



Oregon Home Care Commission (OHCC)
Meeting Minutes
September 2, 2021

Members Present:	Ruth McEwen (Chair), Paul Johnson, Mark King, Marsha Wentzell
Members Absent:	Mike Volpe, Randi Moore
Others:	Lilia Teninty, Brian Holman, Cassidy Williams, Alice Cobb, Judy Richards
Staff:	Cheryl Miller, Roberta Lilly, Nancy Janes, Massarra Eiwaz-Ransom, Jenny Cokeley, Miguel Cordova, Andrea Kempel

Meeting Called to Order

The meeting was called to order at 10:03 AM by Chairperson McEwen.

Introductions

Introductions were made.

Adoption and Approval of Agenda

Commissioner Wentzell **moved** to approve the agenda. Commissioner King **seconded**. **Motion carried.**

Approval of Minutes

Commissioner Johnson **moved** to approve the July minutes. Commissioner Wentzell **seconded**. **Motion carried.**

Commissioner Johnson **moved** to approve the August OHCC Meeting minutes as submitted. Commissioner Wentzell **seconded**. **Motion carried.**

Announcements

Commissioner Moore and Commissioner Volpe unable to attend today.

Public Testimony

Cheryl Miller, OHCC Executive Director, read the public testimony:

1) PUBLIC TESTIMONY FOR THE AUGUST 2021 OHCC MEETING, as submitted:

DHS/OHCC must put disaster plans in place for workers. Oregon has experienced fires, floods, freezes, overheating, power outages and a pandemic over the past year or so. Does DHS/OHCC really expect providers to know how to respond to these disasters? Having a plan in place could be the difference between life and death.

Perhaps DHS/OHCC can work with the Oregon Emergency Management Department (OEM) to create comprehensive plans and trainings for workers.

DHS/OHCC needs to step up, do the right things (without bargaining) and treat workers, who are front line essential workers, with dignity and respect.

This needs to happen immediately.

TIME IS OF THE ESSENCE!

Now that the OHCC and DHS has been made aware of their shortcomings and failures in a public meeting, they can not take the position they did not know.

Testimony respectfully submitted by,

Avery T. Horton, Jr.
Home Care Worker,
Citizen, Voter, Taxpayer
State of Oregon
As always, ACTING IN INDIVIDUAL CAPACITY

*** end of testimony ***

Oregon Home Care Commission Executive Director, Cheryl Miller, responded:

The OHCC has been very involved with emergency planning over the years. We offer a safety manual with an emergency action plan for the providers to work with the consumer/employer and establish an emergency action plan prior to a natural disaster. This tool can be kept in the consumer's home, and the provider can have a copy. We have a sample Safety Checklist, and we also provide this information in safety classes. It is vital that workers and consumers access our Health and Safety website and read the Safety Manual for Homecare Workers and Personal Support Workers. Consumers may receive additional support with emergency planning through the Employer Resource Connection, where we offer additional tools to plan ahead.

In 2005, the OHCC completed extensive emergency planning and purchased 50,000 Ready Books to send to consumers through the Employer Resource Connection (formerly STEPS). It contained prescription and service animal information, American Red Cross Safety bracelets, and door tags to let emergency responders know you are alright. Knowing your neighbors is critical in an emergency. Workers

could use this resource to help consumers create a safety plan. People may also receive a copy at their local pharmacy. Much work has been done and supports and tools are available through the Employer Resource Connection website. This information has been in existence and is equally available to consumers and workers alike.

2) Quinton called in regarding his grandmother who recently came home from nursing facilities. They need long-term care services. He was provided with the link to the Multnomah County Aging and Disability Resource Connection (ADRC) program to assist his family.

OHCC Budget Update

Brian Holman, Oregon Department of Human Services (ODHS) Fiscal Analyst, presented the budget report through August 31, 2021. This is the final OHCC report for the 2019-2021 biennium.

