Meeting Minutes

June 2, 2016

Commissioners Present

Mark King (phone)
Joseph Lowe
Ruth McEwen
Mathew Rapoza
David Toler
Laurie VanZandt-Schwartz
Marsha Wentzell

Commissioners Absent

Kylie Milne
Roxie Mayfield
Carol Loop
Roxanne McAnally
Jenny Cokeley

Others Present

Mike McCormick
Thea Myer
Carol Loop
Roxanne Tolva

Staff Present

Cheryl Miller
Roberta Lilly
Joanna Gould
Kelly Rosenau
Ron McGhee
Roxanne McAnally
Joan Medlen
Tatia Halleman
Jenny Cokeley
Suzanne Huffman

Staff Absent

Meeting called to Order

- The meeting was called to order by Chair Lowe at 10:04 a.m. Introductions were made by all in attendance.

Adoption of Agenda


Approval of Minutes

- Commissioner King moved to adopt the May minutes as written. Commissioner Toler seconded. Motion carried.

Announcements

- No announcements
Public Testimony

• No Public Testimony

Quarterly Aging and People with Disabilities Report

Mike McCormick, Deputy Director, Aging and People with Disabilities (APD) provided a quarterly APD Report. He explained there are currently 18 service levels, and a slight change will be made to the assessment tool regarding eligibility. A Rules Advisory Committee (RAC) will be developed in the future. Commissioner Rapoza believes the RAC invitations will be sent out in June or July.

Commissioner Toler is working with Oregon Association of Area Agencies on Aging and Disabilities (O4AD) and case manager teams to come up with recommendations from across the Area Agency on Aging (AAA) system. Commissioner Rapoza explained a Service Priority Level (SPL) workgroup was formed last year, made up primarily of case managers and workers in the field. He explained this workgroup will be reconvened with the addition of new members so that it is not just an internal, centralized office process, but one that allows for input across multiple people groups. Commissioner McEwen is interested in being included on the invitation to participate.

Mike also discussed natural supports which assist consumers in daily living activities. The goal is to move away from paid service life to an integrated service life that supplements natural supports from the member’s family. Commissioner Toler would like to get a better interpretation of natural supports. In his opinion, replacing natural supports with dependency on the State is not the goal or what is best for those we serve.

The live-in program is being phased out. Commissioner Rapoza explained that he is the lead for writing the rules for this. He appreciates any feedback as he writes it because he wants to consider all the angles. He anticipates the high needs consumers in the live-in program will need to have a high number of hours as they are phased out of the live-in program.

Commissioner McEwen voiced concern that consumers may not be able to hire enough workers to provide the level of care needed. Cheryl recommends that STEPS be brought into the
process so that consumers can have assistance in hiring multiple workers. Commissioner Rapoza believes the consumer may not want an additional person to come in, even knowing there is a cap. He expects current providers will become natural support for some of the care.

Cheryl explained that she has received multiple complaints from parents on the Developmental Disabilities side, because they do not want someone else coming in their home to care for their child, so they are asking for exceptions. Commissioner Rapoza believes a majority of live-ins will just accept the limitations of the cap. If someone has complex medical needs, it may be difficult to bring more providers in due to lack of availability in providers.

Commissioner Wentzell asked if the consumers had the right of appeal. Commissioner Rapoza will do some research about the right of appeal. He believes the rules say if there is a mass change in a program it is not subject to appeal. Commissioner Toler asked if a consumer really needs 24/7 care, will the reduction of care (with caps) force the consumer to an out-of-home placement. Mike does not believe that will happen because the commitment is to serve the individual in the setting of their choice.

**OHCC Subcommittee Review**

- Chair Lowe explained the hope of this review was to fill the committees and subcommittees if needed.

