



Oregon Home Care  
Commission (OHCC)  
Meeting Minutes  
February 3, 2022

Members Present:	Ruth McEwen (Chairperson), Paul Johnson, Mark King, Marsha Wentzell, Randi Moore
Members Absent:	Mike Volpe
Others:	Mike McCormick, Brian Holman, Josh Goller, Deb McCuin, Gwen Ayers, Cassidy Williams, Mat Rapoza, Joseph Lowe, Holly Stephens, Avery Horton
Staff:	Cheryl Miller, Roberta Lilly, Ahmed Abdirizak, Nancy Janes, Kelly Rosenau, David Vining, Heidi Alasio, Massarra Eiwaz-Ransom, Andrea Kempel, Jenny Cokeley

***Meeting Called to Order***

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

***Introductions***

Avery Horton is attending today.

***Adoption of Agenda***

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

***Approval of Minutes***

Commissioner Johnson **moved** to approve the January 2022 minutes. Commissioner Moore **seconded**. **Motion moved.**

***Announcements***

None.

***Public Testimony***

Avery Horton's **first public testimony** was submitted January 30, 2022, at 5:37 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 FEBRUARY 2022 OHCC MEETING**

As of January 30, 2022, the latest OHCC meeting minutes published on the OHCC website are for October 7, 2021. Why haven't the meeting minutes been published

for the meetings held in November 2021 and December 2021? This is a disservice to the public. Who is the person responsible for publishing the OHCC meeting minutes? When are the minutes due to be published? If there is no due date, that is an indication of poor management.

It has been brought to my attention that the OHCC/DHS do not understand the meaning of the phrase "Timely and Accurate Pay". I worked 80 hours and only received pay for 5 hours. Obviously, this is not *Timely and Accurate Pay*. The Collective Bargaining Agreement between SEIU LOCAL 503 and the State of Oregon states:

#### Section 5. Timely and Accurate Pay.

a) Workers shall be entitled to receive timely and correct payment for services authorized and rendered. The State shall be responsible for any demonstrable costs incurred by a Worker for any late or incorrect payments where the Worker properly and timely submitted their voucher/timesheet. The Union reserves the right to file grievances regarding late or incorrect payment where the Worker properly and timely submitted their voucher/timesheet. The Union reserves the right to file grievances regarding late payment situations regardless of the State's compliance with the process outlined in Subsection 5(a) below.

#### Section 6. Late Payment Fees

a) For the purposes of this Section, a late payment is defined as a payment that is issued more than one (1) business day after the scheduled payment issue date.

#### 2019-2021 SEIU Homecare 24 Collective Bargaining Agreement

The Provider must notify the Case Management Entity of a missing voucher by the last business day of the first week of the pay period, in order to be eligible for a late payment fee. A late payment may not be alleged in instances where:

- 1) A prior authorization was not issued in accordance with Article 14, Section 1.
- 2) The timesheet/voucher is illegible.
- 3) The timesheet/voucher is not properly completed.
- 4) The timesheet/voucher is not signed by the Home Care Worker/Personal Support Worker.
- 5) The timesheet/voucher is not signed by the Consumer or Employer.
- 6) A valid and current Provider number does not exist.
- 7) The State's computer systems are impacted by a large-scale IT event and the following criteria are met:
  - i. DHS will immediately notify SEIU of the delayed payment.
  - ii. Payment is correctly issued within one (1) business day of the IT issue being resolved.

As the result of an instance of uncontrollable natural forces that impact CME and/or State operations.

9) A HCW incorrectly submits overlapping hours across two (2) or more Consumers.

10) Overlapping hours (HCWs/PSWs) occur as defined in Section 1(f) of this Article.

b) In instances where the State has issued a late payment, the Department may compensate the affected HomeCare Worker/Personal Support Worker a penalty equal to twenty dollars (\$20) per calendar day as determined through the payment complaint process. The number of days shall be calculated as follows:

Actual Date Processing Occurred – Scheduled Processing Date = Number of Late Days.

