



# OREGON HOME CARE COMMISSION

## Meeting Minutes

December 3, 2009

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|-------------------------|--|
| <i>Members present:</i> | Patricia Brost, Don Bruland (via VCON), Judith Cunio, Angela Munkers, Lyla Swafford, and Michael Volpe   |
| <i>Members absent:</i>  | Dayle Niemie   |
| <i>Others present:</i>  | Lisa Buffington (IRCO), Tina Do (IRCO), Mark King, Heidi Kyle (HCW), Carol Loop (Interpreter for Judith Cunio), Joseph Lowe, Deborah Schwartz (SEIU), Jeanette Burket (SPD), Roxie Mayfield, Helen Moss (LERC), Lindsay Nakaishi (OHSU), and Cheryl Willcoxon (SEIU-HUBB), |
| <i>Staff present:</i>   | Yvonne Fleming, Leslie Houston, Cheryl Miller, and Kelly Rosenau   |

### **MEETING CALLED TO ORDER**

The meeting was called to order at 10:07 am by Mike Volpe.

### **INTRODUCTIONS**

Introductions were made by all in attendance.

### **ADOPTION OF AGENDA**

The agenda was reviewed and accepted as presented.

### **APPROVAL OF MINUTES**

The meeting minutes of November 5 were reviewed. **Motion** was made by Don Bruland to accept the minutes as written. **Seconded** by Patty Brost. **Motion carried.**

### **ANNOUNCEMENTS**

Lyla Swafford mentioned that she is a board member of Border Mountain, an organization that provides hospice training and grief recovery workshops. Border Mountain is sponsoring a bike tour from coast to coast in order to raise awareness about bipolar disorder. Lyla will attend the final destination of the tour in Washington D.C. For more information on the organization, go to [www.bordermountain.org](http://www.bordermountain.org).

***PUBLIC TESTIMONY***

Deborah Schwartz, SEIU, Local 503, stated that SEIU continues to campaign in favor of Tax Measures 66 and 67.

***WORKERS' COMPENSATION UPDATE***

Kelly Rosenau reported on Workers' Compensation activity for October:

- ♦ 19 new injury claims were filed.
- ♦ Lifting/transferring led the injury types followed by slips, trips, and falls.
- ♦ The back was the most injured body part followed by the ankle.
- ♦ 15 claims were accepted.
- ♦ 4 claims were denied.
- ♦ 6 claims were closed.
- ♦ There were 184 total active claims at the end of October.

Don Bruland asked where HCWs rate on the occupations' scale (low end, high end, etc.) for frequency and severity of claims. Kelly answered that HCWs rate on the high end of the scale for frequency of claims and disabling claims. This is mainly due to the fact that we do not have a good return-to-work policy and unfortunately cannot have a good return-to-work policy as in many instances, HCWs are unable to accommodate modified work. Don also stated that there is no control over the workplace, and some HCWs provide services at multiple workplaces. Kelly stated that it is good to see the number of insured HCWs rising each month in Cheryl Willcoxon's HUBB reports, even though an injury on the job should be claimed on Workers' Compensation, but an injury off of the job should be submitted to the worker's health care insurance program.

***HUBB UPDATE***

Cheryl Willcoxon presented/reported:

- ♦ HUBB Enrollment Statistics for November 2009:
  - 176 HCWs enrolled in medical/dental coverage.
  - 169 HCWs lost medical/dental coverage.
  - 4,264 HCWs were enrolled in medical coverage.
  - 4,262 HCWs were enrolled in dental coverage.
  - 80 HCWs enrolled in COBRA medical coverage.
  - 70 HCWs enrolled in COBRA dental coverage.

- ♦ HUBB's November 2009 invoice to DHS for HCW insurance premiums totaled \$2,836,738.80 including adjustments/reinstatements for HCW coverage and ARRA premium reductions to COBRA participants.
- ♦ HUBB Insurance Premium Summary for November 2009:
  - Employee coverage (paid by the state) - \$2,808,931.17
  - Dependent coverage (paid by FHIAP and HCWs) - \$32,911.95
  - COBRA coverage (paid by COBRA participants) - \$57,338.41.
  - Total premium - \$2,899,181.53
  - The one percent (1%) premium tax assessment was \$27,054.27 and was paid by HUBB reserves. This tax went into effect in October and gives coverage to children in Oregon who are uninsured. Once HUBB's insurance contracts for HCWs are renewed in April, the one percent tax will be built into the premiums. A premium assessment tracking report was presented which showed the assessments to the Kaiser and ODS insurance plans.
- ♦ HUBB Enrollment Tier and Dependent Report, November 2009:
  - 39 HCWs enrolled in Kaiser medical also enrolled 76 dependents.
  - 28 HCWs enrolled in Kaiser dental also enrolled 57 dependents.
  - 16 HCWs enrolled in ODS medical also enrolled 31 dependents.
  - 23 HCWs enrolled in ODS dental also enrolled 46 dependents.
- ♦ Fiscal Year 2009 HUBB Income and Expense Report, October 1, 2008, through September 30, 2009. HUBB started with a beginning balance of \$45,585.12; income totaled \$726,999.21; expenses totaled \$728,435.83; budget was overspent by \$1,436.62; and ended with a balance of \$44,148.50.
- ♦ Cheryl Willcoxon stated that HUBB is struggling with increasing costs in terms of printing and postage and will be looking at different ways of processing open enrollment.
- ♦ HUBB has sent their annual letter of renewal to ODS and Kaiser asking for premium pricing for April 1, 2010, and will meet with them in January to hear what the premium increases will be.

