



**Oregon Home Care Commission (OHCC)**  
**Meeting Minutes**  
August 4, 2022

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

Members Absent: Randi Moore

Others: Brian Holman, Nakeshia Knight-Coyle, Nate Singer, Erika Miller

Staff: Cheryl Miller, Roberta Lilly, David Vining, Heidi Alasio, Kelly Rosenau, Gianna Bortoli, Nancy Janes, Miguel Cordova, Gianna Bortoli, Andrea Kempel

***Meeting Called to Order***

The meeting was called to order at 10:05 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 King **moved** to approve the June 2022 OHCC meeting minutes as submitted. Commissioners Wentzell **seconded. Motion carried.**

Commissioner Johnson **moved** to approve the July 2022 minutes as submitted. Commissioner Wentzell **seconded. Motion carried.**

***Announcements***

Cheryl announced that she is in the running for the APD Director position.

***Public Testimony***

None.

## ***OHCC Executive Director Report***

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

There were the following announcements:

- Mary Mayer will be moving forward as the representative on the Governor's Commission on Senior Services. She will be approved by the Senate in September.
- Group email addresses will be changed in the near future to odhsoha@oregon.gov
- The Department of Human Services is officially known as the Oregon Department of Human Services. State email address changes will eventually reflect this.

### **OHCC Resources & Services**

- Provider certifications for higher wages
- Traditional Health Worker Certifications
- Employer Resource Connection Training
- Customer Relations Online Service
- Provider Contact and Resource Guides
- Care Provider & Safety Manual
- Elevate Newsletter
- OHCC Registry
- OHCC PACE Learning Management System

### **In Memory of Commissioner Mike Volpe and Charles (Chuck) Richards**

Mike and Charles (Chuck) made a difference for the elderly and Oregonians with disabilities. Mike's memorial service will be Sunday, August 7, 2022 in Corvallis at Avery Park, 2-4 PM.

Judi Richards' husband passed away in July 2022. They were both committed to people with disabilities. He was a fierce advocate. Commissioner McEwen added that he was a Vietnam Vet and suffered from the effects of that. The military is looking to honor him also. Morningside Church in South Salem will hold his service

this Saturday, August 6, 2022 at 11:00 AM. The DSAC and SAC NW are working with legislators to honor him also.

### **Workforce Resiliency Workgroup**

- OHCC is working to draw a diverse workgroup. Consumers and providers are core members to this.

Workgroup voices:

- Consumers
- Providers
- Community-based organizations
- Resettlement Agencies
- ODHS and OHA
  - Self-Sufficiency
  - APD
  - ODDS
  - OHA-HSD
- SEIU
- WorkSource/Workforce Investment Boards

### **Workforce Resiliency Activities in July**

- Meeting with Toc Soneoulay-Gillespie, the new administrator for the Office of Immigrant & Refugee Services-Long Term Care Workforce
- OHA-Healthier Together Oregon in Action: Workforce Development
- ADA Celebration-Workforce Development with David Vining
- Certification Pathway for Immigrant & Refugee Professionals-Stakeholder meeting
  - Senator Kayse Jama
  - Senator Michael Dembrow
  - Toc Soneoulay-Gillespie
- Home and Community-Based Services (HCBS) Conference-Advancing States' National Conference

- Session Self-Direction Training: Delivering the Promise of Self-Direction
- Featuring Commissioner McEwen
- Northwest Senior & Disability Services- Senior Advisory Council & Disability Advisory Councils-Joint Information Meeting
- Met with Steffanie Roache from PSU's Trauma Informed Care Program. Massarra Eiwaz-Ransom will go through the Culturally Specific Train the Trainer Training Program next month
- Met with Neon to discuss their Wellness at Work Project-We are interested in offering their Compassion Fatigue training to the provider workforce and community healthcare worker.

### **Workforce Resiliency Pilot Project**

- Chatbox is a virtual recruiter, workforce readiness assessment, and online application.
- Applicants will learn about the HCW workforce and take assessment
- DocuSign will review applications and send electronically to local offices, email orientation link to applicants.
- Local Office will send applicants ORCHARDS link for background checks and will send employment documents (W4, I-9, IDs, SS card, etc.)

