



Enhanced Personal Support Worker Exceptional Personal Support Worker Certificate Program

Frequently Asked Questions

1. What is the Enhanced and Exceptional Personal Support Worker Certificate Program?

The Enhanced and Exceptional Personal Support Worker Certificate Program is a training program that recognizes Personal Support Workers (PSWs) who have completed training related to providing support to individuals who qualify for enhanced or exceptional support services.

2. What is an *Enhanced* Personal Support Worker?

An Enhanced Personal Support Worker (EPSW) is someone who has successfully completed the Enhanced Personal Support Worker Certificate Program. This Certificate means they are eligible to receive a higher rate of pay when providing support to someone who has been determined to have *enhanced* medical or behavioral needs by the Department of Human Services (DHS) using the approved functional needs assessment tool. A certified EPSW is paid the EPSW rate only when providing support to someone who is eligible for enhanced support services.

3. What is an *Exceptional* Personal Support Worker?

An Exceptional Personal Support Worker (ExPSW) is someone who has successfully completed the Exceptional Personal Support Worker Certificate Program. This Certificate means they are eligible to receive a higher rate of pay when providing support to someone who has been determined to have *exceptional* medical or behavioral needs by DHS using the approved functional needs assessment tool. A certified ExPSW is paid the ExPSW rate only when providing support to someone who is eligible for exceptional support services.

4. What are *enhanced* medical needs?

Enhanced medical needs include support tasks that require individual teaching by a registered nurse. These tasks may include activities related to feeding tubes, ventilators, suctioning, aspiration, catheters, ostomies, stomas, and other procedures taught by a registered nurse that are specific to the supported person.

5. What are *enhanced* behavioral needs?

Enhanced behavioral needs may include positive behavior and communication supports as identified through a functional behavior assessment and formal behavior support plan. Examples of possible tasks include use of assistive technology, augmentative and alternative communication devices and techniques, visual strategies, or techniques related to sensory needs.

6. What are *exceptional* behavioral needs?

Exceptional behavioral needs are identified by DHS through a needs assessment and behavior assessment. Exceptional supports may include 2:1 behavior related support, supports identified in behavior support plan that pose a risk of injury to self or others and require structured, proactive, consistent supports and crisis response by those providing support or the need for awake staff more than twenty (20) hours in a twenty-four (24) hour period.

7. How do I become an Enhanced Personal Support Worker?

Enhanced Personal Support Workers must receive a certificate of training from the Oregon Home Care Commission (OHCC).

8. How do I enroll in the Enhanced Personal Support Worker training program?

You must apply and be accepted to participate in the The EPSW training program. Here are the steps to apply:

- Have an active Personal Support Worker Provider Number to provide support to an adult receiving in-home services from ODDS, a person receiving services from Childrens' Intensive In-Home Services, or a person 18 or under receiving K-Plan services.
 - If you have applied for, and have not yet received your Personal Support Worker Provider Number, you must be approved to provide services through a brokerage or Community Developmental Disability Program.
- Complete and submit a *Readiness Assessment*. You must receive a score of 80% or better to be eligible.
- Complete and submit an application.
- Have current CPR and First Aid Certificate.

9. What is the Readiness Assessment?

The Readiness Assessment is a 53 question assessment based on eleven (11) OHCC training courses determined to be essential by the Enhanced and Exceptional Worker Workgroup. The courses included are:

- Durable Medical Equipment
- Keeping It Professional
- Working Together
- Helping Caregivers Fight Fraud and Abuse
- Bathing and Grooming
- Taking Responsibility in Personal Safety
- Nutrition Basics
- Medication Basics
- Preventing Disease Transmission
- Protect Against Sprains and Strains
- Challenging Behaviors (for Homecare Workers)



10. Can I take the assessment if I have not taken the classes?

Yes you can. We understand that Personal Support Workers may not have taken all of the classes. We also understand that some come into the field with previous experience and education that covers this information. The courses are not required. You are only required to pass the assessment with a score of 80% or more.

11. Where do I find the Readiness Assessment and Application?

You may find the Fall 2014 Readiness Assessment and Application in the following ways:

- An online assessment and application is available at www.OHCC-Training.org
- If you cannot access the training site, you can download a copy of the Readiness Assessment and Enhanced Personal Support Worker Program Application from our website:
<http://www.oregon.gov/dhs/spd/Pages/adv/hcc/training.aspx>
or <http://go.usa.gov/p6gz>
- Email Training.OHCC@state.or.us to request an electronic copy.
- If you cannot access the Readiness Assessment and application online, you may request a printed copy to be mailed to you by sending us an email at Training.OHCC@state.or.us or calling 1-877-867-0077, option 2.