**OHCC BUDGET UPDATE**

Claudia Babcock presented the 2009-2011 Home Care Commission Budget to Actual Report through October 2009.

**STEPS UPDATE**

Cheryl Miller reported:

- ♦ October statistics for the STEPS program:
  - 12 first time new participants (consumers) were trained through workshops.
  - 34 first time new participants were trained as one-on-ones.
  - 46 total first time new participants were trained in October.
  - 39 of the first time new participants were enrolled in the Client-Employed Provider program; six were enrolled through Oregon Project Independence; and one through State Plan Personal Care.
  
- ♦ March 2007 – October 2009 statistics for the STEPS program:
  - 1,852 first time new participants (consumers) were trained in the STEPS program. Of these, 1,592 consumers were enrolled in the Client-Employed Provider program; 164 in Oregon Project Independence; 82 in State Plan Personal Care; and 14 in Spousal Pay.

Mike Volpe asked how other months training numbers compared to those reported for October. Cheryl Miller stated that she would get a month-to-month status report and present at the next Commission meeting.

Cheryl Miller presented a written report showing the individual CILs' marketing activities, barriers/challenges, success/best practices, and success stories for October.

Cheryl Miller reported that the STEPS website has been updated.

Cheryl Miller, Angela Munkers, Leslie Houston, and Nancy Janes met with the trainers from all CILs during a conference call on November 10. Another conference call will be held on December 8.

Tillamook County has agreed to be a pilot test area for the Ready Book. A meeting will be held next Friday to develop some guidelines on using

the books. Once those guidelines are developed, Ready Books will be sent out to other CILs for distribution to those consumers that they are serving.

Mike Volpe asked about the status of hiring a new STEPS Coordinator. Cheryl Miller responded that OHCC has submitted a request for a person to fill that position. However, the state is in a hiring freeze. In addition, we also have an unfilled Training Support Specialist position which we also hope to fill as soon as the hiring freeze is lifted.

### ***TRAINING UPDATE***

Leslie Houston reported:

- ♦ 60 training classes were held in November.
- ♦ 849 people attended classes in November.
- ♦ 4,102 unduplicated HCWs have been trained as of November 30, 2009.
- ♦ Average class size in November was 14. The reason for the drop in class attendance is still unknown. Leslie asked Union members at the Training Committee meeting to see if they can find out from the HCWs why attendance is dropping. It was also interesting to note that the number of foster care providers attending the training classes has gone up, while HCWs attending are going down.
- ♦ Leslie is working on a new training on how HCWs can market themselves to get a new job. She is also working on a medication safety class and revising the diabetes training class.

Helen Moss, University of Oregon, Labor Education & Research Center, and Lindsay Nakaishi, Research Assistant at Oregon Health & Science University, presented an update on the Preventing Violence Against Caregivers (PVAC) grant sponsored by The National Institute for Occupational Safety and Health (NIOSH). Lindsay Nakaishi stated that the focus of this grant is to determine the prevalence of workplace violence and sexual harassment that HCWs are experiencing in the field. This spring and summer, the partnership started talking with HCWs (a total of 93 females) in focus groups and interviews throughout six Oregon counties. Similar focus groups were held with case managers, clerks, and other in-home service employees (99 in total) in the same counties to get their perspective of violence and sexual harassment in the workplace. The next step will be to talk with consumers to get their

perspective on the issue. The ultimate goal is to take the data gathered to develop a survey to measure the incidence of workplace violence and sexual harassment against HCWs. All subsequent data generated from the survey will be used to develop an intervention/training to help prevent and respond to workplace violence and sexual harassment. The partnership will also review state policies and clarification on rules already in place that address violence and sexual harassment in the workplace. Leslie Houston stated that the policy issues could be as important as the training if some things are discovered that need to change or some procedures that need to change so that the workplace is safer for HCWs and consumers. The training would include case managers and staff. Don Bruland stated that what he hoped to come out of this is some clear delineations of the legal responsibilities of each of the parties. What are the legal responsibilities of the Oregon Home Care Commission, the State's, and the consumers' in terms of sexual harassment issues?

Leslie Houston stated that a subcommittee is working on an orientation for live-in providers that will be available to all field offices.