### **Workforce Resiliency-Marketing Social Media Campaign-Spread the Word**

- Met with Business Engagement Services, Business Account Manager, Office of Contracts and Procurement, Procurement Contract Specialist, and Office of Information Services, Senior Enterprise Architect to discuss and determine project type and pathway to request for proposal.
- Workforce Resiliency Workgroup (8/22/2022)
  - Include new partners
  - Resettlement agencies
  - OHA Community Partner Outreach Program Regional Coordinators

### VACCINE/BOOSTER CLINICS – AUGUST 2021 – JULY 2022

DATE	CITY	GIFT CARDS DISBURSED	CARE PROVIDERS VACCINATED	TOTAL VACCINATED
<b>8/18/2021</b>	ROSEBURG	28	28	39
<b>9/15/2021</b>	SALEM	25	22	28
<b>9/29/2021</b>	PENDLETON	5	4	5
<b>9/30/2021</b>	HERMISTON	16	7	9
<b>11/15/2021</b>	NORTH BEND	50	50	54
<b>1/25/2022</b>	PDX	146	143	194
<b>1/26/2022</b>	PDX			
<b>2/5/2022</b>	PDX	36	36	89
<b>2/24/2022</b>	PDX	8	8	17
<b>2/25/2022</b>	PDX	12	12	29
<b>3/5/2022</b>	PDX	26	26	62
<b>3/16/2022</b>	HILLSBORO	17	16	73
<b>4/13/2022</b>	HILLSBORO	32	31	76
<b>7/10/2022</b>	WOODBURN	12	10	30
<b>TOTAL:</b>	14 EVENTS	413	393	705

### Personal Protective Equipment (PPE)-requests from homecare workers, personal support workers, and personal care attendants

SEIU/ OHCC	Jan	Feb	Mar	Apr	May	Jun	Jul	Total	Total Apr 21.-Jul 22
SEIU	1,005	144	625	123	103	0	0	2000	10357
OHCC	63	57	70	44	33	47	25	339	1216
<b>Grand Total</b>	1068	201	695	167	136	47	25	2339	11573

### Refresher-Required Training as of 7/25/2022

Active Providers (all) meeting refresher training requirements					
Provider Type	Total Providers	Training Incomplete	% Incomplete	Training Completed	% Completed
All	36,232	9,172	25.3%	27,060	74.7%
HCW	18,737	4,242	22.6%	14,495	77.4%
PCA	412	127	30.8%	285	69.2%
PSW	18,206	4,911	27.0%	13,295	73.0%

### Refresher-Required Training as of 7/25/2022

Providers paid in the past 3 months meeting refresher training requirements						
Provider type	Total providers	Total paid providers	Training incomplete	% incomplete	Training complete	% complete
All	36,232	24,787	1,564	6.3%	23,223	93.7%
HCW	18,737	13,613	1,122	8.2%	12,491	91.8%
PCA	412	256	16	6.3%	240	93.8%
PSW	18,206	11,857	473	4.0%	11,384	96.0%

**Next Month**

- Unified Equity Framework and the Equity North Star-Lemont Boyd, Race & Equity Transformation Manager-Office of Equity & Multicultural Services

**Labor/Management Meetings**

- Joint Issues Committee
- Provider Training Committee
- DD/MH Committee
- OHCC/Member Assistance Center Huddle

**Employment Relations Board-Labor/Management**

- Joint Issues Committee Training coming soon.

**Carina Registry Update**

Carina is an optional tool for all Medicaid and OPI consumers. This is a matching service where you can find a provider.

**Why Carina?**

- Search and match for free
- Find a provider now and near you
- Mobile-friendly and easy to navigate
- A private and secure platform with built-in messaging where users can post and connect worry-free
- All consumers and providers are verified
- A proven track record of success that includes use in Washington state

**Trusted Partner of:**

- ODHS
- OHA
- OHCC
- Carewell SEIU 503
- SEIU Local 503

## **Commission Vacancies**

OHCC consists of 9 commissioners appointed by the Governor for up to three terms (three years each). Five are consumers of homecare services.

### Appointments and Reappointments

- George Adams and Kylie Milne are in the application process
- Mary Mayer has been approved for GCSS Representative
- Paul Johnson-recommended for reappointment
- Mark King-recommended for reappointment
- Randi Moore-review for recommendation
- Marsha Wentzell-review for recommendation
- Ruth McEwen-submit application in Workday

## **ODHS Equity North Star**

Staff and communities will know services and supports are working when all who live in Oregon, regardless of identity or place can achieve well-being. We are dedicated to make services, supports, and well-being accessible to all.

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

Joseph Lowe, APD Operations & Policy Analyst, reported.