- The Total Budget is \$9,043,558.00.
- The General Fund (GF) and Other Funds (OF) expended= \$5,707,237 (94%).
- The Federal Funds (FF) expended=\$840,818 (25%).
- Total Expenditures to Date=\$6,223,924 (69%).
- 94% of GF and OF expenditures are used. Other expenditures for services, supplies, etc. from the prior biennium can be adjusted

OHCC ADMIN BUDGET – The largest portion of the budget is expended here, including OHCC staff salaries and wages.

- Total GF and OF expended=\$5,037,640 (92%)
- Total FF expended=\$707,247 (22%)
- Total Expenditures to Date=\$5,744,886 (67%)

OHCC Admin Units-Breakdown of the Admin Budget referenced above.

The admin units consist of:

- Administration - \$3,484,218 (63%)
- Homecare Worker (HCW) Training - \$903,806 (42%)
- Employer Resource Connection (ERC) HCW - \$1,170,399 in expenditures to date (169%)
- HCW Registry Federal Funds (FF) Match - \$82,058 (316%)
- HCC Commissioners - \$6,046 (60%)
- Workforce Development -\$98,360 (66%)

Personal Support Worker (PSW), Developmental Disability (DD), Mental Health (MH) Budget:

- PSW Training - \$52,543 (141%)
- ERC for PSW - \$252,486 (104%)
- DD/MH Committee - \$989 (198%)

TRADITIONAL HEALTH CARE WORKERS (THW) BUDGET

The total expended to date is \$10,721 (179%)

- THW Training - \$10,721 (238%)
- THW Committee - \$0

ENHANCED AND EXCEPTIONAL WORKERS BUDGET

- Enhanced and Exceptional Workers Budget \$162,299 (118%).

TRAINING STIPENDS

The total expended to date is \$631,535. This amount consists of expenditures in the following units:

- PSW - DD \$117,538 (65%)
- PSW - MH \$1,619 (16%)
- HCW - \$512,378 (57%)

Note: Training and ERC has expanded our budget due to pandemic need.

PSW Training will have more funds available in 21-23. Reallocating funds from Administration to training may occur.

Office of Developmental Disabilities

Lilia Teninty, Director of the Office of Developmental Disabilities Services (ODDS), provided the following report.

- ODDS has been implementing the Governor's Executive Order and Oregon Health Authority's (OHA) rules on vaccine mandates for health care workers and health care settings.
- People in the Developmental Disabilities (DD) system may add provider requirements to their individual support plans (ISPs). However, workers cannot be forced to get a vaccine. Employers can work with workers who wear masks, or they may find another worker, if the worker refuses a vaccine.
- Senate Bill (SB) 1534 podcast training information is available.
- Remote work is being allowed and encouraged for Case Management Entities (CMEs). On the DD side, there has been significant turnover.

Oregon Association of Area Agencies on Aging (O4AD) Update

No updates.

Oregon Disabilities Council (ODC) Update

No updates.

Aging and People with Disabilities (APD) Update

Commissioner Johnson noted that a group of APD staff is working diligently to assist discharging people from hospitals. There are many people who need other types of care settings, and hospitals are trying not to overload nursing facilities. Some patients may be experiencing homelessness, while others need a skilled nursing facility or similar setting. This is largely due to the current COVID-19 caseloads in hospitals, with Southern Oregon being particularly affected. There are efforts being made to assist Medicaid consumers as well as others.

The Oregon Home Care Commission (OHCC) Executive Director notes that the number of homecare workers (HCWs) available through the OHCC Registry is at an all-time low, which is challenging when striving to meet the needs for consumers. OHCC is exploring options to address this issue.

