



MEETING MINUTES
March 6, 2014

Commissioners Present	Commissioners Absent	Others Present
Scott Bond	Mark King	Ralph Amador
Joseph Lowe (via phone)	Roxie Mayfield	Jereme Grzyboswki
Angela Munkers		Tom Jaeger
Lyla Swafford (via phone)		Carol Matteson
		Bob Weir
Staff Present	Staff Absent	
Yvonne Fleming		
Leslie Houston		
Suzanne Huffman		
Roxanne McAnally		
Ron McGhee		
Joan Medlen		
Cheryl Miller		
Kelly Rosenau		
Lindsay Terrett		

Meeting called to Order

The meeting was called to order at 10:10 a.m. by Executive Director Cheryl Miller. Introductions were made by all in attendance. It was noted that two Commissioners were present for the meeting, two participated by phone, and two were absent.

Adoption of Agenda

The agenda was reviewed and accepted as written.

Approval of Minutes

Cheryl Miller said that the review and acceptance of the February 6 meeting minutes would occur at the April 3 Commission meeting.

Announcements

There were no announcements.

Public Testimony

Cheryl Miller read a letter dated February 3, 2014, to HCC, SEIU, and Valley Insurance Professionals from a caregiver regarding the level of service and response times that she received while trying to enroll her family in a Kaiser and CoverOregon insurance program.

Budget Update

Carol Matteson reported on the Oregon Home Care Commission's budget for the July 2013 – June 2015 biennium.

Homecare Worker Benefit Report

Jeremy Grzybowski, SEIU Care Provider Director, and Cheryl Willcoxon, Interim Administrative Manager, HCW Supplemental and Benefit Trust, gave a presentation on the history of homecare worker benefits and the formation of the Homecare Worker Supplemental Trust and the Homecare Worker Benefits Trust. Benefits available to workers through each trust was presented as well as enrollment statistics.

Workers' Compensation Update

Kelly Rosenau, Workers' Compensation Coordinator, presented:

- Workers' Compensation Report for Homecare Workers (HCWs), November 2013:
 - Eight injury claims were submitted to SAIF.
 - Average age of injured workers – 44.
 - Workers with non-disabling injuries – 50%.
 - Injured workers who have taken safety training - 50%.
 - Injured workers who were covered with health insurance – 88%.
 - The leading cause of injuries was *struck/injured by an insect or animal (3)*.
 - The most injured body part was the *back (3)*.

- Workers' Compensation Report for Homecare Workers (HCWs), December 2013:
 - Eleven (11) injury claims were submitted to SAIF.
 - Average age of injured workers – 50.
 - Workers with non-disabling injuries – 73%.
 - Injured workers who have taken safety training - 45%.
 - Injured workers who were covered with health insurance – 55%.
 - The leading cause of injuries was *strain/injury by lifting* (3).
 - The most injured body part was the *back* (3).

- Workers' Compensation Report for Homecare Workers (HCWs), January 2014:
 - Fourteen (14) injury claims were submitted to SAIF.
 - Average age of injured workers – 46.9.
 - Workers with non-disabling injuries – 50%.
 - Injured workers who have taken safety training - 0%.
 - Injured workers who were covered with health insurance – 86%.
 - The leading cause of injuries was *strain/injury by lifting* (8).
 - The most injured body part was the *back* (5).

- Workers' Compensation Report for Personal Support Workers (PSWs), November 2013:
 - Two (2) injury claims were submitted to SAIF.
 - Average age of injured workers – 42.
 - Non-disabling injuries – 0%.
 - Injured workers covered with health insurance – 0%.
 - Main cause of injuries was *struck/injured by person* (2).
 - The most injured body parts were the *neck* (1) and *wrist* (1).

- Workers' Compensation Report for Personal Support Workers (PSWs), December 2013:
 - Two (2) injury claims were submitted to SAIF.
 - Average age of injured workers – 53.
 - Non-disabling injuries – 0%.
 - Injured workers covered with health insurance – 0%.

- Main causes of the injuries were *strain/injury by lifting* (1) and *strain/injury by twisting* (1).
 - The most injured body part was the *back* (1).
- Workers' Compensation Report for Personal Support Workers (PSWs), January 2014:
- One (1) injury claim was submitted to SAIF.
 - Age of injured worker – 20.
 - Injury was non-disabling.
 - Injured worker was covered with health insurance.
 - Cause of the injury - *slips/trips/falls*.
 - The injured body part was the *knee*.

Kelly also presented a quarterly Workers' Compensation Claim Report for Personal Support Workers, October 1 – December 31, 2013.

