



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

Members Present: Ruth McEwen (Chairperson), Paul Johnson, Mark King, Marsha Wentzell, Randi Moore

Members Absent: Mike Volpe

Others: Brian Holman, Gwen Ayers, Cassidy Williams, Arlene Vila (Carewell),

Staff: Cheryl Miller, Roberta Lilly, Ahmed Abdirizak, David Vining, Heidi Alasio, Massarra Eiwaz-Ransom

***Meeting Called to Order***

The meeting was called to order at 10:13 AM by Chairperson McEwen.

***Introductions***

None.

***Adoption of Agenda***

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

***Approval of Minutes***

Commissioner Wentzell **moved** to approve the February 2022 OHCC meeting minutes as submitted. Commissioners Moore and Johnson **seconded. Motion carried.**

***Announcements***

None.

***Public Testimony***

Public testimony was submitted by Avery Horton on February 25, 2022 at 11:04 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.

\*\*\* begin testimony \*\*\*

## **PUBLIC TESTIMONY FOR MARCH 2022 OHCC MEETING**

It was stated in the last OHCC monthly meeting that the OHCC and union are meeting weekly to solve the payroll problems. Unless the State and 503 has computer programmers and/or systems analysts in the meeting, the meeting is just a waste of time.

There are 3 components to a computerized payroll system: 1) hardware (computer equipment); 2) software (computer programs); 3) Management (policies and procedures).

The problem is workers are not being paid timely and accurately. Let's take a look at the 3 components to determine exactly where the problem resides.

1) Hardware. All but once in 6 years, I have been paid timely and accurately. So the hardware functions properly. That blows the "antiquated hardware" excuse out of the water.

2) Software. All but once in 6 years, I have been paid timely and accurately. So the software functions properly when given the correct data in a timely manner. That blows the "antiquated software" excuse out of the water.

That leaves...

3) Management. There's a saying about computers, "Garbage in, garbage out". In other words, if data is not going in accurately and timely, then guess what, **WORKERS WON'T GET PAID TIMELY AND ACCURATELY!!** Why aren't there policies and procedures that ensure data is entered accurately and timely? Why aren't there policies and procedures that catch data errors?

Think about it. The problem of workers not being paid timely and accurately existed **BEFORE** the ORPTC was implemented. So the problem can't be blamed entirely on the ORPTC. The real problem is OHCC/DHS management are not being held accountable. In the private industry, if I didn't get any payroll problems fixed by payday, I would have been fired. But I did have an incentive to fix it because my pay came out of the same system.

Failing to pay workers timely and accurately is gross incompetence and ineptitude on the part of the State considering this has been going on for years and years. Someone should be fired.

Another part of failing to pay workers timely and accurately is how long it is taking the State to pay workers the late payment penalty. Please tell us what the fastest payment has been, the average time of payment and the longest time of payment. Failing to keep these statistics would be another indication of incompetent management.

It has also come to my attention that the system requires workers to convert regular minutes to decimal minutes and vice-versa. That is a job for the computer to handle, not workers. If the worker enters regular minutes, the computer can and should convert the entry into decimal minutes and vice-versa. This is poor system design indicating another instance of incompetence and ineptitude on the part of the State.

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:

OHCC is actively engaged in negotiations and a settlement with the union, so we cannot comment further.

Additional public testimony from Avery Horton was submitted on March 3, 2022 at 6:04 AM. This is regarding a correction on the February 2022 OHCC Meeting Minutes.

***"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. "***

The above contained in the minutes of the FEBRUARY 2022 OHCC MEETING MINUTES *inaccurately* reflects my testimony.

My claim is that the problem is NOT the software and NOT the hardware. The problem is with management. Specifically, management's failing to ensure workers get paid timely and accurately by failing to have policies and procedures that catch errors at the entry point. An even bigger failing is that management has not made paying workers timely and accurately a priority, which has allowed this problem to persist for over a decade (not 3-4 years).

One possible software "failing" is that the software may not have all of the necessary error checks to trap errors at data entry time. I request OHCC/DHS provide a list of the error checks the software makes.

PLEASE CORRECT THE MEETING MINUTES AT THE MARCH 2022 OHCC MONTHLY MEETING.

Respectfully,

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

**OHCC Response:**

We copied and pasted his comments, so we will review this.

