



Oregon Home Care Commission (OHCC)
Meeting Minutes
 September 1, 2022

Members Present:	Ruth McEwen (Chairperson), Paul Johnson, Mark King, Marsha Wentzell, Mark King, Randi Moore
Members Absent:	
Others:	LeMont Boyd, Christy Shipman, Judy Richards
Staff:	Cheryl Miller, Roberta Lilly, David Vining, Heidi Alasio, Miguel Cordova, Gianna Bortoli, Andrea Kempel, Massarra Eiwaz-Ransom, Dale Mayuiers

Meeting Called to Order

The meeting was called to order at 10:56 AM by Chairperson McEwen.

Introductions

None.

Adoption of Agenda

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

Approval of Minutes

Commissioner Wentzell **moved** to approve the August 2022 OHCC meeting minutes as submitted. Commissioner King **seconded. Motion carried.**

Announcements

None.

Public Testimony

None.

Unified Equity Framework & ODHS North Star Structural & Systemic Change

LeMont Boyd, Race & Equity Transformation Manager, reported.

The focus is on how ODHS is utilizing the Equity North Star to improve service delivery.

ODHS Equity North Star: Inclusivity, Equity, Service, and Well-Being

- Lead with race and intersectionality to address roots of systemic oppression impacting protected classes.

- ODHS is dedicated to improving supports, services, and well-being for all.
- Partnership with communities and building relationships to develop and deliver equitable programs.
- The goal is for staff and communities to know services are working when all Oregonians can achieve well-being.

Service Equity Guiding Principles

- Engaging Communities
 - strengthening relationships with families
 - listening to clients
- Data and Evidence-based Practice
 - inform policies and programs
 - culturally appropriate and relevant data
- Developing Champions
 - Enable employees to become champions of equity (Employee Resource Groups, Equity, and Inclusion Committee)
 - Recognize that our clients are often from the most vulnerable populations
 - RISE Principles, including Safety, Well-Being, Sense of Belonging, Honoring Each Other
 - Equitable Treatment and Racial Justice set by policies
 - Meaningful participation with community and staff
 - Interconnectedness with communities
- Directing Investments and Resources
 - Service Equity is integrated throughout budgetary decisions
- Customizing Services
 - Building framework to support communities
 - Customizing services for individuals and communities
 - Assist communities to achieve their goals
- Creating Dialogue
 - Focus on education, communication, and partnership
 - Eliminate barriers and disparities for consumers

Unified Equity Framework

- Programmatic Assessment
 - Where are the disparities in service delivery?
- Equity Plan
 - Plan for improvements
- Service Equity Council
 - Program leaders, content experts, community members, data experts
 - Charged to ensure equity plan is followed
- Equity Dashboard
 - User-friendly, accessible to communities and internal workforce
 - Review how we are managing disparities
 - Will include ODHS Equity Dashboard

Commitment

- Consistency and alignment
- Human Services
 - Equitable practices are rooted in human connections
 - Practice humility and commitment to change
- Systems Change
 - ODHS North Star, Equity Dashboards, RISE, Service Equity Council
 - Bias, accessibility, culturally responsible leadership, recruiting staff from diverse backgrounds, staff retention and development
- Communication & Transparency
 - Provide consistent and transparent communication with communities

Outcomes

- Inclusively lead with race and centering equity
- Data measures indicate decreased disproportionality
- Cross program collaboration to serve Oregonians across lifespan
- Equity is woven into policy, practice, and procedures
- Community-centered policy making
- Shared decision making from all levels, including community and staff
- More diverse workforce
- Retention & well-being for staff
- RiSE culture change

We Believe...

- All of ODHS' transformational efforts can interface to support our direction toward the ODHS North Star
- The most effective way of transforming our practice is to include community voice
- Leading with RACE, INTERSECTIONALITY, and doing our own personal work MUST be our core focus.