Homecare Worker Training Update

Leslie Houston, Training Manager, reported on training statistics for January 2014:

- 79 training classes were held.
- Total attendance – 1,133. 1,057 of those in attendance were HCWs.
- Number of “no shows” at the training classes - 120 (10.4%).
- Average attendance per class – 14.35.
- Unduplicated HCWs trained to date – 6,919.
- Unduplicated PSWs trained to date – 92.
- Union representation at the training classes – 30 (38%).
- Professional Development Recognition to date – 494 HCWs.

Leslie reported that the Respiratory Care class was offered again in February.

COMPASS (Community of Practice and Safety Support) Teams for Homecare Workers

Ryan Olson, Scientist, Oregon Institute of Occupational Health Sciences, spoke to the Commission requesting a letter of support for a possible two-year extension grant from NIOSH to continue the COMPASS project. COMPASS is a total worker health intervention that was developed and studied as part of the

Oregon Healthy Workforce Center funded by NIOSH. COMPASS uses peer-led curriculum to organize homecare workers into neighborhood-based teams that provide education and social support for improving lifestyle (e.g., diet, exercise) and safety behaviors. Ryan explained that the present COMPASS curriculum has been adapted for a faster three month series with the teams meeting twice a month for two hour sessions. Ryan wants to pilot test two to four new teams with the pre/post design in new locations such as Astoria, Coos Bay, Salem, or other areas. Worker wages during the pilot would be paid by NIOSH. The COMPASS graduates could possibly receive recognition or a health care discount (Kaiser/SEIU) and credits toward the Commission's training program. Cheryl Miller explained that the Commission's support would consist of paying instructor wages, incorporating COMPASS into the Commission's training program, and supplying a letter of support with the grant application.

Motion was made by Lyla Swafford that the Commission support the COMPASS program. **Seconded** by Scott Bond. Discussion followed. Lyla **amended** her **motion** to include writing a letter of support for the grant proposal, incorporating COMPASS into the Commission's training program, and paying wages for instructors and co-leaders and by using Community Health Workers as well. **Motion carried.** Ryan Olson will contact the Commission when the support letter is needed.

Personal Support Worker (PSW) Training Committee

Update

Joan Medlen, PSW Training Coordinator, reported that the PSW Training Committee reviewed three training classes for possible stipend payment to PSWs attending the classes:

- Substance Abuse Awareness. More discussion is needed from the committee and others regarding the kinds of substance abuse presented in this class.
- Helping Caregivers Fight Fraud and Abuse. The committee recommends that PSWs be paid a stipend for taking this class starting March 25, 2014. This recommendation will be forward to the DD/MH Committee.
- Keeping It Professional. The committee recommended that PSWs be paid a stipend for taking this class starting April 1,

2014. This recommendation will be forwarded to the DD/MH Committee.

Joan said that a second PSW new member orientation is scheduled for March 27 in Beaverton, Oregon.

Joan reported that she viewed Oregon Technical Assistance Corporation's (OTAC) first preliminary self-advocate interview video which when completed would be a useful tool in our training program.

Joan said that there has been an increase in the number of PSWs attending the Commission's training classes.

Developmental Disabilities/Mental Health (DD/MH) Coordinator/Committee Update

Lindsay Terrett, DD/MH Committee Coordinator, reported the following:

- Margaret Theisen is taking a leave of absence from the DD/MH Committee through July 2014 due to implementing K-Plan services and managing the changes at her agency. Joseph Lowe will be acting Chair until Margaret's return. However, as Joseph was unable to attend the February meeting, Lindsay chaired the meeting and will be reporting on committee activities in February.
- The DD/MH Committee reviewed the Bylaws at the February meeting and discussed how they affected the subcommittees.
- The committee reviewed an application for a new member representing Independent Contractors, but due to the maximum number of representatives already being filled on the committee (according to the Bylaws), the application was rejected.
- Ron McGhee presented the committee with an update on the Registry:
 - Total of 920 PSWs listed in the Registry.
 - 767 PSWs have completed their profile in the Registry, and 139 are incomplete.
 - 124 PSWs are looking for work through the Registry.