Executive Director's Report

Cheryl Miller, Executive Director of the On Home Care Commission, provided the following update for August 2021:

Vaccine Events

The Governor's Office requested that the Oregon Home Care Commission (OHCC) lead a vaccine incentive program in partnership with the Union and Carewell SEIU 503. Our first vaccine event was at the Oregon Department of Human Services Building in Roseburg, Oregon. Each homecare worker and personal support worker who was vaccinated received a \$100 gift card from Carewell SEIU 503. Rogue United Food Bank provided a food box for each vaccinated person for seven (7) days, including a \$25 gift certificate. Homecare workers were provided a copy of the Oregon Provider Time Capture Direct Care Innovations (OR PTC DCI) manual. We had a team of FEMA vaccinators from Florida and Louisiana. Many people who came to the vaccine clinic were hesitant, but after speaking with the vaccinators that chose to get vaccinated. The Johnson & Johnson vaccine was frequently requested. In Douglas county, we vaccinated:

- 27 homecare workers and personal support worker
- 2 consumers (one person supported by a Direct Support Professional)
- 1 Direct Support Professional
- 2 State employees
- 8 community members
- 1 person without housing

Future Vaccine Events:

- September 15th Salem at the Oregon Home Care Commission
- September 29th Pendleton at the local APD office
- September 30th Hermiston at the Oregon Department of Human Services Office

The September 15th vaccine event in Salem will include the following:

- Food truck
- Carewell SEIU \$100 gift cards (for homecare workers, personal support workers, and personal care attendants.)
- Pfizer and Johnson & Johnson vaccines have been requested
- FEMA & OHCC Swag bags
- 211 will assist with scheduling second appointments.
- OHCC will also be available for second appointment scheduling.

The only option for state employees on September 15th will be the Johnson & Johnson vaccine, to meet the October 18, 2021 deadline for the vaccination requirement.

OHCC is working collaboratively with Carewell SEIU 503 to communicate with workers in Marion, Polk and Yamhill counties about this event. The Customer Relations Team will be making phone calls to workers who speak other languages, and we will be notifying workers via text messaging and email. OHCC will provide tents and water, while ODHS/OHA Office of Facilities Management will provide tables. We will be wearing masks and practicing social distancing, as well.

The Carewell SEIU 503 Homecare Registry Kick Off meeting occurred on August 25, 2021 in collaboration with Carewell/Rise Partnership.

OHCC Connections

Senate Bill 1534 is effective as of September 1, 2021. Any new worker must complete the required orientation prior to working with a consumer/employer.

OHCC Connections has five (5) podcasts available for homecare workers:

- Episode 1-Introduction to New Training Requirements
- Episode 2-Required Training for New Workers
- Episode 3-Required Training for Current Workers
- Episode 4-Continuing Education Requirements
- Episode 5-Frequently Asked Questions about Training Requirements

OHCC Text messaging service

OHCC now has a license to use Twilio a text messaging service to connect with workers and consumers about important information.

- **OHCC Online Customer Relations Tool**
This will be online starting mid-September 2021 and will include a scan code for a smartphone or other smart devices, such as tablets or iPads.
- **LaborSoft is a cloud-based application that will:**
 - Manage worker complaints, Americans with Disabilities (ADA) claims, and grievances.
 - Track all tasks and reporting
 - Document and analyze all labor relation and customer service activities in a secure location
 - Serve as a user-friendly solution

OHCC continues to work with the Office of Information Systems (OIS) and the Office of Reporting, Research, Analytics, and Implementation (ORRAI), a data warehouse, on this project. We need a daily update for eligible and ineligible workers.

Worker Personal Protective Equipment (PPE) Requests

- Total Requests-7,756 since April 2020
 - SEIU-631 requests in August 2021
 - OHCC-48 requests in August 2021
 - Total of 679 requests for PPE in August 2021

New Executive Appointment Office Requirements

- **Reappointments** should check the box “Reappointment,” complete the form, include a statement of interest, and provide a resume.
- All applications are subject to a background check and additional vetting may apply for some board positions. **Please ensure your fiscal responsibilities are in order when applying. Non-compliant issues may delay or jeopardize your potential appointment.**
- **Return completed forms by mail by September 1st to be considered at the next Senate Confirmation hearing in November.**

Bargaining

- Bargaining continues, and sessions are scheduled through September 2021.
- OHCC and SEIU 503 met three Tuesdays in August.