I have been told the OHCC/DHS believe that if a worker receives any amount then the pay is not late. If I don't pay my State Income Taxes timely and accurately, I am assessed a late payment penalty. If I were to submit a payment of \$.10 to the State on or before the due date, I would not be able to claim I paid my taxes on time unless my taxes totaled \$.10. So, OHCC/DHS should be held to the exact same standard. If a worker is not fully paid for the time that they worked, OHCC/DHS should pay the worker the late payment penalty per the contract. Paying workers \$.10 to avoid the late payment penalty is disrespectful, dastardly and disgusting to say the least. It is a slap in the face of essential home care workers. What kind of error checking does your payroll system have, if any, that allows checks for \$.10 to be processed? Who is the person responsible for the timeliness and accuracy of homecare payroll?

For the record: I am a member of the Homecare Bargaining Team and I was the one who brought the idea of a late payment penalty to the table. So I fully understand the intent of Sections 5 and 6. Also, my testimony is my own and I am not representing or speaking on behalf of SEIU LOCAL 503.

I am demanding that OHCC/DHS pay me the \$120 late payment penalty for not fully paying me for the 80 hours I worked on the processing date of January 5, 2022.

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 \*\*\*

Avery Horton's **second public testimony** was submitted January 31, 2022 at 4:49 PM.

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

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### **ADDITIONAL PUBLIC TESTIMONY FOR FEBRUARY 2022 OHCC MEETING**

It has come to my attention that some simple questions need to be asked and answered to find out the reasons for the State not paying Homecare workers timely and accurately.

QUESTION 1: Does the State use some or all of the same computer hardware to process both the state employees payroll and the Homecare payroll, Yes/No?

QUESTION 2: Does the State use some or all of the same computer software to process both the state employees payroll and the Homecare payroll, Yes/No?

QUESTION 3: Is there one person who is responsible for both of the payroll processing, Yes/No?

If the answer to question 1 is YES. Then the "antiquated hardware" excuse is not valid.

If the answer to question 2 is YES. Then the "antiquated software" excuse is not valid.

If YES is the answer to questions 1 and 2, then it is a MANAGEMENT problem and not a system problem.

**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 \*\*\*

**OHCC Response:** The answer to all of the above questions is “no.”

Avery Horton’s **third public testimony** was submitted on February 1, 2022 at 4:39 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.

**REQUEST FOR INFORMATION FOR FEBRUARY 2022 OHCC MEETING**

Total number of Homecare workers receiving payment during each of the November 2021 and December 2021 pay periods.

Total number of payments where the net amount was \$1.00 or less during each of the November 2021 and December 2021 pay periods. If this number is greater than zero, this indicates a failure of OHCC/DHS management.

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 \*\*\*

Avery notes that Mike McCormick submitted public testimony that OR PTC is running successfully. Avery claims Mike is either unaware of the problems, or he is not telling the truth. Cheryl Miller responded that ODHS, OHCC, and APD/PTC Team are working diligently to resolve issues.

Avery claims the problem is with the software, a management failure, or a combination of the two. He says this has been an ongoing problem for 3-4 years, and the hardware issue is not an excuse. The state needs to fix the payroll or management problem. He notes that OHCC answers do not provide the information he requested.

#### ***Oregon Association of Area Agencies on Aging (O4AD) Report***

Commissioner Moore noted that O4AD is not pushing forward any legislative issues. They are tracking any bills that may affect the elderly or people with disabilities.

#### ***Oregon Disability Council (ODC) Report***

No updates.

#### ***Aging and People with Disabilities (APD) Report***

Commissioner Johnson noted that Mat Rapoza will be providing APD information today. Also, the process for a new APD Director has been placed on hold. There will likely be another recruitment in the summer. Until then, Mike McCormick will continue as the Interim APD Director.

#### ***Disability Services Advisory Council (DSAC) Report***

Joseph Lowe, APD Program Analyst, reported.

The February 22, 2022 DSACs quarterly meeting will occur. Remote meetings are continuing as are recruitment challenges.