Using the online option or downloading the information from our website is preferred. There is a short turn-around time for the applications which may be difficult to meet using other options.

A completed *Readiness Assessment* and *all* application materials must be received *on or before*

Monday, October 20, 2014.

12. How many times can I take the Readiness Assessment?

You may only take the Readiness Assessment one time for each application cycle.

13. What if I do not get a passing score on the Readiness Assessment?

If you receive a score of less than 80% on the Readiness Assessment, we recommend reviewing or re-taking the courses listed above before the next application cycle.

14. When is the next application cycle?

The Fall 2014 Enhanced Personal Support Worker Training Program is a pilot program and limited in scope. We will be offering the program several times a year and in different locations around the state. The next application cycle will be in early 2015.

15. What is involved in the Enhanced Personal Support Worker Training Program?

The EPSW Training Program will be offered in a blended format. This means that some activities will be offered using online tools (our training website or GoToMeeting) and some will be held in person.

EPSW Training Program activities are anticipated to begin in November 2014. Class attendance and participation are required. The training includes:

- 20-25 hours of instruction time
- A combination of face-to-face training and online training activities.
- Out-of-class activities (homework).
- A final exam or capstone project.

Successful completion of all these activities *is required* to receive a certificate.

16. Does my certificate as an EPSW expire?

The EPSW certificate is good for two years. Continuing education provided by the Oregon Home Care Commission is required to keep your certificate current.

17. Am I paid a training stipend when attending the EPSW training course?

No. Training stipends are not provided for the EPSW training course.

18. What is the benefit of an EPSW Certificate?

Enhanced Personal Support Workers with a current certificate are eligible for a higher rate of pay. To receive the higher rate of pay a PSW must:

- Receive a certificate of training from the OHCC Enhanced Personal Support Worker training program.
- Be hired by an individual who has assessed as having enhanced support needs as defined by DHS.

Personal Support Workers who do not have an EPSW Certificate may be hired to provide support services to individuals who have enhanced support needs. However, they may **not** receive the higher rate of pay until they obtain a certificate.



19. What is the pay rate for an Enhanced Personal Support Worker?

The structure for the Enhanced Personal Support Worker pay is provided in the 2013-2015 Collective Bargaining Agreement.

Enhanced PSW: \$14.75/hour

Enhanced PSW-IC: \$ 21.00/hour

Enhanced PSW Job Coaching-IC: \$21.00/hour

20. How do I enroll in the Exceptional Personal Support Worker training Program?

To enroll in the Exceptional Personal Support Worker training program you must first successfully complete the Enhanced Personal Support Worker training Program.

Those who successfully complete the Enhanced Personal Support Worker Certificate Course will be able to apply for the Exceptional Personal Support Worker Course.

21. What are the benefits of becoming an Exceptional Personal Support Worker?

Exceptional Personal Support Workers who have successfully completed the certificate course are eligible for a higher rate of pay when providing services to individuals who have exceptional support requirements. This rate of pay is higher than the Enhanced Personal Support Worker Rate.

22. What is involved in the Exceptional Personal Support Worker Training?

The Exceptional Personal Support Worker Training Course will include both face-to-face and online instruction. Class requirements include:

- Attendance and participation in all learning activities.
- Oregon Intervention System – General (OIS-G) training.
- 8- 10 hours of instruction.
- Out of class activities (homework).
- A final exam or capstone project.

Successful completion of all these activities is required to receive a certificate.

23. What if I already am certified in OIS-G?

If you have a current certificate with OIS-G, you are only required to take the OHCC-based instruction.

24. Am I paid a training stipend when attending the ExPSW Certificate course?

No. Training stipends are not provided for the ExPSW Certificate course.

25. What is the benefit of an ExPSW Certificate?

Exceptional Personal Support Workers with a current certificate are eligible for a higher rate of pay. To receive the higher rate of pay a PSW must:

- Receive a certificate of training from the OHCC Enhanced Personal Support Worker training program.
- Be hired by an individual who has assessed as having enhanced support needs as defined by DHS.

Personal Support Workers who do not have an ExPSW Certificate may be hired to provide support services to individuals who have enhanced support needs. However, they may **not** receive the higher rate of pay until they obtain a certificate.

26. What is the pay rate for an Exceptional Personal Support Worker?

The structure for the Exceptional Personal Support Worker pay is provided in the 2013-2015 Collective Bargaining Agreement.

Exceptional PSW: \$ \$16.75/hour

Exceptional PSW-IC: \$ 24.00/hour

Exceptional PSW Job Coaching-IC: \$24.00/hour