



**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](mailto:OAAS.ProviderRelations@la.gov), or OCDD at [OCDD-HCBS@la.gov](mailto: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