Two DSACs held recruitment events for their respective districts with one choosing Emergency Planning as a themed topic. Attendance was good. Joseph will provide recruitment numbers in the future.

Planning will begin soon for the 2022 ADA Virtual Celebration. Northwest ADA Center and Disability Rights of Oregon (DRO) will be partnering with them.

Joseph continues to be involved with the Disability Emergency Management Advisory Council, the Employee Resource Group, ABLEnet, APD's Service Equity

Advisory Council, Oregon's Office on Disability & Health Advisory Council, and the Public Transportation Advisory Council.

Joseph has been involved in the APD Director Onboarding planning and the Per Diem Compensation/Stipend issue and its impacts. He was recently assigned as Co-Coordinator of the Interim Governor's Commission on Senior Services.

### ***OHCC Budget Report***

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

#### **OHCC TOTAL BUDGET-\$6,480,417**

- Total General Funds (GF) and Other Funds (OF) expended to date-\$1,129,777 (17.43%)
- Total Federal Funds (FF) expended to date-\$140,516 (4.21%)
- Total Fund (TF) Expenditures to date-\$1,270,593 (12.94%)
- Projected Expenditures (TF)-\$7,430,610
- Projected Deficit-\$711,816
- Note: The budget continues to shrink as projected, primarily due to professional services being less than initially budgeted. Salary pot adjustments have not been included yet but would further reduce any deficit projected.

#### **OHCC ADMIN BUDGET-\$6,137,769**

- Total GF and OF Expenditures to Date-\$1,097,730 (17.88%)
- Total FF Expenditures to Date-\$121,680 (3.84%)
- Total Expenditures to Date-\$1,219,410 (13.11%)

**OHCC ADMIN UNITS**-Breakdown of the admin units referenced above, noting expenditures to date:

- The total admin budget-\$5,570,010
- Administration-\$837,993 (15.04%)
- Homecare Worker (HCW) Training-\$71,695 (3.49%)
- Employer Resource Connection (ERC) HCW-\$298,314 (27.36%)
- HCW Registry (FF Match)-\$3,175 (3.87%)
- HCC Commissioners-\$1,556 (14.23%)
- Workforce Development-\$6,677 (1.77%)
- Provider Parking Reimbursement-\$- (0.00%)

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

- Total Budget-\$262,349
- Total GF & OF Expenditures to Date-\$27,242

**EMPLOYER RESOURCE CONNECTION FOR PSWs (FF MATCH)**

- Total Budget-\$261,360
- Total Expenditures to Date-\$41,762 (15.98%)

**PSW-Developmental Disabilities (DD)/Mental Health (MH) Committee**

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

**TRADITIONAL HEALTH WORKERS (THW) BUDGET**

- Total Budget-\$88,000
- Expenditures to Date-\$489
- THW EXPENDITURES BY UNIT
  - THW Training Expenditures to Date-\$489 (0.57%)
  - THW Committee Expenditures to Date-\$- (0.00%)

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

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

**TRAINING STIPENDS**

- Total Budget (TF)-\$1,090,000
- Total Expenditures to Date (GF): \$166,696

**TRAINING STIPEND BY UNIT**

- PSW/DD-\$35,343 (19.63%)
- PCA/HSD-\$1,388 (13.88%)
- HCW/APD-\$129,965 (14.44%)

**TRAINING REVENUE TO DATE (TF)-\$425.00*****Work Incentives Network (WIN)/APD Community Services and Supports***

Josh Goller, WIN Program Manager, provided the report.

The stipend is compensation based on a per diem rate, and thus will be considered as earned income. Contact Josh at the WIN Help Desk (800-661-2571, or [win.refer@state.or.us](mailto:win.refer@state.or.us)) if you have questions.



Commissioners will be compensated at the rate of \$151 daily. As we are still under public emergency rules due to pandemic, APD will take no adverse actions in relation to Medicaid eligibility due to exceeding income limits, etc., until the public emergency rules are lifted. This has been described as a No Adverse Action Policy. We do not know how long these rules will last.