- Nadja Gulley is the State Labor Relations Manager

Labor/ Management Committees

- Joint Issues Committee
- Member Resource Center (MRC)/Medicaid Advisory Committee and the Member Assistance Center (MAC) meetings continue for complaints and grievances.
- SEIU Weekly meetings with APD/ODDS/OHCC
- State Labor Relations Manager weekly meetings
- House Bill 2992 passed last year and becomes effective September 25, 2021. The goal is to increase compensation payment for board and commission members. APD is currently looking for a rule change on this. People may decide not to accept the compensation or only accept so much, so as not to impact benefits. Updates to follow.

Senate Bill 1534

Communication meetings continue.

Alice Cobb, Director of Carewell SEIU 503 Update

Alice Cobb provided an update for Carewell benefits available to workers.

Open Enrollment

- Carewell is beginning their ninth open enrollment through the Federal Marketplace.
- Outreach efforts continue to help increase new enrollments.
- Current recipients will renew automatically.
- As of August 2021, 10,016 workers have their health coverage listed as “unknown,” and 4,100 workers are enrolled in the Oregon Health Plan (OHP).
- 3,998 workers became eligible for trust benefits in 2021.

Special Enrollment and the American Rescue Plan

- Ordered by President Biden in response to the COVID-19 pandemic
- Enrollment period was February 15, 2021-August 15, 2021
- Carewell SEIU 503 Benefits completed 496 new enrollments and 118 recovered enrollments that had lost coverage during this period.

Premium Adjustment Reimbursement and the American Rescue Plan

- Workers who received premium tax credits in 2020 will not be required to pay that back to the IRS.
- A full refund is due back to the Trust from any care provider who received Healthcare Cost Assistance from Carewell for a 2020 marketplace medical

plan and who received an IRS refund for 2020 taxes due to overpayment of an Advance Premium Tax Credit.

Benefit Convenience Card

- Workers can create an account at the Ameriflex website to easily manage their Benefit Convenience Card (BCC).

Vision Benefit Enhancement

- Between August 1 and December 31, 2021, eligible workers will get a whole new eye exam fully covered and \$500 towards eyeglasses or contacts. This is true even if they used the full \$250 during 2021. Visit the Carewell website.

2021 Temporary Dental Out-of-Pocket Reimbursement Program

- Workers may be eligible for reimbursement of out-of-pocket expenses for copays and coinsurance under the Kaiser Permanente plan in 2021.
- Thus far in 2021, 1,821 workers have enrolled, and the Benefit Trust has reimbursed \$270,000.

COVID-19 Paid Time Off (PTO)

- Workers who lost hours in 2021 due to COVID-19 may be eligible for PTO. See the Carewell website for information.

Regular PTO

- The Benefits Administrative Office must have a W-9 on file before February 2022 for a worker to receive regular PTO benefits.
- In February 2021, regular PTO eligibility notifications were sent to providers who worked more than 80 hours in any of the months of October, November, or December 2020.
- The July 2021 Regular PTO eligibility notices were sent mid-July to workers who worked 80+ hours in any of the months of March, April, or May 2021.
- In July 2021, 9,892 PTO claims have been paid in the amount of \$3.2 million dollars.

Carewell Registry and Referral System

- Carewell selected Carina as the new vendor for the Registry with contracts in place.
- August 25th stakeholder meeting was very successful.
- Pilots will be rolled out in targeted regions in Spring/Summer 2022 with a go-live date in October 2022.

- The current focus is for the Carina team to familiarize themselves with the home care system in Oregon and how the data functions.

Remote Education Events Via Zoom

- Online events are available in various languages for workers to learn about Carewell benefits and updates.

Homecare Workforce Vaccine Event

- A COVID-19 vaccine event happened in Roseburg on August 18, 2021. This was co-sponsored by Carewell SEIU 503 and OHCC
- A total of 39 people were vaccinated, and 29 workers received \$100 gift cards.
- Planning is underway to hold more vaccine events.

