

# Direct Care/Worker Workforce Shortage Cross Agency Steering Team :

7 Recommendation Areas Developed by Working Groups

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## Presenters:

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# Increase worker wages and/or benefits

- 1.A.1 Wage adjustment and reimbursement rate changes
- 1.A.3 Report on reimbursement rates
- 1.B.1 Mandatory workforce data reporting

# Expand the worker pool

- 2.B.1 and 2.D.1 Innovative recruiting e.g., students, new immigrants, people on public assistance
- 2.C.1 Address transportation barriers for direct care staff
- 2.E.1 and 2.F.1 Direct Care Service Corps e.g., incentives for secondary and post-secondary students

# Enhance training

- 3.A.1 Career pathway development team
- 3.A.2 Offer courses
- 3.A.3 Publicize existing career ladders
- 3.A.4 Expand scholarship programs
- 3.B.1 Compile existing training and publicize

# Increase job satisfaction

- 4.A.1 Survey consumers about staffing issues and satisfaction with workers
- 4.A.2 Job satisfaction survey of direct care workers for retention purposes

# Raise public awareness

- 5.A.1 and 5.B.1 and 5.C.1 Create recruitment and retention guide
- 5.A.2 and 5.B.2 and 5.C.2 Use social media to promote careers
- 5.A.3 and 5.B.3 and 5.C.4 Develop career seminars
- 5.A.4 and 5.B.4 and 5.C.4 Use GovDelivery to promote job vacancies
- 5.A.6 and 5.B.6 and 5.C.6 Promote Direct Support Connect

# Promote service innovation

- 6.A.1 Automate agency coordination to better cover service users
- 6.A.2 Systems for backup, emergency and on-call staff
- 6.A.3 Promote assistive technology to replace human staffing
- 6.A.4 Expand monitoring technology



# Enhance data collection

- 7.G.1 Compile population data
- 7.G.4 Future program data collection
- 7.G.5 Modify technology systems to capture data
- 7.E.1 Create hospital and nursing home admission and discharge codes for tracking whether due to lack of staffing