



**Oregon Home Care Commission (OHCC)**  
**Meeting Minutes**  
 June 4, 2020

Members Present:	Ruth McEwen (Chairperson), Paul Johnson, Mike Volpe, Marsha Wentzell, Gabrielle Guedon, Randi Moore, Mark King
Members Absent:	
Others:	Michelle Scala, Tina Treasure, Judi Richards, Ann Custer
Staff:	Cheryl Miller, Nancy Sodeman, Jenny Cokeley, Roberta Lilly, Yetu Dumbia, Nancy Janes

***Meeting Called to Order***

The meeting was called to order at 10:04 AM by Chairperson McEwen.

***Introductions***

Introductions were made.

***Adoption of Agenda***

Commissioner Moore **moved** to amend and approve the agenda with the addition of a Retention and Referral Benefit discussion. Commissioner King **seconded**. **Motion carried.**

***Approval of Minutes***

Commissioner Johnson **moved** to approve the May 2020 minutes as written. Commissioner Wentzell **seconded**. **Motion carried.**

***Announcements***

Commissioner Guedon shared that Senator Gelser is looking for people experiencing disabilities who are willing to share their health care stories. She is particularly interested in hearing about accessibility workers have to assist their consumer-employers at medical appointments. Stories can be directed to Senator Gelser at [Sen.SaraGelser@oregonlegislature.gov](mailto:Sen.SaraGelser@oregonlegislature.gov).

Cheryl Miller, OHCC Executive Director, shared a webinar opportunity, Wheelchair Wellness During COVID-19, to be held on June 8 at 12:00 PM. She said she would send the link to Commissioners.

Tina Treasure read her proposal which would provide training stipends to homecare workers (HCWs) and personal support workers (PSWs) who receive on-the-job

training from their consumer-employer. The proposal was well-received based on the feedback shared, as follows:

- Commissioner Guedon added that trying to explain services to a new worker in the mental health and intellectual disabilities arena can be very difficult, so she appreciated Tina's proposal to include experienced workers in the training.
- Commissioner Wentzell expressed her gratitude and shared sentiments. She related her work on Senate Bill (SB) 669 which calls for the provision of monitoring competencies of HCWs on the job. She felt that Tina's proposal could be a good method of confirming if a worker could successfully complete the necessary skills. She added that it could potentially serve as an assessment of skills called for in SB 1534.
- Commissioner Johnson shared his appreciation and noted that the proposal fit well within the person-centered care philosophy.
- Commissioner Volpe shared that having a worker who knows him well is essential for training new workers, since it is very difficult to communicate with his soft voice.
- Cheryl praised the creativity and thoughtfulness of the proposal. She invited Tina and Commissioner Volpe to the next Professional Development Certification (PDC) workgroup meeting to present the proposal. She mentioned the possibility of working on a pilot.

Commissioner King **moved** to extend OHCC's support to Tina and Commissioner Volpe to attend the next PDC meeting to present the proposal. Commissioner Johnson **seconded** the motion. **Motion passed.**

### ***OHCC Budget Update***

Michelle Scala, DHS Fiscal Analyst, presented the April 2020 budget report, which covers 10 months out of the 19-21 Biennium budget or 41.67%.

Michelle encouraged Commissioners to investigate funding sources that potentially could be federally matched.

The current savings are tracking at approximately the same rate as they have been. There is a \$333,611 savings.

Cheryl added that since mid-March there have not been any in-person trainings due to physical distancing requirements related to COVID-19. Consequently, there have not been expenditures on travel for trainers nor training venues. Additionally, the Employer Resource Connection (ERC) consultants have moved their visits online which reduced travel expenses.

Michelle added that projections can be adjusted in the future, if needed, depending on how business practices evolve with COVID-19, such as more online trainings.

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

The total expended to date is \$2,229,034 or 25.6% of the admin budget. Michelle noted that the new hires were included in this portion. Cheryl related that there had been a budget request into Legislature to fund all the double-fill positions, but with the unexpected shut down due to COVID-19, it was not voted on. Four additional staff members have been added since December 2019. These positions which do not have their own funding authorization will be paid through other savings.

