



State of Louisiana
Louisiana Department of Health
Office of Aging and Adult Services
Office for Citizens with Developmental Disabilities

MEMORANDUM

OCDD-P-20-022
OAAS-P-20-020
OCDD-R-20-007
OAAS-R-20-003

TO: Home and Community-Based Services (HCBS) Direct Service Providers
Adult Day Care (ADC) Providers
Adult Day Health Care (ADHC) Providers
Self-Direction Participants

FROM: Julie Foster Hagan, OCDD Assistant Secretary
Sherlyn Sullivan, OAAS Interim Assistant Secretary

DATE: April 15, 2020

SUBJECT: Addressing Potential Staffing Shortages

The Office for Citizens with Developmental Disabilities (OCDD) and the Office of Aging and Adult Services (OAAS) appreciate your continued efforts to support individuals in our Home and Community-Based Services (HCBS) programs during this COVID-19 emergency. Our offices are jointly developing a strategy to help mitigate any potential staffing shortages.

We are encouraging providers who may have under-utilized staff to work with other providers that may be experiencing a staffing shortage. Our goal is to ensure that we support all program participants during this emergency and that their health and safety remain primary. There may be Direct Service Workers (DSWs), Adult Day Care (ADC) and/or Adult Day Health Care (ADHC) staff that are available for work due to family decisions to suspend or provide care themselves, or due to the closure of ADC and ADHC centers. If you have displaced staff employed with your company who are available and willing to work for other providers, we are asking that you consider sharing the employee's training and certification information, when requested by other providers, to expedite the ability for that employee to begin providing services to an OCDD or OAAS participant.

We greatly appreciate your commitment and willingness to support the individuals served in our HCBS programs. If you have any questions, please contact OAAS at OAAS.ProviderRelations@la.gov, or OCDD at OCDD-HCBS@la.gov.

c: OCDD Local Governing Entities
OAAS Regional Offices
Fiscal Employer Agents
OCDD Support Coordination Agencies

Conduent
Statistical Resources Inc.
OAAS Support Coordination Agencies