

Action Request Transmittal Developmental Disabilities Services



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Authorized signature

Topic: Developmental Disabilities

Subject: ODDS COVID-19 Staffing Support –

- Provider Agencies and Case Management Entities Requesting Direct Support Staffing Information
- Staffing Support Phone Line

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>): Provider Agencies |
| <input checked="" type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Reason for action:

An impact of the COVID-19 pandemic is an increasing shortage of direct support staffing in DD residential programs and for individuals living in their own homes with and without their families. The Office of Developmental Disabilities Services (ODDS) is coordinating a staffing support team to provide technical assistance and information about available Relief Care and about available Direct Support Professionals (DSPs) to work in residential sites and in the homes of individuals.

This transmittal outlines the temporary emergency process for:

- Obtaining information from ODDS about availability of eligible and qualified DSPs anywhere statewide,

- Obtaining information about Relief Care options in DD group homes and foster homes for adults and children who are struggling to find appropriate providers.

As a result of DSA and employment programs being required to close or reduce sites in the effort to decrease and mitigate the transmission of COVID-19, DSPs from these agencies are available to be used in alternate settings. This process creates opportunities to utilize those direct support staff in alternate settings where workers are urgently needed. See related Action Request dated 03/18/2020, <https://www.dhs.state.or.us/policy/spd/transmit/ar/2020/ar20033.pdf>.

Note: ODDS is not able to verify potential contact with a presumed positive case of COVID-19. Providers or Employers who are coordinating to utilize staff through this process need to ensure the potential employee has not had contact with a presumed positive case of COVID-19 and engage in any regular screening protocols implemented by the hiring agency or employer.

Effective **March 30, 2020**, ODDS will activate the staffing support team. This official process is called the “**ODDS COVID-19 Staffing Support**”.

Effective **March 30, 2020**, an intake worker is on duty Monday-Friday 8 a.m. to 5 p.m. The ODDS Staffing Support Line is EXCLUSIVELY for use by (NON-PSW) DD Provider Agencies and Case management Entities. The hours of availability may be adjusted depending on future need of availability.

Process for requesting DSPs (for providers and CMEs):

1. Requests must be due to an urgent need related to the COVID-19 pandemic. Use the *ODDS Staffing Support Request* form found here to initiate a request:

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

- a. Enter complete information onto the Form; this will assist the ODDS Staffing Support team to identify possible appropriate “matches” of workers to the request. Follow instructions on page 2 of the Form for submitting the request by secure email attachment to ODDS.StaffingSupport@dhsosha.or.us, **or**
 - b. Call **the ODDS Staffing Support Phone Line at 1-833-997-0972**.
2. Ability for ODDS to respond to calls on this line is limited. **Do not distribute the phone number to others** who may seek help during the COVID-

19 pandemic; the intent at this time is to limit this phone line to DD provider agencies and case management entities seeking DSPs and Relief Care resources. Sharing the phone number with others will diminish ODDS' ability to respond to urgent requests for which the phone line is intended.

3. Staffing Support Line callers should be prepared to tell the Intake Worker answers to all the questions on the *Staffing Support Request* form.
4. Upon receipt of the request form or a phone intake, a member of the ODDS Staffing Support Team will research resources and contact the requestor with Information within one (1) business day. The Staffing Support Team will provide the requestor a brief description of skills/experience, credentialing, and contact information for the DSPs who have shared their information and availability with ODDS. The requestor will receive contact information for any direct support worker's current employer.
5. The Staffing Support Team will evaluate requests and consult with the requestor to determine whether there is a need for funding exceptions or administrative rule variances.
6. **IMPERATIVE:** Provider agency employers making a request must carefully screen referred direct support workers for appropriateness and readiness for the job. Provide any training and orientation necessary for DSPs to safely and appropriately address the specific needs of individuals in DD services. Provider agency employers must also ensure that the new employees have not been exposed to a presumed positive case of COVID-19 and follow any regular screening processes of new employees.
7. **IMPERATIVE:** Case Management Entities (brokerage PAs and CDDP Service Coordinators) submitting requests on behalf on individuals and families must explain to their customers the importance of screening.
 - a. They may need support to decide whether a provider agency, relief care provider, or direct support worker is a safe and appropriate match for their needs and preferences.
 - b. CMEs must ensure the family and employer verifies there has been no exposure to a presumed positive case of COVID-19 and follow any of their regular screening procedures for new employees.
8. **It is the sole responsibility of the requestor** to make contact directly with the provider agency and direct support worker themselves. The requestor must make their own arrangements for steps going forward in the process. ODDS will not be able to assist in coordination of the communication and planning after providing the initial worker information. **ODDS will not directly send staff persons to a provider home or an individual's home**

IMPORTANT ADVISORIES:

- ODDS will attempt to identify available DSPs and Relief Care providers who may be able to respond to requests. However, this resource is solely dependent upon accurate information provided to ODDS by DD provider agencies and their employees who have shared it. For information about the process for provider agencies to report to ODDS on available direct support staff and relief care, see [APD-AR-20-036](#)
- DSPs whose information is shared by ODDS are **not employees of nor are they supervised by the State of Oregon**. Any worker identified and referred to a requestor by ODDS has been identified in the *Oregon Long Term Care Registry* with an approved criminal history check clearance. ODDS has not checked other credentialing or training records for the direct support workers whose information is shared, nor completed any health screening or evaluation of skills. Relief Care options will be in homes of DD licensed or certified adult foster, child foster, or 24-hour group home providers.
- ODDS Staffing Support Phone Line **1-833-997-0972** is a connection to help in finding support staff and relief care during a time of crisis. It is **NOT** a resource for:
 - Ø Unemployment or BOLI related questions
 - Ø Reporting potential COVID-19 exposure, testing, or illness reporting
 - Ø Requesting Personal Protective Equipment (PPE)
 - Ø Requesting testing site information

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

After registering, you will receive a confirmation email containing information about joining the webinar.

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: ODDS.Questions@dhsosha.state.or.us	