**OHCC Admin Units – Breakdown of the Admin budget referenced above**

The admin units consist of:

- Administration
- Homecare Worker (HCW) Training
- Employer Resource Connection (ERC) HCW
- HCW Registry (Federal Funds [FF]) Match
- HCC Commissioners
- Workforce Development

All the units are at, or under, the targeted 41.67%, with the exceptions of ERC (51.18%), HCC Commissioners (50.13%), and the Registry (201.65%). These overages are offset by savings elsewhere in the budget. Cheryl reminded the Commissioners that this spending reflects important IT updates being made to the Registry. She added that the spending on this project should be nearly completed.

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

The total expended to date is \$152,961 out of the \$279,800 budget, or 54.7%. The PSW – DD/MH units consist of:

- PSW Training
- ERC for PSW
- DD/MH Committee

Cheryl noted that the 107.72% burn rate for PSW training is very positive since it indicates more trainings are being offered to PSWs and more are attending those trainings. Additionally, new ERC contractors are being brought on which translates into more consumer-employers being served. In regard to the DD/MH Committee, she stated she would be checking in with Yetu Dumbia, DD/MH Coordinator, to see if the brochure she had been working on had gone to print yet. Brochure-related expenses would be coming out of this budget.

Commissioner McEwen brought up the budget shortfall the State is facing due to results of COVID-19. She asked if the OHCC admin budget would be affected by potential staffing adjustments she had heard discussed. Michelle answered that no specifics had been officially publicized yet, but that the vacancy savings that would be pulled from APD/OHCC would likely not affect any current positions. No layoffs or furloughs have been announced; those would have to come through the Legislature since those are bargained. She noted that vacancy savings are accounted for in the budgets and additional savings come through other areas such as the Medicaid Eligibility program which DHS budgets for at 50/50 matched, but is actually reimbursed at a 25/75 rate, which allows savings to accumulate over time.

**Traditional Health Workers (THW) budget:**

Training 26.12%

Committee 0%

Cheryl said she would communicate with Yetu to check on work being done in this area, to make sure charges are being accounted for properly.

**Enhanced and Exceptional Workers budget:**

The Enhanced and Exceptional Workers budget has a burn rate of 34.96%. No expenditures in April. Cheryl commented that additional expenditures are forthcoming and would be discussed during the training update.

**Training Stipends:**

The total expended to date is \$341,158. That amount consists of expenditures in the following units:

- PSW – DD (33.25%)
- PSW – MH (14.29%)
- HCW (31.10%)

Cheryl pointed out the increase in PSW stipends and reminded Commissioners that they are welcome to take trainings for free.

***Enhanced and Exceptional Curriculum Update***

Roberta Lilly, OHCC Training and Registry Manger, introduced Ann Custer, Manager of Workforce Development and Corporate Relations at Oregon State University's Center for Health Innovation through the College of Public Health and Human Services. Ann and a team of graduate students are developing new curriculum for the Enhanced, Exceptional, and Ventilator Dependent Quadriplegia (VDQ) Certifications.

Ann presented a PowerPoint presentation on the completed Enhanced Certification course.

- Overview – developed for HCWs and PSWs. It is a blended model of half online (12 hours) and half in-person (12 hours). The online portion focuses on acquiring knowledge and reviewing what a worker already knows through the use of text, videos, images, knowledge tests, and pre – and post – assessments. The in-person component is useful for ensuring there is understanding, and questions are answered, but even more so, it allows for the application of knowledge.
- Learning Outcomes
  - Human Body Systems – anatomy and physiology.
  - Common Diseases and Disorders – including physical, mental, behavioral, intellectual and developmental.
  - Health Promotion – prevention strategies such as: vital signs, standard precautions, nutrition, social engagement, and physical activity.
  - Coping skills – emotional, mental, and functional including activities of daily living, independent activities of daily living, and conditions requiring tubes.

- **Course Flow**
  - Getting Started section – introductions, person-centered care discussion, technology.
  - Human Body Systems and Diseases and Disorders.
  - In-person class.
  - Health Promotion.
  - In-person class.
  - Coping.
  - In-person class.
- **Examples**
  - Ann shared some specific sample activities, both from the online modules and the in-person modules. Ann also highlighted the Instructor Manual that is provided for the in-class instruction time.
  - Ann also shared an example of Quick Sheets, which are essentially fact sheets that students can keep in their manual that cover diseases and disorders and other topics covered in class.

