



Oregon Home Care Commission (OHCC)
Meeting Minutes
 August 5, 2021

Members Present:	Ruth McEwen (Chair), Paul Johnson, Marsha Wentzell
Members Absent:	Mark King, Randi Moore, Mike Volpe
Others:	Joseph Lowe, Mike McCormick, Judith Richards
Staff:	Cheryl Miller, Roberta Lilly, Nancy Janes, Massarra Eiwaz-Ransom, Jenny Cokeley, Miguel Cordova, Andrea Kempel, Kelly Rosenau, Heidi Alasio

Meeting Called to Order

The meeting was called to order at 10:05 AM by Chairperson McEwen.

Introductions

Introductions were made.

Adoption of Agenda

Due to lack of quorum, the agenda could not be adopted.

Approval of Minutes

Due to a lack of quorum, the July could not be approved.

Announcements

There were no announcements.

Public Testimony

There was no public testimony.

OHCC Budget Update

Cheryl Miller, OHCC Executive Director, presented the June 2021 budget report, which covers 24 months out of the 19-21 Biennium budget or 100%.

- The Total Budget is \$9,043,558
- Total General Fund (GF) and Other Funds (OF) expended = \$5,298,131 (95.46%)
- Total Federal Funds (FF) expended = \$799,381 (23.96%)
- Total Expenditures to Date = \$6,097,512 (67.42%)
- Projected Savings GF & OF = \$409,106

OHCC ADMIN BUDGET – the largest portion of the budget which includes OHCC staff salaries and wages:

- Total GF and OF expended = \$4,963,368 (91.01%)
- Total FF expended = \$673,492 (21.27%)

- Total Expenditures to Date = \$5,636,860 (65.39%)

OHCC Admin Units – Breakdown of the Admin budget referenced above.

The admin units consist of:

- **Administration** - \$3,472,807 in expenditures to date (62.35%)
- **Homecare Worker (HCW) Training** - \$75,365 in expenditures to date (40.30%)
- **Employer Resource Connection (ERC) HCW** - \$1,102,728 in expenditures to date (159.17%)
- **HCW Registry (Federal Funds [FF]) Match** - \$82,059 in expenditures to date (315.61%)
- **HCC Commissioners** - \$6,046 in expenditures to date (59.72%)
- **Workforce Development** - \$97,855 in expenditures to date (65.67%)

PERSONAL SUPPORT WORKER (PSW) – DEVELOPMENTAL DISABILITY (DD)/MENTAL HEALTH (MH) BUDGET

The total expended to date is \$89,209 out of the \$279,800 budget. The PSW – DD/MH units consist of:

- **PSW Training** - \$52,543 in expenditures to date (140.87%)
- **ERC for PSW** - \$241,207 in expenditures to date (99.67%)
- **DD/MH Committee** - \$989 in expenditures to date (197.80%)

TRADITIONAL HEALTH WORKERS (THW) BUDGET

The total expended to date is \$10,623 out of the \$6,000 budget.

- **Training** – \$10,623 in expenditures to date (236.06%)
- **Committee** – 0%

ENHANCED AND EXCEPTIONAL WORKERS BUDGET

The Enhanced and Exceptional Workers budget has \$155,290 in expenditures to date, a burn rate of 112.86%.

TRAINING STIPENDS

The total expended to date is \$631,536. That amount consists of expenditures in the following units:

- PSW – DD \$117,538 in expenditures to date (65.30%)
- PSW – MH \$1,619 in expenditures to date (16.19%)
- HCW \$512,378 in expenditures to date (56.93%)

TRAINING REVENUE TO DATE - \$80

The revenue amount remains unchanged.

Costs for in-person training per capita versus a web-based training or on-demand modules vary greatly. In person trainings are at a higher cost, since we pay for the venue, travel for the instructor including, mileage, lodging and per diem rates, at times. Webinars are more economical, but our focus is not on expense. We have people who prefer in-person courses, and we will continue to provide trainings in multiple modalities. We also pay for printed materials and mailing. We have limits on the number of students for in-person trainings based on venue and capacity.

