Direct Care/Worker Workforce Shortage Cross Agency Steering Team:

7 Recommendation Areas Developed by Working Groups
Olmstead Subcabinet Meeting July 23, 2018

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