



Oregon Home Care Commission (OHCC)
Meeting Minutes
January 6, 2022

Members Present:	Ruth McEwen (Chair), Mike Volpe, Randi Moore, Paul Johnson, Marsha Wentzell
Members Absent:	Mark King
Others:	Brian Holman, Gwen Ayers, Cassidy Williams
Staff:	Cheryl Miller, Roberta Lilly, Jenny Cokeley, David Vining, Massarra Eiwaz-Ransom, Abdirizak Ahmed, Miguel Cordova, Andrea Kempel, Heidi Alasio

Meeting Called to Order

The meeting was called to order at 10:04 AM by Chairperson McEwen.

Introductions

Introductions were made.

Adoption of Agenda

Commissioner Wentzel **moved** to approve the agenda. Commissioner Moore **seconded. Motion carried.**

Approval of Minutes

Commissioner Johnson **moved** to approve the December 2021 OHCC Meeting minutes. Commissioner Wentzel **seconded. Motion carried.**

Announcements

None.

Public Testimony

Cheryl Miller shared public testimony from Mr. Avery Horton which was submitted on January 3, 2022 at 4:29 PM.

If I did not send this to the right people, **you are directed to** forward this email to the right people.

You are directed to make sure my testimony is not redacted in any way, shape or form, and is included in entirety in the meeting minutes.

PUBLIC TESTIMONY FOR JANUARY 2022 OHCC MEETING

The Oregon Health Authority has identified five social determinants of health:

SDOH can be grouped into 5 domains:

- Economic Stability.
- Education Access and Quality.

- Health Care Access and Quality.
- Neighborhood and Built Environment.
- Social and Community Context.

The first one is ECONOMIC STABILITY. Homecare workers are front-line workers who are essential. In fact, if they do not show up for work, PEOPLE MAY DIE! For far too long, over a decade, far too many homecare workers have been under economic stress unnecessarily because the OHCC/DHS has failed, repeatedly, to pay some workers accurately and timely. This happens month after month. Everyone is facing inflation. Inflation only adds to the stress of not knowing whether or not you are going to receive a paycheck and whether or not it will be accurate.

To make matters worse, officials in DHS are reporting that the Oregon Provider Time Capture (ORPTC) is a success:

"The new Provider Time Capture went statewide in September, there are still some issues to work out but looks like the system is working successfully."

- MIKE MCCORMICK, ODHS PROGRAM UPDATES, GOVERNOR'S COMMISSION ON SENIOR SERVICES, Full Commission Meeting Minutes December 9, 2021

When hundreds, if not thousands, of home care workers are not getting paid accurately and timely, how can "ORPTC" and "successfully" be used in the same sentence? Either someone is hiding the problems from Mike or he is lying to save face. Which is it?

Furthermore, case managers are being flooded with phone calls because ORPTC is running so "**successfully**". This puts an added burden on case managers who already believe they have too much on their plate.

Personally, over the past month, I have watched days go by and my hours were not loaded into the system. I have been informing my case manager each week of the problem. As of 1/3/2022, I have been informed there is a problem in the system, they will have to manually override it and it will be fixed going forward. Looks like this is one of the "**issues to work out**". After 3 months, isn't it reasonable to think that the problems should have been worked out by now? Consider the fact there was a pilot test going on before ORPTC was released statewide. Why weren't the errors found and fixed then?

What OHCC/DHS needs to do is:

1) assign staff whose only job is to fix homecare payroll problems until ORPTC is running properly;

- 2) set up a phone number and email address for workers to contact when they are having problems and respond within 1 business day;
- 3) inform each and every care provider the email address and phone number to contact with payroll issues;
- 4) report in the OHCC meeting how many homecare workers have not been paid accurately and timely for each pay period. This number needs to be tracked month to month to make sure it is decreasing. Also, OHCC/DHS needs to report how many care providers have been paid late payment penalty fees and the total amount of the penalty for each pay period;
- 5) The last thing OHCC/DHS needs to do is issue a PUBLIC APOLOGY to each and every home care provider and own up that the implementation of ORPTC has been a disaster.

At this time, I would like to request to receive a copy of the payroll processing workflow diagram.

Home care providers are hourly employees and they have to wait over 2 weeks to be paid. Usually, hourly employees are paid weekly. And if they are paid bi-weekly, they don't have to wait 2 weeks to get their check. Their pay period ends on a Saturday and the following Friday they get paid. It is important that home care providers start getting paid on time as soon as possible. Why on earth does the state need over 2 weeks to process payroll? I would also like to know if the public sector employees are experiencing any payroll problems.

