



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

Members Present:	Ruth McEwen (Chair), Marsha Wentzell, Randi Moore, Mary Mayer, George Adams, Paul Johnson, Mark King
Members Absent:	None.
Others:	Jane-Ellen Weidanz, Brian Holman, Anna Lansky, Gwen Ayers
Staff:	Cheryl Miller, David Vining, Massarra Eiwaz-Ransom, Abdirizak Ahmed, Miguel Cordova, Heidi Alasio

***Meeting Called to Order***

The meeting was called to order at 10:01 AM by Chair McEwen.

***Introductions***

None.

***Adoption of Agenda***

Motion to approve the agenda was made by Commissioner Mayer and **seconded** by Commissioner Moore. **Motion carried.**

***Approval of Minutes***

Motion to approve the minutes was made by Commissioner King and **seconded** by Commissioner Adams. **Motion carried.**

***Announcements***

Commissioner Adams attended the CMS meeting. They are trying to clarify the information consumers are receiving from CCOs by January 2023.

***Public Testimony***

None.

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

Commissioner King noted that J.D. Tilcom spoke on Medicaid plans and quality improvement results. Amber Queen reviewed the Rules Advisory Committee (RAC). Max Brown discussed the reformation of the Joint Legislative Committee, Legislative Veterans Forecast, and ODHS/APD recommended budget update.

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

Commissioner Johnson updated on the Grand Pad pilot project. This is now available to Oregonians who are in-home consumers. Unfortunately, we only have around 110 participants, while we were expecting to have 375. We are attempting to communicate in various ways to local offices and other entities about this in hope to increase this number. We want case managers to identify consumers on their caseloads to participate in this year-long pilot. The hope is to lessen loneliness and social isolation for consumers.

**Governor's Commission on Senior Services (GCSS)**

Commissioner Mayer shared that a briefing paper came out in November about older adults needing and wanting to join the workforce. Heidi will send out to commissioners in hard copy and email format.

Cheryl Miller added that Age Plus is part of our Workforce Collaborative Group.

**Oregon Association of Area Agencies on Aging and Disabilities (O4AD)**

Commissioner Moore noted that Phil Warnock and Nicole Palmateer Hazelbaker will attend our January meeting.

**O4AD's Legislative Priorities**

O4AD has an advocate for the legislative priorities. Nicole said that at ODHS, there are over 25 Policy Option Packages (POPs) that impact the service of the network. They are working their way through the governor's process for the budget, which is uncertain, given the change of governorship. Oregon Health Authority has a community information exchange since the legislator in charge has not prioritized this.

O4AD has several issues they are following and considering support of, including mental health benefits for Medicaid/Medicare consumers, workload impacts related to the ONE System, PTC, and there may be bills related to the workload issue.

ODHS has outcomes based on LGBTQ IA2+ survey.

Impact on benefits for those serving on commissions and councils is an issue. Phil and Nicole will discuss this more in January.

Non-emergency Medical Transportation (NEMT) will be discussed in January and how consumers are affected when the public health emergency terminates. We want to help support consumers through this process.

OPI-M is important as well as impacts on current state funding.

APD has three other legislative concepts, dealing with Deaf and Hard of Hearing Services (DHHS), Traumatic Brain Injury Service Navigators, and the State board of nursing to allow credit for PSWs.

Cheryl Miller noted that House Bill 5202 contains language for ODHS providing a PTC report and a ONE system report and their impacts. These are due the end of

December. Cheryl is supervising the PTC Team. There has been work on staffing concerns in local offices regarding the PTC issues.

PCA is getting credit to allow for certifications to count towards something such as a Certified Nursing Assistant (CAN), or other possibilities.

Chair McEwen-There is a hearing before the Senate and the Human Services Committee on the stipend. Chair McEwen will send this to Heidi to share with the commissioners. O4AD is the presenter for this topic.

