



Oregon Home Care Commission (OHCC)
Meeting Minutes
 October 7, 2021

| | |
|------------------|--|
| Members Present: | Ruth McEwen (Chair), Mike Volpe, Mark King, Randi Moore, Paul Johnson, Marsha Wentzell |
| Members Absent: | None. |
| Others: | Brian Holman, Deb McCuin, Max Brown, Cassie Rose, Chris Batman-Mize, Zak Sawver, Rachel White, |
| Staff: | Cheryl Miller, Roberta Lilly, Ahmed Abdirizak, Nancy Janes, Jenny Cokeley, David Vining, Andrea Kempel, Massarra Eiwaz-Ransom, |

Meeting Called to Order

The meeting was called to order at 10:11 AM by Chairperson Wentzell.

Introductions

Introductions were made.

Adoption of Agenda

Commissioner Wentzell moved to approve the agenda. Commissioner Moore seconded. Motion carried.

Approval of Minutes

Commissioner moved to approve the September 2021 minutes. Commissioner Johnson seconded. Motion carried.

Announcements

None.

Public Testimony

None.

OHCC Budget Update

Fiscal Analyst, Brian Holman, provided the budget update for the 2019-2021 biennium. Where expenditures exceeded the allotted amount, savings in other areas allowed for reallocation of funds to cover expenses.

2019-2021 BIENNIUM REPORT (AUGUST 2021)

- General Fund (GF) & Other Funds (OF) Budget \$5,707,237
- Federal Fund (FF) Budget \$3,336,321
- Total Funds (TF) \$9,043,558
- Total Federal Funds (FF) Expenditures to Date \$840,981 (25.21%)
- Total Fund (TF) Expenditures to Date \$6,216,345 (68.74%)
- Total Expenditures to Date \$5,375,364 (94.19%)

OHCC ADMINISTRATIVE BUDGET

- Total GF and OF expended \$5,029,897 (92.23%)
- Total FF expended \$707,410 (22.34%)
- Total Expenditures to Date \$5,737,307 (66.56%)

OHCC ADMINISTRATIVE UNITS

- Administration \$3,476,298 (62.41%)
- Homecare Worker (HCW) Training \$903,819 (41.61%)
- Employer Resource Connection (ERC) HCW \$1,170,399 (168.94%)
- HCW Registry Federal Funds (FF) Match \$82,387 (316.87%)
- HCC Commissioners \$6,046 (59.72%)
- Workforce Development \$98,360 (66.01%)

PERSONAL SUPPORT WORKERS (PSW), DEVELOPMENTAL DISABILITIES (DD), AND MENTAL HEALTH (MH) BUDGET

Expenditures by unit:

- PSW Training \$52,543 (140.87%)
- ERC for PSW \$252,486 (104.33%)
- DD/MH \$989 (197.80%)

TRADITIONAL HEALTH CARE WORKERS (THW) BUDGET

- THW Training \$10,721 (238.25%)
- THW Committee \$0 (0.00%)

ENHANCED AND EXCEPTIONAL WORKERS BUDGET

Total Funds \$162,299 (117.95%)

- PSW-DD \$128,117 (71.18%)
- PSW-MH \$1,619 (16.19%)
- HCW \$549,388 (61.04%)

The significant difference in spending is due to the closure of in-person training in March 2020. We are not paying for travel time or venue rentals. We moved at that time to webinars and online training.

The ERC budget went over but funds were re-allocated. This is to support consumers who employ home care workers. This shows that more consumers are being supported.

2021-2023 Biennium Report (August 2021)

- General Funds (GF) and Other Funds (OF) Budget \$6,360,417
- Federal Funds (FF) Budget \$3,336,321
- Total Funds (TF) Budget \$9,696,738
- GF and OF Expenditures to Date \$334,862 (5.26%)
- Federal Funds (FF) Expenditures to Date \$38,148 (0.84%)
- Projected Deficit to Working Budget (GF and OF) \$785,755

The deficit is based on Personal Services coming in higher than initially budgeted due to double fills and accruing services. As we progress through the biennium, we should see a reduction in the projected deficit due to actuals for professional services and other areas.

