



Oregon Home Care Commission (OHCC)
Meeting Minutes
 July 20, 2020

Members Present:	Ruth McEwen (Chairperson), Paul Johnson, Mike Volpe, Marsha Wentzell, Gabrielle Guedon, Mark King
Members Absent:	Randi Moore
Others:	Brian Holman
Staff:	Cheryl Miller, Nancy Sodeman, Jenny Cokeley, Patrick Van Orden

Meeting Called to Order

The meeting was called to order at 10:03 AM by Chairperson McEwen.

Introductions

Introductions were made.

Adoption of Agenda

Commissioner Guedon **moved** to approve the agenda. Commissioner Volpe **seconded. Motion carried.**

Approval of Minutes

June minutes were approved at the July 2nd Commission meeting.

Announcements

No announcements.

OHCC Budget Update

Brian Holman, APD Budget Analyst, presented the May 2020 budget report, which covers 11 months out of the 19-21 Biennium budget or 45.8%.

Brian noted that the General and Other Funds expenditures to date are 40.62%. Cheryl detailed shifting budget savings and expenditures, due to COVID-19, since March:

- Expenses for OHCC in-person trainings declined significantly. As those trainings have been moved online, travel and venue expenses dropped.
- Conversely, expenditures have been made to Oregon State University (OSU) to move Enhanced and Exceptional Certifications to an online format.

Additionally, Cheryl shared that the current re-opening plan includes no in-person classes until the Governor has moved the State into Phase 3.

There is a projected savings of \$307,431.

OHCC Admin budget – the largest portion of the budget which includes OHCC staff salaries and wages:

The total expended to date is \$2,499,816 or 28.10% of the admin budget. Brian noted that the savings have much to do with the reasons previously stated. He added that there weren't any areas of concern in this portion of the budget.

OHCC Admin Units – Breakdown of the Admin budget referenced above

The admin units consist of:

- Administration – 24.26%
- Homecare Worker (HCW) Training – 29.64%
- Employer Resource Connection (ERC) HCW – 54.99%
- HCW Registry (Federal Funds [FF]) Match – 209.74%
- HCC Commissioners – 51.35%
- Workforce Development – 47.57%

Cheryl shared the following insight on these areas:

- Increased ERC expenditures are positive as they reflect more consumers accessing services. New contractors have been added and are increasing the number of people served. Public Partnerships, LLC (PPL) began working in Multnomah County on July 13th.
- The upgraded Registry recently passed security testing and will be ready to launch soon.
- The Workforce Development numbers reflect work that was taking place before COVID-19. A recruitment event was being planned in partnership with OHCC, the Employer Resource Connection, APD, and the Tribal Nation of Grand Ronde. Work will continue when able to do so.

Personal Support Worker (PSW) – Developmental Disability (DD)/Mental Health (MH) budget

The total expended to date is \$165,918 out of the \$279,800 budget, or 59.30%. The PSW – DD/MH units consist of:

- PSW Training – 112.82%
- ERC for PSW – 51.17%
- DD/MH Committee – 0.00%

Cheryl noted that ERC expenditures can be federally matched, so an increase there is positive. She commented that she will follow up on the DD/MH Committee expenditures since she believes that there have been some.

Traditional Health Workers (THW) budget:

Training 45.94%

Committee 0%

Cheryl noted that spending will increase in this portion of the budget as Yetu Dumbia, Traditional Health Worker Coordinator, is launching the first ever online Community Health Worker training this week. Some funds will be reallocated to this budget area because Personal Health Navigator (PHN) training will also be offered soon. PHN training is a collaborative effort with Kaiser and Providence which presents an opportunity for income as well. The PHN training will be offered via Smartphone.

Enhanced and Exceptional Workers budget:

The Enhanced and Exceptional Workers budget has a burn rate of 35.44%. Additional expenditures are expected due to the work OSU has done on the Enhanced and Exceptional Certifications.

Training Stipends:

The total expended to date is \$341,841. That amount consists of expenditures in the following units:

- PSW – DD (33.33%)
- PSW – MH (14.29%)
- HCW (31.16%)

Cheryl pointed out the increase in the number of PSWs taking training which is a change historically. It is good news seeing the increase!

Commissioner Wentzell asked if there were any thoughts on how the PSW-DD numbers increased and if we could apply any lessons from there to the Mental Health PSWs. Cheryl commented that one of the reasons is most likely the certifications workers can obtain. She noted that there has been a slight increase in PSWs working through the Oregon Health Authority's (OHA) Health Systems Division (HSD). Recruitment events for PSWs who support individuals experiencing

mental health issues have been held in the Portland metro area this year. Additionally, OHCC is collaborating with OHA, who hired a contractor to specifically work with the State Plan Personal Care program. OHCC has made efforts to bring attention to Personal Care Attendants (PCA) in the COVID-19 agreements made with the Union. The training unit will also be communicating with OHA-HSD to see if there is some program-specific training that would be beneficial. If there is, that training will be developed in collaboration with OHCC and OHA-HSD. With all of these factors in place, there is the expectation that numbers will increase for PSWs providing support to individuals experiencing mental health issues.