- Kelly Rosenau presented a Workers' Compensation report for PSWs to the committee.
- Lindsay reported on the recommendation from the DD/MH Committee that a stipend be paid to PSWs for attending the *Keeping It Professional* training class. Cheryl Miller asked for a motion from a Commissioner to that effect. **Motion** was made by Angela Munkers to pay PSWs a stipend for attending *Keeping It Professional* starting April 1, 2014. **Seconded** by Scott Bond. **Motion carried.**
- Lindsay reported on the recommendation from the DD/MH Committee that a stipend be paid to PSWs for attending the *Helping Caregivers Fight Fraud and Abuse* training class. Cheryl Miller asked for a motion from a Commissioner to that effect. **Motion** was made by Angela Munkers to pay PSWs a stipend for attending *Helping Caregivers Fight Fraud and Abuse* starting March 25, 2014. **Seconded** by Scott Bond. **Motion carried.**
- Suzanne Huffman presented a progress report on the DD/MH STEPS program.

Enhanced HCW and Enhanced/Exceptional PSW Workgroup Update

Cheryl Miller reported that the workgroup was given a draft of the steps required to become an Enhanced Homecare Worker and an Enhanced/Exceptional Personal Support Worker in order to guide the workgroup through its discussions to define the certification requirements for these workers. In the February 19 meeting, worker prerequisites for becoming an Enhanced HCW and Enhanced/Exceptional PSW were discussed as well as the certification process.

Traditional Health Worker (THW) Update

Roxanne McAnally, THW Coordinator, provided a summary of the Oregon Health Authority's (OHA) Traditional Health Worker Commission who will promote the role, engagement, and utilization of the traditional health workforce which includes Community Health Workers, Peer Support and Peer Wellness Specialists, Personal Health Navigators, and Doulas in Oregon's Integrated and Coordinated Health Care Delivery System. The Commission will advise and make recommendations to the

Oregon Health Authority on the development, implementation, and sustainability of this program and ensure that the program remains responsive to consumer and community health needs. The traditional health workforce's strategy is to ensure the delivery of high-quality, culturally competent care, and to achieve better health and better care at lower cost. Nineteen members have been appointed to this Commission; Roxanne represents the Oregon Home Care Commission. Monthly meetings are being held by the Commission in various locations.

Roxanne said that there is a registry for THWs that is housed in the Office of Equity and Inclusion (OEI). This is not a "referral" registry as the Home Care Commission will create that for THWs. The registry at OEI is a method whereby recently graduated Community Health Workers can apply online for a three (3) year certification. At that time OEI will then schedule a background check for each applicant and complete any other administrative paperwork needed. OEI's registry does include a list of all certified workers.

Roxanne McAnally presented a *Traditional Health Worker Update*, an excerpt from *OHA's Centers for Medicare and Medicaid Services Quarterly Report*. Statistics from this report showed:

- 117 Traditional Health Workers have been trained as of September 2013. Twenty-five of those were trained by the Home Care Commission as Community Health Workers.
- OHA has approved 17 training programs including Community Health Workers, Peer Wellness Specialists, Personal Health Navigators, Doulas, and Peer Support Specialists.

Roxanne spoke briefly about a flyer that the Commission and Mt. Hood Community College coauthored which was distributed at the Community College Workforce Development Summit. This flyer announced the collaboration between the Commission and Oregon's community colleges to develop relevant, high quality training to assist health care providers employ certified THWs.

Long Term Care 3.0, Steering Committee and Subcommittees

Bob Weir, Manager, Advocacy and Development Unit, stated that the Long Term Care Steering Committee did not meet in February. However, the long term care subcommittees met, and Bob gave a brief update on their progress. The subcommittees consist of four groups: Assessment, Data and Research, Caregiver, and Service Equity.

STEPS Update

Suzanne Huffman, STEPS Coordinator, distributed the STEPS Statistical Report for January 2014 that showed:

- 38 planning interviews were held.
- 49 participants received STEPS services.
- 58 hours of STEPS services were provided to participants.

Minutes of the STEPS Specialists' February 18 meeting were distributed as well as a STEPS Reports for January 2014 which highlighted outreach activities, best practices, challenges or barriers, and success stories of the STEPS contractors.

Suzanne briefly reviewed two performance measures conducted by the Commission regarding the STEPS program.

- Measure Number 05 was a telephone survey of a random sample of consumers who have received STEPS services. Of the five questions asked regarding services given, all received positive responses in the 95 percentile or above.
- Measure Number 09 was a measure of the districts meeting minimum expectations for STEPS referrals. Fifty percent of the STEPS districts met their minimum expectations during the second quarter of the fiscal year 2013-2014.

Suzanne is working on an IDD/MH STEPS program with Oregon Support Services Association and has posted over 50 tools on GovSpace for them to review and make suggestions on how to make these tools more useful to their particular programs.