Cheryl thanked Ann for the presentation. She inquired if the in-person portion could be completed via a platform like Zoom, especially during this time of COVID-19 physical distancing. Roberta responded that they hadn't practiced that yet but were considering it. Ann agreed that it could be done, noting that it would take time and effort to make sure it was a high-quality offering for the students.

Cheryl expressed her desire to keep these training opportunities accessible, even during this time of physical distancing and for those who live in remote areas, since these courses provide workers with a pathway to higher wages.

- The Professional Developmental Certification (PDC) offers \$.50/hour on top of base wages,
- The Enhanced Certification is \$1/hour on top of base wages when a worker provides care to a consumer-employer who qualifies for enhanced services, and
- The Exceptional and VDQ Certifications pay an additional \$3/hour on top of base wages.

Roberta added that OHCC is also working on a contract with OSU to use their learning management system, PACE. These courses will be offered on PACE, which also allows for cohorts to continue.

Cheryl thanked the team for their hard work on this project. She expressed appreciation for the willingness to keep the courses accessible and also asked that providing these courses in multiple languages – and taught by instructors in those languages – continue to be a high priority.

Roberta shared another model idea that she is exploring for when physical distancing is lifted. It involves an instructor working remotely from their office and presenting to students gathered in a classroom with the help of a local teacher's assistant for technical support.

Ann added that online platforms often provide virtual breakout rooms which allow for better discussion.

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

Commissioner McEwen said the GCSS meeting is next week and she will have a report for the Commission after that.

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

Commissioner King reported that at the May meeting, they talked with Mike McCormick, Aging and People with Disabilities (APD) Interim Director, about services in the workplace for people who are experiencing disabilities. Discussed the virtual ADA celebration coming up on October 22.

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

Commissioner Moore shared the following report on the Area Agencies on Aging (AAAs).

The AAAs have been extremely busy with COVID-19 related activities. It was a challenging process that took about 1.5 months, but they were able to get 85% of their staff working off site. As the State reopens, they want to ensure safety for their employees and the people they serve.

All congregate dining rooms were closed due to COVID-19. The AAAs came up with different ways of compensating for those closures, such as making meal home deliveries and creating restaurant voucher programs. A State policy transmittal was received that recommends keeping congregate dining rooms closed due to the higher-risk population they serve, and so the decision was made to wait until at least phase 3 of the re-opening plan to even consider opening them.

APD has been very proactive in helping keep consumers and staff safe and made many temporary policy changes to help support that. For example, assessments were moved to either virtual or telephonic visits. It has presented some challenges, but there is overall support based on keeping consumers and staff safe.

AAAs are actively engaging in planning for when in-person visits are permissible again and how to do so safely. Since CARES Act funds were received, they are also acting under the “do no harm” directive which does not allow any adverse actions to be taken (such as a reduction in services) at this time.

The agencies are working on their O4AD budgets given the decreased State revenue. They are completing budget work such as forecasting, projections and potential reductions. For example, Commissioner Moore’s agency put a hiring freeze in place. There is ongoing hope for more federal support and better budget projections down the road.

The Older Americans Act provides federal funding to AAAs, mostly centered on food security programs, which has been very helpful.

### ***Ageing and People with Disabilities (APD) Update***

Commissioner Johnson reported that APD is in the process of making re-opening plans. Many temporary policies were put in place in order to comply with the ‘no adverse actions’ mandate. APD is in the process of reviewing those policies to see which ones may be maintained, which ones need adjustments, etc. Additionally, APD staff has been busy with addressing specific situations and exceptions to service plans. Commissioner Johnson also recognized the strong APD leadership during this time.

### ***OHCC Bylaws***

Commissioner Johnson referenced the provision in the bylaws that requires a revision of the bylaws. The last revision was completed in 2016 and another one is due. Commissioner McEwen added that one of the questions about the bylaws was around public meeting laws. She received information on those laws (all 126 pages) and is working on condensing that information for discussion purposes.