Disability Services Advisory Council (DSAC)

Joseph Lowe, Policy Analyst 1, reported on the following:

- The DSACs Staff Support participants decided to include advocates in their June Quarterly meeting. The next DSAC Staff Support Quarterly meeting will be in October.
- All DSACs will continue holding meetings remotely until further notice.
- Recruitment is a struggle for all DSACs, so DSACs. He is considering offering all districts the opportunity to host virtual recruitment events.
- Oregon Disabilities Council (ODC) is holding their commission and executive meetings remotely.
- The American Disabilities Act (ADA) Celebration was a great success.
- Joseph became a member of Oregon Department of Transportation (ODOT)'s Public Transportation Advisory Council (PTAC) in July. He will be added to the Americans with Disabilities Act (ADA) Workgroup, also.
- Joseph will check in with the Executive Appointment's Office regarding Mark King's re-application. Cheryl will send him information.

Ageing and People with Disabilities (APD) Update-Mike McCormick, APD Director

Recap of Legislative Session

The legislature fully funded all our existing programs. We have many new positions based on a workload model measurement, and APD will focus on new Adult Protective Service Workers. Previous reductions were restored, and nursing facilities were rebased with a temporary rate increase. We need to increase the professionalism of the direct care workforce through pay increases and benefits.

Homecare Workers

- Significant bargaining pot for homecare workers
- Wages for homecare workers will increase
- COLAs and retro hazard pay for homecare workers
- Additional funding to Carewell for their benefits

Program Enhancements

Oregon Project Independence (OPI) expansion project will increase the number of Oregonians who receive OPI services. OPI services are at a lower cost, which will save. The goal is to save Medicaid money in the long term. Furthermore, a Family Caregiver Support Program was authorized to support family caregivers. Senate Bill (SB) 800 passed and will cover APD/DD. SB 800 will provide access to health insurance for residential care facilities through a health insurance pool to which employers contribute.

Other Programs Funded:

- Online infection prevention training
- New services for deaf/blind individuals
- Elimination of pay-in/client liability for in-home service consumers will allow more people to live in their own homes
- Community engagement for in-home consumers
- Housing navigator program
- Enhanced Money Management program
- \$2 million dollars - Crisis funding for consumers to address unexpected situations, such as replacing a water pump, which will allow the person to continue living at home.

Regulatory Enhancements

- Online infection prevention and control training
- Capital improvements to buildings, emergency backup systems and HVAC improvements.
- Six new liaison positions for Long Term Care facilities will assist with trainings and infection control. Funds Community Abuse Determination Project-As an example, all Adult Protective Services (APS) reports will come to a central location as final draft. The APS team will review and finalize and issue the report to the perpetrator who may appeal and will be provided due process. A final determination will follow.

Equity Advancement

- We received \$3 million dollars, \$2 million of which will provide service equity in the long-term care system. Over the next two months, we will reach out to the community to let them know of the available funds.
- Performance metrics will be implemented for the Program for All-Inclusive Care for the Elderly (PACE) and Area Agencies on Aging (AAAs) when they achieve

equity goals. This will serve as pay for performance incentives when targets are achieved.

- We received \$500,000 for equity training for all provider communities receiving APD services.
- Increased funding for wages and benefits is an equity initiative, as people of color are over-represented in this workforce.
- Eliminating pay-in for in-home consumers also has an equity component, since the current policy perpetuates a cycle of poverty. This will help to alleviate the problem.

Infrastructure Improvements

- We can now pilot a program for remote technology for PACE/APD/AAA staff to communicate with consumers.
- Congregate meal site funding is now available for modernizing the infrastructure.
- Up to \$100,000.00 for each new adult day center is available. The adult day centers have had a difficult time during the pandemic, and this will provide incentives to operate them again.
- Senior Center Transportation funding
- \$10 million dollars for workforce development is available. An extensive budget note accompanies this. We are looking at various strategies to build the direct care workforce, including online training investments and Provider Time Capture (PTC), as well as wage and benefit study in long term care (LTC). They want to look at what is happening in a financial perspective in long term care facilities. What do revenue and expenses look like? What pay rates and benefits are offered? Which job classifications are being utilized? We will provide this information to the legislature, and it will be used to craft policies designed to support and attract people to the direct care workforce.