Questions

- Commissioner McEwen asked how this works with person-centered care. LeMont responded that programs will be working in teams to develop person-centered services for individuals to meet their specific needs. This is a focus for all communities and individuals utilizing ODHS services.
- Commissioner Wentzell noted it would be helpful for each person to acknowledge our own biases and to list where we have broadened our life experiences to include others. It is important to see where we have come in order to move forward and build our cross-cultural relationships. LeMont responded that the Service Equity Council ensures that council members understand the lived experiences of others, how we have developed implicit bias and how we have changed.
- Gianna Bortoli, OHCC Customer Relations Coordinator, asked how we could engage more effectively with our providers with respect to service equity. He responded that evaluating our engagement with providers and their individuals needs is important. Providers have separate lives and necessities than consumers. What is the demographic makeup of our providers, and is it reflective of our population in Oregon? Do we need a more diverse workforce? Also, there are consumers who may have specific dietary needs or specific in-home supports. It is important to be culturally responsive. Cheryl responded that we offer trainings in other languages, but we do not have a system that captures individual provider demographics. A universal provider portal is being developed to capture this type of information in collaboration with ODHS, APD, and OHA.
- Commissioner Johnson asked about recent number of immigrants and refugees entering Oregon and how it could add to the cultural diversity to the workforce. Cheryl is the Board of Directors President at Salem for Refugees, and we have received Afghan and Ukrainian refugees recently. They were

contacted by a Mt. Angel facility to recruit Afghans to work at a facility as an opportunity. She noted the new Office of Immigrant and Refugee Advancement. Toc Soneoulay-Gillespie is involved in this and in our future Workforce Collaborative Meetings.

- Gianna Bortoli asked about creating an individual plan for providers given the large number of providers in Oregon. How do we navigate this, given time and staff constraints? LeMont provided an example of the Latinx community and creating a plan to better serve them. How are we interfacing with them and developing a framework for community engagement in terms of service? Listening and community sessions could be useful. Be mindful of what communities have relayed to us in the past and building upon their requests. On the other hand, case managers could ensure that you are aware of implicit bias, system disparities, and doing your own work.
- Commissioner McEwen invited LeMont back for follow up at a future commission meeting.

Aging and People with Disabilities (APD) Local

Christy Shipman, Deputy Director for APD Branch Operations, reported.

Introduction

Christy comes from District 7-Coos/Curry County field services and has been with ODHS for 15 years. She is well-versed in long-term care, protective services, local office connections to OHCC and PTC. Her current position with the Central Office Executive Team allows her to support local district managers and their teams and services to Oregonians. This interfaces with PTC and the homecare worker population and how services are delivered.

Introductions were made with the OHCC commissioners and staff, as well. Staff also explained their roles and expertise at the OHCC.

Commissioner McEwen is interested in how OHCC can work with Christy and her team. Her response included issues of:

- Service delivery
- Payment Issues
- Communications
- Emergency Planning and Management

- Making connections with the right person at a local office

The Universal Provider Portal is in the planning process. This will include all provider types, and it will improve our workforce shortages. Providers will be able to view certification dates, update personal information, and see when background checks are due. Union members and local office staff are also involved in this process.

Senate Bill 1548, Section 5 requests that ODHS provide a report on consumer-directed agency models in other states, in reference to the Agency of Choice. This is different from what is available at APD. This model will allow the consumer to continue directing their care; however, another agency will take on the administrative tasks of hiring/firing, background checks, payroll, and the like.

Christy will be back for future OHCC meetings.

OHCC Executive Director Report

Cheryl Miller, OHCC Executive Director, reported.

Oregon Home Care Commission Resources and Services

- Provider Certifications that lead to a pathway of higher wages.
- Traditional Health Worker Certifications
- Employer Resource Connection
- (Consumer/Employer of Record/Representative Training)
- OHCC Customer Relations Online Service.
- Provider Contact and Resources Guides
- Care Provider Safety Manual
- Elevate Newsletter
- OHCC Registry
- OHCC PACE Learning Management System

