



Joint Issues Committee Meeting Summary

Wednesday, February 19, 2020 – 3:00 PM to 4:00 PM

Attendance		
Committee Members	Organization	In-Person/By Phone
Joe Espinoza	APD	Phone
Melanie Ewell	OHCC	In-person
Ruth Geislinger	Consumer	In-person
Hani Ghamrawi	OHCC	In-person
Zina Lerma	APD PRU	In-person
Traci Lerner	APD	In-person
Roberta Lilly	OHCC	In-person
Cheryl Miller	OHCC	In-person
Sonja Reagan	SEIU	In-person
Shelly Reed	ODDS	In-person
Maxime Rene	SEIU	Phone
Nancy Sodeman	OHCC	In-person
Patrick Van Orden	OHCC	In-person
Penny VanSanten	SEIU	In-person
Marsha Wentzell	OHCC Commissioner	Phone
Joy'e Willman	SEIU	In-person

Agenda Item	Presenter/Facilitator
Introductions	Cheryl Miller, OHCC
Training Stipends	Penny VanSanten, SEIU MRC
eXPRS Technical Assistance	Cheryl Miller, OHCC

Meeting Summary

1) Introductions:

Cheryl Miller, Oregon Home Care Commission (OHCC) Executive Director, opened the meeting at 3:00 PM and introductions were shared. Cheryl reviewed the purpose and guidelines for the meeting.

2) Training Stipends:

Penny VanSanten shared that workers are being told in orientations and training classes that stipend checks take between 4-6 weeks to arrive. Since it is taking longer than that currently, Penny asked if trainers could be instructed to change that message to 6-12 weeks.

Roberta Lilly, OHCC Training and Registry Manager, responded that she would advise trainers to revise the stipend timeline they quote in classes.

Cheryl shared that towards the end of 2019, the Office of Financial Services (OFS) was inundated and had a subsequent slowdown in processing times. Cheryl and Roberta shared several other factors that may increase the time it takes for a worker to receive a stipend:

- Worker is not signed up for direct deposit for stipends. It was noted that direct deposit for stipends **requires a different form** than direct deposit for paychecks. Direct deposit forms for stipends are available in classes and online. A voided check or letter from the worker's financial institution on their letterhead confirming the account and routing information must be attached to the form.
- A change in a worker's financial institution.
- Any kind of money that is owed to the State.
- Name changes.
- Address changes not reported.
- Whether it is the first stipend a worker is receiving. For the first stipend, OFS must build a profile and the Department of Revenue is also involved, so it takes longer.

Roberta added that the Training Unit tries to expedite the process by requesting trainers to send the class list to OHCC as soon as possible so the verification process can begin before all the other paperwork is received.

Penny said she would share with workers that a separate direct deposit form is needed for stipends.

OHCC Commissioner Marsha Wentzell stated that she believes there is a lack of knowledge amongst workers about the need to fill out a second direct deposit form for stipends. She also expressed the need to be up to date with stipends before Senate Bill 1534 is enacted.

Cheryl commented that it has not yet been determined if OHCC will be processing stipends for the mandatory training.

Penny asked what the best way is for a worker to check the status of their stipend payment. Roberta responded that either a phone call or email works. The following information is needed if they leave a message – name, provider number, and class name. The follow-up begins at OHCC and, if further investigation is needed, OHCC will contact OFS.

Penny asked how long OFS has to process the stipend requests once OHCC submits them. The answer was 45 days.

OHCC's extensive stipend processing procedures were explained. The Training Unit processes stipends for approximately 1,500 workers per month. Cheryl added that the two new Public Service Representative positions will be cross trained to help with the process.

3) New Topic – Tax Withholdings (not on agenda)

Max Rene, SEIU MRC, stated that he has received several calls from concerned workers who noticed on their W-2s that no federal taxes had been withheld. Cheryl and Penny said that can be dependent on a variety of factors. Cheryl answered that workers should confirm with their local office how many deductions they listed on their W-4. Homecare Workers can also contact the OHCC Customer Relations Unit at OHCC.CustomerRelations@dhsosha.state.or.us for assistance. Personal Support Workers can contact PPL and then follow up with OHCC and the Provider Relations Unit.

4) eXPRS Technical Assistance

Penny shared that workers are getting error messages over the last couple of weeks when trying to sign into eXPRS. Cheryl shared a document from their website entitled, "How to Request eXPRS Technical Assistance." The document outlines the necessary steps to submit a help request.

Cheryl and Shelly Reed encouraged people to request help the day it happens so technicians can more easily pinpoint the issue. Submitting a ticket request is also important as it allows technicians to see patterns of issues and allows them to track

requests. Cheryl said she would send links out for the eXPRS e-mailbox and eXPRS Facebook page where technical issue notifications are posted.

Cheryl asked Joy'e to let OHCC know how the eXPRS technical assistance request works out.

5) New Topic – Independence Northwest (not on agenda)

Joy'e expressed a concern that she was told by two different agents from Independence Northwest that they are looking for personal support workers from agencies first because the "best workers" are capped out at 40 hours.

Meeting adjourned at 3:53 PM.

Assignment Tracker			
<i>Topic</i>	<i>Owner</i>	<i>Assigned Date</i>	<i>Due Date</i>
Communicate stipend timeline with instructors.	Roberta	2/19/2020	3/18/2020
Future Agenda Topics			

Next meeting:
Wednesday, February 19, 2020 ~ 3:00 to 4:00 pm
550 Capitol St NE, Salem, Oregon 97301