MEETING MINUTES

November 5, 2015

Commissioners Present | Commissioners Absent | Others Present
---|---|---
Ruth McEwen | Laurie Schwartz-VanZandt | Glenna Hayes
Mark King | Cal Labbe | 
Kylie Milne (phone) | Mike McCormick | 
Joseph Lowe | Christine Stone | 
Roxie Mayfield (phone) | Dave Toler | 
Mat Rapoza | Roxanne Tolva | 

Staff Present | Staff Absent
---|---
Jenny Cokeley | Kelly Rosenau
Bob Costa | 
Suzanne Huffman | 
Nancy Janes | 
Roxanne McAnally | 
Ron McGhee | 
Joan Medlen | 
Cheryl Miller | 
Lindsay Vanderworker | 

**Meeting called to Order**
- The meeting was called to order at 10:13 a.m. Introductions were made by all in attendance.

**Adoption of Agenda**
- Mark King **moved** to adopt the October agenda which combined Workforce Development Update with Executive Director’s Report, and added O4AD Update. Ruth McEwen **seconded. Motion carried.**

**Approval of Minutes**
- After appreciating the thoroughness, Ruth McEwen **moved** to adopt the October minutes as written. Mark King **seconded. Motion carried.**

**Announcements**
Cheryl Miller, Executive Director, Oregon Home Care Commission (OHCC) announced:
- Mark King’s birthday is November 6, 2015.
• Dave Toler and Marsha Wentzell will be testifying before a confirmation hearing.
• Charisy Spencer, the new HCW Training Coordinator, will start November 19, 2015.

Public Testimony
• There was no public testimony.

O4AD Update
Dave Toler, Director, Rogue Valley Council of Governments (RVCOG), reported:
• The HCW shortages in some areas are frequently discussed during O4AD director meetings.
  o The two areas are Washington County and Eastern Oregon.
  o Cheryl Miller asked Dave to inform his Eastern Oregon partners that the Workforce Development team will be in Hermiston, Pendleton, and Milton-Freewater November 16-18, 2015.
• Funding report post-Legislative session:
  o Oregon Project Independence (OPI) received slightly less funding than the 2013-2015 Biennium.
    ▪ Note that 2013-2015 Biennium funding doubled from the 2011-2013 Biennium, which was received mid-way through the biennium.
    ▪ There are consumers on the waitlist.
    ▪ OPI Pilot Program for people with disabilities maintained its level.
  o Aging and Disability Resource Connection (ADRC) had funding changed.
    ▪ Gatekeeper funding was completely eliminated.
      • Most ADRC’s are continuing the program, but at reduced levels.
      • If there is no funding next biennium, the program will probably be eliminated.
    ▪ All ADRC’s are open to the public throughout the state.
Recent HCW Communications
Mat Rapoza, APD Policy Analyst, reported recent communications sent to HCWs:

- A letter, with calendar, was sent regarding changes to the payment cycle process.
  - All HCWs will be paid twice a month.
  - HCWs will have three business days to submit vouchers for payment.
  - Field offices have eight business days to process payments.
  - Checks, or direct deposits, will be sent out on the 11th business day.
- A letter was sent regarding how paid time off (PTO) is being distributed.
  - As of November 1, all paid time off is being managed by the Homecare Worker Trust.
  - HCWs, except live-in HCWs, will not be able to utilize any PTO right now.
    - Any PTO accrued will be cashed out December 15, 2015.
- A letter will be sent out soon regarding the change on how vouchers are going to look beginning January 1, 2016.
  - The new voucher is being field tested.
  - Mat went to the Oregon City APD office and received a lot of feedback that he relayed to APD management.
  - Extensive training needs to happen for local office staff, HCWs, and consumers.