OHCC ADMINISTRATION BUDGET

- GF and OF \$6,017,769
- FF Budget \$3,166,
- TF Budget \$9,696,738
- GF and OF Total Expenditures to Date

OHCC EXPENDITURES PER UNIT

- Administration Budget \$5,570,010
- Administration Total Expenditures to Date \$285,279 (5.12%)
- HCC Training Expenditures to Date \$285,279
- Employer Resource Connection (ERC) \$52,505 (5.74%)
- HCW Registry (FF Match) \$0 (0.00%)
- HCC Commissioners \$194 (1.77%)
- Workforce Support and Development \$64 (0.02%)

DEVELOPMENTAL DISABILITIES AND MENTAL HEALTH (MH) AUGUST 2021

Everything is on target, and total expenditures are in order.

- Budget \$262,349
- Expenditures to Date GF and OF \$5,861
- Federal Funds (FF) Expenditures to Date \$3,327
- Total Funds (TF) Expenditures to Date \$9,188

Following is a breakdown of the budget per unit:

EMPLOYER RESOURCE CONNECTION (ERC)-AUGUST 2021

- Budget \$261,360
- Expenditures to Date \$9,188 (3.52%)

DD/MH COMMITTEE-AUGUST 2021

- Budget \$989
- Expenditures to Date \$0 (0.00%)

TRADITIONAL HEALTH WORKER (THW) UNIT-AUGUST 2021

- Total Funds Budget \$88,000
- Total Expenditures to Date \$98
- THW Training Expenditures to Date \$98 (0.11%)
- THW Committee Expenditures to Date \$0 (0.00%)

ENHANCED AND EXCEPTIONAL WORKERS

- Total Budget \$162,299
- Expenditures to Date \$5,332 (3.29%)
- PSW-DD Expenditures to Date \$11,262 (6.26%)
- PSW-MH Expenditures to Date \$229 (2.29%)
- HCW Expenditures to Date \$34,398 (3.82%)

Cheryl Miller noted that there will be more expenditures in the future due to recent changes in the Collective Bargaining Agreement. OHCC will be reimbursing workers for parking near the consumer's home. Once the parking fund is exhausted, the reimbursement program will end. There will also be an increase in the commissioner's stipend payment starting September 25, 2021.

Provider Time Capture Update

Cassidy Williams from Aging and People with Disabilities (APD) provided the update on Oregon Provider Time Capture Direct Care Innovations (OR PTC DCI).

Time Entry

- For the current pay period, 71% of authorized providers have entered time.
- Last pay period (September 12-25, 2021), 74% of providers entered time.
- Around 86% of workers turned in paper vouchers on time.
- 72.4 % (195,000 entries) have entered all required information and are EVV compliant, while 26.6 % are not EVV compliant.

Support Avenues

- DCI Help Desk is experiencing lengthy wait times. Yesterday, we experienced an average 11-minute wait time. Most questions are around time entry, making corrections, username password, and clocking in and out issues.
- Local Offices are still receiving numerous questions from providers around time entries. Local offices need to correct entries that are in a pending status.
- Staff are answering questions, and training reinforcement is ongoing. The PTC Team is working with policy to resolve pending issues.
- PTC Support is receiving the same standard questions as the DCI Help Desk. We are almost back to 2-3 business days as our standard response time.

Feedback and Questions

- OHCC Zoom FAQ sessions for homecare workers and personal care attendants are being offered by the Customer Relations Unit in Arabic, Spanish, Somali, and English.
- Andrea reports that meetings are positive. Entering mileage, entering time, historical entries and making time corrections are common issues. Provider Guides have been mailed out to some workers. Breakout rooms have been helpful for Somali and Arabic speakers. Language-specific meetings for Spanish and Somali speakers will be forthcoming in the coming weeks. OHCC Customer Relations staff also spend time outside of meetings providing support to workers.
- OHCC is considering offering FAQ Sessions monthly once things calm down. OHCC FAQ Sessions are extended to the end of the year, occurring biweekly. Information is available on the homepage of PTC.Oregon.gov.
- The Getting Started Sessions lasted one month. Some people have requested a PTC class, but none are planned. The PTC Team is working on orientation videos with the Getting Started video coming soon. Getting Started Session video is available on PTC.Oregon.gov under Learning Materials.
- The Member Assistance Center (MAC) is getting numerous PTC calls, also.
- Jason Pruitt is working as the PTC local office liaison.
- The PTC Command Center has been extended through November 19, 2021.

PTC Concerns

Commissioner Moore notes that the PTC transition has been a challenge for local offices, with temporary employees, 2-3 hour wait times for homecare workers, and extensive emails. O4AD reached out to Mike McCormick for assistance. Staff morale is low, and they are drowning, homecare workers are not getting paid, and consumers are dealing with frustrated workers. Commissioners are welcome to

share the OHCC FAQ session Zoom links with their homecare workers. Cassidy will raise this issue to leadership.