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 ***

Note: Avery Horton submitted a second public testimony on January 6, 2022 at 6:58 AM.

If I did not send this to the right people, **you are directed to** forward this email to the right people.

You are directed to make sure my testimony is not redacted in any way, shape or form, and is included in entirety in the meeting minutes.

ADDITIONAL PUBLIC TESTIMONY FOR JANUARY 2022 OHCC MEETING

From my previous testimony:

*Personally, over the past month, I have watched days go by and my hours were not loaded into the system. I have been informing my case manager each week of the problem. As of 1/3/2022, I have been informed there is a problem in the system, they will have to manually override it and it will be fixed going forward. Looks like this is one of the **"issues to work out"**. After 3 months, isn't it reasonable to think that the problems should have been worked out by now? Consider the fact there was a pilot test going on before ORPTC was released statewide. Why weren't the errors found and fixed then?*

My direct deposit posted:

01/06/22

SPD PROVIDER PAY SPD PROVID 220107 ----- \$73.54

That's for five (5) hours. I WORKED 80 HOURS!!

Please explain to me how this **"looks like the system is working successfully."**

I received text messages reminding me to enter my hours before the deadline. I entered my hours before the deadline and the OHCC/DHS failed to pay me accurately and timely.

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,
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OHCC Response:

- The union has submitted a grievance around Provider Time Capture (PTC).
- OHCC is working to resolve late payments and is paying out significant amounts in late payment penalty fees to providers who entered time accurately and timely but were not paid timely.
- Local offices must assist workers in addressing incorrect time submissions.
- OHCC receives numerous complaints from the Member Assistance Center and elevates issues regarding local offices.
- We have increased our PTC FAQ Meetings and are offering them in various languages, including ASL.
- We are sending out reminders to workers to submit their entries timely.
- Due to the PTC concerns, we are meeting weekly with the union.

Additional Comments:

- Marsha Wentzel is speaking as a public person at this time. She would like an update on Personal Protective Equipment (PPE), gloves in particular. Secondly, she is requesting more information on the commissioner stipend increase.

OHCC continues to send out PPE notices to local offices and case management entities about requests that we receive at Customer Relations and at the OHCC Online Portal. According to the Collective Bargaining Agreement, we are required to supply a month's supply of PPE. Providers and/or consumers may contact us with requests for PPE to be dropped shipped or sent directly from our office. If a homecare worker or a consumer has been exposed to COVID-19, they may have a case manager submit a request for for available medical grade PPE. N95 masks can be sent to those experiencing exposure to COVID-19.

- Marsha Wentzell noted that someone must bring authorized hours to zero when workers are under review for recertification. Cheryl Miller notes that this applies to exceptions, and local offices must send the exception to Central Office.

Cheryl will request that former Commissioner Mat Rapoza come to a future meeting to address this.

- Marsha Wentzell also requests information about the availability of rapid COVID tests, noting that the governor has purchased millions of them that go to essential workers and to community organizations. Does OHCC have them available to providers and consumers? Cheryl Miller will address this in her executive report and has a meeting on this topic later today.
- Marsha Wentzell notes concern as a consumer over an available provider who works in a nursing home. She worries about the person's possible exposure to COVID, as she herself has complex medical needs. (Marsha Wentzell now ends public testimony as a public person and attends the remainder of the meeting as a commissioner).
- Ruth McEwen is changing hats and is now speaking as a member of the public. She received a letter saying that her homecare worker would not be paid after the end of January, since her provider number would expire. Cheryl Miller responded that auto-generated letters went out through the Mainframe System; however, everyone has been extended. The Background Check Unit (BCU) will start performing background check renewals in March 2022. Providers must have an email address to submit background check renewals through ORCHARDS. OHCC new provider website has a Background Check Unit section with links to information about the new process. OHCC is working with BCU to share more information with providers about the process. (Ruth McEwen now resumes her role of commissioner).
- Commissioner Johnson would like an update on new commissioners being added. The matter will be addressed in Executive Director Report.

OHCC Budget Update

Brian Holman, Oregon Department of Human Services (ODHS) Fiscal Analyst, presented the November 2021 budget report.