Dental Out of Pocket Program

- Dental out of pocket reimbursement program was approved by the trust. Out of pocket costs from Kaiser Permanente will be reimbursed up to \$2,500.00. Thus far, 1,829 workers have enrolled, and Carewell has paid out \$270,000.00 in reimbursements to care providers.

Paid Time Off

COVID-19 paid time off (PTO) is still available for workers (vaccines, consumer quarantined, and worker is unable to work). Funding available through December 31, 2021. Carewell will ask to extend this in 2022.

Regular PTO-Carewell sends notices for PTO to be paid out, or they can contact the Member Assistance Center (MAC) for help. This can be done online or by phone.

*Cheryl Miller noted that if a worker is exposed to COVID-19 in the workplace, they should contact the OHCC Worker's Compensation Coordinator. OHCC provides medical grade Personal Protective Equipment (PPE) to workers who work with consumers who are COVID-19 positive or experienced exposure, upon request. See OHCC's Health and Safety webpage for Worker's Compensation information.

Remote Education Events Via Zoom

- Online events are available for workers to learn about Carewell benefits and updates.
- No in-person events are occurring.
- Wednesday, September 15, 2021 is the next benefits Zoom informational session

Vaccine Incentives

- Workers who have been vaccinated can come to the September 15, 2021 event in Salem, show their vaccination cards, and receive incentives from Carewell.

Traditional Health Worker/Developmental Disabilities/Mental Health Committee Update

Massarra Eiwaz-Ransom, Developmental Disabilities/Mental Health Community Coordinator, provided an update for July 2021 Traditional Health Worker (THW) Commission Meeting:

Program Development

- Traditional Health Workers' applications and registry, background check, and processing times were discussed in the July THW/DD/MH meeting.
- Oregon Health Authority (OHA)/Office of Equity and Inclusion (OEI), and the Coordinated Care Organization (CCO) are working on another Learning Collaborative in partnership with the Community Based Organizations as well as with THW workforce starting in October 2021.
- Traditional Health Workers' rules will be updated this fall.

Training

- Community Doula Program is offering trainings in Swahili and Spanish.
- Multiple renewal programs are happening for Benton County, La Familia Acción, and Project ABLE/Peer Support Specialist Training.

Legislative Sessions

1. OHA 2021 Legislative end-of-session report
 - House Bill (HB) 2088 (Tribal Traditional Health Workers) passed and is in the rulemaking stage.
 - HB 2315 passed and is at the rulemaking state. This bill will add requirements for suicide prevention training.
2. Medicaid Waiver 1115 Discussion
 - Flexible services for peer and CHW services
 - Expansion of Doula postpartum care up to 1 year after birth
 - Assurance of Oregon Health Plan (OHP) coverage 30 days prior to release from the Oregon Corrections system

Massarra Eiwaz-Ransom provided the following August DD/MH Monthly Committee meeting updates:

1. Provider Time Capture (PTC) update was provided by Cassidy Williams, Operations and Policy Analyst with Oregon Department of Human Services/Aging and People with Disabilities. She discussed the pilot and Go-Live status, online learning opportunities, and access to forms.
2. Carewell Continuing Education updates and feedback by Whitney Taylor, Curriculum Development Manager at Carewell SEIU 503. She reviewed courses being offered, and the Food Safety course that was submitted for approval last month.
3. Senate Bill 1534 Update by Jenny Cokeley, APD Provider Relations Manager. She reviewed the refresher pilot, orientation and training, podcasts, and continuing education, as well as new worker orientation.
4. OHCC Training Report was provided by Roberta Lilly, OHCC Training Manager. Oregon State University's PACE (Professional and Continuing Education) learning management system updates were shared. Two new classes will be added to PACE soon. They are Introduction to Cultural Competency and Driver Safety.
5. In-Person Meeting discussion by Ruth Geislinger, Consumer and Chair of DD/MH Committee. The Committee recommended that they continue Zoom meetings. They will reassess the situation early 2022.
6. Personal Support Worker (PSW)/Peer Support discussion meeting recap. The team will work to establish a future meeting format.