### ***Coordinated Care Organizations Updates***

Commissioner Adams noted that there is a lot of Community Advisory Committee (CAC) work happening on the frontlines of Medicaid companies to prepare for the next CCO 3.0.

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

Gwen Ayers, Lead for PTC Communications, reported.

There have been concerns on newer system aspects to PTC. A recent change has a statement showing for each time entry. Many came through word of mouth. The concern is around when a provider makes a mistake on a time entry, and they need to correct it later, they check a little checkbox that says their time is correct. They feel like they are misleading PTC for time entries. Prior to the attestation statement, the DOJ was unable to pursue fraud investigations for providers who may have been misleading the system. This was a gap needing to be filled for time entries. The DOJ asked the project team to have providers attest to each time entry so they could pursue potential fraud entries, on the rare occasions they occur. Gwen provided a demonstration of this correction process for providers. They can add a comment about having made a mistake and needing to make a correction. PTC has sent information to providers about this process. The checkbox is an abbreviated form of this process.

Commissioner Wentzell would like to see a checkbox to say that the system was not cooperating, or a provider was unable to clock out. Provider errors are not always the cause. This is about the reason codes for clocking out. Gwen notes that they are working on this issue. Update from Gwen: The provider should select the "Provider-No internet connection" when they are having system issues preventing clock out. Unfortunately, we are not able to add additional reason codes at this time.

Commissioner Adams said that most homes have ways to keep a person from being able to get on their internet connection. This can affect caregivers' abilities to

clock in and out. Also, when DOJ investigates a provider for potential fraud, some people have little technological knowledge. DOJ could be a little more understanding on caregivers because it may not be their fault. Some are not graduates and do not understand the PTC system.

Cheryl notes that most information about PTC is written for up to 6<sup>th</sup> to 8<sup>th</sup> grade reading level. There is also pre-employment orientation to learn about their responsibilities and core training. We want providers to understand, and we have translators for people who speak other languages. Gwen's note: The PTC Team tries to keep all provider-facing information at or below 6<sup>th</sup> grade reading level.

Commissioner Adams asked about improvements for the toll-free number for PTC. They get reports on call/wait times monthly and the issues presented. PTC has seen improvements recently, although there is still room for improvement on communications about what the PTC Help Desk is able to assist with.

Remind providers to enter their email address in PTC.

[PTC.Support@odhsoha.oregon.gov](mailto:PTC.Support@odhsoha.oregon.gov)

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

#### ***ODDS Interim Director, Anna Lansky, reported.***

Lilia Teninty was ODDS Director for 8 years and has moved to a new role. Anna is serving in the interim role. Acacia McGuire-Anderson is an interim Deputy Director during this transition process. We have a new incoming governor, and we are preparing materials for Tina Kotek to aid in a smooth transition.

We are preparing for legislative session and hearings.

#### **Supporting workforce and PSWs**

- We are looking closely at Electronic Visitor Verification (EVV) compliance rates and Centers for Medicaid and Medicare Services who monitors this. Our rates are not very good, and we want to support PSWs for improvement. This is a federal mandate, and PSWs must use this system. More information will be disseminated next year.
- Similar actions will be occurring for use of overtime and using eXPRS for these exceptions and clarifying which ones are approved.

- We are working to support workers who do not have internet for EVV. We are exploring other ways for them to enter time on landlines to verify services and visits. This is in process.

### Questions

ODDS supports people with I/DD to select and agency provider or a PSW. We are under the umbrella of ODHS.

Q: Commissioner Adams asked if ODDS supports people with doing lawn/yard work? Sometimes this is an issue.

A: Under 1915 K authority, we can address severe circumstances for certain individuals. Medicaid does not pay for regular ongoing lawn services.

Commissioner Adams would like to see this service added. Anna will take this issue to the Department to consider.

Massarra Eiwaz-Ransom, DD/MH Coordinator

Q: The last couple DD/MH meetings, a member mentioned that eXPRS is not available in other languages, and this is a barrier for providers who do not speak English.