Regarding consumer pay-in: During the temporary “No Adverse Action Policy, we were not discontinuing services at APD for inability for consumers to make their pay-in. This policy is still in place; however, there are certain situations where we can remove people from long term care and still provide the Medicaid health benefit. Someone who is still unable to pay their pay-in is not a basis for elimination. This is tied to the federal public health emergency which is expected to continue through March 31, 2022. Should the virus continue to mutate and worsen, it will go beyond that date.

Crisis funds for consumers will not be available for wildfires and crisis situations. There is separate funding available for those situations through the Federal Emergency Management Agency (FEMA). This is not the objective of the crisis fund.

Oregon Association of Area Agencies on Aging (O4AD) Update

No report

Oregon Disabilities Council (ODC) Update

No report

Aging and People with Disabilities (APD) Update

Commissioner Johnson reported that the focus of APD is the Provider Time Capture (PTC) project. Next week there is a planning meeting for the person-centered service training video.

Executive Director's Report for July 2021

Cheryl Miller, Oregon Home Care Commission (OHCC) Executive Director, provided the following update:

Worker Personal Protective Equipment (PPE) Requests

Sending PPE reminder text messages to workers has resulted in temporary increases in June and July requests ~~when we've done this.~~

PPE Requests		
	June	July
SEIU requests	792	535
OHCC email requests	75	78

Total requests April 2020 through July 2021 – **7,077**

OHCC and Carewell SEIU 503 Benefits Partnership – Vaccine Incentive Program.

The first vaccine incentive program for homecare workers, personal support workers, and personal care attendants will be on Wednesday, August 18, 2021 in Douglas County. The event will be from 9 AM-5 PM at the Oregon Department of Human Services building. Carewell SEIU 503 Benefits will offer participating providers a \$100 gift card, food boxes with seven days of food for one person will be provided by a local foodbank, and OHCC will provide swag bags and Oregon Provider Time Capture information for homecare workers. Providers will have the choice of receiving the Pfizer or Johnson & Johnson vaccine.

Carina Carewell SEIU 503 Homecare Registry

Carina Carewell SEIU 503 will hold a Homecare Registry kick-off meeting in August. Please email Cheryl if you would like to attend.

Communication Tools

OHCC received approval for the Twilio texting communication tool, which will help us to connect with providers. We sent out 30,000 text messages to consumers and

workers with information on cooling centers and safety during the recent heatwave. Text messaging is another available option for providers and consumers. We also communicate to workers through GovDelivery and social media. These methods provide OHCC with a variety of communication modes when we need to reach workers quickly.

Coming Soon!

The new resource guides for workers are finished. We are finalizing the online Customer Service Support tool, which will be available in multiple languages.

New Executive Appointment Office Requirements

Commissioners received an email about new requirements for reappointment. Current commissioners will not be removed until new commissioners are on board. New requirements include a background check. The next confirmation hearing will be in November, so please re-apply by September 1, 2021. Contact Cheryl if you need assistance.

LaborSoft

LaborSoft is a cloud-based service that will be used by the OHCC Customer Relations team to track complaints and contacts with the homecare workforce. Cheryl is working with the Office of Information Systems (OIS) on the worker data required for the tool. OHCC will be able to track and provide reports related to complaints, late payments, penalty fees, grievances, Equal Opportunity Employment Commission (EEOC), Bureau of Labor and Industries (BOLI), and Americans with Disabilities Act (ADA) claims. LaborSoft will increase OHCC efficiencies and reporting capabilities.

Collective Bargaining – June 2021

Bargaining began in May and continues. Meetings are scheduled throughout September.

Joint Issues Committee

OHCC continues to meet monthly with the Joint Issues Committee. Regular meetings continue with the Customer Relations Unit, the Member Resource Center (MRC), and the Member Assistance Center (MAC). Cheryl meets regularly with the Labor Relations Manager regarding bargaining.

SB 1534 Update

Jenny Cokeley, Customer Relations Manager, will provide an update today on Senate Bill (SB) 1534. In September, we need data on who has not completed the core training within 120-days, and we need to know that new workers have completed the orientation prior to working with a consumer. OHCC is collaborating with the data warehouse on a tool for the Provider Relations Unit and local offices in order to send text messages to workers about training requirements, unless they request another notification format.