***OHCC Budget Report***

Brian Holman, APD Fiscal Analyst, reported for January 2022.

We have completed 29.2% of the biennium.

**OHCC Total Budget**

General Fund (GF) and Other Funds Budget-\$6,480,417

Federal Fund (FF) Budget-\$3,336,321

Total Fund (TF) Budget-\$9,816,738

Total General Funds (GF) and Other Funds (OF) expended to date-\$1,358,224  
(20.96%)

Federal Funds (FF) expended to date-\$178,850 (5.36%)

Total Funds (TF) expended to date-\$1,537,074 (15.66%)

Projected expenditures to date (TF)-\$7,036,436

### **OHCC Admin Budget**

Total GF and OF Expenditures to date-\$9,304,090

Total FF Expenditures to date-\$1,315,893 (21.44%)

Total Expenditures to date-\$1,470,250 (15.80%)

### **OHCC ADMIN BUDGET BY UNIT**

- Total Admin Budget-\$5,570,010
- Total Admin expenditures to date-\$995,211 (17.87%)
- HCC Training-\$92,883 (4.53%)
- Employer Resource Connection for PSWs (FF Match)-\$360,930 (33.10%)
- HCW Registry (FF Match)-\$11,885 (14.49%)
- HCC Commissioners-\$1,556 (14.23%)
- Workforce Support & Development-\$7,784 (2.06%)
- Provider Parking Reimbursement-\$0 (0.00%)

### **PERSONAL SUPPORT WORKER (PSW)/DEVELOPMENTAL DISABILITIES (DD)/MENTAL HEALTH (MH) BUDGET**

- Total Funds-\$262,349
- Expenditures to date GF and OF-\$34,981
- Total Funds expenditures to date-\$53,178

### **EMPLOYER RESOURCE CONNECTION (ERC)**

- Total Funds-\$261,360
- Total Expenditures to date-\$53,178 (20.35%)

### **DD/MH Committee**

- Total Funds-\$989
- Expenditures to date-\$0.00 (0.00%)

**TRADITIONAL HEALTH WORKERS (TWH)**

- Total Training Funds-\$86,500
- Total Training expenditures to date-\$586 (0.68%)
- Total Committee Funds-\$1500
- Total Committee expenditures to date-\$0.00 (0.00%)

**ENHANCED & EXCEPTIONAL WORKERS**

- Total Funds-\$162,299
- Total expenditures to date-\$13,060 (8.05%)

**TRAINING STIPEND**

- Total Funds-\$1,090,000
- Total expenditures to date-\$206,286

**TRAINING STIPEND BY UNIT**

- Total PSW/DD funds-\$180,00
- Total PSW/DD expenditures to date-\$42,488 (23.60%)
- Total PCA funds-\$10,000
- Total PCA expenditures to date-\$1514 (15.14%)
- Total HCW funds-\$900,00
- Total HCW expenditures to date-\$162,284 (18.03%)

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

Gwen Ayers, APD Business Analyst, reported.

There is a system update for the 23.99-hour limit.

- PTC Learning Materials/Provider section has short how-to videos for workers. There are plans for a much more comprehensive training overhaul upcoming which will involve the Carewell Training team.
- System Update for 23.99-hour limit-In late February 2022, there was an update that will cause PTC to reject any entries over 23.99 hours. This will prevent workers from making historical entries over this time limit. Workers will need to create a new historical entry for the correct amount of time. The incorrect entry will not be saved.

- Design Meeting for Phase 2-Planning started late February 2022 and show that pending entries are decreasing greatly. When logging into PTC, there will be News Posts with notifications for system updates and helpful tips.

### Carina Registry Project Report

Holly Stephens, Carewell Registry Project Coordinator, presented.

#### **End User Verification**

- Medicaid consumers and providers will participate in the first phase/launch.
- Collaboration with ODHS and Oregon Project Independence (OPI) data share will help ensure all users are Medicaid approved.
- During the pilot, secure registration links will be available for consumers and providers.

#### **Pilot Locations**

- Holly's team is researching possible Oregon pilot sites.
- Counties are being ranked on multiple factors.

#### **Building Awareness**

- Carewell is working with Agency Resources for Consumers (i.e., local offices, case managers) and Consumer Advocacy Groups to relay information.

### ***OHCC Executive Director's Report***

Cheryl Miller, OHCC Director, reported.