Commissioner McEwen has had three homecare workers go directly to her for assistance. She is concerned about the level of communication with the AAAs.

There has been extensive communication for PTC. Workers received emails and text messages and were told where to go for help. They can go to local offices, call the MAC, or call the PTC or DCI Help Desk. Some workers do not have the computer skills necessary to enter their time in the PTC App or the Web Portal.

Commissioner Wentzel has a large team to assist her. All have had issues with PTC, and many do not have a computer at home and are unable to correct time entries on their cell phones. Providers sometimes use her personal computer to enter their time or to make historical entries. She thinks there may have been too much communication.

Disability Services Advisory Council (DSAC)

No update.

Oregon Association of Area Agencies on Aging (O4AD) Update

Commissioner Moore noted at a director's retreat she spent time updating their strategic plan. Community partners participated in the retreat to discuss O4ADs working plans, including AARP. The Oregon Department of Transportation (ODOT) discussed special transportation funds and how they might utilize these funds to support consumers in our region. Participants attended the retreat both in person and virtually. She will share retreat information soon.

Work is being done to schedule the next quarterly meeting. There are three main issues to be addressed:

- Provider Time Capture (PTC) has affected workload greatly.
- The ONE Eligibility system and working to serve consumers under their care.
- Finding workforce supply is a challenge. She has three case manager positions to fill and is not receiving applications. Meeting contracts and ensuring people receive the services they need is difficult.

Oregon Disabilities Council (ODC) Update

Commissioner King noted that in September, they had a PTC update, and an Addiction and Behavioral Health Services update, and a communication from State Rehabilitation Council. Their executive meeting is scheduled for October 21st.

Aging and People with Disabilities (APD) Update

Commissioner Johnson notes he is continuing to work with hospital decompression team. APD central office and local office staff are involved.

Executive Director's Report

New Commissioner

The Governor's Executive Appointment Office has made significant changes on how individuals become a board/commission member. Individuals interested in becoming a board/commission member must apply through Workday (WD).. Commissioners needing to reapply have been sent information on how to do so. In November, there will be a senate hearing to confirm those who have submitted an electronic application. The Executive Appointments Office is offering board/commission Zoom training meetings every Thursday.

Status of individuals interested in becoming a commissioner:

- Mary Hurley has been appointed as the GSCC representative, but she still needs to submit her electronic application to be approved by the Governor and confirmed by the Senate.
- Brian Harvey decided not to move forward and submitting an electronic application. He may reconsider in the future.

Oregon Provider Time Capture Direct Innovations (OR PTC DCI)

OHCC offers two PTC FAQ help sessions a week on Wednesday morning and Thursday afternoon. The goal is to answer questions and support workers through the initial month of their transition from paper vouchers to OR PTC DCI. Sessions for multiple languages (English, Spanish, Arabic) have been added, as well.

OHCC Customer Relations – Online Service

- Providers can access the online service through a smart phone, smart device, and computer.
- A scan code will be available to easily access the online service on smart devices.
-
- The online services will be available in Arabic, English, and Spanish. We are requesting translation for other languages through Creative Services & Publications.

- When the online service is ready to launch providers will receive notification through text and email messages.

Oregon ABLE Savings Plan :

OregonSaves will be visiting us next month to discuss savings plans with a focus on income. This may assist with questions related to the increased commissioner stipend rate.

Senate Bill (SB) 1534

- Carewell/SEIU 503 implemented required orientation and training on September 1, 2021. SB 1534 states that a new worker must take and pass the orientation before working with a consumer. Consumer FAQ link: <https://apps.state.or.us/Forms/Served/de2527A.pdf>

Current workers (As of 8/31/2021) must have an active OHCC certification or take the Carewell SEIU 503 Refresher training

Senate Bill 1534 – OHCC Connections - Podcasts



Podcast link: [https://blubrry.com/ohcc\)podcast/](https://blubrry.com/ohcc)podcast/)

Five podcasts are recorded by Cheryl Miller and Carewell/SEIU 503 staff.