### ***REGISTRY UPDATE***

Cheryl Miller presented a Registry report for November 2009:

- ♦ 12,736 HCWs are approved, career, and complete in the RRS.
- ♦ 1,999 HCWs are approved, career, complete, and available for referral in the RRS.
- ♦ 5,884 HCWs need to update their profiles.
- ♦ 3,791 approved and career HCWs are not looking for work.
- ♦ 105 HCWs were removed by OHCC from the RRS.
- ♦ 1,652 employer/anonymous users searched the RRS.
- ♦ 205,241 HCW referrals were provided from the RRS.
- ♦ 2,951 unduplicated HCWs were referred for work from the RRS.
- ♦ The Registry unit received 239 phone calls in November. The majority of the calls were from HCWs. The major issues included User IDs and passwords, updating HCW profiles, and changes in address and/or phone numbers.
- ♦ The employer brochure, HCW user manual, and staff user manual are all being updated.

### ***ALLOWABLE ATTENDANT COSTS ASSOCIATED WITH MEDICAL TRANSPORTATION***

Policy Transmittal SPD-PT-09-018 dated October 9, 2009, regarding medical benefits and attendant costs was distributed to all in attendance. Angela Munkers stated that she met with David Guliver and Joanne Schiedler for policy clarification and that the transmittal was intended to clarify that wages are not paid for attendants on the DMAP side for traveling with a consumer to a medical appointment.

### ***EXECUTIVE DIRECTOR'S REPORT***

Cheryl Miller read an email from Dayle Niemie regarding a Muscular Dystrophy support group meeting held in Portland on December 1. Dayle was not able to attend the meeting, but his daughter, Heather, did and gave an overview of the OHCC on Dayle's behalf. During the meeting she gave out materials on OHCC's training program, STEPS, and RRS. Of the 25-30 people attending the meeting, not one had ever heard of the RRS; some had heard of OHCC but didn't know what it was about. None of the attendees received any services through the state. Dayle found this hard to believe and would like to follow up on it.

In his email, Dayle Niemie also stated that he had met with Randy Samuelson, Executive Director of HASL in Grants Pass, to discuss the STEPS program and how Randy was willing to bring those services to the rural area of Curry County.

During November, Cheryl Miller:

- ♦ Met one-on-one with the Commission staff.
- ♦ Attended a collective bargaining agreement signing party at SEIU.
- ♦ Met with Robert Salinas, Kelly Rosenau, and Yvonne Fleming to discuss a building safety committee that Kelly will be leading.
- ♦ Participated in a CIL's Executive Director/Trainer conference call regarding STEPS.
- ♦ Met with Claudia Babcock to review the OHCC budget.
- ♦ Participated in the Monthly HCW Issues meeting.
- ♦ Led the first OHCC staff retreat at Cherry Street Training Center on November 16.
- ♦ Met with Patricia Johnson, SPD Business Manager, to review our staff and board positions and to ensure that all are coded correctly in the accounting system.
- ♦ Met with Carolyn Ross, Jenney Cokeley, and Angela Munkers to discuss the criminal history background recheck for HCWs. When rechecks are submitted on HCWs, all arrests and/or convictions in a

person's history must be included, regardless if it was listed on a prior application or not. If any arrests and/or convictions are left off of a criminal history recheck, the application will automatically be denied, and the process has to start all over again.

- ♦ Attended AARP's Diversity and Aging Conference. During the conference, Cheryl gave a brief overview of the STEPS program.
- ♦ Participated as a presenter in two Netlink trainings for SPD/AAA staff on changes in the HCWs' new collective bargaining agreement.
- ♦ Met with Jeanette Burket for her monthly meeting.
- ♦ Met with all managers under Jeanette Burket at their monthly meeting.

Cheryl Miller thanked potential Commissioners Joseph Lowe, Mark King, and Roxie Mayfield for attending the Commission meetings.

### ***ADJOURNED***

The meeting adjourned at 12:20 pm.

### ***NEXT MEETING***

The next Commission meeting will be held on Thursday, January 7, 10:00 am, 676 Church Street NE, Salem, OR.

### Attachments:

- Agenda
- Oregon Home Care Commission Meeting Minutes. November 5, 2009
- Workers' Compensation Report, October 2009
- 2009-2011 Home Care Commission Budget to Actual Report
- 2009-10 Plan Year HUBB Enrollment Statistics
- HUBB 2009-10 Plan Year Insurance Premium Summary
- 2009 HUBB Enrollment Tier and Dependent Report
- Invoice from HUBB to DHS dated November 12, 2009
- Fiscal Year 2009 HUBB Income & Expense Compared to Budget, October 1, 2008 through September 30, 2009
- Health Insurance Premium Assessment Tracking, House Bill 2116 (2009)
- STEPS Consumer/Employer Training Statistical Report, October 2009

- STEPS Consumer/Employer Training Statistical Report, March 2007 – October 2009
- STEPS Report
- STEPS ED/Trainers Meeting Minutes, November 10, 2009
- Home Care Commission Training Report
- Preventing Violence Against Caregivers Project Update, December 2009
- Registry Report
- Policy Transmittal SPD-PT-09-018, Medical Benefits, October 9, 2009
- 2010 Oregon Home Care Commission Meetings