

Mike McCormick  


---

**Authorized Signature**

**Number:** APD-PT-14-015  
**Issue Date:** 6/6/2014

**Topic:** Long Term Care

**Transmitting (check the box that best applies):**

- New policy   
  Policy change   
  Policy clarification   
  Executive letter  
 Administrative Rule   
  Manual update   
  Other: \_\_\_\_\_

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

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees                             | <input type="checkbox"/> County DD Program Managers     |
| <input checked="" type="checkbox"/> Area Agencies on Aging             | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Health Services                |
| <input type="checkbox"/> Children, Adults and Families                 | <input type="checkbox"/> Other (please specify):        |

Policy/rule title:	STEPS to Success with HCWs Consumer Contacts		
Policy/rule number(s):	OAR 411-035-0090	Release no:	
Effective date:		Expiration:	
References:			
Web Address:			

**Discussion/interpretation:** STEPS to Success with Homecare Workers is a consumer service provided by the Oregon Home Care Commission. STEPS provides consumers the skills and abilities to manage their employer responsibilities.

To ensure access and consistency, APD Central Office will regularly send the Home Care Commission lists of new in home consumers. The OHCC and their contractors will contact these consumers to offer STEPS services. The service is voluntary and consumers can choose not to participate.

This change is being made to comply with the Community First Choice State (K) Plan Option which states that all individuals will be offered STEPS.

As stated in the K Plan, topics are individualized but include:

- understanding the Service Plan and Task List,
- creating job descriptions,

- locating employees,
- interviewing and completing reference checks,
- training, supervising and communicating effectively with employees,
- tracking authorized hours worked,
- recognizing, discussing and attempting to correct any employee performance deficiencies,
- discharging unsatisfactory workers, and
- developing a back-up plan for coverage of services.

STEPS services are also provided to State Plan Personal Care and Oregon Project Independence consumers.

During June 2014, the OHCC and/or its contractors will begin contacting newly approved consumers or those whose service plans have changed, as recorded in Oregon ACCESS, to offer STEPS services. Case managers may continue to make referrals as needed at any time.

STEPS Specialists will continue to provide a copy of the Plan for STEPS Services to the case manager of each individual receiving services. They will inform case managers about any consumers declining services. Case managers reviewing the Plan meets the requirements for indirect contacts.

**Implementation/transition instructions:** During assessments, case managers will inform consumers (or representatives, if applicable) that they will be contacted and provide the promotional card SDS 0364 with local program contact information (available from STEPS Specialists; sample attached.)

Case managers should make Task Lists available to STEPS Specialists when requested and recommend topics that will be most useful to individual consumers.

Service coordination for STEPS may be recorded as indirect waived case management.

**Training/communication plan:** Talking points and further information are available at <http://www.dhs.state.or.us/spd/tools/cm/inhome/steps/index.htm>.

**Local/branch action required:** Inform consumers that they will be contacted and coordinate services with STEPS Specialists. Make referrals at other times as needed.

**Central office action required:** No

**Field/stakeholder review:**  Yes  No


**If yes, reviewed by:** APD Operations Committee

**Filing Instructions:** N/A

*If you have any questions about this policy, contact:*

<b>Contact(s):</b>	Suzanne Huffman		
<b>Phone:</b>	503-383-1078	<b>Fax:</b>	503-378-5886
<b>E-mail:</b>	<a href="mailto:Suzanne.I.huffman@state.or.us">Suzanne.I.huffman@state.or.us</a>		

# Sample SDS 0364 STEPS Promotional Card



**OREGON Home Care COMMISSION**

## STEPS to SUCCESS with Homecare Workers

**MAKING THE MOST OF IN-HOME SERVICES**

**BEING AN EMPLOYER**   **FINDING NEW HOMECARE WORKERS**   **USING THE REGISTRY**

**GETTING READY TO INTERVIEW**   **DESCRIBING NEEDS AND PREFERENCES**

**MY RIGHTS AND RESPONSIBILITIES**   **HCW RIGHTS AND RESPONSIBILITIES**

**STRUCTURING THE JOB FOR HOMECARE WORKERS**

**COMMUNICATING EFFECTIVELY WITH HCWS**   **MAINTAINING APPROPRIATE BOUNDARIES**

**CREATING BACK-UP AND SAFETY PLANS**

**BEING PREPARED FOR EMERGENCIES**   **SCHEDULING AND TRACKING WORK HOURS**

**AVOIDING FRAUD AND ABUSE**

**MAKING SURE WORK IS DONE SATISFACTORILY**   **DISCHARGING WORKERS IF NECESSARY**

Receive STEPS services at home or in another place you prefer. Your STEPS Specialist will develop a plan for services with you and anyone you want to participate with you.

**Your area STEPS Specialist is:**

**Specialist Name**  
**Email Address**  
**Phone Number**

SDS 0364 (04/2014)