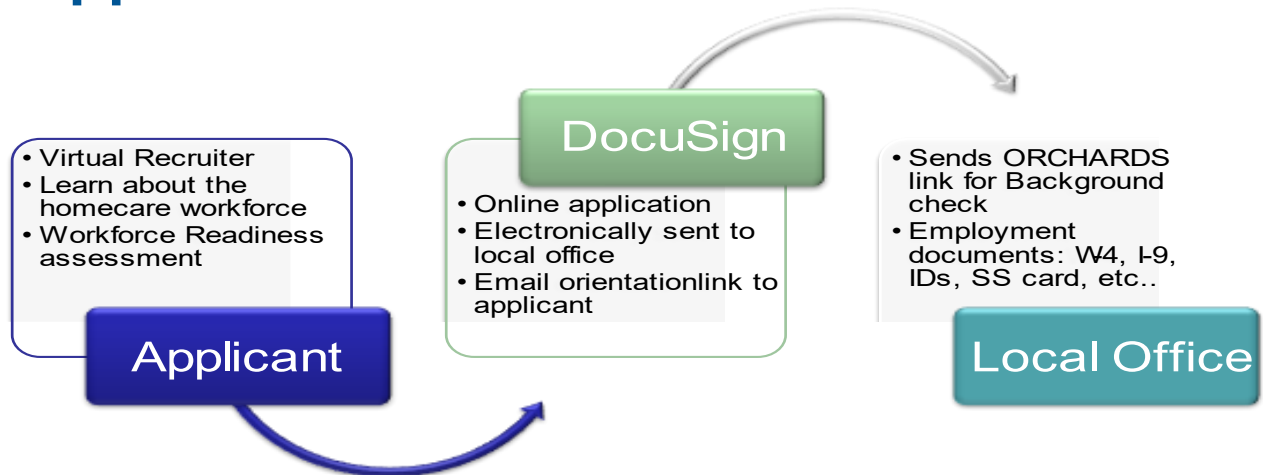
Workforce Collaborative Update

- Held our first meeting
- Great conversation about the data we received
- Recruiting more participants
- Next meeting TBA

Workforce Resiliency-Pilot Project-We are making progress!

Approval to move towards a pilot project

Chatbot Virtual Recruiter, Workforce Readiness Assessment, and Online Application



Personal protective equipment

Data is based on requests from homecare workers, personal support workers, and personal care attendants. (No change since last month. No new data received from Carewell Training/Rise Partnership.)

OHCC & SEIU	Jan 22	Feb 22	Mar 22	Apr 22	May 22	June 22	July 22	Aug 22	2022 Total	Total (April 2020-Jul 2022)
SEIU	1,005	144	625	123	103	0	0	0	2,000	10,357
OHCC	63	57	70	44	33	47	37	33	384	1,261
Grand Total	1,068	201	695	167	136	47	37	33	2,384	11,618

REFRESHER-REQUIRED TRAINING- AS OF 08/23/2022

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 07/25/2022

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	36,232	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%

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

We are pleased to announce that Carina is coming soon! Carina is a matching service where you can easily find a homecare worker, personal support worker, or personal care attendant. Carina is an optional tool for all Medicaid and OPI consumers.

Why Carina?

- Search and match for free
- Find care providers 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:

- Oregon Department of Human Services
- Oregon Health Authority
- Oregon Home Care Commission
- Carewell SEIU 503
- SEIU Local 503

Commission Vacancies

The Oregon Home Care Commission (OHCC) consists of [nine commissioners appointed by the Governor](#) for up to three (three-year) terms. Five are consumers of homecare services. The other four represent the Department of Human Services, the Governor's Commission on Senior Services, the Oregon Disabilities Commission, and the Oregon Association of Area Agencies on Aging and Disabilities.

Interested in joining the OHCC?

- [OHCC recruitment brochure](#)
- [OHCC Commissioner manual](#)
- [Apply today in Workday](#)
- [Workday application instructions](#)

Appointments and Re-appointments

- George Adams – Recommended for appointment.
- Mary Mayer – GCSS Representative – Recommended for appointment
- 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.

Additional Issues

- Cheryl mentioned the Oregon Project Independence (OPI) 1115 Demonstration Waiver and Family Caregiver Assistance Program.
- Rachel Currans-Henry has been working on safety issues, workforce development, and community-based care facilities.
- We have been doing some internal SWAT analysis in conjunction with APD/AAA offices.
- There is a fire east of Medford that ODHS is monitoring to ensure consumers are safe and providers have information. Cheryl is on-call in case we need to get emergency information out. An APD team will be monitoring this over the weekend.

Oregon Association of Area Agencies on Aging (O4AD) Update

Commissioner Moore reported that OPI-M and Family Caregiver Expansion Programs will be rolling out. CMS approval has some questions yet. They are cautious about rolling out a program that is not fully vetted and approved. It may be

a couple of months before a soft launch. CMS wants to ensure choice without duplicating services. Randy has not received any updates on the state recovery piece. Cheryl is interested in having Jane-Ellen Weidanz come to respond to the OPI 1115 Demonstration Waiver expansion.