A: We attempted to mitigate this issue by providing training in other languages, but the system does not have the ability to translate. ODDS is working on a solution.

### **Carewell Curriculum Review**

David Vining, OHCC Program Analyst, reported.

David made changes to update the letter from last month to address concerns along with the explanation from Carewell. They used Oregon Health Authority's recommendations for Cultural Competency courses. These teach people how to provide workers knowledge and skills to work with people from other cultural backgrounds.

David requests approval for these courses for Carewell to launch this training in the next few months.

Commissioner Adams **moved** to approve. Commissioner Mayer **seconded**. **Motion carried**. Commissioner Johnson abstained from voting.

### **1115 Oregon Project Independence (OPI) Demonstration Waiver**

Jane-Ellen Weidanz, Administrator for Aging and People with Disabilities (APD), reported.

### **The 1115 Demonstration Waiver**

Oregon Project Independence (OPI) is generally funded. The Family Caregiver Support Services is funded through the Older Americans Act Program. Both provide supports for people needing assistance but who are not on Medicaid. The number of people served is capped locally by their available funding. Most AAA offices have waitlists for both programs. Advocates in the 2019 got the legislature to direct APD to create a community partner workgroup to explore how expand OPI and FCAP through Medicaid while not changing the traditional program. Through that process, APD received permission to apply for an 1115 demonstration program to create an OPI-Medicaid (OPI-M) and a Family Caregiver Assistance Program (FCAP). APD submitted the 1115 application to the Centers for Medicare and Medicaid Services (CMS) in November 2021 and have been in discussions with CMS since then.

Once approved, APD will be able to serve individuals through OPI-M and FCAP who meet Service Priority Levels 1-18, with incomes equal to or less than 400% of Federal Poverty Level and with assets no more than 6 months' worth of nursing facility care (currently equal to approximately \$82,000). A person can apply for either OPI-M or FCAP. For OPI-M, the benefit includes in-home supports, home modifications, the Employer Resource Connection benefit, and caregiver education. The FCAP is geared to keep the family caregiver in place and provides services such as respite services, support group programs, and trainings that improve the caregiver's ability to continue to provide care to the eligible individual. The FCAP is capped at \$500/month, while OPI is capped at 40 hours per pay period.

APD has been in negotiations with CMS since January 2022 and hope to receive a response this month for a request to waive the state recovery. If approved, a soft launch would look at current OPI consumers and move them into Medicaid, if they choose to do so. This would be a pilot project hopefully starting in mid-March 2023.

Over 5 years, we expect the OPI-M to grow to about 4,500 people, and we expect the FCAP to grow to about 1,800 people during the demonstration waiver.

APD is still negotiating with CMS. Recently we are defining the specific services and qualified providers. CMS is reviewing budget neutrality. We are also waiting to see if they will waive Estate Recovery for individuals receiving OPI-M and FCAP. These would be statewide programs, as there is a strong partnership between APD

offices and local Agencies for Areas on Aging. Both programs will be available for anyone over age 18 who meet the criteria. APD is training frontline staff, eligibility workers, and case managers on the new programs.

Service priority levels have not been changed on levels 1-17. Level 18 was amended to assess people who need assistance with cognitive impairments not meeting higher level needs, medication management, and medical treatments.

Jane-Ellen will send this Power Point to Heidi, and she will distribute to commissioners.

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

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

We are 16 months of 24 months completed (66.7%).

#### **OHCC Budget**

- Total budget-\$9,916,680
- General Funds (GF) & Other Funds (OF) expended-\$3,603,843 (54.77%)
- Federal Funds (FF) expended-\$476,458 (14.28%)
- Total Fund Expenditures-\$4,080,301 (41.15%)
- Projected Deficit-\$255,983
- Through October 2022, \$3,235 in claims for parking reimbursement have been paid out from the \$120,000 in available funds.