- DSAC staff report and advocates quarterly meeting updates:
- Adrienne Shutte, APD Communications Officer, will be working on marketing/recruitment strategies, brochures and advertisements, and email address transitions, diverse imagery, and social media
- DSACs are now on the state website.  
<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/ADVISORY/Pages/DSAC.aspx>
- DSACs are now having in-person meetings with a virtual option

### Recruitment for Districts

- Staffing issues continue
- District 8 (Medford) hosted an appreciation & Recruitment Social with over 50 people in attendance
- District 10 (Bend) is working to recruit, develop, and implement DSACs by this fall. More coming.



- District 16 (Hillsboro) is discussing some recruitment event

#### Additional Commentary

- 2022 ADA Celebration was a huge success with 1,133 attendees for the month
- Cheryl Miller and David Vining at OHCC were panel members
- Efforts continue with the Disability Emergency Management Advisory Council, Employee Resource Group, Incident & Response Team, and APDs Service Equity Advisory Council, Oregon's Office on Disability & Health Advisory Council, Public Transportation Advisory Council, Governor's Commission on Senior Services, and other duties as needed by his team.

Chair McEwen inquired if there are potential DSAC members with a disability. Joseph responded that this group makes up the majority of the council.

Commissioner Wentzell wanted the name of the person who submitted the report and the date it was submitted. Joseph will start adding the dates.

#### ***APD Director's Office Report***

Nakeshia Knight-Coyle, APD Interim Director, reported.

This was an opportunity for introductions and getting to know our partners.

- Nakeshia has been in the interim director role for a month.
- 2010-Oregon Health Authority with maternal and child health doing home visiting.
- 2012-ODHS APD Aging & Disability Resource Connection Manager
- Early Learning for 6 1/2 years
- Fall 2020-returned to APD
- February 2021- APD as the Equity Strategist
- Nakeshia is meeting with partners and consumers

Erika Miller

- Started with DHS 19 years ago with Presumptive Medicaid Program
- Restoration of General Assistance Program
- 2018-Office of Equity and Multicultural Services
- 2018-APD Administrator for Medicaid Financial Eligibility

- 2021-APD Interim Deputy Director

#### Chair McEwen

- Liaison between the Governor's Commission on Senior Services
- Now a commissioner
- Disability advocate and is highly involved with the legislature
- NWSDS Advisory Council

#### Commissioner Wentzell

- OHCC for several years
- Vice Chair, Oregon Disability Commission
- OHA Ombudsman Advisory Council
- Strives to improve services for people

#### Commissioner King

- OHCC for 12 years
- Chair of the Oregon Disability Council

#### Commissioner Johnson

- APD representative for OHCC Commission
- In-home Policy Analyst in the Medicaid Support Unit
- Works on Carewell training projects
- Service Equity for APD and Commission

#### Joseph Lowe, Program Analyst for DSAC

- 9 years-served as a consumer advocate
- was with the OHCC for 6 years

#### OHCC Managers and Staff

- Roberta Lilly, Training & Registry Unit Manager
- Andrea Kempel, OHCC Business Analyst
- Gianna Bortoli, OHCC Customer Relations Coordinator
- David Vining, OHCC Program Analyst
- Miguel Cordova, OHCC Public Service Representative

- Heidi Alasio, OHCC Executive Support Specialist

Nakeshia inquired about what is most important to commissioners now.

- Chair McEwen said that person-centered services are of utmost importance to consumers
- Recognizing each person as an individual. There is a training video on this. Commissioner Johnson concurred.
- Commissioner Wentzell suggests making services more readily available to consumers in order to fulfill their dreams.
- Access social determinants of health. Her providers are only allowed 10 miles per pay period, and this is not enough.
- Keeping case managers up to date with rule changes and consumer supports is vital. Some go by old rules.

### ***Carewell Curriculum Approval***

David Vining, OHCC Program Analyst, reported.

- The Internal Review Committee (IRC) reviewed Continuing Education courses submitted by Carewell SEIU 503 and is recommending approval by OHCC. Courses include Body Systems, Medical Terminology, Prescription Drug Misuse, and Working with Nonverbal Consumers.
- The IRC identified needed changes which have been incorporated by Carewell SEIU 503 Training for the final version. It was agreed that Carewell continues to improve upon their ability to write and create courses that align with the commission.
- Commissioner Johnson **motioned** to approve the four courses. Commissioner Wentzell **seconded**. **Motion carried.**

### ***ONE System Question & Answer***

Nate Singer, Oregon Eligibility Partnership Director, reported. He coordinates with ODHS, OHA, and the soon-to-be Department of Early Learning and Care.

Nate's unit is responsible for the ONE System and other eligibility operational direction for medical, food, cash, and childcare assistance.