Topics are:

- Introduction to New Training Requirements
- Required Training for New Workers
- Required Training for Current Workers
- Continuing Education Requirements
- Frequently Asked Questions (FAQs) about Training Requirements

Bargaining

The Collective Bargaining Agreement (CBA) was settled on September 28, 2021. The union is in the process of ratifying the contract. Our final executive session will be today. Nadja Gulley, DAS Labor Relations Manager is the lead negotiator

Twilio Text Messaging

We officially have our Twilio license and are working with the Office of Information Services (OIS) to send out messages. The opt out rate is extremely low, proving that people are using smart devices. We will also be using Instagram and Twitter in the future.

Personal Protective Equipment (PPE) Requests September 2021:

- 8,053 total requests
- 7,287 requests came from SEIU
- 766 requests came to OHCC

OHCC & Carewell SEIU 503 partnership

OHCC COVID-19 vaccine clinics started with events in Roseburg and Salem. Pendleton and Hermiston vaccine events are planned with another event in Coos County later this month. The event in Coos Bay may include the flu shot, as well. Workers receive a Carewell SEIU 503 gift cards for \$100, and food boxes are available to anyone who is vaccinated. Swag bags are provided from the OHCC and Federal Emergency Management Agency (FEMA) along with Provider Guides. We provide interpreters, water, drinks. We have had FEMA and state vaccinators. We are reaching workers and community members who have been hesitant about receiving the vaccine.

Traditional Health Worker Commission (THWC) Update

Massarra Eiwaz-Ransom provided an update for September.

- Program Development
 - Meetings are planned to support THWC liaisons regarding integration and utilization requirements. This will help on the ground services.
 - Background Checks and Certifications are taking time. They are 3-4 weeks behind due to numerous applications and people being terminated, since people are not responding to emails.
 - A new registry system is coming soon. Any THW trainings will go through this database.
- Trainings
 - Project ABLE is leading peer support trainings. Scholarships are available for veterans.
 - Black, Indigenous, or Person of Color (BIPOC) Doulas have online trainings running through October with scholarships available.
 - PacificSource CCO is hosting Peer Wellness Specialist trainings.
- Legislative Session

- Medicaid Waiver 1115-We are recommending changes for traditional health workers (THWs) and will be creating a report. A public meeting is planned for the community.
- Recommendations will be submitted by December 2021 or January 2022.
- Tribal THW is operating. Tribes will lead efforts in deciding the specifics of this role.
- OHCC Personal Health Navigator
 - Curriculum updates resumed with discussion on the training curriculum, location, capacity, and recruitment.

Public Comment on 1115 Rule Waiver (Oregon Project Independence)

Presenters:

Max Brown, ODHS/APD Long Term Services & Supports Program

Beth Jackson, APD, Medicaid and State Plan Waiver Lead

Kristina Krause, APD Rules Coordinator

Max Brown presented on the proposal for Section 1115 Demonstration Waiver to provide services to older adults and people with disabilities through Oregon Project Independence and a new Family Caregiver Assistance Program.

Information was provided in the July proposal at the OHCC Meeting.

1. Work with the existing with OPI and matching to Federal funds. This waiver will help get matching funds to consumers who are not currently accessing Medicaid or Medicaid services for long-term care supports.
2. The second program would provide a limited benefit up to \$500 a month for family caregivers, including respite services, training for caregiver, transportation, or technology. Eligible people would be older adults or people with disabilities with an income up to 400% of the federal poverty level and assets not exceeding 6 months of the cost in a nursing facility. Individuals would need to meet criteria levels 1-18 for service supports.
3. Public Comment and Timeline
We had a prior public comment session. CMS asked to reopen this for aspects of an 1115 demonstration. This started September 24, 2021 and lasts through October 24, 2021. Afterwards, the Centers for Medicare and Medicaid Services will review our application and the public comment process. CMS may choose to open public comment at the federal level afterwards.
4. Conversations with local agencies on aging partners are occurring, including hiring, training staff, and information technology (IT). The goal is to implement

programs by July 1, 2022 with getting 4,500 people eventually in to OPI (including consumers currently served) and start the Family Caregiver Assistance Program which could potentially serve people with unpaid caregivers and supports from friends and family members.

Feel free to contact Max Brown or his team members for questions.

Email: Max.Brown@dhsosha.state.or.us

Training Report

Roberta Lilly, OHCC Training and Registry Manager, provided the updates.

August 2021 Training Attendance:

- Total August 2021 Attendance: 1,040
- Enhanced Certification is offered monthly as well as renewals.
- The VDO Initial course is overlapping sessions to increase offerings.
- An English Professional Development Cohort is offered monthly. This will be offered in other languages.
- The training call volume is high for the Registry.

