



**Oregon Home Care Commission (OHCC)**  
**Meeting Minutes**  
 July 7, 2022

Members Present:	Ruth McEwen (Chair), Paul Johnson, Marsha Wentzell
Members Absent:	Mark King, Randi Moore
Others:	Brian Holman, Gwen Ayers, Arlene Vila, Gabrielle Guedon
Staff:	Cheryl Miller, Roberta Lilly, Jenny Cokeley, Kelly Rosenau, Heather Pelcha, Abdirizak Ahmed, David Vining, Heidi Alasio
<b><i>Meeting Called to Order</i></b>	
The meeting was called to order at 10:04 AM by Chairperson McEwen.	
<b><i>Introductions</i></b>	
Introductions were made.	
<b><i>Adoption of Agenda</i></b>	
Commissioner Johnson <b>moved</b> to approve the agenda. Commissioner Wentzell <b>seconded. Motion carried.</b>	
<b><i>Approval of Minutes</i></b>	
Commissioners will review and approve June minutes on August 4, 2022.	
<b><i>Announcements</i></b>	
<p>Cheryl Miller announced the passing of Commissioner Volpe on June 19, 2022. Commissioners will meet to discuss how to honor him and his many contributions for people with disabilities over the years. They would also like to recognize Kathy, his provider, for her care and dedication. Cheryl will follow up on plans for his memorial.</p> <p>Chair McEwen recommended that we delete the Governor’s Commission on Senior Services since we do not have a representative. Cheryl and Ruth will confirm what they do and do not want on the agenda before the next commission meeting.</p>	
<b><i>Aging and People with Disabilities (APD) Update</i></b>	
Christy Shipman has replaced Angela Munkers as the new leader of APD’s Local Office Operations. Angela retired on April 30, 2022. Commissioners would like to have Christy attend one of our meetings in the next couple of months.	
<b><i>Oregon Disability Council</i></b>	
Commissioner King was unable to attend today.	
<b><i>Oregon Association of Area Agencies on Aging (O4AD) Update</i></b>	
Commissioner Moore was unable to attend today.	

## **OHCC Approval of Rule Changes**

Jenny Cokeley, Provider Relations Manager, reported.

There was a meeting yesterday for commissioners to review the Chapter 418, Division 20 rules and approve the rule change for the refresher training deadline date. People needed accommodations, so the deadline was extended from March 30 to June 30, 2022. In March, about 70% of workers who had worked in the past three months had completed trainings. We were at 91% two weeks ago. Completion rates will be available later this month. Over 4,000 workers have requested accommodations or extensions.

Emergency rules were filed to extend the due date. The RAC was on June 27<sup>th</sup> and commissioners met yesterday to approve them, so that we can file them permanently.

### **Other Rule Changes**

Ventilator Dependent Quadriplegia (VDQ) Certification was added to rule. The reference to an acceptable attendance record was removed to earn a certification, since this was previously a historical record. This removes a barrier for workers to gain certifications and earn higher wages.

Workers must now update their profiles in the Registry every 90 days instead of the previously required 30 days.

PCAs will now be referred to as Personal Care Attendants. These workers support people with behavioral needs. PSWs focus on helping people with developmental disabilities.

“Worker” was changed to “provider” for all provider types to match the Collective Bargaining Agreement (CBA) more closely.

The permanent rule making goes into effect in October 2022. There will be opportunity for public comment and a public hearing.

## **OHCC Executive Director Report**

Cheryl Miller, OHCC Executive Director, reported for June 2022.

### **OHCC Workforce Development**

Cheryl reminded the Commission about the OHCC Workforce Development website and discussed future changes to the site to attract people to the homecare workforce. She discussed that there are currently about 37,000 providers today. However, we need providers who can use technology and meet EVV compliancy requirements. Using the OR PTC DCI app is the easy way to stay compliant.

Recruitment efforts include a chat bot virtual recruiter to walk individuals through the different provider types and a workforce readiness assessment to determine if applicants have the soft skills needed. Applicants who do not have the desired soft skills will not be prevented from moving forward. We will recommend OHCC training courses to help improve their soft skills and understanding of homecare work.

The chat bot virtual recruiter will collect some demographic data that will be transmitted to DocuSign to prepopulate the online application. Applicants will complete the application in DocuSign.