<table>
<thead>
<tr>
<th>Committee Name</th>
<th>Staff Member</th>
<th>Designated Representatives</th>
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<tbody>
<tr>
<td>Home Care Worker Training (4 designated from OHCC)</td>
<td>N/A</td>
<td>Mark King, Chair Marsha Wentzell Roxie Mayfield Joseph Lowe (observing)</td>
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<tr>
<td>Personal Support Worker Training (4 designated from OHCC)</td>
<td>Joan Medlen</td>
<td>Cynthia Owens, Chair Mark King</td>
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<tr>
<td>Developmental Disability and Mental Health Committee</td>
<td>Lindsay Vanderworker</td>
<td>Joseph Lowe Mark King Laurie VanZandt-Schwartz (observing)</td>
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Aging and People with Disabilities (APD), Governor’s Commission on Senior Services (GCSS), Area Agencies on Aging and Disability Services (O4AD), Oregon Disability Council (ODC), Community Advisory Councils (CAC), and Coordinated Care Organizations (CCO)

Commissioner Rapoza anticipates work on the electronic time capture system to begin early in July; he does not anticipate problems with it. There will be opportunities for involvement in the process during development and testing. He believes it will be rolled out in a year.

Commissioner Toler reported the board has expanded the capacity of an Executive Director job description. Elections were held: Rodney Shroder is outgoing chair; Peggy Gray is the elected chair; Commissioner Toler was elected chair-elect.

Q&A Staff Reports
Monthly Homecare Choice Program report was presented by Jenny Cokeley, Homecare Choice Program Manager.

The public hearing for the Homecare Choice Program rules was held May 17, 2016. She thanked Commissioner VanZandt and Commissioner Wetzel for attending. There was testimony by the Oregon Health Care Association and an in-home agency owner. Written comments about the rules were received her team is currently working on responses to the comments. The official marketing campaign launched in May. Video Ads are being played in the Medford/Eugene/Roseburg area and there are statewide digital ads. The program has been featured in
newspaper article, news, radio, and other websites. She asked everyone to please “like” the program on Facebook (Homecare Choice Program).

Printed copies of the Participant Manual are now available and the Provider Manual is in the graphic design phase. Resource sheets have been developed and printed on various topics for employers. She has been presenting information about the Homecare Choice Program in the community – senior center (50+), O4AD, SIL Quarterly meeting.

She asked what information Commissioners wanted her to present each month. Answers included:

- Participant testimony
- Feedback from providers on the time capture system
- Provider enrollment data
- Participant enrollment data

• Bi-Monthly Homecare Worker (HCW) Training:
  Cheryl Miller attended the HCW Training Meeting. 85 classes were held with a total attendance of 1,095. 974 were HCWs, 109 were Personal Support Workers (PSW), and less than 10 were consumers or other guests. More data will be provided in an electronic format in the future.

• Monthly Professional Development Certification (PDC):
  Roberta Lilly, OHCC Program Manager gave an overview of the PDC. She explained there will be required courses as outlined in the 2015-2019 Collective Bargaining Agreement (CBA).

  Joan Medlen, PSW Training Coordinator explained that a HCW can attend the course, but will not be paid the stipend. Classes previously taken by HCWs can be considered towards the PDC if they were completed after October 29, 2015. Workers will still have to pass the assessment to receive the credit.

  Cheryl discussed an issue with no-shows and noted HCWs were generally in support of the no-show rate (no more than 20%). Commissioner McEwen asked why there were no-shows. Cheryl replied it could be many reasons. HCWs may have an emergency, or forget due to poor time management.
Commissioner Toler asked about the assessments for the PDC. Cheryl explained the assessments are currently in development. Cheryl wants to be clear to the workforce. If a worker earns their PDC in December, their certification would be effective January 1st, however if their CPR/First Aid eligibility ended in December, they would not be able to receive the pay differential. Commissioner Rapoza explained if there is a rate-update, it would have to be in place six business days before the voucher goes out.

Commissioner Wentzell recommended a test run of assessments. Cheryl is concerned about capacity and would like the courses to be offered in other languages. The idea of having regional trainers as an option for assessments was discussed. Commissioner Rapoza mentioned the Go-To Meetings could be held in local offices.

Commissioner McEwen asked if PDC information could be forwarded to the Governor’s Commission on Senior Services (GCSS), Oregon Disabilities Commission (ODC), and the Council of Office of Developmental Disability Services (ODDS). Cheryl will forward it as requested. Cheryl asked the Commission to send any trainers they know to Roberta.

Commissioner McEwen moved to approve the PDC. Commissioner Wentzell seconded. Motion carried.