Provider Time Capture (PTC)

The ODHS Language Line is being provided for PTC. We need approval to send text messages for this system. The PTC Call Center will open soon, and the contractor has a technical assistance phone number during the pilot phase and for the September rollout.

Annual Workers' Compensation/CPR and First Aid Report

Kelly Rosenau, OHCC Workers' Compensation Coordinator, provided her annual reports.

CPR/First Aid Training & Fiscal Report 7/1/2020 through 6/30/2021

- In March 2020, classes were shut down and have not resumed. Workers may attend other trainings and submit proof of completion.
- Workers are still encouraged to apply for CPR/First Aid Certification.
- Currently, there are 193 people waiting for training and 220 providers who are newly eligible for training.
- Fifty-five (55) denials were issued for training in the last fiscal year, 12 of which were due to a no-show rate greater than 20%. That eligibility requirement was discontinued as of June 1, 2021. Four individuals had no active hours, and 30 people had not taken the required classes.
- No classes were held in other languages, due to classes being shut down.

Homecare Worker's Compensation Report

- For the past fiscal year (July 1, 2020-June 30, 2021), there were 113 worker's compensation claims were reported by homecare workers.
- Two individuals required Occupational Safety and Health Administration (OSHA) reporting.
- 62% of claims were accepted, while the balance was denied.
- 55 % were nondisabling claims.
- Consumers are getting their workers back quickly.
- Attorney represented claims are at 4%.

- The top three injuries are caused by lifting, falls, and being struck by an object, respectively.
- There was one homecare worker who had a severe electrocution injury.

COVID Claims

SAIF has processed 3,200 COVID Claims, resulting in payment of \$4.7 million dollars with an additional \$2 million dollars in reserves. For homecare and personal support workers, only three claims were filed by providers. All have been low-cost claims, thus far. There is a new claim that will be costly since the person was hospitalized.

Personal Support Worker Claims Report

- 55 claims were filed, averaging 5 claims per month.
- 93% of claims were accepted.
- Time away from work has decreased for the worker, resulting in lower claims costs.
- Falls, being hit/struck by a person, and lifting injuries were the most common claim frequency.
- One person suffered a fractured ankle requiring two surgeries.

Employer Resource Connection (ERC) Reports

Nancy Janes, Employer Resource Connection Coordinator, provided customer satisfaction survey results, noting that there were more APD consumers than usual.

Bi-Monthly Statistical Report for May-June 2021

The Arc of Oregon is providing services to Area 7, including five consumer-employers.

Nancy reported that the 2020-2021 fiscal year had 800 more new first-time APD consumers served than the 2019-2020 fiscal year.

There has been a large increase of mental health referrals. We are working with Oregon Health Authority (OHA)-Health Services Division (HSD) for billing codes and then create amendments specifically for these services. Work continues with OHA-HSD and Comagine to build relationships and processes for reporting and tracking.

Nancy shared APD/DD STEPS Quarterly Narrative Report and success stories, including the ARC presenting two virtual workshops over the past quarter with participant feedback. ARC has recently begun providing in-person services with consultants ensuring that their employer provides them with personal protective equipment (PPE) while working.

Training Report

Roberta Lilly, OHCC Training and Registry Manager, demonstrated the enrollment and course navigation process for Oregon State University's Professional and Continuing Education (PACE) system.

There are currently only three classes in PACE. The next courses will be modified on-demand modules for classes such as *Driver's Safety*, *Cultural Competency*, and *Taking Responsibility for Personal Safety*.

The certification dashboard should be available in September for demonstration. Workers will be able to track their trainings and CPR/First Aid, professional development, and other certifications within PACE. Once the courses and tests are completed, students can download the completion certificate.

Completed courses will be downloaded timely, and we will provide payment through the Registry. We can program emails through PACE and when they are to be sent out, so that students receive reminders and can easily cancel courses. We will continue with webinars Zoom webinars will be embedded in PACE.

Traditional Health Worker (THW) and Developmental Disability/Mental Health (DD/MH) Committee Update

Massarra Eiwaz-Ransom, DD/MH and THW Coordinator, is training to become a Community Health Worker (CHW) and to gain knowledge to be able to facilitate CHW trainings for OHCC. Minutes and reports from the month prior will be presented at the OHCC Commission meetings in August and September.