OHCC ADMIN BUDGET - \$6,480,417

- Total General funds (GF) and Other Funds (OF) expended to date - \$938,696 (14.49%)
- Total FF expended to date - \$123,321 (3.70%)
- Total Expenditures to Date - \$1,062,017 (10.82%)

- Projected Expenditures - \$7,805,714
- Projected Deficit - \$949,007
- Note: The projected deficit is due to professional services coming in higher than budgeted and double fills. As we go through the biennium, the deficit should reduce over time. Cost of Living and salary pot adjustments are not included yet.

OHCC Admin Budget - \$6,137,769

- Total GF & OF expenditures to date - \$907,015 (14.78%)
- Total FF expenditures to date - \$104,560 (3.30%)
- Total expenditures to date - \$1,011,575 (10.87%)

OHCC Admin Units – Breakdown of the Admin budget referenced above, noting expenditures to date:

- **The total admin budget** - \$5,570,010
- **Administration** - \$699,589 (12.56%)
- **Homecare Worker (HCW) Training** - \$63,731 (3.10%)
- **Employer Resource Connection (ERC) HCW** - \$239,265 (21.94%)
- **HCW Registry (Federal Funds [FF] Match)** - \$1,24 (1.25%)
- **HCC Commissioners** - \$1,556 (14.23%)
- **Workforce Development** - \$6,410 (1.70%)
- **Provider Parking & Reimbursement** - \$120,000 (0.00%)

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

- Total Budget - \$262,349
- Total expenditures to date - \$26,973

The PSW – Developmental Disabilities/Mental Health (DD/MH) Units

- ERC for PSW expenditures to date – \$41,419 (15.85%)
- DD/MH Committee expenditures to date - \$0.00 (0.00%)

TRADITIONAL HEALTH WORKERS (THW) BUDGET

The total budget - \$88,000

- **Training** – \$391 (0.45%)
- **Committee** –\$0.0 (0.00%)

ENHANCED AND EXCEPTIONAL/Ventilator Dependent Quadriplegia (VDQ) WORKERS BUDGET

- Total Budget - \$162,299
- Expenditures to date -\$8,632 (5.32%)

TRAINING STIPENDS

- Total budget -\$1,090,000
- Total expenditures to date - \$141,759
- PSW – DD expenditures to date - \$31,171 (17.32%)
- PCA-HSD - expenditures to date - \$1,222 (12.22%)
- HCW expenditures to date \$109,365 (12.15%)

TRAINING REVENUE TO DATE - \$350.00

Disability Services Advisory Council (DSAC)

None.

Oregon Association of Area Agencies on Aging (O4AD) Update

Commissioner Moore reported that the workforce situation is challenging. PTC is still an issue, and there is a big burden on workers, clerical staff, and case managers. Case managers and adult protective services workers are returning to the field. Consumers have missed contact over the past two years, and people are concerned with the current pandemic surge. There is availability for local offices to make some decisions based on individual need and safety.

Oregon Cascades West Council of Governments (OCWCOG) is hosting their first job fair at the agency. Included in this is a hope to recruit homecare workers. Representatives from OCWCOG will also attend a job fair in Lincoln County where they will also accept applications for homecare workers.

OHCC has flyers and promotional materials to share. We are also able to post the event on social media.

Oregon Disabilities Council (ODC) Update

None.

Aging and People with Disabilities (APD) Update

Commissioner Johnson noted that beginning January 1, 2022, the liability pay-in is no longer required for in-home consumers. Communication should have been sent out to impacted APD in-home consumer-employers.

We are working with Article 20 of the 2021-2023 Collective Bargaining Agreement Pertaining to HCWs on health and safety risks to supply information for local offices and case managers with advice on how to address known or document risks with a consumer before taking employment. A transmittal on this topic will be sent to local offices and posted on the CM Tools site soon. The main concern is that the case manager may need guidance on how to communicate appropriately known or documented risks or concerns with HCWs while protecting approach confidentiality and privacy.

Cheryl Miller added that the forthcoming OHCC Safety Manual will include a section on this topic. She is working on a Care Provider Guide that will include information on reporting an unsafe work environment, how to request an ADA accommodation, and Workers' Compensation for the providers.

Executive Director's Report

Cheryl Miller, Executive Director's report:.,

Worker PPE Requests

Organization	December 2021 Requests	Totals (4/2020-12/2021)
SEIU	144	8357
OHCC	25	876
Total	169	9233

This report can be available on the OHCC Health & Safety webpage.

