



Employer Resource Connection Consumer-Employer Training Program

Overview

Employer Resource Connection is a free, voluntary consumer-employer training program provided by the Oregon Home Care Commission (OHCC). The program empowers individuals receiving in-home services through Medicaid or Oregon Project Independence to be effective, successful employers by providing tools, resources, and support to help them manage how their services are provided so that they can live as independently and safely as possible at home and in their communities.

Individuals, or their representatives, are eligible to participate in the Employer Resource Connection program if they receive services through:

- Aging and People with Disabilities Programs
 - Consumer-Employed Provider Program
 - Independent Choices Program
 - Oregon Project Independence
 - State Plan Personal Care (SPPC 20)
 - In-home agency services

- Office of Developmental Disabilities Programs
 - Family Support
 - State Plan Person Care (Children)
 - Children's In-Home Services
 - Children's Intensive In-Home Services
 - State Plan Personal Care (Adult)
 - Adult In-Home Services

- State Plan Personal Care Program (SPPC 20) through the Health Systems Division under the Oregon Health Authority

Referral and Follow-Up

Employer Resource Connection receives referrals through many avenues:

- Direct referrals from case managers, services coordinators, or personal agents;
- Self-Referrals; and
- OHCC sends lists of individuals newly eligible for in-home services directly to Employer Resource Connection training consultants.

The Employer Resource Connection referral form can be found at:

<http://www.dhs.state.or.us/spd/tools/cm/inhome/index.htm>

Updated consultant contact information can be found at:

<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/Steps-Contacts.aspx>

Timelines

Initial Contact: Training consultants are required to contact consumer-employers within five business days of referral to offer services.

Initial Meeting: If the consumer-employer accepts, consultants must have an initial meeting within five business days of initial contact to complete a consumer checklist with the individual to determine the types of information and tools the individual needs to manage their in-home services. Checklists are sent to the consumer-employer and case manager, services coordinator, or personal agent within three business days of the initial meeting.

Starting Services: Consultants are to start services within 10 business days of the initial meeting. If there are scheduling difficulties at any point in this process, consultants are to inform case management of the difficulties.

Consultants are instructed to contact case managers, services coordinators, or personal agents if there are any barriers or concerns regarding individuals being able to manage their in-home services. Consultants are also mandatory reporters.

Services

Employer Resource Connection can provide up to 15 hours of direct services per consumer-employer, per year. These services can be provided in-person, by phone, through email, or video conferencing.

Examples of support and services consultants can provide:

- Personalized Registry lists for consumer-employers to contact for interviews;
- Help creating a help wanted ad in the Registry;
- Help writing interview questions;
- Sitting with consumer-employers during interviews to provide feedback on how the consumer-employer did;
- Creating professional boundaries with their HCW/PSW;
- Help with identifying the type of worker who would be a good fit.

OHCC provides consultants tools and resources for consumer-employers to use, including the “Consumer-Employer Training Guide: Being a Successful Employer.”

Resource Sheets

- Figuring Out What I Need
- Creating a Help Wanted Ad
- Interview Resource Sheet
- Creating a Job Description
- Is This the Right Worker for Me?
- Warning Signs of an Unacceptable Worker
- How to Develop a Back-Up Plan
- Understanding How Your Homecare Worker Gets Paid
- Protecting Yourself Against Fraud and Financial Exploitation
- What You Need to Know as an Employer of a Personal Support Worker

Interactive Tools

- Interview Questions
- Reference Check Questions
- Job Descriptions
- Back-Up Plan
- Daily Sign-In Sheet

- Weekly Schedule
- Multiple Week Schedule
- Initial Evaluation
- Performance Evaluation
- Mileage Log
- Cash Record
- Household Safety Checklist
- Emergency Planning Checklist
- Emergency To-Go Checklist

Quality Assurance

OHCC staff performs routine customer satisfaction surveys with consumer-employers. Results of these surveys are reported to commissioners and Aging and People with Disabilities management (upon request). OHCC will also send an annual survey to stakeholders and partners.

Questions

Case managers, services coordinators, and personal agents can contact OHCC if they have questions about Employer Resource Connection.

Email: OHCC.ERC@dhsoha.state.or.us

Phone: 1-877-867-0077