- Applicants may complete applications for all provider types or just one.
- We hope to receive approval to allow applicants to complete the W-4 and I-9 in DocuSign.
- Completed applications and accompanying documents will be sent to the appropriate local office through DocuSign.
- Local offices will send the link to ORCHARDS to initiate the background check.
- OHCC will send an email through DocuSign to the applicant with instructions on how to complete the pre-employment orientation through Carewell SEIU 503 Training.

Potential applicants will be directed to the OHCC Workforce Development website through social media ads. Rural communities will receive messages through community Facebook pages, the Chamber of Commerce, High School Counselors, or local community organizations. We are focusing on individuals between 18-35, immigrants and refugees through resettlement agencies, men, and retired healthcare workers. We have initiated conversations with a local resettlement agency, Salem for Refugees.

Steps taken to move this project forward:

- Contract request was submitted, and we are awaiting assignment.
- Business Engagement Team scheduled appointment.
- Initiate development of the project communication plan.
- Relaunch the Workforce Development Workgroup in August, including new partners and resettlement agencies. Commissioners interested in joining the Workgroup should email Cheryl. Ruth, Marsha, and Paul expressed interest in joining the group.

Ruth would like to learn more about DocuSign. Cheryl described its most popular use with the mortgage banking industry to sign documents electronically. The pilot project will not be connected to the ONE system. The pilot project will streamline processes, provide one location to complete and submit applications to join the homecare workforce.

Commissioner Wentzell is interested in posting this information in libraries and enlisting their assistance to assist people who do not have computers or are not tech-savvy. She would like to see OHCC and Carewell materials in local libraries.

Cheryl will be at the NWSDS Advisory Council meeting in July and will be joining other conversations to share with stakeholders, APD/AAA local offices, Case Management Entities and others. Commissioners McEwen, Wentzell, and Johnson are all interested in joining the Workforce Development Workgroup. Commissioner Johnson is interested in WorkSource Oregon Director coming to speak with us to partner with them. Cheryl noted that the workgroup previously included WorkSource Oregon and Workforce Investment Boards as participants. WorkSource Oregon has assisted with OHCC recruitment events by providing interpreters and promoting the events on their website. Those actively involved are more appropriate for our workgroup.

Cheryl is working with ORRAI to determine counties with greater needs for recruitment based on the ratio of consumers to providers in each county. This information will be shared in the Workforce Development Workgroup.

Link to OHCC Workforce Development Web Page: <https://ohccworkforce.org/>

**Personal Protective Equipment-Data is based on requests from providers.**

OHCC & SEIU	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	June 2022	2022 Total	Total April 2020-June 2022
SEIU	1,005	144	625	123	103	0	2,000	10,357
OHCC	63	57	70	44	33	47	314	1,190
Grand Total	1,068	201	695	167	136	47	2,314	11,547

**Refresher-Required Trainings as of June 27, 2022**

Active Providers (all) meeting refresher training requirements					
Provider Type	Total Providers	Training Incomplete	% Incomplete	Training Completed	% Completed
All	35,925	10,242	27.7%	26,683	72.3%
HCW	19,272	4,964	25.8%	14,308	74.2%
PCA	412	137	33.3%	275	66.8%
PSW	18,369	5,270	28.7%	13,099	71.3%

**Refresher-Required Training as of 6/27/2022**

Paid Providers (paid within the past 3 months) meeting refresher training requirements						
Provider Type	Total Providers	Total Paid Providers	Training Incomplete	% Incomplete	Training Completed	% Completed
All	36,925	25,330	2,137	8.4%	23,193	91.6%
HCW	19,272	13,966	1,510	10.8%	12,456	89.2%
PCA	412	260	137	8.1%	239	91.0%
PSW	18,369	12,050	665	5.5	11,385	94.5%

**Care Provider Safety Manual**

The manual is now available on the Resource for Personal Support Workers, Homecare Workers, and Personal Care Attendants web page.

**Access OHCC Training through PACE**

More information is available in the Elevate Newsletter on pages 5-7.

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

**Unified Equity Framework and the Equity North Star**

Presentation during August meeting.

**Labor/Management Meetings**

- OHCC/MAC Huddle is every Tuesday.
- Joint Issue Committee meets monthly.
- DD/MH Committee meets monthly.
- Member Assistance Center

**Carina Update**

Carewell and Carina will be here next month. Heidi will schedule them for the commission meeting in August.