#### **State Reopening/Lifting of Mask Mandate on March 11, 2022**

- Consumers can still require providers to wear a mask. We are still required to provide PPE to providers upon request.
- Commissioner Johnson foresees pushback from providers who may not want to wear a mask. The consumer is still the employer and can set standards. A provider cannot force a consumer to wear a mask.

#### **Vaccine Events**

- OHCC partnered with Oregon Health & Sciences University, Carewell SEIU 503, and Emanuel Church in Portland.
- There were three events in February.

## Personal Protective Equipment (PPE)

OHCC & SEIU	Jan. 2022	Feb. 2022	2022 Total	Total April 2020-Feb. 2022
SEIU	1,005	144	1,149	10,502
OHCC	63	57	120	939
Grand Total	1,068	201	1,269	10,301

### Required Training Deadline is March 31, 2022.

- Carewell is doing working to get people into classes.
- The Member Assistance Center is contacting workers.
- Two-part training includes an online portion and a webinar section.
- Workers with an OHCC Certification are exempt.
- Workers with no internet access have other training options available through Carewell.
- Providers need to have a certification or complete the training by March 31, 2022.

### Carina Registry

This was collectively bargained 2019-2021 which allowed Carewell to select a new registry.

- OHCC/Carewell meet monthly. OHCC is seeking guidance from the Information Security and Privacy Office (ISPO) and the Department of Justice (DOJ) on a data exchange agreement and is confirming security requirements.
- A decision will need to be made about the ODHS web service needed.
- A Carina Kick-off Meeting is planned to promote Carina to consumers and local offices, per the Collective Bargaining Agreement.

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

- <https://www.oregon.gov/DHS/APD/ORPTC/pages/index.aspx>
- Social Media Communication to providers
  - There will be a 23.99-hour limit starting February 16, 2022.
  - Create a correct entry if an entry is made in error.
  - Create two separate entries if you worked more than 24 hours
  - Pro-Tips for Providers can be found at [OR PTC DCI Provider Pro-Tips](#)
- Communications will also go out in the mail.



## How to Invite Someone to Join the Oregon Home Care Commission

- Share OHCC Brochures
- OHCC website: <https://www.oregon.gov/gov/Pages/board-list.aspx>
- New applicants and current board members may apply online: [HERE](#)
- Applicants who are current State Employees or current Board Members with an OR number may apply: [HERE](#)

## OHCC Reopening Plans

- OIS Trainings will be offered in-person.
- CPR/First Aid Trainings will be offered in-person.
- Providers with a conditional certification will have 6 months to obtain their CPR/First Aid Certification once in-person classes resume
- On-demand, Online Zoom/Webinar, in-person, and in-person conference style courses will be offered.
- June 2022 is the estimated start date for in-person classes.

## Resources

Elevate Newsletter

<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Worker-News.aspx>

Home Care Commission meeting agendas and minutes

<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/Meetings.aspx>

Employer Resource Connection Older Adults and People with Physical Disabilities Contacts

<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/Steps-Contacts.aspx>

## Carewell Benefits

Arlene Vila reported on the March Carewell Updates for Alice Cobb.

Carewell is providing more benefits, including COVID-PTO, Regular PTO, dental, vision, and Employee Assistance Program (DVE) which are covered by the Benefit Trust.

The Supplemental Trust provides health care cost assistance for workers on the Marketplace Health Insurance Plan and for those on Medicare Part B.

- 25,094 workers are eligible for benefits
- 5,832 workers are enrolled in the Marketplace Health Plan
- 23,314 workers are enrolled in the DVE program
- 2,213 are enrolled in Medicare

### **Open Enrollment**

- 7 languages are available to workers on the Carewell website and all communications
- 233 new enrollments for Carewell Benefits
- 4,492 providers renewed Marketplace enrollments
- 4,300 cases were processed by the Carewell Benefits Team
- 6,800 outbound calls were made

### **COVID-19 Paid Time Off**

- Carewell Benefits Board of Trustees set up a \$3,000,000 fund for workers to assist them during the pandemic
- Over 6,000 workers have been helped
- \$2,396,732 have been paid to providers for lost wages
- \$3,547,792 was paid out to workers in February 2022 for PTO hours earned in October-December 2020 and March-May of 2021

### **Regular Paid Time Off**

- Regular PTO is the most used program
- Workers can earn up to 20 hours of PTO twice a year
- \$3,547,792 was paid out to workers in February 2022 for PTO hours earned in October-December 2020 and March-May 2021

### **Registry Pilot Timeline**

- The registry project is on target to launch in a few pilot locations in Spring/Summer 2022. They will refine the system based on feedback.

