



Joint Issues Committee Meeting Summary

Wednesday, March 18, 2020 – 3:00 PM to 4:00 PM

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

Agenda Item	Presenter/Facilitator
Introductions	Cheryl Miller, OHCC
OHCC Health & Safety web page & COVID-19 Fact Sheet	Cheryl Miller, OHCC
HCW/PSW FAQ communication – vouchers-secure email – overtime – LOA review	Joe Espinoza, DHS & Cheryl Miller
Questions	Penny VanSanten

Meeting Summary

1) Introductions

Cheryl Miller, Oregon Home Care Commission (OHCC) Executive Director, opened the Skype meeting at 3:02 PM and introductions were shared. Cheryl reviewed the purpose and guidelines for the meeting.

2) OHCC Health & Safety Web Page/ COVID-19 Fact Sheet/ LOA Review:

Cheryl and Joe Espinoza reported that a temporary COVID-19 Letter of Agreement (LOA) was signed with SEIU late last night. A Frequently Asked Questions document is being developed for workers, and communication with local offices is being prepared and vetted through the communication protocol currently in place. Cheryl explained that the thorough communication protocol is in place to ensure accurate and timely information is shared.

It will address questions regarding topics such as:

- Overtime – APD is in the process of overtime approval for consumers affected by COVID-19 during the emergency declaration period. Penny VanSanten asked if workers will need evidence that the OT was linked to COVID-19. Cheryl answered that those details will be determined between the worker and case manager and kept at the local level.
- Work Authorization – Case Managers can send authorization via secure email to workers.
- Submitting Vouchers – PSWs/HCWS can submit vouchers via secure email. Penny stated that several workers reported that offices are not giving out a secure email. Joe and Cheryl responded that the LOA wasn't signed until last night, so workers will receive secure emails now. The communication transmittal is being developed right now.
- Losing Provider Number - Workers will not lose their number due to issues stemming from exposure to COVID-19.
- Missing Consumer Signature – a one-time waiver for a missing consumer signature on a voucher or timesheet due to COVID-19 will be available. The worker should talk with their case manager.
- Personal Protective Equipment (PPE) – the 20-day wait period is waived for PPE requests.

Penny and Max Rene asked if there's a document they can share with workers. Cheryl stated that after communication has been reviewed and approved through the current protocol, it will be shared with the Union. It is a priority to get accurate, thorough information out to workers and the local offices.

Cheryl noted there is a clickable banner at the top of the OHCC website home page that will take individuals directly to the Health & Safety page where they can find COVID-19 information.

3) Trainings and Orientations:

Cheryl reported that, in keeping with the Governor's call for social distancing, OHCC canceled in-person orientations and trainings through the end of April. Workers who were signed up for classes through April 30, 2020 have been notified by phone/email and will receive another follow-up email. The Training Unit is also working on setting-up webinar-style online training that will allow up to 200 individuals to participate at the same time. One of the first trainings offered will be Preventing Disease Transmission. She added that there are currently three classes already available online – Working Together, Keeping It Professional, and Helping Caregivers Fight Fraud and Abuse. PSW orientation is also available online. Cheryl emphasized that OHCC wants to make sure workers have been well communicated with and know their options.

OHCC is working with the Business Operations and Technology Supports (BOTS) unit to extend certifications so workers who need to recertify will not lose their rate of pay.

The OHCC website has been updated and workers receive notification when they sign-in into the Registry that classes are canceled. Notifications are also posted on OHCC's Facebook page. Cheryl will send shareable links to the committee members for the Health & Safety page as well as the agenda from today's meeting.

3) Questions:

- If offices close, how will workers get protective gear? Cheryl stated that offices are not closing at this time. Joe added that many employees are being issued gear to work from home, so that may be where some of this information is coming from. He added that there is a shortage of supplies statewide and DHS and the State are working as hard as possible to get supplies.
- If a consumer is symptomatic, what is the procedure a worker needs to follow? Cheryl said that the policy is being worked on right now. Initial communication is that workers should talk with the consumer and call the case manager to discuss it with them. Max asked if it is sufficient to leave the case manager a voicemail message. Cheryl replied that they should ask to speak with the worker of the day because we want to ensure that a consumer is not left without services and supports. Cheryl said she would pass on the information that some workers are having a hard time reaching case managers.
- Terry Haydon commented that he was told the St. Helen's office was shut down. Cheryl asked Terry to communicate that to OHCC's Customer Relations Unit.

- Joy'e Willman asked if vouchers can continue to be dropped at local office drop boxes. Cheryl responded that they can be submitted via #secure# email, at drop boxes, or via US mail.
- Max asked about limited amounts of masks and gloves for workers. Personal protective equipment is difficult to find, so it is possible that the office is portioning out their supply to make sure they have enough for all workers.
- Joe, Shelly and Cheryl shared thoughts about the current COVID-19 situation. As rumors spread, we all need to work together to stop those rumors. If there are questions or confusion, please call OHCC to validate or clarify information to help ease panic. We all also need to pull together to show sensitivity, respect, and patience to those around us and maintain confidentiality.
- Penny asked who they should direct questions to for a quick answer during this time. Cheryl said that questions should be sent to the Customer Relations Unit email box at OHCC.CustomerRelations@dhsosha.state.or.us. Hani Ghamrawi will triage those messages and a response will be sent out.
- Zina Lerma, APD Provider Relations Unit Manager, let the committee know that a resolution is being worked on for where people can go to get fingerprinting completed safely.

Meeting adjourned at 3:46 PM.

Assignment Tracker			
<i>Topic</i>	<i>Owner</i>	<i>Assigned Date</i>	<i>Due Date</i>
Send agenda and website links to committee.	Cheryl	3/18/2020	4/15/2020
Share communication re. instances of case managers not returning calls.	Cheryl	3/18/2020	4/15/2020
Future Agenda Topics			

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