background checks



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- 10 passed BG check
- 8 paperwork filed
- 2 PSWs fulfilled

The local Tillamook CDDP has gone above and beyond trying to remedy this process and its many potential issues at a local level. They have attended PSW recruitment job fairs, committees, and even special meetings. We are so lucky to have .50 FTE dedicated to this PSW recruitment/onboarding effort, but it is really out of our local hands and we need systems support to fix the breakdowns, please.

Request of Statewide SOC Steering Committee

What policy changes or funding investments would ameliorate the identified barrier?

The process of becoming a PSW and or PSW Job Coach as part of the Caregiver system in Oregon is a great idea. How it is set to work is a wonderful foundation to provide supports where needed to fulfill a good life. Unfortunately, when multiple micro system failures happen it compounds the onboarding time and none of the involved agencies are beholden to each other or the overall process. The process is slow, arduous, complicated, and uses many agencies with no central portal to alleviate missed and crossed communication. The timing on certain parts of the process can fluctuate with no target or consequence. Additionally, the role of a caregiver vastly differs from the role of systems administrator (paperwork across agencies), IT tech wizard, or unfamiliar systems navigator with little to no support in some Oregon regions. A potential caregiver may be the best caregiver in Oregon but find themselves stranded in paperwork and slow systems operations of the PSW onboarding process. The CDDPs and SCs do what they can which is often outside their workload. The process gets held up at many of the steps and can create a dead end with potential PSWs being turned off by the lack of support, communication, feedback, efficiency, the long wait periods that ultimately too often negate a PSW credentialed deal. Finally, this leaves the burden on a parent or adult with IDD and can feel like the



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system to recruit and onboard PSWs ‘almost got it to the finish line’ but turned its collective back on parents and adults with IDD just before we truly empowered them with a healthy system that actually works to provide the supports we so desperately need.

Solution ideas:

- This Process should compete with the onboarding time and wage of the many Oregon DSP providers.
 - A statewide work committee with ODDS staff that can help smooth these hitches and glitches within this process to make it viable and a true choice.
 - ODDS oversight and technical assistance that is timely and relative.
 - Coordinate all paperwork and proof so families have one ‘live’ person to help them navigate this process and agencies. Need a coordinator with all entities where none of the four entities work together. We need real people in real time to work through small ‘hitches’; too many agencies with small glitches equates to many days, weeks, months...
 - Get support to fix micro-breakdowns so a PSW position is a viable option, again. Now we must rely on provider agencies from outside our area as we bring them recruitment PSW prospects to in turn become DSPs.
 - Provide, accommodate, and financially support a safe meeting space where these and other issues can be discussed and worked out without bias.
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