Cheryl confirmed that she sent the email to Commissioners, with the bylaws attached, on May 28. She asked the Commissioners to read over them and send any suggested edits to her. The edits can be in the form of tracked changes, typed

into the document and highlighted or sent separately in an email to her. She stressed that it is important that emails are not sent in as 'reply to all' since they need to be individually received. The timeline for changes is as follows:

- Suggested edits are due by Friday, June 12
- Edits will be compiled and sent out on Monday, June 15 for the Commissioners' review
- The bylaws call for a 15-day review period before the next Commission meeting.
- The suggested edits will be voted on at the July 2<sup>nd</sup> Commission meeting

Any public law questions can be directed to Cheryl. She also asked Commissioners to please not share the bylaws drafts with people outside of the Commission. She encouraged Commissioners to reach out with any questions and shared her work cell number – 503.480.4340.

### ***Senate Bill 1534 Update***

Jenny Cokeley, OHCC Special Projects Coordinator, shared the following updates:

- Due to the pandemic and uncertainty around when physical-distancing requirements will be lifted, Carewell SEIU 503 Training requested to extend the implementation timeline for SB 1534. APD and ODDS leadership approved the request and OHCC's Oregon Administrative Rules will be amended. Here is the new timeline:

**August 2020:** Pilot begins for new workers (orientation and core training).

**February 2021:** Pilot begins for the current workforce (refresher training).

**May 2021:** Pilot is available *statewide* for new workers (orientation and core training).

**June 2021:** Pilot is available *statewide* for the current workforce (refresher training).

**September 1, 2021:** Training and testing for all workers becomes mandatory.

**March 31, 2022:** Current workforce required to complete refresher training by the end of March.

**September 1, 2023:** Continuing education is required.

- Due to physical-distancing requirements, APD cancelled all in-person orientations in March 2020. Carewell had planned on launching the in-person orientation pilot in Clackamas County in March but was unable to due to the pandemic. In response, Carewell offered to convert the in-person curriculum to an online platform and make it available statewide for homecare and personal support workers. It was piloted in Clackamas, Coos, and Curry counties and launched statewide on 5/26/20. Positive feedback has been received. To date, 116 workers created online accounts for online orientation (83 HCWs; 18 PSWs; 15 both). 250 CME staff participated in webinars to learn about the new orientation and learning management system.
- Carewell shifted their focus temporarily from finalizing the core curriculum to developing online orientation. Now that the orientation is available online, additional revisions to the core curriculum have been submitted. Carewell has been very responsive to feedback and has made many improvements, particularly to scenarios used in the training. The revisions are still being reviewed.
- Core trainings consists of 10 online modules and a 4-hour in-person workshop. Jenny was able to attend the core workshop and found it very good.
- Our communication plan needs to be modified due to the new timelines. Materials that have been developed thus far will be revised.

Commissioner McEwen asked if the online orientation would be available to the general public. Jenny responded that there hadn't been that discussion, but she did recall some Commissioners being interested in going through it. She said she would send the information for signing up to the Commissioners. The orientation is four hours and self-paced.

Cheryl encouraged the Commissioners to take advantage of the opportunity to attend the online orientation.

***Referral and Retention Benefit***

Cheryl thanked all those who have worked on helping create a Referral and Retention Benefit, as far back as two years ago. A letter of agreement was included

in the most recent Collective Bargaining Agreement (CBA) that instructs the establishment of this benefit.

The LOA specifies the following registry functions:

1. Enable consumers to easily recruit HCWs and PSWs, and
2. Provide a way for workers to display availability and find work.

The solution would be available 24/7 to Medicaid consumers and Oregon Project Independence (OPI) consumers. The current OHCC registry, in addition to the previously named consumers, is also available to private pay consumers.

Patrick Van Orden, OHCC Policy Analyst, and Rachel Hansen, SEIU, have been working with Cheryl on this project to create a report for the Carewell Trust, Home Care Commission and DHS partners to review. The report begins with a recounting of the current Registry and the work that has been done.

In 2017, the OHCC Strategic Workforce Development Plan was issued. Goal number three and its two strategies in that plan are of particular importance for any registry. The goal reads, "Facilitate user-friendly approaches to connecting HCWs and PSWs with prospective employers." The two strategies associated with the goal are:

1. Continuously enhance the registry platform to become more user friendly, effective, and competitive with alternative platforms.
2. Build upon and enhance the quality, reach, and effectiveness of existing employer education programs and tools. *Cheryl noted that this has been completed through the overhaul of the Employer Resource Connection program. The program and its tools are available in multiple languages and are available through various avenues.*

Commissioner Volpe asked if there would be a way to track new workers available for hire in the new registry. Cheryl answered that there would be.