The THW program development discussed Coordinated Care Organization's (CCO's) learning collaboratives. They are looking into a new phase with the learning collaborative in a new partnership with traditional health workers (THWs) workforce organizations. The purpose of this is to support the Coordinated Care Organizations, the Traditional Health Worker liaisons, Traditional Health Workers with the new contracted requirements set forth by the Oregon Health Authority. Massarra will attend future meetings as her schedule allows. They are important in terms of how this contributes to Community Health Workers and Personal Health Navigators that we are training.

The Oregon Health Authority (OHA) and the Office of Equity and Inclusion (OEI) have funded workforce development for peer support specialists and community health workers for cultural awareness.

The Mental Health and Addiction Association of Oregon (MHA AO) and the Oregon Community Health Worker Association (ORCHWA) will provide technical support.

Doulas Latinas and Lutheran Community Services will assist with workforce development. The Doulas support birth trainings, while the LCS support immigrants and refugees.

The THW Commission is reconfiguring some rules. They are working on recruiting people from CCOs, stakeholders, and the community organizations on this project. The grandfathering clause no longer applies to community health workers as of June 30, 2021. They want to assist people in becoming certified.

Trainings

The MHAHO was funded again and will provide trainings. Central Oregon Community College, OHA, Centro Latina Americano, and Project ABLE (under review) will also provide trainings.

Massarra will provide an update on ABLE.

The THW certification was reviewed in July and will move to an electronic format with no emails.

Legislative Sessions

House Bill (HB) 2088 for a Tribal Traditional Health Worker (THW) was passed in the Senate and was sent to the governor's office in June for approval. Massarra will provide an update when it becomes available. If it is passed, we will be looking into necessary trainings to meet the need for a Tribal Traditional Health Worker. This THW will be working specifically with tribal populations, settings, and clinics.

HB 2315 will add six continuing education units (CEU) for THWs focusing on suicide prevention. Many organizations are looking at culturally specific suicide prevention trainings.

HB 3266 would direct the Oregon Department of Corrections to ensure specified health services are provided to adults in custody during pregnancy, labor, and birth. It is being researched and is currently stalled.

DD/MH Monthly Committee Report for July 2021

- Cassidy Williams provided an update on Provider Time Capture. The Pilot Go-Live date was August 1, 2021.
- Roberta Lilly from OHCC provided training updates on Registry maintenance. The PACE Learning Management System is available for courses and cohorts, and core classes are on PACE for providers now.
- Patrick VanOrden from OHCC provided updates on SB 1534. On September 1, 2021, all new homecare workers, personal support workers, and personal

care attendants will be required to complete 12.5 hours of training by March 31, 2021.

- Carewell SEIU 503 Training Pilots and virtual refreshers for workers are now available with online.

Senate Bill (SB) 1534 Updates

Jenny Cokeley, OHCC Customer Relations Manager, provided updates on Senate Bill 1534 for training requirements.

1) Refresher pilot update (data as of 7/15/21)

- The refresher training pilot for the current workforce launched in February 2021.
- Training consists of 8 hours of self-paced online training and a 4-hour instructor-led webinar.
- The current workforce has until March 31, 2022 to complete the training.
- 2,894 workers have completed the online refresher training, and 1,776 have completed the refresher workshop. Online training must be completed before attending the refresher workshop.

2) Orientation and core training pilot update (data as of 7/15/21)

- 6,268 learners completed online orientation.
- 1,910 learners completed online core training.
- 1,297 learners completed the core workshop.
- Online core training must be completed before the core workshop.

3) Podcasts

- A five-series podcast was recorded, and the last episode is being edited. They will be released weekly beginning in August 2021. Each one is between 10-20 minutes long. Translated transcripts will be available. The podcast series covers:
 - An introduction to SB 1534 and overview
 - New worker training
 - Refresher training
 - Continuing education
 - Q & A Page 2 of 2

4) Frequently Asked Questions: Volume 2

- A series of FAQs are being developed with additional questions and answers. They will be individualized for consumers, homecare workers, personal support workers, and personal care attendants. They are currently in the design phase.