Oregon Provider Time Capture Direct Care Innovations (OR PTC DCI)

- OHCC is supporting providers and the PTC Team with Aging and People with Disabilities (APD)
- PTC FAQ sessions in Arabic, Spanish, and Somali.; ASL and other languages interpreters are available upon request.
 - Reminder notices are sent out via text messages and emails
 - Providers need to register in advance for sessions
 - OR PTC DCI Pro-Tips document is available to providers

We encourage APD/AAA local offices to share the PTC FAQ session information with providers.

Commissioner McEwen would appreciate receiving these notices.

New Provider website, includes OHCC Customer Relations Online Service – Soft launch Friday, January 7, 2022

- OHCC launched a simplified, streamlined, user-friendly webpage for providers
 - The new page includes Contact, Information and Resources guides for each provider type.
 - The guides also include links, phone numbers, email addresses to important information and resources.
 - Some of the covered topics: PTC, OHCC Registry, OHCC & Carewell Training, Carewell Benefits OregonSaves, Health & Safety, and COVID-19 Vaccine Information and Resources.
- Providers will be able to submit requests and complaints online. The online service is available in other language.

Links to the Provider Contact Information and Resources guides:

- [Homecare Workers](#)
- [Personal Support Workers](#)
- [Personal Care Attendants](#)

Link to OHCC Customer Relations – Online Service

<https://forms.office.com/g/untNXn1Vmi>

Required Orientation & Training

- Deadline for completing training is March 31, 2022
- Workers with OHCC Certifications for Professional Development, Exceptional, Enhanced, Ventilator Dependent Quadriplegia are exempt
- OHCC is sending reminders via texts and emails
- Consumer FAQ: <https://apps.state.or.us/Forms/Served/de2527A.pdf>
- OHCC Connection Podcast: https://blubrry.com/ohcc_podcast/

Vaccine Booster & Flu Shots

- OHCC & Carewell SEIU 503 are scheduling COVID-19 vaccine/booster events in Portland (two in January and two in February)
- Vaccines, boosters, and flu shots will be available
- Providers will receive \$100 VISA cards from Carewell SEIU 503
- Anyone vaccinated will receive a food box, possibly with a \$25 gift certificate

- OHCC swag bags will be provided
- Anyone can come for a vaccine/booster
- Vaccine events have occurred in Roseburg, Salem, Pendleton/Hermiston, and North Bend/Coos Bay

OHCC Connections

- Five (5) Podcasts are available for SB 1534 and required trainings

Twilio Text Messaging

- Providers appreciate the text reminders

Labor and Management

- Joint Issues Committee meetings occur the third Wednesday of the month
- OHCC works regularly with SEIU to support providers with vaccine/booster information
- Cheryl Miller meets weekly with Nadja Gulley, our Labor Relations Manager
- OHCC meets weekly with the Member Assistance Center and the Member Resource Center to discuss late payment penalties, PTC, and grievances

OHCC Commissioner Recruitment

- Several commissioners have begun the re-appointment process but have not completed it. Please check back into Workday and complete any required actions.
- Some current commissioners have not been approved
- Cheryl previously mentioned that a candidate backed out and she reminded the Commissioners.
- Contact Cheryl if you know of interested parties.

Provider Time Capture (PTC)

Gwen Ayers, APD/PTC Communications Lead, provided the report.

Support Avenues for Providers:

- DCI Help Desk 24/7
- Local Offices & PTC Support Team-unlocking accounts, troubleshooting, editing time entries
- OHCC & SEIU Resources-general questions, FAQ sessions

PTC Project Phases

- Phase 1 implemented September 12, 2021-where we are currently
- Phase 2 Planning has begun-will connect OR PTC DCI and DHR Mainframe payment systems-

- Phase 3 in the future will bring in additional programs

Note: Phase 2 planning will greatly reduce manual entry for staff and will impact staff but will have minimal or no impact to providers and consumers. This will take time to implement.

Feedback/Questions

- OHCC is interested in reducing late payments, system updates, impact on consumers and providers
- OHCC Customer Relations & the PTC Support Team will connect
- Commissioners are receiving feedback from providers and would appreciate updates also
- Login issues are a major concern
- Cheryl Miller will re-send the PTC Pro-Tips document to commissioners

Resources

- PTC.Support@dhsosha.state.or.us
- PTC Website: PTC.Oregon.gov

Training Report

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

New Staff

- Heather Pelcha is the new Training and Development Specialist.