Aging and People with Disabilities (APD) Update
Mike McCormick, APD Director, reported:

- Follow-up from last month’s testimonies regarding paying HCW’s to provide services to their employers while in the hospital.
  - Testimonies were compelling and made an impact.
  - There has been one discussion with Oregon Health Authority (OHA) management.
  - This discussion will not move quickly.
• He thanked all commissioners and visitors for sharing their testimonies.
• Department of Labor (DOL) regulations will stay.
  o Live-in changes (criteria) have begun to be implemented.
  o Will release the Request for Proposals (RFPs) for the electronic time-keeping system.
    ▪ This will be about two years before implementation because it will need to communicate with three different systems currently in place.
• The Sustainability Study contract was awarded to the Lewin Group.
  ▪ They have begun working with historical data from the Long Term Care (LTC) Program.
    • This includes the APD program and the Intellectual/ Developmental Disabilities Programs.
  ▪ They must report back to the Legislature February 2016.
  ▪ Due to the scope of the work and the timeline involved, there will not be much stakeholder engagement.
• Legislative Days are November 16-18, 2015.
  ▪ APD does not have any official business for committees.
  ▪ Engaging legislators more in options for the next legislative session.
• Clyde Saiki is the new interim DHS director.

**Traditional Health Worker (THW) Commission Report**
Roxanne McAnally, THW Coordinator, reported:
• Subcommittees:
  o Reviewing how to supervise Community Health Workers (CHWs).
    ▪ Concerned that rules may be written that supervisors must also be CHWs.
Two new Peer Support Specialist (PSS) programs were approved.
Four sub-specialty types for Peer Support Workers have been added.

- Committees:
  - Six commission seats open.
  - The limited duration administrative position will soon end. It is unknown what will happen.
  - Currently, the Oregon Administrative Rules (OARs) are open due to legislation.
  - Need to set parallel process between OHA and OHCC certification authorities.
  - CHW curriculum is closer to 96 training hours.
  - OHA Registry is trying to mimic the OHCC Registry.

- The next THW Commission meeting is scheduled for November 23, 2015 1:00-4:00 p.m.; however, it may be canceled due to holidays.

**Q&A Staff Reports**

- Lindsay Vanderworker, Developmental Disability/Mental Health (DD/MH) Committee Coordinator, reported that a motion has been moved forward to the Commission regarding paying Personal Support Workers (PSWs) Substance Abuse Awareness stipends.
  - Mark King **moved** to pay PSWs stipends for the Substance Abuse Awareness class. Mat Rapoza **seconded**. The **motion passed**.

- Lindsay announced that Rachel Simpson is the new chair for the DD/MH Committee.
  - She is a self-advocate who has attended for nine months.

**Enhanced/ Exceptional Worker Update**

Joan Medlen, PSW Training Coordinator, reported:

- The Enhanced PSW course is about halfway completed.
- The Readiness Assessment and Application was open from August 17-October 6, 2015.
  - 40 PSWs enrolling in Readiness Assessment online.
28 PSWs completed the assessment.
7 PSWs applied.
5 PSWs enrolled.
  - From McMinnville, Portland, Milwaukie, and Culver.
  - PSWs provide support to a wide range of individuals from young children to a senior.

This time was separate from HCW assessments.
  - Comments about how heavily the assessment relies on medical information and not behavioral information.
  - There needs to be some more courses developed specifically for PSWs.

Oregon Developmental Disabilities Services (ODDS) has defined what skills they want Enhanced PSWs to have when they finish the course.
  - Due to this information, an instructor wrote a basic medical course.
    - This was covered over two days.
  - There was also two days of person-centered thinking.

Three of the participants are continuing on to take the Exceptional PSW course.
  - The other two will not participate since it will not benefit the person(s) they support.

The Exceptional course will have one class on January 15, 2016.

After the course is completed, Joan will meet with ODDS management to ensure she has everything in the course that is necessary.

The next Readiness Assessment will be open longer and marketed better, and the courses will start sometime between February and June 2016.