### **Vaccine Events**

- Carewell/OHCC have collaborated on vaccine events since August 2021
- Out of 8 vaccine events held so far, 425 people received vaccines, and 308 workers received incentive gift cards.
- Portland vaccine events are planned for February and March 2022.

**Education Events**

- Online education events are available to workers to learn about Carewell benefits and updates

**Dental Out-of-Pocket**

- In 2021, 1,114 claims were paid for 724 providers
- Total amount paid to date is \$337,736
- Benefit has been extended through 2022

**Carewell KP Dental and Relay Network**

- Partnership between Carewell and Kaiser Permanente to enhance utilization of this benefit
- Platform allows for digital connection to all Trust-eligible providers to guide them through the KP dental benefits
- Currently, only 28% of providers are taking advantage of this benefit
- To date, 40,377 messages have been sent to providers

**Medicare Benefits Outreach**

- Carewell is contacting providers on Medicare to ensure they are aware of benefits
- There are currently 2,213 providers enrolled in Healthcare Cost Assistance (HCA) benefits which allows reimbursements for Part B and Medicare plans

**Technological Improvements**

- The Member Assistance Center (MAC) had long hold times during the 2022 open enrollment
- Carewell sent out educational messages to listen to during hold time, lowering the call volume by over 1,000 calls compared to 2020 by getting their questions answered
- This Interactive Voice Response (IVR) answers questions about PTO, COVID-19, 1099-NEC, Medicare and Marketplace HCA, Dental, Vision, and EAP.

***Oregon Association of Area Agencies on Aging (O4AD) Update***

Commissioner Moore reported on O4AD Non-emergency transportation problems.

Phil Warnock has contacted people. Their next meeting will be March 9, 2022. Randi will update the commissioners through an email when she receives more

information. Commissioner Moore will include Commissioner Johnson, as requested.

### ***Oregon Disabilities Council (ODC) Update***

Commissioner King reports that the next meeting will be March 10, 2022.

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

Commissioner Johnson had no updates.

### ***Office of Developmental Disabilities Services (ODDS)***

Lilia Teninty, ODDS Director, reported.

#### **Legislative Session Update**

- ODDS will support Senate Bill (SB) 1548 which recommends agency transparency accountability, leading to ODDS reviews of agency financial records. The bill allows ODDS to create a new provider type called Agency with Choice. Rules will be developed around this. The bill pauses sprinkler regulations for adult foster homes and group homes and calls for ODDS to create a report on the implications of such. Provider agencies are concerned about the lack of time to adjust to this requirement. The bill also provides more positions for ODDS to review financial records they will be receiving.
- The workforce bill added the work force for people with disabilities. This will provide for another ODDS position.
- Funding is now available for Direct Support Professionals (DSPs) who work for provider agencies.

#### **Additional Updates**

- ODDS is moving forward with rules and requirements for Electronic Visit Verification EVV compliance. PSWs without an exception will be receiving notifications that they need to comply.
- ODDS continues work with OHCC for required trainings.

Agency with Choice is an option to hire a friend or acquaintance as a Direct Support Professional. Currently, consumers need to become an employer of record and must meet many other requirements. ODDS will put rules in place to define this work.

### ***Traditional Health Worker Commission (THW) Report***

Massarra Eiwaz-Ransom, OHCC THW Coordinator, reported for January 2022.

**Program Development**

- The THW Commission now requires training on harassment, discrimination, ethics, and conflict of interest
- January THW Registry has 2-3 weeks of applications processed
- Background checks are normally taking a month
- THW applications will only be online starting mid-year or by the end of this year
- Oregon Resource Allocation Advisory Committee at OHA is seeking a new board member from the community and health systems
- Payment Model Sub-Committee is developing recommendations for incentive metrics and Value Based Payments for Coordinated Care Organizations

**Trainings**

- Youth Era will host a Youth Support Specialist training
- The THW Commission approved continuing education credits for Community Health Workers

***Developmental Disability/Mental Health (DD/MH) Committee Report***

Massarra Eiwaz-Ransom, OHCC DD/MH Coordinator, reported for January 2022.

