

PPN meeting 9/29/16

From 4:30–5:15 open forum discussion with Providers and County Board

Notes from the Discussion

Training Concerns:

Providers are struggling with staff turnover. Training components for new staff are a barrier to the process of filling positions. There is a tendency for Direct Support Professionals to “job hop” from one provider to another.

Is there a way to offer quality entry level training via a website/online for new Direct Support Professionals? Providers discussed that the following training components as a few general check off demands for new DSP’s that all providers typically require:

- MUI
- CPI/Behavior Support
- First Aid
- Confidentiality
- Client Rights

There is a need for “cross over training” between CPI and Behavior Support

Brenda Miller shared The County Board’s efforts to address this. The C.B. would like to offer this blend of support as a “resource” to Providers.

Given the high turn over and demand for DSP’s, providers are sensing a “fire hose” approach to training new hires. If there was a way for a new hire to have a portfolio, on line, for providers to verify that they have received the training listed above, within the last 6 months to a year, that may suffice this aspect of training for a new hire. A new DSP would then be able to start providing needed services for individuals much sooner.

Improve the communication with families and providers during difficult conversations related to switching providers. There are families that may circle around from provider to provider expecting the turn over to be different with each new provider. Families have expressed to providers; they didn’t realize the general difficulty with turnover and being lean on staff with all providers.

Providers have their own agency orientation separate from the basic training requirements.

Goodwill spoke of their training system on line called “Relias”. There are different components to this training that are helpful. Triggers retraining time frames, annual updates, etc…

Providers are open and willing to work with each other and The County Board to simplify and standardize this process.

Providers asked about training for their “supervisors” as well. They are trying to fulfill the need to oversee quality service delivery and provide services as well.

Providers agreed that the “gold standard” for providers would be helpful if a DSP has been employed by a gold standard provider. Either, the DSP is also a gold standard DSP, or they did not meet that standard and no longer are employed by that provider. This would be a nice part of the overall gold standard discussion.

Discussed recruitment efforts for Direct Support Professionals:

- o C.B. offer information when we are speaking to local groups.
- o C.B. speak to local colleges and schools regarding this profession and what this career can offer. Possible internships, etc...

There are challenges with recruitment, given the low wages being offered. The state has been hearing from DODD and OPRA regarding this challenge. The GED requirement is also a challenge at times. There may be potential strong employees, who may not have a GED.

Region 2, with Kara Brown, superintendent’s support is exploring both recruitment and training for DSP’s.

Providers and C.B. staff discussed being open to a training and open forum discussion on Shared Living.

#### **County Board Ideas for Support to Providers:**

Information needs to be consolidated and shared with DODD (provider compliance), OACB, OPRA and here locally Westcon, to address the concerns.

State collaboration is happening. This topic is being discussed as a priority, in many of the above forums.

Good people getting good training means good services. This is of mutual benefit to everyone involved.

Locally, we can start growing something that could be one resource where providers can go to first for training.

Training center possibly ready by Summer of 2017.

Offer period focus on DSP activity on our website and Brian’s Blog.

Work with Troy Chamber to market and participate in the Career Fair on behalf of the providers. We are all connected.

The County Board is in the process of developing a policy for Bed Bug funding for PPN partner Employees. This would include a free inspection by our preferred vendor and

supplement \$200 for service in this area. The funding would be on a first come first served basis. Creating a line item in the last quarter for 2016 and 2017 for this support.