#### **OHCC Administration**

- Total budget-\$9,404,032
- General Fund (GF) and Other Fund (OF) Budget-\$6,237,711
- GF & OF expended-\$3,426,178 (54.93%)
- Total FF expended-\$374,613 (11.83%)
- Total Expenditures to date-\$3,800,791 (40.42%)

**OHCC Admin Units**-Breakdown of the admin budget referenced above. The admin units consist of:

- Administration total budget-\$5,664,256
- Admin expended-\$2,610,345 (46.08%)
- Homecare Worker Training expended-\$305,626 (14.85%)

- Employer Resource Connection-\$833,913 (76.48%)
- HCW Registry (FF Match)-\$11,808 (14.39%)
- HCC Commissioners-\$3,207 (28.61%)
- Workforce Development-\$32,656 (8.64%)
- Provider Parking Reimbursement-\$3,235 (2.70%)

### **Personal Support Worker (PSW)-Developmental Disabilities/Mental Health (DD/MH)**

- Total Budget-\$262,349
- Total expended-\$148,805

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

- Total Budget-\$261,360
- Total expended-\$226,293 (86.58%)

### **DD/MH Committee**

Total Budget-\$989

Total expended-\$0 (0.00%)

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

- Total Budget-\$88,000
- Total expended-\$5,024
- THW Training budget-\$86,500
- THW Training expended-\$5,024 (5.81%)
- THW Committee budget-\$1,500
- THW Committee expended-\$0 (0.00%)

### **Enhanced/Exceptional Workers**

- Total Budget-\$162,299
- Total expended-\$46,757 (28.81%)

### **Training Stipend**

Total Budget-\$1,090,000



Total expended-\$414,225

### **Training Stipend by Unit**

- PSW/DD budget-\$180,000
- PSW/DD expended-\$85,295 (47.39%)
- PCA/HSD budget-\$ 10,000
- PCA/HSD expended-\$2,364 (23.64%)
- HCW/APD budget-\$900,000
- HCW/APD expended-\$326,565 (36.29%)

**Training Revenue to date** (total funds)-\$617.50

### **Commissioner Stipend**

APD staff will be working with legislators to ensure that the stipend issue for commissioners is remedied, so that their benefits are not at risk. Brian recommends that commissioners track the commissions and council meetings they attend for possible stipend reimbursement. The issue is that the stipend was not described to the legislature as “per diem.” It is currently considered compensation and therefore applies to the 1099. This is being seen in every organization. Cheryl said that testimony will come up soon, and this must go through the legislative process. Anything over \$600 annually from stipends must be reported to the IRS.

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

Cheryl Miller, OHCC Executive Director, reported for December.

### **OHCC Workforce Collaborative**

We are focused on how we can better support resilient providers who supported consumers throughout the pandemic, ice storms, and fires. We want to find ways to acknowledge our resilient providers. We also want to sustain the workforce and discover why providers with active provider numbers are no longer working. Next, we want to grow the workforce. Workforce shortages are a nationwide problem within the long-term care system and other sectors. We will address workforce shortages through the Workforce Collaborative and with community partnerships throughout Oregon. We will also continue to review data and explore other opportunities to grow the workforce.

Last Friday, Abdirizak and Cheryl attended a Career Fair at Mountainside High School in Beaverton with 1,600 students in 9<sup>th</sup>-12<sup>th</sup> grade. Students visited the

OHCC table during the event and asked questions. Several of the students said that their mothers were homecare workers. One student who was in the 12<sup>th</sup> grade wanted to become a physician, and Cheryl discussed person-centered services and the difference between social and medical models with him and he was very interested in becoming a homecare worker. Cheryl received feedback that the students were very excited about the career fair, and many are interested in becoming providers.

OHCC would like to connect with veterans, and we have a brochure to review with commissioners. Working as a provider could be supplemental income for Veterans with a Military Occupational Specialty (MOS) in the medical field would be a great fit, and veterans serving veterans will benefit veterans served by our programs.