- Monthly Traditional Health Worker (THW) Commission:
  Roxanne McAnally, Traditional Health Worker (THW) Coordinator gave an update on the THW Commission. She reports that the Office of Equity and Inclusion (OHA) continues to interview to fill the staff position that supports the Commission. There are still Commission seats that need to be filled. She noted that the labor position was filled by AFSCME. Roxanne was concerned that SEIU never put up a candidate to fill Jean Yamamoto’s seat which has remained empty since early 2015.
  Roxanne asked the OHCC Commissioners if she was correct in voicing concern with THW Commissioners about their project regarding a Fact Sheet on who makes a good THW Supervisor.
Roxanne felt that this is beyond the scope of the THW Commission. The OHCC Commissioners agreed with Roxanne that the Fact Sheet should be written from the point of view that Supervisor requirements are a consideration, rather than a directive.

The Rules Advisory Committee continue work on integrating oral health prevention into required curriculum. Decisions remain if the oral health training will be added to the competency requirements or if it will be treated as a mandatory continuing education module.

- **Monthly Enhanced/Exceptional Training Certification:**
  Joan Medlen, PSW Training Coordinator reported continuing work with the Children’s Intensive In-Home Services (CIIS) PSW Transition cohort. 69 PSWs are in this cohort. The CIIS PSWs are working for families whose child is, or has turned 18 and the hope is to assist them so their rate of pay will be similar to what they have been earning in the CIIS program. Those who have passed the Readiness Assessment will be offered two courses in June/July or August/September. There were no comments or questions related to this staff report.

- **Monthly OHCC Budget:**
  Tatia Halleman, Homecare Choice Program Fiscal Analyst, reported a draft budget. She explained it is not final because the Aging and People with Disabilities (APD) office has not reviewed it due to workload issues. She explained we are currently under budget for many budget items. Commissioner McEwen asked if the budget could be cut as a result. Tatia answered yes.

- **Monthly Steps Consultant and Steps Specialist:**
  Suzanne Huffman, reported an average of 200 consumers served each month. There were no comments or questions related to this staff report.
Worker’s Classification – Workforce Development Update
Cheryl Miller, Executive Director explained the GIS Analyst, Christopher Rowlette has completed the HCW data and he is waiting to hear back on the PSW data. She explained that Lilia Teninty, ODDS Director asked that we use Employer of Record (EOR) data by county and zip code.

She also discussed the Universal Provider Number meeting that was held and is working to move the process forward. There are complex IT and coding challenges. There were no comments or questions related to this staff report.

Executive Director’s Report
Cheryl Miller, Executive Director briefly recapped her May Activities.
• Met with Tina Treasure, Director of State Independent Living Council.
• Her work continues with labor relations, the Department of Justice and others on Grievances filed by the Unions.
• Met with Lilia Teninty, ODDS Director in a monthly one-on-one.
• Attended weekly Tuesday APD Meetings.
• Initial meeting to discuss Universal Provider Numbers with Debbie Satterfield, Provider Relations Manager.
• Workforce Subcommittee and Committee monthly meeting was held.
• Joint Issues Committee monthly meeting was held. She explained these meetings are a platform to discuss pressing issues not related to Collective Bargaining Agreement issues.
• Numerous conversations with ODDS, SEIU and Department of Human Services (DHS) labor relations to discuss the new PSW requirements and eXPRS Orientations. A fact sheet was written and approved and it will be disseminated.
• Met with Deb Satterfield and Chris Ellis to provide Registry overview.
• BOLI meetings were held.
• Marketing meetings with Pac-West for PSW workforce development. She would like to recruit younger workers, refugees with prior medical experience and 2\textsuperscript{nd} career workers to shore up this workforce.
• Met with FLSA bargaining.
• Met with Oregon Health Authority (OHA) regarding PC20 Program. The goal is to reach out to Mental Health PSW Providers. She noted the difficulty in breaking into community Mental Health Programs, especially in the Metro area.
• A Paydate Grievance Step One meeting was held. The processing date language is the issue of this grievance.
• Attended an APD Program and Field Manager meeting to discuss offering orientations in other languages.

\textbf{Adjournment}
Meeting was adjourned at 1:32 p.m. The next meeting will be held on July 7, 2016 in Salem, Oregon.

\textbf{Attachments:}
• OHCC June 2, 2016 Agenda
• OHCC May 5, 2016 Minutes
• June 2016 Reports