

Department: County Human Services **Program Contact:** Alexis Alberti
Program Offer Type: Innovative/New Program **Program Offer Stage:** As Adopted
Related Programs:
Program Characteristics:

Executive Summary

The American Rescue Plan Act provides direct investments to help vulnerable workers and families recover from the disparate impacts of COVID-19. The Intellectual and Developmental Disabilities Services Division (IDDSD) will use these funds for an Office Assistant 2. This position will deliver technology, education, direct technical support, vaccine coordination, and unconditional cash transfers to clients and Personal Support Workers (PSWs) who are BIPOC or experience language or economic barriers to accessing technology. These efforts will use targeted universalism to increase the quality of life, education, and economic stability of historically underserved and isolated communities involved in the IDDSD system.

Program Summary

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

PROGRAM GOALS: Research shows that unconditional cash transfers are related to positive economic, psychological, and academic outcomes, and the alleviation of the immediate stressors of poverty. Direct access to technology, education, and culturally/linguistically appropriate professional support will provide the conditions that PSWs need to effectively serve IDDSD clients and families. The distribution of unconditional cash transfers to clients will help to mitigate the health and economic impacts of COVID-19. The goals for this OA2 position include: a) increase PSW use of required technology for payment and telehealth, b) increase retention of PSWs in the provider network, c) stabilize client access to food, shelter, technology, and health/safety supports, and d) increase client access to COVID-19 vaccinations.

PROGRAM ACTIVITY: The four goals outlined above correspond to four areas of activity: 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 (EVV and eXPRS) for the purpose of billing requirements, submitting timesheets, and using technology to provide telehealth to clients. Resource distribution activities include the purchase and distribution of WiFi, iPads, and unconditional cash transfers in the form of gift cards. Administrative tasks include the creation of processes to track training and resource distribution, verifying data accuracy, and ensuring the submission of signed service agreements. Partnerships include coordination with State and County staff to understand Oregon Administrative Rules, verify receipt of State funding, and coordinate access to vaccination events. These activities address multiple social determinants of health and reflect a focused application of the equity lens to increase positive outcomes for BIPOC clients, families, and PSWs across all areas of the DCHS North Star.

Performance Measures

Measure Type	Primary Measure	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer
Output	Number of PSWs who receive training and technical support.	N/A	N/A	N/A	50
Outcome	Percent reduction in PSW technology use exceptions for the EVV system. ¹	N/A	N/A	N/A	30%
Output	Number of gift cards distributed to PSWs and clients.	N/A	N/A	N/A	750

Performance Measures Descriptions

¹ The Electronic Visit Verification (EVV) system is a federal requirement for PSWs. The State is fined if PSWs are not using the EVV system. Starting July 1, 2021, PSWs not using the EVV system may be closed from the provider network by the State.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2021	2021	2022	2022
Personnel	\$0	\$0	\$0	\$80,000
Total GF/non-GF	\$0	\$0	\$0	\$80,000
Program Total:	\$0		\$80,000	
Program FTE	0.00	0.00	0.00	0.00

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

Explanation of Revenues

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

Significant Program Changes

Last Year this program was:

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 ensuring that resources (e.g. direct cash transfers) are provided to individuals experiencing increased barriers related to limited service access and healthcare access.