**OHCC Commission Vacancies**

Recommend one person to join the commission. We need to fill three vacancies, and they can apply through Workday. We still need GCSS to recommend their representative.

We do have two consumers who are interested in applying:

- George Adams
- Kylie Milne

OHCC Plans to honor Commissioner Mike Volpe and Cathy Savage.

### **Carewell Benefits Report**

Arlene Vila, Carewell Senior Benefits Organizer, provided the report.

#### **Introduction**

Open Enrollment was extended from March 2021 to August 2021. It started up again in November 2021 and ended in January 2022 for an extended enrollment period. This allowed many new enrollments and, with the raise care providers received in January, it is important they all update their income with the Marketplace. This will result in less reconciliation at years' end when they do their taxes. Carewell is contacting 5,000 providers to update their income.

The Federal Public Health Emergency is predicted to end shortly. Over 300,000 Oregonians will lose Oregon Health Plan (OHP) benefits soon, since no redeterminations took place during the COVID-19 pandemic. Once OHP ends, providers will only have 60 days to enroll in a new health care plan. Carewell will be contacting all of them to make sure no care providers are left uninsured.

#### **Special Enrollment Period**

Open enrollment typically lasts from November 1st-December 15<sup>th</sup> every year. Outside of Open Enrollment, there are a couple of reasons people can enroll. This may be if they lost coverage from another source, such as OHP or employer coverage.

#### **COVID-19 Paid Time Off (PTO)**

The board set aside \$3,000,000 for providers who were financially affected by COVID-19 pandemic in wage losses. This ended May 31, 2022. A provider could claim up to 40 hours in 2020 and in 2021. In 2022, they could claim up to 80 hours of lost work.

Carewell PTO Benefits			
2020	\$1,151,428	2,017	\$571
2021	\$770,738	1,309	\$589
2022	\$544,402	993	\$550

**Regular Paid Time Off (PTO)**

Carewell PTO Benefits			
Year	Amount	Number of Providers	Average Amount Paid in PTO
2021	\$10,790,738	27,730	\$389
2022 (first quarter)	6,441,405	15,791	\$408

**Registry**

Carewell and OHCC continue to collaborate on the Carina Registry communications and outreach to local offices and stakeholders. Regular meetings are occurring. Lane, Marion, and Clackamas counties have been designated as pilot areas, and additional updates will be forthcoming.

**Education Events**

Education events are continuing online to provide equitable resources in 5 major languages. Q&A sessions are included.

Medicare and Healthcare Cost Assistance webinars began in May 2022 to assist eligible workers to better understand their healthcare cost assistance benefits. It is currently offered in English, and there are plans to expand to other languages.

**Dental Out-of-Pocket Reimbursement Program**

Dental benefits are highly under-utilized. Many services are covered at 100%. In 2022, Carewell has paid out \$264,063 to 730 providers for their out-of-pocket charges.

**Medicare Benefits Outreach**

An outreach campaign began in May to all care providers that had already turned 65 but not receiving benefits, those that will be turning 65 in the next few months and those that just turned 65. There were also monthly Medicare 101 webinars that began in May to review basics of Medicare and how workers can use the Healthcare Cost Assistance benefit for all their medical expenses.

**New PTO Model**

SEIU 503 contract bargaining resulted in a new paid time off model to begin January 1, 2023. It is estimated that approximately 33,000 providers will be eligible for more PTO hours. The new model will award 1 hour PTO for every 20 hours worked with a monthly cap of 4 hours. Providers may earn a maximum of 48 hours in a year.

## Regence Blue Cross Blue Shield

This was added as a Marketplace option for health insurance. Regence Blue Shield will be an option for those that qualify in 2022 for Marketplace special enrollment period and for open enrollment 2023.

- Heidi will send hard copies of this report to the commissioners.
- Commissioner Wentzell keeps a Carewell notebook for her providers to view potential benefits.

## OHCC Budget

Brian Holman, Oregon Department of Human Services (ODHS) Fiscal Analyst, presented the May 2022 budget report.

