



**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

**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

**STRUCTURING THE JOB FOR HOMECARE WORKERS**

COMMUNICATING EFFECTIVELY WITH HCWS    MAINTAINING APPROPRIATE BOUNDARIES

## Overview

STEPS is a K Plan service provided by the Oregon Home Care Commission and which is offered to all individuals receiving in-home services, including Oregon Project Independence and the Independent Choices Program. STEPS provides activities to empower and inform individuals receiving in-home services regarding their rights, role, and responsibilities as employers of homecare workers.

The goal of the STEPS program is to help consumer-employers assume greater responsibility for the quality of their in-home services, within the parameters of their service plans.

## Referral and Follow-up

Case managers refer consumers at intake, during annual review, during transition, or any time consumers can benefit from services. The STEPS referral form, submitted electronically to local STEPS Specialists, enables case managers to indicate any known issues and concerns.

The program offers a continuum of services, beginning with a planning interview, based on principles of Person Centered Planning. STEPS Specialists meet with consumer-employers and representatives, if designated, to develop the *Plan for STEPS Services*. STEPS Specialists are required to contact consumers within five business days of referral and begin services no later than 10 days after developing the plan. There are back-up Specialists in each service district. Specialists prioritize referrals involving new services, transition or other urgent situations.

Any barriers to meeting required timelines are reported to case managers and the Home Care Commission. STEPS Specialists provide copies of *Plans for STEPS Services* to referring case managers and keep them informed about progress, including any barriers to consumers assuming employer responsibilities. Time case managers spend reviewing STEPS plans and engaging in service coordination with STEPS Specialists is indirect waived case management.

Consumers receive up to eight hours of service, in person, by telephone, or via, fax or US Mail. In subsequent fiscal years, consumers may receive an additional four hours of service. A representative designated after a consumer-employer participates in the program may also receive four hours of service.

## Services

Information: fact sheets and discussions about the employer role, rights and responsibilities.

Tools: checklists and customizable forms that assist with structuring the hiring process and the employer-employee relationship, developing back-up plans for coverage of services, assessing home safety and preparing for emergencies.

Support: activities to help consumer-employers evaluate their hiring and management decisions; modeling and coaching skills such as interviewing and communicating with homecare workers.

## Quality Assurance

Customer satisfaction interviews are conducted with STEPS participants and regularly reported to APD. More than 90% of participants describe the program and components as good or excellent. For questions or concerns about service delivery, contact: [Suzanne.L.Huffman@state.or.us](mailto:Suzanne.L.Huffman@state.or.us); 503-373-1078.