Training is provided free to HCWs, PSWs, and Adult Foster Home Providers. Given the current financial situation in the state, the question has been raised about the potential revenue source training others (such as in-home agency workers) could provide. Cheryl mentioned that it would be up to the Commissioners to discuss if there is interest in promoting training for a fee to the general public.

Brian wrapped up his report by noting that the General Funds savings, along with the availability of Federal Funds for some of OHCC's programs, will allow OHCC flexibility to continue their work fully. He thanked the Commissioners for their work and advocacy.

SB 1534 Update – Curriculum Update

Jenny Cokeley, OHCC Special Projects Coordinator, explained that changing the SB 1534 implementation timeline due to COVID-19 impacts (previously discussed), will require an amendment to the rules. There will be a Rules Advisory Committee meeting held on August 13, from 10:00 AM – 12:00 PM. She asked those interested in participating to contact her. The implementation date will be changed from January 2021 to September 2021.

Additionally, they will recommend adding language around testing to have the Commission involved in approving the testing methodology or assessment tool used for testing.

The Steering Committee made up of leadership from Aging and People with Disabilities (APD), the Office of Developmental Disabilities Services (ODDS), HSD, OHCC, and other policy experts will meet this week.

Patrick Van Orden, OHCC Policy Analyst, shared the following review of the changes made to the Carewell SEIU 503 Core Curriculum and the Internal Review Committee's recommendation:

The Internal Review Committee asked for major changes to the Carewell Curriculum as part of the Curriculum Review Process. Carewell made nearly all the requested changes. We sincerely thank Carewell for their hard work on this Curriculum and the changes made.

The Internal Review Committee is recommending approval of this Curriculum. It is a solid set of trainings and will greatly benefit the workforce, resulting in better services and supports for consumer-employers.

Here is a brief, general outline of the changes made. The changes can be grouped into six major areas.

- *Scenarios and examples were changed to reflect the values of person-centered care.*
 - *Content was added on the importance of active listening and learning the preferences of the consumer-employer; tools and best practices for improving communication between consumer-employer and worker were added.*
 - *Content was added stressing that the worker needs to do the task the way the consumer-employer wants—the importance of not just completing a task but doing so in a person-centered manner was added.*
 - *Numerous examples were added and changed to reflect the value of person-centered care. For instance, the vacuuming example.*
 - *The specific module addressing person-centered care was changed drastically based on input from subject matter experts.*
- *The language, examples, and terminology used in the curriculum was changed to reflect the values of an employer-directed program.*
 - *The curriculum read like it was not developed for an employer-directed program and needed to be changed to reflect this value.*
 - *Some important changes involved clarifying boundaries to ensure the worker did not transgress boundaries and/or usurp control from the consumer-employer.*
 - *The word “client” was used to describe the consumer-employer in the early drafts. This was changed to consumer-employer; references to “your client” were removed.*

- *Another example, workers were instructed to use bleach in an employer's home. If this curriculum were developed for an employer-based program, it would say something like "Check with your employer(s) on how they want their home cleaned. It is recommended to use bleach, however, only use cleaning products that your employer is ok with."*
- *Changes were made to ensure the curriculum is aligned and supports Oregon Administrative Rules (OARs)*
 - *Medication management section needed major revisions to align with OARs. Ex. Nurse delegation; subcutaneous medications.*
 - *Ex. The example of Mrs. Hurst exercising. HCWs are not authorized to do strength training exercises for employers and this activity is never on an HCW task list.*
 - *The section on least restrictive interventions (formally known as restraints) needed major revision to align with OARs.*
- *Content was added focusing on the unique history of the program areas in Oregon*
 - *The curriculum did not appear to be developed for Oregon programs. For instance, there was no mention of Oregon's unique history of the I/DD service system.*
 - *Online Module One was added to address this issue. This module contains specific content on Oregon's unique history on the topic of institutionalization and provides a brief history on how norms of care have changed for individuals experiencing intellectual or developmental disabilities.*
- *Content was added clarifying important processes and rules related to reporting requirements, pay and time tracking, training requirements and OHCC certifications.*
 - *Information was added regarding Workers' Compensation coverage and processes*
 - *Information on pay and time tracking for various program areas was added and clarified (ex. reporting requirements for Personal Support Workers)*
 - *Information on OHCC certifications and services provided were added and clarified*
 - *Information was added on emergency situations*