The Referral and Retention Benefit workgroup provided feedback that was categorized into four areas that were considered important components of a successful registry. Cheryl noted that these categories apply to the user experience

for consumer-employers, workers, and case management entity employees. The categories are also reflective of the conclusions that were reached in 2017.

### 1. System Functionality

- a. Data exchange and system tracking
- b. Multiple search features – customizable
- c. Preferences and updated contact information
- d. System auto-generated reminders – i.e. SB 1534 training deadlines

### 2. User Experience

- a. In addition to the help wanted ads that consumer-employers can currently post, allow workers to post ‘looking for work’ ads
- b. Direct messaging
- c. Easy to find training and help numbers – i.e. who to call and resources
- d. Be visually appealing and accessible through a variety of electronic tools – i.e. computer, phone, tablet

*Cheryl paused for questions.* Commissioner Volpe commented that many workers on the registry are currently maxed out on their hours and thus, unavailable for work. He asked if there would be a way to indicate on the registry how many hours individual workers were available for. Cheryl answered that she did not know if hours worked would be shareable data. She noted that this issue would exist with most any registry system since they are dependent on workers updating their availability. She asked if Commissioner Volpe would like this recommendation added to the report for consideration, and he answered in the affirmative.

### 3. Equity and Accessibility

- a. Accessible to all users – i.e. screen readers, sensory characteristics, high-color contrast (following the Web Content Accessibility Guidelines).
- b. Ability to translate text in the system into multiple languages – Commissioner Johnson asked which languages would be included, and Cheryl stated she believed it would be the seven languages outlined in the CBA and added that it would be good to note the specific languages in the report.
- c. Gender and racial identity and sexual preference – i.e. allow opportunities for self-identification

#### 4. Flexibility to Grow and System Enhancements

- a. System has the capacity to grow and add on enhancements later that were not initially available.
- b. Successful implementation process – i.e. ensure a thorough communication plan around the roll out of the new system, including a timeline. Also, provide technical support to all users.
- c. Flexibility to grow

Cheryl then presented the next steps for the approval process:

1. May workgroup meeting.
2. Carewell Trust will send out a Request for Proposals to select the new system which the CBA provides funding for through DHS.
3. On June 1, Rachel Hansen presents the information to the Carewell Trust at their regular monthly meeting.
4. On June 4, present to the Oregon Home Care Commission at their regular monthly meeting.
5. Gather feedback from the Carewell and OHCC meetings to include in the report.
6. Share the information with DHS, DHS partners, and the Oregon Health Authority (OHA) – Health Systems Division (HSD).
7. Present all of the compiled feedback to the workgroup on June 18.
8. DHS partners, OHA-HSD, and SEIU provide all final feedback by June 25.
9. On July 2, the Commissioners review and make any additional edits and vote.
10. On July 6, the Carewell trustees will make their recommendation.
11. August 1, 2020, have the RFP distributed.
12. September 1, 2020, have the vendor selected.
13. October 1, 2020, have the vendor contract finalized.
14. Prep for the Phase 1 pilot.

Cheryl noted she would add the feedback from Commissioners Volpe and Johnson and asked for any further feedback.

Commissioner Volpe asked if there was agreement from the Commissioners to meet on July 2 to discuss this. Discussion took place. Commissioner Volpe made a **motion** to meet on July 2 to discuss the Carewell solution. Commissioner King

**seconded.** *Commissioner McEwen checked to ensure there was still a quorum, which there was. Motion passed.*

Commissioner Johnson asked if the Commission had any role in the RFP process. Cheryl said she could request to have a Commissioner representative on the RFP panel in the proposal LOA. It was agreed that would be a good idea.

Commissioners McEwen and Johnson requested to see the RFP when it is sent out and the RFP standard requirements from the Office of Contracts and Procurement. Cheryl reiterated there was still time to submit feedback and requested that it be received by Friday – or to let her know it was still coming.