Collective Bargaining Agreement (CBA) Time Study**Workgroup Update**

Cheryl Miller met with the CBA Time Study Workgroup on February 13 where they reviewed a statement of work that APD prepared for a request for proposal for a contract to perform the time study. The time study will assess the appropriate amount of time that individuals need to complete Activities of Daily Living (ADL), Instrumental Activities of Daily Living (IADL), and health related tasks. Cheryl Miller will forward the statement of work to the Commissioners to review.

Registry and Referral System Update

Ron McGhee, Registry Coordinator, reported:

- Feedback is coming in regarding the help wanted ads, and more consumers are posting ads.
- Weekly trainings are available for APD staff.
- A training session will be set up for the PSW side of the Registry if there is interest.

Legislative Committee Update

Cheryl Miller briefly outlined Senate Bill 1542 which would establish a program administered by the Home Care Commission to allow private payers to purchase home care services from the Commission through the Home Care Commission's Registry. Cheryl explained that if this bill passes, the Commission would need to hire five additional employees to administer, manage, and maintain the program. If Senate Bill 1542 passes at all levels, the program is to be implemented by July 1, 2015 and fully operational by January 1, 2016.

Community Advisory Councils/Coordinated Care Organizations

Joseph Lowe said that Health Share of Oregon cancelled their Advisory Council meeting due to the weather, and Scott Bond updated the Commissioners on the latest activities of the CCO in his area.

Executive Director's Report

Cheryl Miller, Executive Director, reported on her February activities:

- Attended weekly PSW meetings with Ron McGhee, Kelly Rosenau, ODDs, the eXPRS team, and the Provider Relations Unit.
- Kelly Rosenau and Cheryl attended meetings with SAIF.
- Attended a couple of Unfair Labor Practice meetings.
- Attended several legislative huddles and hearings.
- Led the Enhanced HCW and Enhanced/Exceptional PSW Workgroup.
- Attended the HCW Training and Registry Committee meetings.
- Met with Roxanne McAnally regarding the Community Health Worker program.
- Attended several Senate Bill 1542 hearings.
- Attended Collective Bargaining Agreement Time Study Workgroup meetings.
- Attended OHCC website review meetings.
- Attended a DOJ Administrative Rule Adoption Process training.
- Attended Brokerage Directors' meetings.
- Participated in a review of the OHCC budget.
- Attended a PSW Netlink training.
- Met with Peggy Powell, Professional Health Institute's (PHI) National Workforce and Curriculum Director regarding Enhanced HCWs.
- Met with Publications and Design, Roxanne McAnally, and Yvonne Fleming about curriculum materials for THWs.
- Met with OHA, ITBS, and OHCC staff to discuss the State Plan Personal Care/Mental Health PSW credential issues.
- Met with Oregon Support Services Association and Suzanne Huffman to discuss STEPS implementation plans.
- Met with the Blacks in Oregon Older Adult Focus Group of the Urban League of Portland.

Adjournment

The meeting adjourned at 1:30 p.m. The next meeting will be held on April 3, 10:00 am, 676 Church Street NE, Salem.

Attachments:

- Agenda
- Oregon Home Care Commission Meeting Minutes, February 6, 2013
- Public testimony statement from Michele Sandstrom, Oregon Caregiver, dated February 3, 2014
- Home Care Commission Budget to Actual Report, 2013 – 2015
- Oregon Homecare Workers Supplemental and Benefits Trusts presentation
- Workers' Compensation Report – Homecare Workers, Claim Reporting Period: 11/01/2013 – 01/31/2014
- Workers' Compensation Report – Personal Support Workers, Claim Reporting Period: 11/01/2013 – 01/31/2014
- Workers' Compensation Report – Personal Support Workers, Quarterly Claim Report for Period: 10/01/2013 – 12/31/2013
- Home Care Commission Monthly Training Report, January 2014
- COMPASS Project: Plans for Potential NIOSH Extension presentation
- Personal Support Worker Training Report, February 2014
- Traditional Health Worker Commission
- OHA's Centers for Medicare and Medicaid Services Quarterly Report for Traditional Health Workers
- Join us as we ask: How can we help you employ Traditional Health Workers flyer
- STEPS Statistical Report, January 2014
- STEPS Specialist Meeting, February 18, 2014
- STEPS Report for January 2014
- APD/HCC Performance Measure Number 05 Summary Scorecard
- APD/HCC Performance Measure Number 09 Summary Scorecard
- Disability Awareness Resource Team (DART) flier
- Suicide Bereavement Support Group flier