5) Continuing Education Curriculum

- Carewell submitted their first continuing education training: Food Safety.

- Recommendation: Approve the Food Safety training at the 8/5/21 commission meeting.

6) New Worker Orientation

- Changes to orientation are required because of the implementation of electronic visit verification (EVV) for homecare workers and personal care attendants. This new system is called OR PTC DCI. It is currently in the pilot phase and will launch statewide next month. Changes to the orientation were made in collaboration with the PTC project team. Additions include:
 - What electronic visit verification is and what's required to be captured during visits (date, time, service, location, and provider)
 - What OR PTC DCI (Oregon Provider Time Capture Direct Care Innovations) is and how it works
 - The different ways to use OR PTC DCI:
 - Mobile application
 - Landline phone
 - Key fob
 - What to do or not do when completing OR PTC DCI entries
 - How to access the OR PTC DCI web portal
 - Knowledge checks
 - Accurate time reporting and fraud prevention
 - PTC resources
- Recommendation: Approve revised orientation during the 8/5/21 commission meeting.

Food Safety Module

Carewell Training's Food Safety Submission Report will be provided by Jenny Cokeley, OHCC Program Manager, during a Special Session. The curriculum changes cannot be approved today due to a lack of a quorum.

Commissioner Wentzell reviewed this material and found various revisions were needed. She would like a separate conversation on how we should receive a product from Carewell.

Commissioner Johnson asked for a better understanding of the internal review committee (IRC) process. Previously, the committee met for discussion as opposed to just submitting information. Jenny noted that the process is the same, and that it works well when Carewell is invited to review the submitted products with us.

Person-Centeredness Meetings

Commissioner McEwen noted a meeting yesterday on person-centeredness and will send out the meeting information. Marsha also attended the meeting and suggests having a representative come to the next OHCC Commission meeting. Jane-Ellen

Weidanz, APD Long Term Services and Supports Administrator, was in attendance, as well. There is another meeting on person-centeredness August 18, 2021 at 2:00 PM to train everyone on this topic, not just case workers. Jenny and Paul will follow up with Matt Rapoza, the APD Long Term Care Manager.

Bob Weir from Commissioner Johnson's unit has retired and was the person-centered team lead. Some reorganization is needed, and they will be looking at a replacement. He is interested in any future person-centered service planning conversations.

Executive Session Information

Cheryl Miller, OHCC Executive Director, read the following statement: Per ORS 192.610 –192.710, The OHCC will hold an Executive Session for the purpose of discussing labor negotiations with governing body's representative. ORS 192.660(1)(d). At this time, the Oregon Home Care Commission is going into an Executive Session for deliberating with the governing body's representative in labor negotiations in accordance with ORS 192.660(1)(d). This session is closed to members of the general public and news media.

Adjournment

The meeting was adjourned at 12:50 PM by Chair McEwen.

2021 Attendance Record

Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Johnson	P	P	P	P	P	P	P	P				
King	E	P	P	P	P	P	P	E				
McEwen	P	P	P	P	P	P	P	P				
Moore	P	E	P	U	P	P	E	E				
Volpe	P	P	P	P	P	P	P	E				
Wentzell	P	P	P	P	P	P	P	P				

E=Excused, U=Unexcused, I=In-Person, P=Phone, effective 3/1/18

Attachments:

- Approval Letter OHCC-Intro to CC_071521
- August 2021 Senate Bill 1534 Updates
- ERC APD Q2 April-June Timeliness
- ERC Customer Survey Report Jan-May 2021
- ERC May-June Statistical Report
- ERC Q2 April-June Narrative Report
- Food Safety Submission Commission Report Final
- HCW Workers' Compensation Claims Report
- Home Care Commission Agenda, August 5, 2021

- Home Care Commission Budget Report-Jun 2021
- Home Care Commission Minutes_July 1, 2021
- OHCC CPR_First Aid Certification Program Fiscal
- OHCC Executive Director Report_August 2021
- Program Analyst for DSACs Update
- PSW Workers' Compensation Claims Report
- PSW Workers' Compensation Claims Report
- THW & DD_MH Monthly Report
- Training Report June 2021