

# Action Request Transmittal Developmental Disabilities Services



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**Number:** APD-AR-20-036

**Issue date:** 3/25/2020

**UPDATED**

**Topic:** Developmental Disabilities

**Due date:** March 25, 2020  
and ongoing

**Subject:** ODDS COVID-19 Staffing Support -- DSA, Employment, & Residential Provider Agency Reporting to ODDS on Direct Support Staff available to work in alternate settings & on Relief Care capacity in DD group and foster homes

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees                               | <input type="checkbox"/> County Mental Health Directors                                   |
| <input type="checkbox"/> Area Agencies on Aging: {Select type}           | <input type="checkbox"/> Health Services  |
| <input type="checkbox"/> Aging and People with Disabilities              | <input checked="" type="checkbox"/> Office of Developmental Disabilities Services (ODDS)  |
| <input type="checkbox"/> Self Sufficiency Programs                       | <input checked="" type="checkbox"/> ODDS Children's Intensive In Home Services            |
| <input checked="" type="checkbox"/> County DD program managers           | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                             |
| <input checked="" type="checkbox"/> Support Service Brokerage Directors  | <input checked="" type="checkbox"/> Other ( <i>please specify</i> ): DD Provider Agencies |
| <input checked="" type="checkbox"/> ODDS Children's Residential Services |   |
| <input type="checkbox"/> Child Welfare Programs                          |   |

**Reason for action:**

The Office of Developmental Disabilities Services (ODDS) anticipates that an impact of the COVID-19 pandemic will be an increasing shortage of Direct Support Professionals (DSPs) in DD residential programs and for individuals living in their own homes with and without their families. This transmittal outlines a temporary emergency process for Medicaid-funded Residential, DSA, Employment, and In-Home Community Living Support Provider agencies to notify ODDS regarding availability of their DSPs available to work additional hours in alternative settings. The goal is to help connect DSPs with entities where staffing shortages threaten health and safety supports for adults and children.

Further, this process will help to identify DD group home, child foster, and adult foster homes where capacity exists to safely provide Relief Care to adults and children struggling to find provider options.

Additionally, DSA and employment programs that were required to close or reduce sites as a result of efforts to reduce and mitigate the transmission of COVID-19 have direct support employees who have suffered loss of work hours. This process creates opportunities to extend employment in alternate settings where workers are needed. (See related Action Request dated 03/18/2020, <https://www.dhs.state.or.us/policy/spd/transmit/ar/2020/ar20033.pdf> )

This process will be called “ODDS COVID-19 Staffing Support.”

### **Action Required by Providers with available DSPs and Relief Care capacity:**

**Two (2) Excel Workbooks are hyperlinked in this Action Request:**

- **Workbook for DSA and Employment Provider Agencies Only**

<https://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/ODDS%20Resource%20Library/Staffing-Support-Availability-Workbook-DSA-Employment-Providers.xlsx>

to report on their direct support employees who are available to work for other agencies to support individuals in their own homes or in residential program sites; this workbook also includes a worksheet for DSA/Employment agencies to report outcomes for their employees who have worked for other entities;

- **Workbook for DD residential programs and homes**

<https://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/ODDS%20Resource%20Library/Staffing-Support-Availability-Workbook-Residential.xlsx>

to report on their DSP employees who are available to work for other residential programs or sites or to support individuals in their own homes;

This workbook contains a second worksheet where DD group homes, DD child foster homes, and DD adult foster homes are strongly encouraged to identify their availability to provide Relief Care in their homes for children and adults.

### **Provider Agencies are strongly urged to complete the workbooks to help respond to a statewide need:**

1. Answer all questions at the top of your respective worksheets about your agency, contact info, and dates for the report.
2. Answer questions to the best of your ability and in consultation with individual employees about their skills and experience. Verify with employees their contact information, zip codes, days, times, and settings in which they are available to work.

3. Submit the first report to [ODDS.StaffingSupport@dhsosha.state.or.us](mailto:ODDS.StaffingSupport@dhsosha.state.or.us) by March 25, 2020.
4. Submit a **weekly update to the report every Wednesday** so that ODDS has accurate and current information to share with others in need about the availability of any direct support employee to work.
5. Notify [ODDS.StaffingSupport@dhsosha.state.or.us](mailto:ODDS.StaffingSupport@dhsosha.state.or.us) about changes in availability in capacity of group home and foster homes to provide Relief Care.
6. Send the completed workbook initially and weekly thereafter by mail attachment to: [ODDS.StaffingSupport@dhsosha.state.or.us](mailto:ODDS.StaffingSupport@dhsosha.state.or.us)
7. **NOTE:** ODDS can NOT open from general email boxes such as this one any secure emails that originate from other entities. The workbooks should not contain PHI; however, for those who choose to send the workbook by secure email, follow this procedure: Send an unsecure email to: [ODDS.StaffingSupport@dhsosha.state.or.us](mailto:ODDS.StaffingSupport@dhsosha.state.or.us) with the subject line "SEND SECURE EMAIL". No need to include a message in the body of the email. ODDS will respond with a secure autoreply email. Open the secure email, click to reply, attach your completed workbook, and send the email to the address above. Follow this procedure for emailing weekly updated workbooks
8. Alert direct support employees whose names appear on the worksheet that they should expect contact via phone or email from other provider agencies or case management entities regarding work opportunities in other settings where direct support staffing is urgently needed.

### **What actions ODDS will take:**

ODDS will collect submitted workbooks and maintain a centralized list of qualified workers eligible and available to provide urgent direct support staffing needs, as reported by their current employers. ODDS will provide this information ONLY to provider agencies and case management entities upon their request. Requests will be received by ODDS via an emailed *ODDS Staffing Support Request* form or through a Staffing Support phone intake. Entities requesting ODDS assistance to identify available workers will make contact with the provider agency and/or worker directly themselves. ODDS will not be able to assist in coordination of the communication and planning after the initial referral is made.

The complete process and the ODDS Staffing Support Phone number for DD providers and case management entities to request information about available staff or relief

care is explained in a companion Action Request, dated 03/23/2020, [APD-AR-20-037](#).

The *Staffing Support Request* form can also be found here:

<https://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/ODDS%20Resource%20Library/ODDS%20Staffing%20Support%20Request%20Form.docx>

The forms can also be found on the ODDS COVID-19 webpage:

<https://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/Pages/ODDS-COVID-19-Information.aspx>

For more information, please register for the April Provider Expectations and Responsibilities Around COVID-19 - Webinar at 2 pm on April 16, 2020 at:

<https://attendee.gotowebinar.com/register/7518400443284415756>

Please send questions in advance to [ODDS.Questions@dhsosha.state.or.us](mailto:ODDS.Questions@dhsosha.state.or.us)

**Field/stakeholder review:**  Yes  No

**If yes, reviewed by:**

*If you have any questions about this action request, contact:*

Contact(s): ODDS COVID-19 Team	
Phone:	Fax:
Email: <a href="mailto:ODDS.Questions@dhsosha.state.or.us">ODDS.Questions@dhsosha.state.or.us</a>	