- Rolled out ONE in February 2021. Notices were one of the biggest complaints, and they will be updating these over the next year.

**Question and Answer Session**

Q: How is the ONE system working with mental health care and Measure 110?

A: ONE does eligibility for Medicaid. MH care, prescriptions, etc. are determined by OHA, CCOs, and their contracts. CCOs must provide benefits under law. Angie Albie with OHA and overseas Measure 110 implementation.

Note: The Mainframe systems is quite stable. It is a constraint around resources and coding. Information technology changes are coming, continual modernization of systems will be seen in our agency and other agencies.

Q: Why are some Medicaid recipients getting duplicate mailings the same day and why are envelopes being sent out addressed to ONE when there is nothing to sign and return?

A: There is a shortage on envelopes nationwide. Nate's team is researching this issue. This should only be happening if a worker submitted both an automated notice and a manual notice. Workers need to delete automated notices that will go out that night, if any kind of notice is made.

Return envelopes are included for all forms needing a response. There is a central print plant that prints forms, and it was picking up a notice for everything. Research is being conducted, so that the system will not include return envelopes when they are not necessary.

Q: What role does ONE play in the Building Well Being Together Initiative?

A: This is an ODHS initiative focusing on total well-being. We want to focus on the individual and using flexible funding effectively. ONE will allow consumers to have more access to services without bringing in multiple pieces of documentation. ONE looks at many initiatives from various agencies and aims to better serve the public.

Nate has asked for workers to really listen to consumers regarding needs for Emergency Rental Assistance and cash benefits for internet connections and other items beyond eligibility.

Commissioner Wentzell is a consumer and has to send in her documentation and more frequently than before. It seems to be a never-ending process. She has great difficulty connecting to ONE Eligibility via text messaging and email. She was told to call NWSDS, and they knew nothing. Also, people with mental health issues are not going to be able to access the ONE system messages and documents. She requests they work on this issue. Nate responded that this is being addressed, and he offered to have a team member reach out to her personally.

Regarding having to apply several times, this was a federal requirement with ONE and a 6-month certification. The process is in negotiations. They coordinated with ODHS, OHA, and federal partners to use verifications submitted in the past 6 months. Consumers need to turn in deductions. He recognizes the need to simplify the system, and he knows that there are people who are unable or unwilling to come into local offices.

Chair McEwen requests ONE System updates at commission meetings. Nate notes that these occur every 6 weeks, and we could work to schedule regular updates.

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

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

We have completed 50.00% of the biennium.

#### **OHCC Total Budget**

- General Fund (GF) and Other Funds Budget-\$6,580,359
- Federal Fund (FF) Budget-\$3,336,321
- Total Fund (TF) Budget-\$9,916,680
- Total General Funds (GF) and Other Funds (OF) expended to date-\$2,534,149 (38.51%)
- Federal Funds (FF) expended to date-\$336,162 (10.08%)
- Total Funds (TF) expended to date-\$2,870,311 (28.94%)
- Projected expenditures to date (TF)-\$5,435,993
- Projected Deficit-\$441,249

#### **OHCC Admin Budget**

- Total GF and OF Expenditures to date-\$2,436,615 (39.06%)
- Total FF Expenditures to date-\$280,385 (8.86%)

- Total Expenditures to date-\$2,717,000 (28.89%)

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

- Total Admin Budget-\$5,664,256
- Total Admin expenditures to date-\$1,821,208 (32.15%)
- HCC Training-\$ 210,775 (10.24%)
- Employer Resource Connection for PSWs (FF Match)-\$638,664 (58.57%)
- HCW Registry (FF Match)-\$11,808 (14.39%)
- HCC Commissioners-\$2,373 (21.16%)
- Workforce Support & Development-\$30,444 (8.05%)
- Provider Parking Reimbursement-\$1,726 (1.44%)

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

- Total Funds-\$262,349
- Expenditures to date GF and OF-\$78,584
- Total Funds expenditures to date-\$118,035

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

- Total Funds-\$261,360
- Total Expenditures to date-\$118,035

### **DD/MH Committee**

- Total Funds-\$989
- Expenditures to date-\$0.00

### **TRADITIONAL HEALTH WORKERS (TWH)**

- Total Training Funds-\$ 88,500
- Total Training expenditures to date-\$3,144 (3.64%)
- Total Committee Funds-\$1,500
- Total Committee expenditures to date-\$0.00

### **ENHANCED & EXCEPTIONAL WORKERS/VDQ**

- Total Funds-\$162,299

- Total expenditures to date-\$30,697 (18.91%)