**Department of Justice (DOJ) Fraud Prevention/ Consumer Protection**

Ellen Klem, Director Consumer Outreach and Education for the Oregon Attorney General, presented:

- Free materials passed out included (available online):
  - *Wise Giving Guide* brochure
o Top Ten Consumer Tips to Protect You and Your Family brochure
  o Six Signs it is a Scam flyer
  o These handouts are written “age friendly.”
  o There is a blank space on back of the two brochures: organizations may put their contact information.
• Works closely with the Financial Fraud Protection Section.
  o Does not receive any tax payer dollars.
    ▪ They are all collected from perpetrators.
• Anyone who wants free materials may contact Ellen.
• Wise Giving Guide brochure
  o Has 10 tips for giving
  o Oregon requires charities to become licensed to collect in our state.
  o There are charities that spend less than 10% to the cause.
  o National organizations must register in Oregon if they are soliciting in this state.
  o If charities spend less than 30% to the cause, they are required to tell potential donors written and verbally that they cannot take a state tax deduction.
  o Pay attention to potential fraudulent mailers.
• Top Ten Consumer Tips to Protect You and Your Family
  o Most popular handout
  o Really great resource
  o Website: oregonconsumer.gov
    ▪ Consumers can go to this website to find out if a company has received complaints, and how those were addressed.
    ▪ Connects to other websites such as the Contractor’s Board.
• Six Signs it is a Scam
  o Scammers contact you “Out of the Blue”
    ▪ “Grandparent Scam”
    ▪ “IRS Scam”
    ▪ “Contractor Repair Scam”
    ▪ “Microsoft/Apple Scam”
  o Scammers claim there is an “Emergency”
“They are in jail, in the hospital...”
“You owe money, we’re coming to arrest you, and the sheriff is on his way.”
“Wanted to remote into computer to fix it.”
Not typically contacted through a letter.

- Scammers ask for your personal information
  - “Need email address.”
  - Don’t need to carry Medicare cards to an established doctor’s visit.
  - Don’t be afraid to ask people why they need the information.
- Scammers want you to wire money
  - If you hear the phrase wire money, prepaid debit card, etc. do not do it.
- Scammers tell you to keep it “Secret”
  - They don’t want you to tell your friends and family because they want to revictimize you.
- Scammers make it sound too good to be true
- Anybody can fall victim to one of these scams.
- Everybody has a vulnerability.

**Homecare Worker Benefit Trust**
Cal Labbe, Director Homecare Worker Benefits Trust, reported:
- She shared a story about a participant who is excited to received dental, vision, and Employee Assistance Program (EAP) benefits.
- There are approximately 18,800 participants enrolled in dental, vision, and EAP.
- Numbers are maintaining with 7,190 on the Oregon Health Plan (OHP).
- Approximately, 5,500 participants are taking advantage of other health plans.
- An additional 1,000 are enrolled in the Medicare benefits.
- There was a significant jump in enrollment between September and October thanks to data work done to get contact information.
- Outreach efforts during open enrollment are currently underway.
• Updates for 2016:
  o Ameritas will provide hearing materials and Lasik reimbursements.
  o Medicaid participants will only have to submit their Part B one time if there are no changes.
• The Trust has launched the PTO program for live-in HCWs.
  o Nearly 2,000 workers supported.
  o The biggest change will be for hourly HCWs in how the PTO accrues.
  o In February HCWs will get 50% cash-out; 50% rollover.
  o This is a taxable benefit; therefore, HCWs will receive a 1099 if they receive more than $600 in benefits.
  o The way that the PTO is determined is to review monthly each HCW’s hours worked/gross pay.
  o The minimum PTO request is four hours with one hour blocks of time after that.
  o PTO is no longer part of the Collective Bargaining Agreement (CBA).
    ▪ The only mention of PTO in the CBA states that workers are required to inform the consumer-employers and local office staff to find a replacement.