The Medicare Savings Program (MSP)/Qualified Medicare Beneficiary (QMB) covers the \$170 monthly premium for Medicare Part B outpatient services and coinsurance for Medicare Parts A&B. Low-income people can avoid the premium and coinsurance through this program. The No Adverse Action policy applies to MSP/QMB as well, so in the short term during the COVID-19 Emergency, the stipend will not affect this eligibility either. Speak with WIN if you'd like to learn more about how income from the stipend may affect eligibility once the No Adverse Action policy is lifted.

HUD/Low Income Housing-You cannot typically lose your voucher as a result of income changes, but your rent may increase with increased income. If your income causes your rent to increase to full market rate for 6+ months, only then could the voucher be forfeited. Your rent will remain proportional to income increases. Contact Josh directly about an incentive called the Earned Income Disregard, which could apply in some cases to keep rent down for the first two years of working.

Employee Persons with Disabilities (EPD) Program is a buy-in option for people who exceed all income limits for Medicaid. You can earn up to \$68,000 per year and keep your Medicaid by paying a small buy-in fee of \$100-\$150/annually. An individual must be employed to become eligible for this benefit. This is a good alternative when earned income exceeds income limits for other Medicaid eligibility groups. However, the Medicaid Policy Team has confirmed that the stipend alone does not constitute employment, so if someone does not have employment outside of the stipend, they may not be able to access EPD. Contact WIN for further information.

Cash benefits for Social Security (SSI/SSDI)

- If you are on SSI, it could be adjusted down somewhat as part of your earned income.

- For SSDI, it is an all or nothing benefit. The rate does not fluctuate, you either receive the payment or you don't. Whether a payment is due often depends on whether work is considered Substantial Gainful Activity (SGA). Speak with a benefits planner if you have questions, as this depends on each person's situation, and sometimes higher gross wages can still be considered under SGA with the application of certain work incentives. But SGA is \$1,350 per month in 2022.

SNAP is affected by any income, but you will likely have more income from wages than you could lose in SNAP.

WIN Help Desk: 800-661-2571 or email at [win.refer@state.or.us](mailto:win.refer@state.or.us)

- Josh will be meeting with other commissions regarding options folks have if earned income from the stipend affects their benefits.
- Cheryl is reaching out to the Department of Administrative Services (DAS) about the implementation of House Bill (HB) 2992 with hope of making amendments in order to protect those who receive benefits. She will provide an update soon.

A board or commission member who is not employed full-time in public service may receive a stipend under

ORS 292.495 (1) for each day or portion of a day during which the member is engaged in the performance of official duties. The amount may exceed, but not be less than, the amount of payment that would otherwise be provided under ORS 292.495 (5).

Under the Constitution of Oregon, Article II Suffrage and Elections, Section 10, you are not allowed to receive compensation from more than one board or commission.

Next Steps:

- Stipends have been discussed internally. Josh will meet with other commissions, and APD is working to resolve this issue.
- Cheryl is reaching out to DAS and the implementation of HB 2992 to discuss amendments to this section to protect those who receive benefits. This is an un-intended consequence.

Questions & Comments:

- The bill states you need to have your stipend processed within 30 days. She would like this amended to a longer period.
- Secondly, she signed an attestation for another commission, and it said you can only receive compensation for one commission.
- OHCC Response: The State of Oregon Constitution states that you need to choose which commission you want to receive compensation for. This is an annual submission with a section highlighted in yellow. You enter the board name and the year along with your name. Cheryl sent this information to commissioners earlier this week.
- Commissioner suggests creating a per diem reimbursement fund with a pot similar to the ABLE account to use for ink, computers, high speed internet fees, and transportation for commissioners.

### ***Aging & People with Disabilities (APD) Interim Director Report***

Mike McCormick, Interim APD Director, reported.

#### **APD Budget Update**

We have \$59 million in savings to be re-balanced. This happens three times per biennium where projections are updated per budget needs. Case load is down due to the workforce shortage in long-term care facilities, on the in-home side, and within the agency. People are unable to access assistance. We have long-term plans for our workforce, but there is no short-term resolution.

