



## Personal Support Worker Training Committee (PSW TC) July 24, 2013 – Meeting Minutes

### Committee Members Present

In Person	Elvyss Argueta, Buhl Bowman, Nathan Deeks, Patricia Lawrence, Susan Melero, Cynthia Owens (chair),
By Phone	Shawn Clark, Sally Cumberworth
Absent	Mike Parr, Dawn-Alisa Sandler, Kelsey Weigel, Mason Windhorn, Ryan Yecny

### Non-members Present

Commissioners	Mark King, Joseph Lowe
OHCC Staff	Leslie Houston, Suzanne Huffman, Nancy Janes, Roxanne McAnally, Cheryl Miller, Lindsay Terrett
Others In Person	Sharon Brothers, Glenna Hayes, Ed Little, Lindsey Phillips, Roxanne Tolva, Hannah Schmalz
Others By Phone	Dawn Cottrell

**Call to Order:** 10:05 a.m.

**Adjournment:** 12:00 p.m.

### Item

<b>Introductions</b>
----------------------

Item	Presenter	Discussion	Next Steps
Meeting Agenda Adoption	Cynthia Owens	<ul style="list-style-type: none"> <li>• Motion to approve agenda: Mark King</li> <li>• Second the motion to approve agenda: Buhl Bowman</li> </ul>	Agenda approved.
Review/Approve April minutes	Cynthia Owens	<ul style="list-style-type: none"> <li>• Motion to approve minutes as written: Mark King</li> <li>• Second the motion to approve minutes as written: Patricia Lawrence</li> </ul>	Minutes approved.

Item	Presenter	Discussion	Next Steps
Staff Resignation Announcement	Cynthia Owens	<ul style="list-style-type: none"> <li>• William Douglas, Personal Support Worker (PSW) Training Coordinator, resigned.</li> </ul>	Cheryl Miller filed paperwork for exception to hire a new PSW Training Coordinator.

Item	Presenter	Discussion	Next Steps
<p>Institute for Professional Care Education (online training) Presentation</p>	<p>Leslie Houston</p>	<ul style="list-style-type: none"> <li>• Sharon Brothers briefly gave background information on the Institute for Professional Care Education.                             <ul style="list-style-type: none"> <li>○ Sharon and her husband (co-owner) have experience in assisted living communities, nursing care, and working with individuals with developmental disabilities.</li> <li>○ Trainings are blended which includes online training with hands-on skills training.</li> </ul> </li> </ul>	
		<ul style="list-style-type: none"> <li>• Sharon reviewed modules for the the Arizona Developmental Disabilities Direct Care Course.                             <ul style="list-style-type: none"> <li>○ Only one percentage of this training is specific to Arizona and the rest can be applied to PSWs everywhere.</li> <li>○ Can create a custom branding for each organization that they support.                                     <ul style="list-style-type: none"> <li>▪ Courses also can be customized to fit needs of the customer</li> </ul> </li> <li>○ Arizona subject matter experts created these courses.</li> <li>○ The current courses are introductory with no advanced topic courses.                                     <ul style="list-style-type: none"> <li>▪ There are other courses, such as HIV-AIDS, which can be applied as advanced.</li> </ul> </li> </ul> </li> </ul>	<p>Sharon will send the training link to Cheryl for distribution to the Committee to review content.</p> <p>Need to discuss with Ron McGhee, Registry Coordinator, on how to upload PSW completed courses to the Registry.</p>

		<p><b>Course Design</b></p> <p>The online courses offered are comprised of Modules</p> <ul style="list-style-type: none"><li>▪ Lessons</li><li>▪ Videos with personal stories</li><li>▪ Quick tips</li></ul> <ul style="list-style-type: none"><li>○ There is some computer interaction such as games in a few modules.</li><li>○ Every course has examples which are scenario-based.</li><li>○ Lessons within modules may be:<ul style="list-style-type: none"><li>▪ Read;</li><li>▪ Listened to; or</li><li>▪ Listened to and read.</li></ul></li><li>○ Learners may view the module outline or hide it throughout the learning experience</li><li>○ Modules take one to two hours to complete.<ul style="list-style-type: none"><li>▪ Has a prompt, which allows the learner to stop and then start again.</li></ul></li><li>○ After each Module the learner takes a quiz<ul style="list-style-type: none"><li>▪ Learners receive immediate feedback on errors</li><li>▪ Quizzes and tests can be taken three times before learners need to call to reset.</li><li>▪ Set at an 80% pass rate (this is customized by customer)</li></ul></li><li>○ Reading level, minus technical terminology, is between sixth to eighth grades.</li></ul>	
--	--	---	--