Appointment of new member, John Griffiths, to the DD/MH Committee he will fill the self-advocate leader role. He is well-known and is very involved with many committees. Commissioner Wentzell **motioned. Seconded** by Commissioner King. **Motion carried.**

Roberta Lilly, OHCC Training/Registry Manager, shared the following update:

- During July, there were 73 different webinar sessions offered including our on-demand courses.
- Attendance dropped during the summer. The national COVID course is complete.

- There were a total of 633 homecare workers and 119 personal support workers who attended classes.
- Email reminders are sent out for courses, and attendance was good. Average Webinar Class size is 16.
- COMPASS average is 9 people per webinar, but there has been as many as 21.
- Professional and Continuing Education (PACE):
 - 100 workers have signed up to use PACE.
 - Three on-demand courses are available with *Driver Safety* and *Introduction to Cultural Competency* coming soon.
 - *Medication Safety* had 94 participants.
 - *Caring for Yourself while Caring for Others*
- Cohorts are offered monthly in various languages.
- Enhanced Certification and Renewal is offered once a month.
- Ventilator Dependent Quadriplegia Certification
 - (VDQ) is offered over several weeks.
 - The next ones will be in September and October.
- Call log update for July 2021:
 - 786 incoming calls
 - 397 Outgoing calls
 - 210 calls for password reset assistance
- Registry snapshot, August 31, 2021:

Provider Type	Available for Referral	Unavailable not looking
HCWs	2,286	5,283
PSWs	120	1,848
PSWs/CIIS	21	187
PCA	Not reported	Not reported

- Training and Registry Report
 - Virtual CPR/First Aid is near completion.
 - PACE continues
 - New course development-*Family Caregivers as Paid Provider* will be coming this fall.

David Vining, our training and development specialist, is moving to a one-year job rotation as a Program Analyst policy analyst with the OHCC Operations team, focusing on workforce development, communications, and Carewell training curriculum review, which includes leading the internal review workgroup

Provider Time Capture (PTC) Update

Cassidy Williams provided the following information:

- Go live support guides were mailed to providers and consumers last week.
- Providers will use this to enter their time for Oregon Provider Time Capture Direct Care Innovations (OR PTC DCI) starting September 12, 2021.
- Cassidy is working with OHCC on sending another round of emails next week. OHCC will be able to send text messages for this, as well. David Vining will be the point person for this.
- Cassidy is working on step-by-step getting started sessions for one-time entry.
- A spreadsheet for frequently asked questions (FAQs) and answers will be sent, as well as for lists for partner groups, a URL link, and other resources.
- Include HCWs and personal care attendants (PCAs), not personal support workers.

OHCC Executive Director:

OHCC will send text messages. David Vining will be our point person. We are planning to send links to providers to download the OR PTC DCI app from the Apple or Android stores. Text messaging will be sent to homecare workers and personal care attendants.

Andrea Kempel, OHCC Customer Relations Coordinator is setting up weekly Zoom meetings to review the OR PTC DCI Frequently Asked Questions (FAQ) with the meeting participants.

OHCC Customer Relations team member will provide support in other languages, Somali, Arabic, and Spanish.

Adjournment

The meeting was adjourned at 12:59 PM by Chairperson McEwen.

The next Oregon Home Care Commission Meeting will be on Thursday, October 7, 2021.

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	P			
King	E	P	P	P	P	P	P	E	P			
McEwen	P	P	P	P	P	P	P	P	P			
Moore	P	E	P	U	P	P	E	P	E			
Volpe	P	P	P	P	P	P	P	E	E			
Wentzell	P	P	P	P	P	P	P	P	P			

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

Attachments:

- Agenda, July 1, 2021
- Minutes, June 3, 2021
- Home Care Commission Budget Report-May 2021
- 1115 Waiver Demonstration Form
- July 2021 Senate Bill 1534 Updates
- OHCC Executive Director Report July 2021
- PTC Quarterly Update OHCC Meeting July 2021
- Traditional Health Worker June Report
- Training Report May 2021