#### **Oregon Legislature**

Senate Bill (SB)1556 will create a public registry of direct care workers and will include OHCC records, employees in in-home agencies, assisted living and residential/memory care facilities. There needs to be a check for workers to determine fitness requirements and background checks. Mike is unsure if this will connect to Carina. This new database may be consolidated with other databases and be made available to the public. This is not a new registry but rather a place to verify workers' credentials. There will be a link to the bill. From the OHCC side, eligible workers for Medicaid enrollment will be tied in. In other cases, the employer will need to update their records. It will be more challenging for consumer-employers and for OHCC.

SB1549

This bill will have regulations for staffing agencies that are now unregulated and are allegedly price gauging. The Oregon Health Authority (OHA) will oversee regulating and tracking.

#### SB 1548

Requires regulation of agency with choice providers for people with the Intellectual/Developmental Disabilities (I/DD) Program. This is a hybrid between the self-directed homecare worker module and the in-home agencies. There is a provision that would delay the sprinkler requirement in adult foster homes for 2-4 years. This is being negotiated.

#### SB 1528

Creates a new traumatic brain injury resource center in the Oregon Department of Human Services within APD and would provide free information and referral services for recipients. Training, long-term care, skill development, and job assistance would be offered. Mike will testify on Monday.

#### SB 4058

This would create an air conditioning distribution program within OHA. A distribution network would distribute air conditioning to Medicaid beneficiaries with this need. This is being tracked for partnering with OHA.

#### **Provider Time Capture**

There are still home care workers struggling with the utilization of PTC. We are strategizing one-on-one trainings for this population. There is increased frequency of partial payments for various reasons, and we are exploring how to decrease this number. This is of the highest priority for us.

There is ongoing discussion around partial payments and strategies to lessen the number and potential strategies for late payments. This is of the highest priority right now.

#### **Pandemic Update**

APD Resources have been redirected towards the Omicron surge. This third surge is affecting our ability to focus on normal work. It appears that this surge has peaked and is now beginning to decrease.

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

Gwen Ayers, APD Operations & Policy Analyst/PTC Lead, reported.

- Yesterday there was a kick-off meeting for Phase 2 to connect PTC with state systems. This should cut back on data entry on the state side.
- Extra support is available for homecare workers who are struggling with the new system. In-person and virtual meetings are occurring.
- System changes are being made to have authorized hours visible on the dashboard would show in hours and minutes. Auto-reject any time entries that are longer than 1 day should be happening.
- The OHCC PTC FAQ Meetings for February have been posted to the PTC website.

***Oregon Home Care Commission (OHCC) Executive Director Report***

Cheryl Miller, OHCC Executive Director, provided the report.

The OHCC Customer Relations Team is working diligently to assist workers who speak other languages. Over 839 complaints have been submitted with all but 9 being resolved.

- 9,510 payment adjustments processed by the APD Provider Relations Unit through December 2021
- Over 2,000 payment adjustments for partial payments in the month of January.
- 161 providers were eligible for late-payment penalty fees
- The Training Unit took over 1,000 calls in January 2022

**Personal Protective Equipment**

- Since April 2020-10,301 requests have been processed
- January 2022-SEIU-1,005 requests
- January 2022-OHCC-63 requests
- January 2022 Total-1,068 requests

**Provider Time Capture**

- PTC FAQ Sessions are posted on our website for February in English, Somali, Spanish, and Arabic. Language and ASL interpreters are available on request.
- OHCC PTC Pro-Tips document is available in multiple languages.

## OHCC Customer Relations W-2 Information

W-2 forms went out on January 31, 2022. Providers may submit a request on the OHCC Customer Relations webpage or email:

[OHCC.CustomerRelations@dhsosha.state.or.us](mailto:OHCC.CustomerRelations@dhsosha.state.or.us)

Call 877-624-6080 if you don't have your W-2 by February 12, 2022.