December 2021 Training & Registry Report

- 69 courses
 - 39 PDC webinars and on demand courses
 - 6 Compass courses
 - 9 Enhanced sessions
 - 15 VDQ sessions
- Attendance-827 participants
 - 784 attendees for the PDC webinars
 - 30 Enhanced Initial
 - 5 Enhanced Renewals
 - 8 VDQ Initial
- Attendee Breakdown
 - 790 HCWs
 - 275 Unique HCWs
 - 118 PSWs
 - 57 Unique PSWs

- 14 Unique CIIS PSWs
- Other Course Data
 - 1,049 Registered for the month
 - 1 course cancelled
 - 1% no shows
 - Avg. class size-22.5 PDC Webinar
 - 10.2 Compass
 - Total enrolled in PACE-371
 - Largest Monthly class-73

Additional Information

- The Mental Health First Aid course is being added virtually back into course trainings. Providers learn to identify risk factors and what steps to take.
- Roberta will look into information for mental health resources and contacts for commissioners.

Developmental Disabilities/Mental Health Committee Report

Massarra Eiwaz-Ransom, OHCC DD/MH Coordinator, provided the November & December 2021 DD/MH Committee Meeting report.

- Joy'e Willman at SEIU has provided bargaining updates on Hazard Pay, pay raises, health and safety policy, parking, and a reference page.
- OHCC Training Report was provided by Roberta Lilly, including information on Enhanced Training, low-vision and blindness classes, and anxiety & depression courses.
- Workers' Compensation & CPR Program Coordinator, Kelly Rosenau, shared information on the number of SAIF claims, and the quantity and types of injuries for providers and consumers.
- Commissioner McEwen is interested in a deaf and hard of hearing training. Roberta Lilly will follow up.
- Committee Members discussed COVID-19 vaccines, reengaging the mental health community with our committee, community resources, and needed trainings for PSWs in the DD/MH area.

Additional Information:

- OHCC completed a Community Health Work Training that went from October 14-December 16, 2021 with 8 participants and 3 facilitators. David Vining assisted, as well. Another training will begin in August 2022.
- A curriculum for the Personal Health Navigator training is being developed by OHCC and other stakeholders.

- Updates about the Personal Health Navigator Training will be posted in the Elevate newsletter and shared at OHCC Commission meetings.

Senate Bill (SB) 1534 Report

Jenny Cokeley, OHCC Provider Relations Unit Manager, reported.

Carewell Training Statistics as of December 7, 2021

New worker training includes online training and core training

- HCWs-1,834
- PCAs-12
- PSWs-508
- Multiple Provider Types-169
- 11,241 learners enrolled in the training

Refresher Training for current workers-completed

- HCWs-2,825
- PCAs-24
- PSWs-2,660
- Multiple Provider Types-320
- Workers are enrolled in trainings-13,406
- Current workers who do not complete the refresher trainings will receive termination notices and will be given the right to appeal. They may work during this process, and they may complete the required refresher courses during the appeal process.

Communication Plan Activities

- Carewell encouraged workers to complete required trainings and refreshers with prize drawings . This has been extended through March 31, 2022.
- Carewell and OHCC cohosted webinars about required trainings for local office staff in December to answer training questions. All three sessions were well-attended.
- Refresher training reminder notices are sent by Carewell and OHCC. OHCC uses email and text messaging/social media, the Elevate newsletter, and postcard mailings. Carewell uses emails, postcards, mailers, and social media.
- Refresher training reminders are being added to workers' remittance advices and to the splash screen on OR PTC DCI this month.
- Refresher training reminder letters will be mailed to homecare workers and consumers about the March 31, 2022 deadline. The Office of Developmental Disabilities Services (ODDS) will do their own mailing.

- Information will be added to eXPRS, so that PSWs can see their refresher training deadline date when they log on.
- The Provider Relations Unit with APD sends reminder notices out for core trainings which must be completed within 120 days of enrollment. For those who enrolled in September 2021, the due date is January 2022.

Revisions to Core Training

- Carewell has submitted revisions for the core training workshop; the Internal Curriculum Review Committee is in the review process.

Adjournment

The meeting was adjourned at 12:42 PM by Chair McEwen.

2021 Attendance Record

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

E=Excused, U=Unexcused, I=In-Person, P=Phone

Attachments:

- Agenda, January 6, 2022
- OHCC Commission Minutes, December 2, 2021
- Home Care Commission Budget Report 21-23 Biennium, November 2021
- Executive Report,
- Training Report,
- Senate Bill 1534 Updates, January 7, 2022
- Provider Time Capture Project, January 2022
- Developmental Disabilities/Mental Health Commission Report, November & December 2021