### **Provider Recruitment Pilot Project**

OHCC is partnering with AlignMark and DocuSign to implement the new Provider Recruitment Pilot Project. This is a six-month pilot project and will include marketing, technology, and an online application that will be sent directly to local offices. Participants in the OHCC Workforce Collaborative and the Commission will receive monthly updates in 2023. The first meeting with AlignMark and DocuSign is tomorrow, Friday, December 2, 2023.

Nancy Janes and Cheryl met with a partner in southern Oregon who previously worked with Job Corps. OHCC will be connecting more with this individual and other community partners.

The OHCC Provider Recruitment pilot project will be in three counties: Umatilla, Coos, and Marion. We will also work with ODHS partners such as Self-Sufficiency and their programs along with Resettlement Agencies.

OHCC Workforce Collaborative link:

[https://forms.office.com/pages/responsepage.aspx?id=6GOOZTmNnEmPSBOtyUUvTLTz9\\_JaJ2dMhnucP8RN5CxUNUw0UzNEWVFKUk9TVjILWkYyVjJETzhaUy4u](https://forms.office.com/pages/responsepage.aspx?id=6GOOZTmNnEmPSBOtyUUvTLTz9_JaJ2dMhnucP8RN5CxUNUw0UzNEWVFKUk9TVjILWkYyVjJETzhaUy4u)

### **Rulemaking and APD Consumers**

APD would like to create a training for consumers who are interested in participating in rules advisory committee meetings. Complete this survey, so we can share your feedback with APD. Let your voices be heard!

Survey link:

[https://forms.office.com/pages/responsepage.aspx?id=6GOOZTmNnEmPSBOtyUUvTLTz9\\_JaJ2dMhnucP8RN5CxUMDhVTIFKM1ZSQUtWUENPR1VXRUIWMIkyTy4u](https://forms.office.com/pages/responsepage.aspx?id=6GOOZTmNnEmPSBOtyUUvTLTz9_JaJ2dMhnucP8RN5CxUMDhVTIFKM1ZSQUtWUENPR1VXRUIWMIkyTy4u)

### **Carina Registry-2023 Statewide Rollout**

The Carina team is planning to roll this program out statewide in 2023. Please go to the system and test it out, since we are providing feedback to the Carina team. David Vining can give you the code.

David will send all the links and an introduction flyer to the commissioners. Chair McEwen would like to share this with local advisory councils. OHCC can arrange for a staff member to share at these.

### **Care Provider Guide-DRAFT Review**

OHCC has been working on a Care Provider Guide for providers. The guide includes how to addresses the following:

- Safe and Unhealthy work environments and how to report an unsafe work environment
- Americans with Disabilities Act and how to request an accommodation
- Workers' Compensation and how to file a claim.
- Provider overpayments
- Difficulty of Care Federal Income Tax exclusion requests
- The Care Provider Guide has been reviewed and includes clickable links for providers. Additional information will be added for parking reimbursement and updating provider addresses and emails.

We will share this for one final review. The team that works on the ODHS website is making changes and all the links will need to be updated before the Care Provider guide is completed, translated, and distributed.

George requests that we add a picture of all commissioners. Cheryl said that we have an [OHCC Commissioner manual](#) where can add photos of commissioners.

**Adjournment**

The meeting was adjourned at 12:45 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	P	P	P
King	E	P	P	P	P	P	E	P	P	E	P	P
McEwen	P	P	P	P	P	P	P	P	P	P	P	P
Moore	P	P	P	P	E	P	E	E	P	E	P	P
Volpe	P	E	P	P	P	P						
Wentzell	P	P	P	P	P	P	P	P	P	P	P	P
Mayer										P	P	P
Adams										P	P	P

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

## Attachments:

- OHCC Commission Minutes, November 2022
- OHCC Executive Director Report, December 2022
- OHCC Agenda, December 2022
- OHCC Budget Report, October 2022
- Carewell Curriculum Approval Recommendation
- Carewell Response
- Older Workers in Oregon Briefing Paper
- 1115 OPI Waiver Presentation