### OHCC ADMIN BUDGET - \$Total General funds (GF) and Other Funds (OF)- \$ 6,580,359

- Total Federal Funds (FF) expended to date - \$3,336,321
- Total expenditures to date (GF & OF) - \$2,321,072 (35.27%)
- Total expenditures to date (FF) - \$307,967 (9.23%)
- Total Funds expended to date - \$2,629,039 (26.51%)
- Projected expenditures - \$5,762,219
- Projected Deficit - \$486,674
- Note: Parking Reimbursement claims are being received and processed (not to exceed \$120,000). Through May 2022, \$969 in parking reimbursement has been claimed.

### OHCC Admin Budget - \$6,237,711

- Total GF & OF expenditures to date - \$2,227,269 (35.71%)
- Total FF expenditures to date - \$254,448 (8.04%)
- Total expenditures to date - \$2,481,718 (26.39%)

### OHCC Admin Units – Breakdown of the Admin budget referenced above, noting expenditures to date (Total Admin Budget - \$5,664,256)

- Administration - \$1,656,492 (29.24%)
- Homecare Worker (HCW) Training - \$190,714 (9.27%)
- Employer Resource Connection (ERC) HCW - \$588,684 (53.99%)
- HCW Registry (Federal Funds [FF] Match) - \$11,808 (14.39%)
- HCC Commissioners - \$2,373 (21.16%)
- Workforce Development - \$30,379 (8.03%)
- Provider Parking & Reimbursement - \$1,267 (1.06%)



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

- Total Budget - \$ 262,349
- Total expenditures to date - \$114,932

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

- ERC for PSW expenditures to date – \$114,932 (43.97%)
- DD/MH Committee expenditures to date - \$0 (0.00%)

## **TRADITIONAL HEALTH WORKERS (THW) BUDGET**

The total budget - \$ 88,000

- **Training** – \$3,057 (3.53%)
- **Committee** –\$0 (0.00%)

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

- Total Budget - \$162,299
- Expenditures to date -\$27,897 (17.19%)

## **TRAINING STIPENDS**

- Total budget -\$1,090,000
- Total expenditures to date - \$361,373

## **TRAINING STIPEND BY UNIT**

- PSW – DD expenditures to date - \$75,268 (41.82%)
- PCA-HSD - expenditures to date - \$2,272 (22.72%)
- HCW expenditures to date \$283,832 (31.54%)

## **TRAINING REVENUE TO DATE - \$462.50**

As of June 1, 2022, Brian has been able to utilize a new system that helps to duplicate reports and provide accurate and timely information.

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

Cheryl mentioned the ODC ADA Celebration next month. Cheryl Miller and David Vining will be on a panel sharing about the OHCC Workforce Development Pilot Project and the Carina Registry. The session will be on Tuesday, July 12<sup>th</sup>.

### ***Oregon Self-Advocacy Coalition (OSAC)***

Gabrielle Guedon is leading OSAC alone out of her home office. They moved to Newberg, do policy work, and they are excited about future services for people with disabilities. Here is the link to their website: <https://www.askosac.org/board/>

Cheryl noted that pilot areas in Marion, Clackamas and Lane counties are doing a Registry Pilot. Providers will get into the system. Carewell is also meeting with ERC to provide consumer support, and they are providing full training. We do not want to overburden CMEs and local offices. We will have a presentation next month from Carina/Carewell.

Gabrielle may know of potential commissioners for us, and she will follow up. She recommends John who struggles with emails. He prefers regular mail or verbal communication and phone reminders. The internet and computers are a barrier to some people. OHCC is committed to supporting people with disabilities. Gabrielle also recommends Ross Ryan, her employee and policy director. She also recommends John Merrick. Gabrielle will ask for permission to send Cheryl their names and contact information. They all receive DD services, and they may have numerous questions and preparation needs for meetings. Phil Stone (former chair) is becoming more active in the advocacy committee. Susan Molero is very busy, but she is another option.

OHCC will plan to have Gabrielle back here quarterly.

Cheryl can contact Susan Molero and John Griffiths.

### ***Provider Time Capture (PTC)***

There have been several issues reported recently.