Position Update:

- The Request for Proposal (RFP) is open for a virtual CPR/First Aid contract which will include an online course and a demonstration of skills from the convenience of a worker's home. An update will be forthcoming in November.

Professional and Continuing Education Program (PACE) Update:

We are moving to on-demand courses through the Oregon State University's PACE Program. They are creating our courses with activities and videos along with a certification dashboard. The training unit hopes to use this for testing starting later this month.

New Course Development

Family Caregiver as Paid Providers is new with two sister courses. One will focus on home care workers and personal care attendants, and the other focusing on personal support workers. Our new training and development specialist will be assisting with these courses.

Rates for Commissioners Per Diem and Reimbursement

Deb McCuin, Oregon Department of Human Services (ODHS), Aging and People with Disabilities (APD) Community Services and Supports Unit, provided the update.

- House Bill 2992 was passed in the 2021 regular legislative session changing commissioner per diem rates for State Boards and Commissions (effective

September 24, 2021) and defining “Qualified Members.” This changes the rates for state boards and commissions. These temporary rules are effective September 24, 2021 through March 22, 2022 and then will go through a public process to become permanent.

- Per Oregon Revised Statute (ORS) 410, the following APD commissions are affected: Oregon Home Care Commission, Oregon Disabilities Commission, the Governor’s Commission on Senior Services, and the Medicaid Long-Term Care and Quality Reimbursement Advisory Council (MLTCQRAC).
- What is covered in ORS 411-063?
 - Per Diem Compensation including the “shall pay” language for each or part of the day when one is engaged in official commission business, subject to the availability of funds and except as otherwise provided by law. The new rate is \$151 per day. A commissioner may decline compensation. One must request compensation, if desired. (Reference to OAR 411-063-0020).
 - Travel and Other Reimbursements (including hiring a substitute). ODHS may reimburse all members and shall provide reimbursement to a qualified member for necessary travel or other expenses incurred. (This includes members employed in full-time service, unless otherwise prohibited by law. (Reference to OAR 411-063-0030).
- Next Steps
 - Ongoing discussions are occurring for the next few months. The temporary rule will be effective from September 24, 2021 through March 22, 2022). Permanent rule making process will occur with public input from a Rules Advisory Committee (RAC) in early 2022. Commissioners are asked to participate in the RAC.
- Questions and Answers (Q&A)
 - Commissioner McEwen wanted to know how the stipend change will affect services for low-income individuals, since this is taxed income. Deb McCuin noted that there are potential impacts for members who have income eligibility requirements. The statutes state that commissioners may decline compensation, and this may be worth reviewing. The \$151 per diem rate per day or part of a day is concerning for some people.

- Oregon ABLE Savings Plan will be attending the OHCC Commission meeting next month. Josh Goller from the Work Incentives Network will also be attending, and he can address this.
- Question from Commissioner Wentzell: What if a person is too poor to request a stipend that would disengage a person from services?
- Response: There is room for legislative advocacy. Reimagine Oregon introduced this bill, and you can contact them or consider education to legislators. OHCC Executive Director notes that this was an equity issue with unintended consequences. They were not thinking of people receiving services and who are on boards or commissions.

Interested parties may contact Deb McCuin at: Debbie.McCuin@dhsosha.state.or.us
Work Cell: (541) 301-1672.

Adjournment

Commissioner McEwen 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). Currently, 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.

The meeting was adjourned at 12:52 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 | P | P | | |
| King | E | P | P | P | P | P | P | E | P | P | | |
| McEwen | P | P | P | P | P | P | P | P | P | P | | |
| Moore | P | E | P | U | P | P | E | P | E | P | | |
| Volpe | P | P | P | P | P | P | P | E | E | P | | |
| Wentzell | P | P | P | P | P | P | P | P | P | P | | |

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

Attachments:

- OHCC Commission Agenda_October 7, 2021
- OHCC Commission Minutes September 3, 2021
- OHCC Budget 2019-2021 Biennium
- OHCC Budget 2021-2023 Biennium

- OHCC Executive Director Report, September 2021
- OAR 411-063 New Rules Report for Stipends
- Board and Commission Member Compensation FAQs
- Public Comment on 1115 Rule Waiver (Oregon Project Independence)
- Monthly Traditional Health Worker Report, September 2021
- Training & Registry Monthly Report, September 2021
- Training & Registry Course Update Report, September 2021
- Employer Resource Connection Bi-Monthly Statistical Report