## Required Trainings/Carewell SEIU 503

- The deadline for required trainings is March 31, 2022
- The Homecare Workers/Consumer-Employer letters have been posted for workers to the Senate Bill 1534 web page
- Applies to people who were providers as of August 31, 2021
- People will be terminated with hearing rights if they do not complete the trainings
- Workers with certifications do not need to complete the trainings
- Consumer FAQ: <https://apps.state.or.us/Forms/Served/de2527A.pdf>
- OHCC Connection Podcasts: [https://blubrry.com/ohcc\\_podcast/](https://blubrry.com/ohcc_podcast/)

## Vaccine/Booster Events

OHCC/Oregon Health & Science University/Carewell SEIU 503/Rise Partnership/Emanuel Church (NE Portland) are collaborating.

Event Date	1 <sup>st</sup> Dose	2 <sup>nd</sup> Dose	Booster	Total
01/25/2022	5	1	86	92
01/26/2022	9	3	90	102
Total	14	4	176	194

Vaccine events are planned in Portland again on February 24-25, 2022.

## OHCC Twilio Text Messages

- Messages are sent regularly for SB 1534 requirements, vaccine events

## Labor/Management Committees

- Joint Issues-3<sup>rd</sup> Wednesday of each month, 3:00-4:00 PM
- OHCC/Member Assistance Center/Member Resource Center meet weekly
- State Labor Relations Manager-several times a week

## **Carewell Registry Update**

Holly Stephens, Carewell Registry Project Coordinator, reported.

### **End User Verification**

- Users will be Medicaid-approved providers or consumers
- A data share system will be used to verify people
- Oregon Project Independence (OPI) is included
- Secure links will be used to secure the system during the pilot

### **Potential Pilot Locations**

- Research of homecare pilot locations in Oregon is occurring
- Scorecard to rank counties on various factors will be utilized
- Pilots will launch around May or June 2022

### **Looking Ahead for Consumer Outreach**

- Local offices, case managers, Employer Resource Connection Consultants, Governor's Advocacy Office
- Consumer Advocacy Groups: Advisory Councils, Oregon Disabilities Commission, Oregon Home Care Commission, Real Oregon Choice, AbleNet
- Contact Holly at [holly.stephens@risepartnership.com](mailto:holly.stephens@risepartnership.com) if you have suggestions

### **Q&A**

- Commissioner McEwen would like the Governor's Commission on Senior Services added.
- Cheryl is working with the Information Security and Privacy Office (ISPO) to verify what data a consumer should enter, including a disclaimer for verification purposes.
- OHCC is working through a data-exchange document. She will consider recommendations and changes to be made.
- OHCC is working to identify the best system to ping consumer information.

## **Exceptions, Recertifications, Local Office Issues**

Mat Rapoza, APD Medicaid Services & Supports Manager, provided the report for the long-term care program.

Commissioner Wentzell expressed concern over problems with worker authorization hours. When she requested additional hours at the time of an annual review, it went to Central Office. The authorization for worker's hours went to zero,

and no authorized hours were listed. Workers cannot submit pay requests until it's acted upon at Central Office. The case then goes to the case manager to authorize payment. This has caused trauma on many workers who have experienced no payments for work performed. Regular bills continue to arrive, and the pay is unreliable. She is worried for workers and for consumers regarding provider retention, and the turnover and quitting rate.

APD response:

An exception is an annual event where hours are reviewed, and requests are considered. Consumers may continue with current hours or change them. Submissions sometimes arrive late or require more time to process, in which case the current hours need to be extended. In this case, local offices must enter this request in order to avoid interruption of service. Central Office would then authorize the exception, allowing providers to continue working with current approved hours until a review occurs. Local offices should be aware of this. Request an extension from the case manager well before the deadline.

Commissioner Wentzell would like to see a policy or guideline change.

Mat reinforced the requirement that the case manager should extend the current hours if the exception is going to expire, and providers should be paid for hours worked. Consumer-Employers are not responsible for tracking when service hours end; local offices need to do this. Mat is open to speaking with Marsha offline and will connect with his Exceptions Team on this issue. He will be able to provide an update at a future OHCC Commission meeting.