		<p><b>Internet requirements</b></p> <ul style="list-style-type: none"><li>○ The online courses work best with high-speed internet access, but it will work with slower internet speeds.</li><li>○ Will be able to use this on all Smart phones and tablets in the future.</li></ul> <p><b>Customer Service is available by:</b></p> <ul style="list-style-type: none"><li>○ Online live chat</li><li>○ Email</li><li>○ Phone (Weekdays only)</li></ul> <p><b>Learning Management System</b></p> <ul style="list-style-type: none"><li>○ OHCC and/or brokerages and CDDPs would be able to access PSWs' training records.<ul style="list-style-type: none"><li>▪ Can send an email with PSWs' certificates</li></ul></li></ul> <p><b>Additional customization of services</b></p> <ul style="list-style-type: none"><li>○ Content changes can be made at supported organization's request at any time.</li><li>○ Course development tools can be offered to supported organization to build online courses.</li><li>○ OHCC can develop courses specific to Oregon via Word documents.</li></ul> <p><b>Learner validation</b></p> <ul style="list-style-type: none"><li>○ There is no way to determine if the person viewing the course is the PSW who is registered for the course.<ul style="list-style-type: none"><li>▪ Arizona addresses the issue through proctored in-person final testing.</li><li>▪ Training participant must provide photo</li></ul></li></ul>	
--	--	--	--

		<p style="text-align: center;">identification</p> <p><b>Languages</b></p> <ul style="list-style-type: none"> <li>○ This program is not offered in other languages. <ul style="list-style-type: none"> <li>▪ Some courses have Spanish narration.</li> </ul> </li> </ul> <p><b>Skills Testing</b></p> <ul style="list-style-type: none"> <li>○ Arizona does have a skills component for this series. <ul style="list-style-type: none"> <li>▪ Trainer materials are provided, but it is the supported organization’s responsibility to ensure this component is completed.</li> </ul> </li> </ul>	
	<p>Cynthia Owens</p>	<p>Cynthia requested feedback regarding the presentation from the Institute for Professional Care Education.</p> <p>The Committee discussed the following concerns:</p> <p><b>OHCC staff time investment</b></p> <ul style="list-style-type: none"> <li>○ The amount of staff time necessary to ensure quality course content versus the program cost per month/per PSW enrolled. <ul style="list-style-type: none"> <li>▪ Discount given in relation to the amount of staff time necessary.</li> </ul> </li> </ul> <p><b>Financial Investment</b></p> <ul style="list-style-type: none"> <li>○ Startup costs. <ul style="list-style-type: none"> <li>▪ Per month cost estimated at \$2,500 not including the \$1-\$2 per person fee.</li> </ul> </li> <li>○ Utilization <ul style="list-style-type: none"> <li>▪ PSW utilization rate</li> </ul> </li> </ul>	<p><b>Next Steps</b></p> <p>Cheryl will do the following tasks:</p> <ul style="list-style-type: none"> <li>○ Review course content from a similar group.</li> <li>○ Send link to the Committee with two weeks to review and submit feedback.</li> <li>○ Confirm how much it would cost to make our modifications to existing program.</li> </ul> <p>Create a subcommittee to review the program and make training content change suggestions.</p> <ul style="list-style-type: none"> <li>○ Need to review to make an informed decision.</li> </ul>

		<p><b>Courses</b></p> <ul style="list-style-type: none"><li>▪ Modules lasts one to two hours.</li><li>▪ Lack of advanced training courses</li></ul> <p><b>Internet requirements</b></p> <ul style="list-style-type: none"><li>○ Internet accessibility in rural communities</li><li>○ Learner validation<ul style="list-style-type: none"><li>▪ How to verify that the registered training participant was the actual online learner</li></ul></li></ul> <p><b>Additional feedback</b></p> <ul style="list-style-type: none"><li>○ Behavioral, history, and philosophy courses would be good to pilot.</li><li>○ This is one option for PSWs to take courses who do not have time to attend in-person classes.</li><li>○ Public libraries have computers, but they may not be open when the PSW has time to take class and often are time limited.</li><li>○ Have two or three courses to pilot to see how it would be utilized.</li><li>○ Get a discount to help them create new courses in other languages platform.</li></ul>	
--	--	--	--

Item	Presenter	Discussion	Next Steps
PSW Incident Report	Nathan Deeks	<ul style="list-style-type: none"> <li>• Briefly explained incident reports that PSWs are required to file.                             <ul style="list-style-type: none"> <li>○ Major injury, illness, accident, or unusual circumstances occur when providing care, training or supervision to the employer</li> <li>○ Tied to the language in the agreement/contract</li> <li>○ Not standardized throughout the Developmental Disabilities and Mental Health groups</li> </ul> </li> </ul>	<p>Would it be valuable to create a standardized incident report for all PSWs?</p> <p>Nathan to inquire if incident reports can be part of the new plan of care.</p> <p>Will revisit after policy changes have been made.</p>
<p>The next meeting will be August 28, 2013 at 10:00 a.m. The location is 676 Church Street NE, Salem, OR 97301</p>			