

Department: County Human Services **Program Contact:** Alexis Alberti
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Proposed
Related Programs:
Program Characteristics: One-Time-Only Request

Executive Summary

The American Rescue Plan Act provides direct investments. These investments help vulnerable workers and families recover from the disparate impacts of COVID-19. IDSD will use these funds for an Office Assistant 2 (OA2). This position will deliver technology, education, and direct technical support to Personal Support Workers (PSW). They will also assist with vaccine coordination. Priority will be given to those who are BIPOC or experience language barriers. Individuals who experience economic barriers to accessing technology will also be prioritized. These efforts will use targeted universalism to increase quality of life, education, and economic stability for historically underserved communities involved in the IDSD system.

Program Summary

ISSUE: Within the IDSD service delivery system, clients and PSWs who are BIPOC, English language learners, or low-income, experience increased barriers. These barriers include racism, limited healthcare access, and disenfranchisement. These barriers lead to high PSW turnover, lack of telehealth access, and high levels of service disruption. This further exacerbates the disproportionate health and economic impacts of COVID-19.

PROGRAM GOALS: Personal Support Workers can best serve clients and families when they have access to supports. These supports include technology, education, and culturally/linguistically appropriate professional development. The goals for this OA2 position include the following. First, increase PSW use of required technology for payment and telehealth. Second, increase retention of PSWs in the provider network. Third, stabilize client access to food, shelter, technology, and health/safety supports. Finally, increase client access to COVID-19 vaccinations.

PROGRAM ACTIVITY: The four goals outlined above correspond to four areas of activity. These areas are: training and support, resource distribution, administrative tasks, and partnerships. Training and support efforts include training BIPOC and non-English speaking PSWs to use email and state systems. These include the EVV and eXPRS state systems. These systems track billing requirements. Training and support efforts would also help PSWs submit timesheets. Finally, these efforts would help PSWs use technology to provide telehealth to clients. Resource distribution activities include the distribution of Wi-Fi and iPads to PSWs. Administrative tasks include the creation of processes to track training and resource distribution. Also, the verification of data accuracy and submission of signed service agreements. Partnership efforts include coordination with State and County staff. This coordination will increase understanding of Oregon Administrative Rules. These partnerships are also needed to verify receipt of State funding. Finally, partnership efforts will increase the coordination and success of vaccination events. These activities address multiple social determinants of health. They reflect a focused application of the equity lens. They will lead to increased positive outcomes for BIPOC clients, families, and PSWs.

Performance Measures

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Number of PSWs who receive training and technical support. ¹	N/A	50	5	50
Outcome	Percent reduction in PSW technology use exceptions for the EVV system.	N/A	30%	56%	30%
Output	Number of gift cards distributed to clients. ²	N/A	750	647	N/A

Performance Measures Descriptions

¹The new position associated with this program is onboarding December 2021. They will onboard and ramp up from January through June 2022, and train the expected 50 PSWs in FY23.

²Funding for gift cards was less than expected, at 325K. This resulted in 647 \$500 gift cards, plus \$2.50 fee for each card, plus a one-time fee of \$70. This one-time funding for client gift cards does not extend to FY23, and so this measure will be discontinued.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$0	\$80,000	\$0	\$80,000
Total GF/non-GF	\$0	\$80,000	\$0	\$80,000
Program Total:	\$80,000		\$80,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Intergovernmental	\$0	\$80,000	\$0	\$80,000
Total Revenue	\$0	\$80,000	\$0	\$80,000

Explanation of Revenues

\$80,000 - American Rescue Plan (ARP) Direct County Funding

Significant Program Changes

Last Year this program was: FY 2022: 25399D ARP - COVID-19 Response Coordination

This program addresses the Public Health Emergency Response priority by supporting Personal Support Workers and Clients who identify as BIPOC, language English learners or Bilingual/Monolingual (non English speaking). Activities will include: ensuring timely access to vaccines; education for clients and providers around vaccination; and training and support for personal support workers in the areas of Wi-Fi access, data accuracy, timesheet submission, and using technology to provide telehealth to clients.