



# STEPS – To Success with Your Homecare Worker

## Frequently Asked Questions

- 1. What is STEPS?** Answer: STEPS is a state-wide training program that teaches employer skills to people who receive in-home services through an eligible state program.
- 2. Who is eligible to attend STEPS training?** Answer: To be eligible for STEPS training consumer-employers must receive in-home services through the Client-Employed Program, Oregon Project Independence, State Plan Personal Care (for seniors and people with physical disabilities), or the Spousal Pay program. AAA/SPD case managers can clarify program eligibility.
- 3. What kind of information is discussed at STEPS Training, how will it help consumer-employers?** Answer: STEPS Training provides information and hands-on worksheets on how to (1) clarify tasks to be done by a homecare worker, (2) recruit, interview and hire a homecare worker, (3) communicate and manage a homecare worker, (4) provide a safer work setting.
- 4. Who provides the training?** Answer: STEPS training is provided by staff from “Centers for Independent Living” (CILs). CILs are agencies operated by people with disabilities for people with disabilities. The mission of each CIL is to help people with disabilities live as independently as possible and in communities that understand and value their contributions.
- 5. Who receives assistance from a homecare worker under this project?** Answer: The AAA/SPD Case Manager determines if a consumer-employer can receive assistance for a homecare worker through an eligible program. Once eligibility is determined, it is up to the consumer-employer to find, hire, and manage their employee.
- 6. How is STEPS training provided?** Answer: STEPS training is offered in three ways. Workshops, one-on-one, or guide on the side. ‘Workshops’ train two or more people as a group (this is a good way to meet and talk with other people who use in-home services). One-on-one training is when a STEPS trainer meets with and trains one person. Guide-on-the side is when the STEPS Trainer has already trained an employer and then helps the consumer-employer apply some of the training already received.
- 7. Is follow-up training available at a later date?** Answer: Yes. The STEPS Trainer is available to provide additional STEPS training.
- 8. Can training be provided in the consumer-employer’s home?** Answer: Yes. It is possible for the STEPS Trainer to provide training at the consumer-employer’s home. Many consumers who have initially expressed a preference for training in their home have found a workshop to be a great way to learn from the experience of others who use in-home services, as well as fun!

- 9. How did this program come about and how is this “free” service funded?** Answer: Staff from the Oregon Home Care Commission (OHCC) and State Independent Living Council (SILC) met to discuss the needs of Oregonians that receive in-home services for training on how to be an employer. Since OHCC is charged with providing training related to home care services, they provided funding to the SILC to develop training materials and administer a consumer/employer training program that would be available state-wide. The SILC contracts with the eight Centers for Independent Living (CILs) across the state to provide the training services.
- 10. How do consumer-employer’s get a gift card (sometimes called a stipend)?** Answer: The STEPS Trainer will arrange to give the stipend to eligible consumers after they attend their STEPS training. Representatives are not eligible to receive stipends.
- 11. How will this program help a consumer-employer? Why do long-time consumer-employer’s need this training?** Answer: STEPS Training empowers consumers to be more effective employers. Effective employers are more likely to hire and keep homecare workers who can meet their service needs. The skills that are enhanced through STEPS training reportedly help consumers in other aspects of their lives.
- 12. What do you mean when you refer to a ‘representative’?** Answer: When a consumer-employer cannot or chooses not to carry out the duties of an employer, they can ask a friend or relative to be a ‘representative’ to help with employer duties.
- 13. How many times can a consumer-employer receive additional training?** Answer: There is not a set limit. If the STEPS Trainer thinks a representative would be helpful to a consumer-employer as they manage the responsibilities of an employer, they will discuss that option with the consumer-employer.
- 14. Will the STEPS Trainer sit through the interview process with a consumer-employer?** Answer: The consumer-employer can ask the STEPS Trainer to help them apply their employer skills for a short while as a ‘guide-on-the-side’. The STEPS Trainer cannot act as the employer for a consumer-employer.
- 15. Explain what STEPS stands for?** Answer: The name “STEPS” is to suggest and promote empowerment and choice for people who want to ‘take steps’ to more effectively manage their in-home services. Originally STEPS stood for **S**elf-Empowerment **T**raining for individuals who **E**mploy homecare workers, and who are **P**eople with disabilities or **S**eniors.
- 16. What type of training and technical support do the STEPS Trainers receive?** Answer: STEPS Trainers travel to Salem each year for training. They also participate in monthly conference calls to ensure quality. The STEPS Project Coordinator visits each Trainer periodically to observe trainings and offer suggestions for quality improvement.

*For additional information, contact ‘STEPS Project Staff’ at 1-877-277-0513, your local SPD/AAA Office or Center for Independent Living or visit the website at [orsteps.org](http://orsteps.org).*