### ***Training Report***

Roberta Lilly, OHCC Training & Registry Manager, shared the following update. The Request for Proposal (RFP) has closed for the Virtual CPR/First Aid position. This will allow workers who need this training to certify virtually.

- The blended model of Enhanced Certification will begin in March through the Professional & Continuing Education PACE Program. Workers will start with on-demand sessions and then continue with webinars.
- The First Aid/Mental Health course will be offered this month. Roberta will report in March.



- We have offered 9 Vdq cohorts to date; 11 students are registered for the next cohort.
- Somali Compass will begin in March; Saturday morning classes will likely be scheduled for the Somali students.
- Spanish Compass will also begin, and March and we will continue to create more Russian Compass cohorts, as the current cohort comes to an end.

### **Staff Updates**

- Jesseca Ammon joined the Training Team as an Administrative Specialist 1.
- Heather Pelcha is on a job rotation as a Training & Development Specialist 2
- The Office Specialist 2 position is still vacant.
- Galt Employee, Mackenzie Harding, has left our unit after serving in the AS-1 role for two years.

### **Training and Registry December 2021 Report**

December 2021 trainings went through the 15<sup>th</sup> of the month.

- 31 PDC courses (online and webinar sessions)
- 6 Compass webinar sessions
- 10 Enhanced courses
- 5 Vdq courses
- 52 total courses were offered

### ***Worker's Compensation Report***

Kelly Rosenau, OHCC Workers' Compensation Coordinator, reported.

**HCW** October 1 - December 31, 2021, Workers' Compensation Claims

- 29-claims filed
- 49-average age of injured worker
- 17-non-disabling claims
- 11-safety trained
- 27-health insured
- 2-consumer-employers injured (motor vehicle accidents)
- 2-third party involvement (motor vehicle accidents)
- 1-related to consumer/employer

HCW total number of Pandemic/COVID-19 claims filed to date is 11, and 7 have been accepted by SAIF.

**PSW October 1 - December 31, 2021, Workers' Compensation Claims**

- 13-claims filed
- 48-average age of injured worker
- 9-non-disabling claims
- 11-safety trained
- 11-health insured
- 0-consumer-employers injured (motor vehicle accidents)
- 0-third party involvement (motor vehicle accidents)
- 1-related to consumer/employer

PSW total number of Pandemic/COVID-19 claims filed to date is 1, and claim has been accepted by SAIF.

***Developmental Disabilities (DD)/Mental Health (MH) Committee and the Traditional Health Worker Committee***

Massarra Eiwaz-Ransom, DD/MH Coordinator, reported that she will be out most of March through June for maternity leave. She is preparing for a Community Health Worker Training in August 2022. Planning work is happening for the Personal Health Navigator Training, also.

Written reports were sent to commissioners.

***Employer Resource Connection (ERC) Report and Contractor Quarterly Narrative Report***

Nancy Janes, ERC Coordinator, reported.

**Customer Satisfaction Survey data is collected twice annually.**

- APD had 882 consumers
- 60 DD/MH consumers served
- 419 consumers were contacted for the survey
- 49 APD consumers responded (11.69%)
- 4 DD/MH consumers responded (9.3%)

Commissioner McEwen is concerned about the number of surveys sent and the lack of responses. Nancy called out to consumers and notes that this is a common problem. Consumers sometimes forget the name of the contact person. Nancy asks them if they would like the consultant to speak with them again.



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

Attachments:

- January 6, 2022\_Home Care Commission Minutes
- February 4, 2022\_Home Care Commission Agenda
- OHCC February 2022 Executive Director’s Report
- Home Care Commission Budget Report-Dec. 2021
- Approval Recommendation for Core Training Updates
- ERC Fall 2021 Customer Survey
- ERC November-December 2021 Statistical Report
- ERC Q4 Narrative Report October-December 2021
- ERC QBR Q4 October-November 2021
- February 2021 THW and DD/MH Monthly Report
- Training & Registry Report February 2022
- Training Report-January 2022
- HCW Worker’s Compensation Claims Report
- PSW Worker’s Compensation Claims Report
- Program Analyst for DSACs Update