**OHCC Training Updates**

- Enhanced training is moving to the blended model
- Additional courses will be offered on PACE

**OHCC/Carewell Courses on Developmental Delays and Intellectual Disability**

- David Vining presented on courses being offered through Carewell on various I/DD topics. All courses are in the development stage.
- David shared the approval process for course.

**Carewell Planned Course Development for 2022**

- Whitney Taylor, Carewell Curriculum Development Manager, presented several courses that are in the development stage for continuing education.

***Training & Registry Monthly Report***

Roberta Lilly, OHCC Training and Registry Manager, shared the report.

**January 2022 Course Count-68 courses were offered**

- 37 PDC Webinar courses

- 4 PDC on-demand
- 9 Compass on-demand sessions
- 6 Enhanced Initial Webinar Compass sessions
- 4 Enhanced Renewal Webinar sessions
- 8 VDQ Initial Webinar Sessions
- Languages included Russian, Arabic, Spanish, and Somali with interpreters available for other languages upon request

### **Course Attendance Per Month**

- 942 attendees in January 2022
  - 814 PDC Webinar
  - 28 Helping Caregivers Fight Fraud & Abuse
  - 39 Keeping it Professional
  - 20 Working Together
  - 0 National COVID-Ready Caregivers Certification
  - 29 Enhanced Initial
  - 4 Enhanced Renewal
  - 8 VDQ Initial

### **Provider Type Attendees**

- 568 HCW
  - 268 Unique Homecare Workers (HCWs)
- 149 Personal Support Workers (PSWs)
  - 54 Unique PSWs
  - 8 Unique CIIS PSWs
- 0 Personal Care Attendants (PCAs)
- 0 Consumer/Guest
- 0 AFH Provider/Staff

### **Other Course Data**

- 1,358 providers registered for January 2022 courses
- 52 providers took Preventing Disease Transmission (largest monthly class)
- 2 classes were cancelled
- 3% no-shows
- 17.6-average PDC class size

- 11.5-average Compass class size
- 477-Total Professional PACE enrollment

### **January 2022 Cohorts offered**

- PDC
  - 0.5 Arabic
  - 1 English
  - 0.5 Spanish
  - 0 Somali
  - 0.5 Russian
  - Note: March Somali webinar courses will be offered Friday evenings and on Saturday mornings
- 5 Total Courses
  - 1 Enhanced Initial
  - 2 Enhanced Renewal
  - 1 Compass (14-week course)
  - 1 VDQ (7-week course)
- Compass Cohorts
  - 2 English
  - 1 Russian

### **Additional Updates**

- Training is scheduling for a virtual CPR/First Aid course soon
- New staff are being trained
- PSWs are requesting OISG training. These will be scheduled in key areas of the state
- PSW seeking OIS-G training as a requirement for their job have been approved to attend OIS-G in person, and OHCC will review to pay tuition and coordinate a connection to a course in their community.

### ***Commissioner McEwen Report***

Ruth met yesterday with Mike McCormick and Fariborz Pakseresht regarding a worker staying with a consumer after surgery. This is an increasing need, and there are no processes and procedures on this for homecare workers. They will meet with OHA/OHP about this issue. Commissioner McEwen will provide more information in the future.

OHCC recommends exploring a Traditional Health Worker or a Community Health Worker option.

### Required Trainings

OHCC will wait for data from Rise Partnership/Carewell regarding training and will re-assess the situation for required trainings at that time. OHCC is also looking at new providers who start one part of the training and don't complete the other section (on-demand and webinar). We will reach out to Carewell and discuss how they contact providers training requirements.

- Efforts are going on with providers to look at Help Wanted ads and the need for providers.
- OHCC is willing to participate in job fairs.
- We have been so focused on PTC. Complaints and grievances are decreasing.
- OHCC is sending text messages, emails, and letters to workers about required trainings.

### Adjournment

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

### 2021 Attendance Record

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

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

### Attachments:

- Agenda, February 4, 2022
- January 2022 OHCC Budget Report
- March 2022 Carewell Update
- March 2022 OHCC Executive Director Report
- PTC Update



- February 2022 Training & Registry Report
- January 2022 Traditional Health Worker Report
- January 2022 DD/MH Report