### **TRAINING STIPEND**

- Total Funds-\$1,090,000
- Total expenditures to date-\$366,326

### **TRAINING STIPEND BY UNIT**

- Total PSW/DD funds-\$180,000
- Total PSW/DD expenditures to date-\$76,189 (42.33%)
- Total PCA funds-\$10,000
- Total PCA expenditures to date-\$2,322 (23.22%)
- Total HCW funds-\$900,000
- Total HCW expenditures to date-\$287,814 (31.98%)

### **Training Revenue to Date:**

Revenue-Total Fund-\$462.50

Note: Providers get 56 cents per mile to grocery shop or pick up prescriptions. If a provider works for multiple consumers the same day, they receive travel time for that.

Cheryl reviewed provider wages and how they may gain certifications for wage increases.

### ***OHCC Training & Registry Report***

OHCC Training & Registry Manager, Roberta Lilly, reported.

Roberta reported that PACE Learning Management System is now open for enrollment for workers. Effective August 1, all registration for courses will go through PACE and not through the Registry. She provided a virtual demonstration of the system and how to navigate through the web site. She also covered:

- How to sign into a class and view classes one is registered for
- Uploading documents (CPR/First Aid card)
- Editing profiles
- Course Catalog
- Certifications & assessment results

- Approval of provider numbers
- Shared email boxes for certifications & trainings
- Professional Development Certification dashboard

### ***Employer Resource Connection (ERC) Report***

Nancy Janes, ERC Coordinator, reported.

#### **ERC Quarter 2 Services Data: April-June 2022**

- **Number of Consumers received by OHCC is down-565**
- **New consumers sent to contractors-419**
- **Total number of new consumers-783**

#### **ERC Customer Satisfaction Survey, Spring 2022**

- New consumer served this period-794 (APD); 100 (DD/MH)
- Consumers contacted for survey-398 (APD); 90 (DD/MH)
- South Coast Business Employment Corp. is no longer providing APD services to Curry County. HASL has taken on this duty, and they started services this week.

### ***CPR/First Aid Re-Opening***

Kelly Rosenau reported. *CPR/First Aid Re-Opened* reopened on May 12, 2022. Classes are now offered in person. Below are the offerings:

- 36 classes
- 10 different cities
- 772 seats available
- Registered and trained 254 providers
- 28 no-shows
- 25 providers in rural areas have been trained
- Providers in rural areas are being referred to other training sites
- 82 people have been referred
- New cities are being added monthly
- Russian classes in Portland and Salem
- Other languages will be added soon.



## **Annual Workers' Compensation Claims Report**

Kelly Rosenau, OHCC Workers' Compensation Coordinator, reported.

### Claims:

- 138 claims were filed between July 1, 2021-June 30, 2022
- 12 OSHA claims in 2022 thus far

### Top 3 causes of injury by claim frequency:

- Strain/injury by lifting-27%
- Falls/slips/trips-23%
- Pandemic-9%

### Top 3 causes of injury by claim severity:

- Backs-21%
- Shoulder-21%
- Respiratory-13%

### Injury Causes/Body Parts by Claim Severity

- Pandemic-\$103,115
- Falls/Slips/Trips-\$22,923
- Struck/Injured by object-\$5,320

### Most costly injured body parts:

- Leg-\$28,347
- Foot-\$25,951
- Multiple-\$22,712

### PSW Annual Report:

- 42 claims in 2022
- Top three causes were falls, struck/injured by person, strain/lifting
- Top body parts: backs, shoulders, and knees
- One worker broke her femur and was in the hospital with 3 surgeries and an infection. The claim is over \$200,000.

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

Commissioner Moore was unable to attend today.

**Oregon Disabilities Council (ODC) Update**

Commissioner King had no updates.

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

Commissioner Johnson had no updates.

**Adjournment**

The meeting was adjourned at 1:03 PM by Chair McEwen.

**2022 Attendance Record**

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

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

**Attachments:**

- Agenda, August 4, 2022
- July 7, 2022 Home Care Commission Minutes
- July 2022 OHCC Executive Director Report
- June 2022 OHCC Budget Report
- Approval Recommendation
- ERC May-June 2022 Statistics
- ERC Q2 April-June 2022 Timelines Report
- ERC Q2 April-June 2022 Quarterly Narrative
- ERC Spring 2022 Consumer Survey
- HCW Annual Report-Workers' Compensation
- PSW Annual Report-Workers' Compensation
- DSAC Update