- DCI Help Desk reported 25% out-of-scope calls. This is made up of Acumen employees focused on basic system navigation of the app, web portal, and fob. They can unlock accounts or assist with unusual app issues.
- The DCI Help Desk is not a state system. They cannot authorize hours or address Service Plans.
- DCI is not PTC Support.
- DCI is not able to help change information in the system on a provider's behalf. This is prohibited by the vendor. Providers need to call local offices for this.
- OHCC has discussed barriers. If providers do not have a valid email address for PTC, they need to enter an email address that they do look at. Providers need to enter a correct and valid email address and update when necessary (no duplicates).
- Gwen shared the phone number for DCI 855-565-0155 that was updated in the Elevate Newsletter. There is a resource list for different provider types, also.
- Providers have been asking local office staff to enter their time for them. Some providers drop off timesheets for staff to enter, or they demand that staff enter their time for them and threaten to file a complaint with the union. Staff are not required to enter time for providers. Furthermore, if the local office enters their time, they

are not EVV compliant. Cheryl noted that there are providers who cannot use technology, and we have provided support. These providers should enter time at the consumer's home. Some need to consider phone options. Discussions regarding time entry options need to continue. We cannot discuss exceptions, as that will not allow us to be EVV compliant with federal requirements.

- Commissioner Wentzell suggested an ADA accommodation, which Cheryl notes would be addressed differently. It would depend upon the type of accommodation and how it would be EVV compliant. Cheryl suggests a landline phone. Gwen also suggested using a phone with a VOIP router. Many people use these already as landline-type devices. <https://www.voip.com/>
- Providers can also access the web portal on a SMART phone. Conversations need to happen around tracking mileage that could be an option. This is not currently allowed by the PTC system.

Link to Elevate Newsletter: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/WorkerNewsletters/2022%20July%20-%20August.aspx>

### **Training Report**

Roberta Lilly, OHCC Training & Registry Manager, reported.

#### **Webinar and On Demand Courses for May 2022**

Total PDC courses combined	50
Compass	11
Enhanced Initial and Renewal combined	9
VDQ Initial Webinar	14
Total Courses in May 2022	87

#### **Course Attendance for May 2022**

PDC Webinar	506
PDC In-Person	67
PACE	36
Other Certifications (Enhanced Initial)	28
Enhanced Renewal	5
VDQ Initial	8
Attendance Total	737

<b>Other Course Data</b>	
Registered for the month	1,013
Classes cancelled	3
Average class size (PDC Webinar)	14.3
Average class size (COMPASS)	7.9

The training unit received 706 incoming calls in May 2022. They made 437 outgoing calls and provided Registry assistance 58 times.

Note: Roberta is working with the PACE programming team to get courses ready for registration in August.

### ***CPR/First Aid Update***

Kelly Rosenau, OHCC Workers' Compensation Coordinator, reported on the CPR/First Aid courses.

#### May 2022

- 8 classes offered in Hillsboro, Medford, and Salem
- 140 seats available
- 45 people completed courses
- No no-shows
- Everyone received links to courses in their respective areas. Some providers are still reluctant to attend in-person courses due to COVID concerns, while others wanted masks to be mandatory. PPE is provided, but masks are not mandatory.

#### June 2022

- 16 courses offered
- 340 seats available
- Eugene, Springfield, Grants Pass, Hillsboro, Medford, and Salem classes offered
- 123 individuals completed courses
- 12 no-shows
- 9 Russian speakers attended one class
- 1 private class in Portland had 8 Russian speaking providers attended

July and August classes will be scheduled with additional locations and languages, including a course in Salem for Russian-speaking providers. We are hoping to add classes in Linn, Clackamas, Lincoln, and Deschutes counties.

### ***Adjournment***

The meeting was adjourned at 1:00 PM by Chair McEwen.

<b>2022 Attendance Record</b>												
Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Johnson	P	P	P	P	P	P	P					
King	E	P	P	P	P	P	E					
McEwen	P	P	P	P	P	P	P					
Moore	P	P	P	P	E	P	E					
Volpe	P	E	E	P	P	P						
Wentzell	P	P	P	P	P	P	P					
E=Excused, U=Unexcused, I=In-Person, P=Phone												

Attachments:

- OHCC Agenda, July 7, 2022
- OHCC Commission Minutes, June 2, 2022
- Home Care Commission Budget Report 21-23 Biennium, May 2022
- OHCC Executive Director’s Report, June 2022
- OHCC Training Report, May 2022
- Carewell Updates, July 2022