**Homecare Choice Program**

Jenny Cokeley, Homecare Choice Coordinator, reported:
• The fiscal intermediary’s Homecare Choice Program web portal is live.
• The draft Participant Manual will be sent to publishing and design unit for editing.
• Josh Mellon, Home Care Choice Specialist, has taken Options Counseling training and will be able to provide those services to consumers.
• Draft temporary OAR’s were sent to stakeholders and Commissioners for comment. Some revisions are being made and then they will be sent to the Commission for review/ approval. OHCC will convene a formal Rule Advisory Committee (RAC) before permanent rules are filed. If any commissioners are interested, please let Jenny know.
• The Homecare Choice Program online orientations and readiness assessment is available.
• The provider enrollment agreement has been finalized. The participant enrollment agreement will be finalized soon.
• There is progress for the Homecare Choice Program Registry.
• The Homecare Choice service rate is $22.12 per hour.

Community Advisory Councils/Coordinated Care Organizations Updates
There were no updates to report.

Workforce Development/Executive Director Report
Cheryl Miller reported:

Workforce Development Report
• The Workers’ Classification Workforce Development Committee reviewed the worker classification report.
  ▪ Currently working with Publications to make it more professional.
  ▪ Hope to deliver it to Mike McCormick by November 11 for review, and then deliver to the Legislature by November 13.
• The next report due (December 1, 2015) is feasibility of implementing a universal provider number and online application through the Registry. (Senate Bill 774)
  o Met with OIS-ITBSU staff to learn if this was possible.
  o Also met with OHA, APD, and ODDS provider relations units to learn what challenges might happen when implementing this project.
  o Identified every external and internal stakeholder that should be involved in this process.
  o These groups could only provide a high level scope of what it would take to implement this project.
• Josh and Cheryl attended a retreat for independent living providers for youth who are transitioning out foster care.
• Cheryl, Josh, Lindsay, and Ray Miller held an event in The Dalles.
Executive Director Report

- **October 2**
  - PTO Policy meeting
  - HCW Training Coordinator interviews
- **October 6**
  - Met with Mohammad Bader, Multnomah County CDDP, to discuss PSW orientations
  - Met with APD/DD Business Change Request Workgroup
  - Met with Roberta Dunn (FACT), Suzanne, and Lindsay
- **October 7**
  - Workforce Development conference call
  - Conference call with Providence Elder Place-Homecare Choice
- **October 8**
  - HCW Training Coordinator second interviews
- **October 9**
  - Attended ORCHWA Conference with Roxanne
- **October 12**
  - Attended a Grievance meeting
  - Attended a MMIS-CTMS Demo/Provider Record Storage
- **October 13**
  - Attended APD Management Team meetings
  - Attended DOJ meeting with Labor Representative
- **October 14**
  - Met with SAIF and DHS to receive dividend check
  - Met with Multnomah County-Community Developmental Disability Program to review the PSW New Worker Orientation – Joan and Lindsay attended the meeting too.
- **October 15**
  - Teleconference meeting with Peggy Powell with PHI.
  - Attended eXPRS training meeting
  - Attended PSW complaint process meeting
  - Attended differential requirements meeting
- **October 19**
  - Planning meeting for The Dalles recruitment event
- **October 20**
  - Attended PSW Grievance meeting
November 5, 2015

OHCC Meeting Minutes

- October 21
  - Attended the Worker Classification—Workforce Development Committee meeting
- October 26
  - Attended the ODDS CBA Implementation Workgroup meeting
  - Attended the APD/OLRO/OAAPI Monthly Joint Manager meeting
- October 27
  - Met with Publications to discuss OHCC and Homecare Choice branding for marketing and promotion
- Attended the Independent Living Program Provider Retreat
- October 28
  - Met with the Government Accountability Office Study on Medicaid PCS
- October 30
  - Attended lunch meeting with Tina Treasure, Director State Independent Living Council

Adjournment
Meeting was adjourned at 2:08 p.m. The next meeting will be held on December 3, 2015 in Salem, Oregon.

Attachments:
- OHCC November 5, 2015 Agenda
- OHCC October 1, 2015 Minutes
- November 2015 Reports