- *Subject matter experts clarified and improved content across the curriculum*
 - *Content was added on best practices for avoiding slips, trips, and falls*
 - *Content was added on the based practice for body mechanics*
 - *Content was added on how to avoid adverse drug interactions*
 - *Aging and People with Disabilities (DHS-APD) subject matter experts changed content in medication management section*
 - *Subject matter experts in the Office of Developmental Disabilities (DHS-ODDS) reviewed the section on restraints, community involvement, and other sections.*

We would like to thank all the subject matter experts that reviewed the Curriculum. Paul Johnson, Caitlin Shockey, Cristen Murphy, Shelly Reid, Traci Learner, and Amy Gordin were all very generous with their time and expertise and we thank them sincerely.

Special thanks to Carewell staff, especially Whitney Taylor, Megan Todd, and Kosti Efstathiou. Crafting an impactful training across three program areas is no small task and we sincerely thank them for their hard work.

Special thanks were offered to Patrick, Jenny, Commissioner Wentzell, Commissioner Johnson, and Cheryl for their work on this project.

Patrick summarized that the core curriculum comes after orientation and consists of two main components:

1. Ten (10) online modules which are self-paced and take approximately 2-5 hours to complete.
2. An in-person core workshop with an adult learning focus on topics such as communication skills. The workshop will integrate knowledge learned in the online modules through scenarios and real-life examples. The workshop is scheduled for 4-5 hours.

Commissioner Guedon requested to see the entire curriculum. Patrick let the Commissioners know that the curriculum is available on OHCC's SharePoint site. It requires an OR# and if any Commissioner needs to get their number, they can contact Cheryl for that. Commissioner Guedon **moved** to accept the Carewell curriculum. Commissioner King **seconded**. **Motion passed** unanimously.

Cheryl responded to a question from Commissioner Johnson about the Commission's continued involvement with the curriculum by stating that OHCC will have the ongoing ability to oversee training. She added that the mandated core

training is a high-level overview and certification courses allow for more in-depth training for those workers who are interested.

Commissioner McEwen asked if any of the Legislators who were involved in promoting this legislation had provided feedback in this process. Cheryl responded that OHCC has not received any. She did note that the percentage of workers (on the APD side) who complete the orientation and who complete the core training will be tracked.

Jenny added that Carewell has been holding the online orientation since May and over 600 workers have completed that process and has been well-received.

ADvancing States Initiative

Cheryl shared about the ADvancing States national initiative and why HCWs and PSWs were not included. The initiative came out of a need for workers in licensed long-term care facilities due to COVID-19. Unfortunately, many cases of COVID-19 have been in long-term care facilities. These facilities have struggled to remain staffed at a level necessary for quality care during this difficult time.

ADvancing States looked at the high unemployment rates of people who lost work due to the pandemic and the need for care providers. In response to this dynamic, ADvancing States created and promoted a 'Connect to Care Jobs' website, connecting people looking for work with long-term facilities needing help.

Cheryl noted that there has been an actual decline in the need for HCWs and PSWs during COVID-19 as many consumer-employers are opting for family members to provide care or other alternatives that fit their unique needs.

She added that Mike McCormick, Interim APD Director, was very concerned about supporting long-term care facilities and since this initiative was designed for that reason, that is the reason APD joined this effort.

The OHCC workforce development team is still working around the state to help recruit more workers.

Additional News

- An infographic is being finalized for workers and Case Management Entities around the requirement of wearing face masks. There are provisions for exemptions. If the Consumer-Employer needs an exception for their worker

not to wear a mask, they should contact their case manager. If a worker needs an ADA accommodation to not wear a mask, they should contact OHCC's Customer Relations Team at OHCC.CustomerRelations@dhsosha.state.or.us for instructions. This will be mailed to all homecare workers and consumer-employers. ODDS sent out a similar policy last week and OHA-HSD will be sending one out that is in alignment with OHCC.

Commissioner McEwen asked if considerations are being made for deaf or hard of hearing consumers. Cheryl responded that they are ordering some plastic face shields for that purpose and will distribute cleaning procedures with those.

- A full meeting will be needed to discuss OHCC's bylaws. The bylaws were emailed and will be available on OHCC's SharePoint site. Nancy Sodeman will send out a scheduling poll to determine a date in mid-August for that meeting. Cheryl requested that suggested changes be sent to her by the first week in August.

Adjournment

The meeting was adjourned at 11:17 AM by Chair McEwen.

2020 Attendance Record

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

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

Attachments:

- Agenda, July 20, 2020
- Review of Curriculum Changes