O4AD directors will have time for strategic planning in September along with priorities and next steps.

Nicole is starting to discuss planning for the next legislative session. There are issues with people falling through the ONE system. Nicole and Phil could come to discuss legislative issues.

Oregon Disabilities Council (ODC) Update

Commissioner King reported that last month was the executive meeting for ODC.

Aging and People with Disabilities (APD) Update

Commissioner Johnson had no updates.

OHCC Training & Registry Report

OHCC Training & Registry Manager, Roberta Lilly, reported.

Roberta provided a demonstration of the Professional and Continuing Education (PACE) which is a fully functioning learning management system. OHCC transitioned its training program into PACE on August 1, 2022. Students can register for classes, assessments, and receive training materials and certificates on this platform. Additionally, students can contact us through PACE, and OHCC staff can contact students through PACE. The program is designed to help manage the OHCC certifications, and certification dashboards are created to help manage the students' progress and their certifications. The blended model (both on-demand online modules and webinar module) cohorts were launched for the Enhanced and VDQ certifications.

- The Professional Development Certification is currently available
- Students register and are approved for courses
- Over 1,000 students are registered
- 200 students are in progress
- Class lists are available and can be translated into other languages
- On-demand courses are always available
- Students receive credit for attending and complete assessments

- Providers can upload CPR/First Aid cards

Additional PACE Features:

- Queries and reports are available
- Soon OHCC will be able to upload historic information from the Registry
- AirTable is an interactive spreadsheet that is also built into the program. Instructors can provide us with schedules, get Zoom links and view their own schedules. This is a vast improvement over emailing spreadsheets and is an efficiency for our program.

The online CPR/First Aid contract is in DRAFT statement of work currently. It will then go to the administrative judge for confirmation and approval and will proceed to the Emergency University (the contractors) for approval. This should be completed within a month. Kelly Rosenau and Melanie Ewell are also assisting with CPR/First Aid requirements. Future programming in PACE will be able to show providers how to register for CPR and will eliminate the application process that is currently in place. For people in remote communities, we can assist them quicker by emailing them through PACE to help locate a class for them.

Developmental Disabilities/Mental Health Committee

Massarra Eiwaz-Ransom, DD/MH Coordinator, reported for July.

OHCC Training Program

Roberta Lilly demonstrated the PACE program and shared the June 2022 and courses being offered

Kelly provided an update for PSW workers' compensation.

Updates and committee announcement time is provided now.

The committee decided to meet in-person once a year.

Traditional Health Worker (THW) Committee

Massarra Eiwaz-Ransom, THW Coordinator, reported for July.

Program Development

- THW Commission in-person retreat will be September 26-27 at the Oregon Gardens.
- THW Public Registry will have first reiteration Fall 2022.

- Personal Health Navigator (PHN) Presentation was provided by Bethany Pettinger, one of the participants. She discussed difficulties in understanding the role and how it overlaps with worker types.

Training

- Doula training has been approved by Mother Tree
- Training sites can be approved if there are no significant changes upon renewal.

Legislative/Rules/Policy Section

- OHA is developing policy about compensating commission members for volunteering their time
- HB 2315-Rules Advisory Committee
 - Suicide Prevention training is effective July 1, 2022
 - OHA OEI THW program will provide a list of trainings on their website
 - The training is only for CEU at this point

Additional Information

A homecare worker joined about issues joining a training today. An OHCC staff member will reach out to her.

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	P			
King	E	P	P	P	P	P	E	P	P			
McEwen	P	P	P	P	P	P	P	P	P			
Moore	P	P	P	P	E	P	E	E	P			
Volpe	P	E	P	P	P	P						
Wentzell	P	P	P	P	P	P	P	P	P			

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

Attachments:

- September 1, 2022, OHCC Agenda
- August 4, 2022 Home Care Commission Minutes
- August 2022 OHCC Executive Director Report
- September 2022 DD/MH Report

14

- September 2022 THW Report
- ODHS Unified Equity Framework & Equity North Star Structural & Systemic Change Report