### ***Monthly Zoom Meetings Update***

Commissioner Wentzell shared about regular, weekly Zoom meetings that the State Independent Living Council (SILC) has established during COVID-19. They are informal get-togethers that have been useful for staying connected, having discussions on current topics, and networking. Commissioner Wentzell shared her positive experience with these gatherings and invited Commissioners to join in. Additionally, she suggested that the Commission could consider holding informal monthly meetings.

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

Nancy Janes, ERC Coordinator, presented the following information:

- New contractors are being added to the ERC
- Some APD consultants, such as the Northwest Seniors and Disability Services (NWSDS), are commenting that performing work virtually during COVID-19 has actually increased the number of people they can serve, due to decreased travel time. Various methods of getting materials to consumer-employers are being engaged as well.
- The DD ERC services are struggling a little more during this time. Contractors are seeing a decrease in the number of PSWs being employed. In response to this, one of the contractors, Creating Opportunities, is holding a workshop/Q&A session where they will share ERC and OHA COVID-19 resources and answer questions.
- A contract with Community Action Team (CAT) was just signed to provide services in Columbia County for APD and IDD and Clatsop County for IDD.
- Public Partnerships LLC (PPL) is transitioning into providing services for Multnomah County, APD and IDD. Nancy and Cheryl both expressed

enthusiasm over the plan PPL has laid out thus far. The plan includes the following:

- Hiring local consultants
- Setting up a phone line to reach consultants and also providing additionally staffing for that line in case consultants are not available to take the call.
- Setting up a Facebook page for communication.
- Creating a monthly newsletter.

### ***Traditional Health Worker Commission (THWC) Update***

Yetu Dumbia, the THWC Coordinator, shared the following updates with the Commission:

- Oregon State University (OSU) is implementing a TRACE program for COVID-19. They are actively recruiting Traditional Health Workers to help with the program and have brought on 60 people already. The program began in Corvallis and they are planning to expand it beyond there.
- The ORCHWA conference will be held virtually. An abstract was submitted, and they are awaiting a response to that.

### ***OHCC Training and Registry Update***

Roberta Lilly, Training and Registry Manager, highlighted the following from the May 2020 report:

- All training courses being currently offered are online only.
- The Preventing Disease Transmission and Driver Safety courses are being held weekly. Between these two classes, there are enough safety-type hours to satisfy the safety class requirement for the Professional Development Certification (PDC).
- The next class being offered online will be the Sensory Processing Disorder – Adult class and following that, the Dementia 101 course. These two classes are categorized as electives.
- When the above-mentioned courses are all online, workers will have the ability to complete their entire PDC online.
- The National COVID-19 Certification course is being offered to workers again. It is an on-demand course which earns 2.5 hours of credit towards their PDC safety-type hours.

- In addition to the Enhanced Certification curriculum detailed earlier in the meeting, Roberta and Ann have been working on the Exceptional Certification curriculum. It is almost complete and will be one day (six hours) in class and six hours online. The Exceptional curriculum includes Oregon Intervention System – General (OIS-G) training.
- A CPR/First Aid instructor(s) will be brought on as an OHCC contractor(s) and some of the current instructors are working on getting their CPR/First Aid instructor certification.
- An additional option for CPR/First Aid is being reviewed. It is a CPR/First Aid course offered completely online. For the demonstration of skills, a disposable manikin is shipped to the student and the student then demonstrates their skills live to a certified instructor online.
- The Registry is being moved to a new server and prior to that move, IT has to complete what is called a core impact scan. The team who will be doing that scan is looking at some new programs to complete the task, so OHCC is in a holding pattern until that is in place. When the move is made, it will be done during a very low usage time and thorough communication will go out ahead of time.
- An agreement with ODDS was reached on how to implement stipends for Job Coaches. This change came from the new CBA. A policy transmittal will be coming out soon from ODDS.

Commissioner McEwen asked if there had been any follow up on the idea presented at the last Commission meeting, about seeing if the Driver Safety course could be certified to offer discounts on insurance. Roberta and Cheryl shared that the information had been presented to SAIF. While SAIF did not have an answer for specific insurance carriers, Cheryl shared that one HCW had related to her that her insurance company offered her a discount for taking a driver safety course. Ultimately, it looks like it is up to the individual insurance companies and workers should be encouraged to check with their company. Roberta said that she would make sure that is mentioned at the Driver Safety course. There were over 50 participants at the first class.

Roberta mentioned that they had added information on the different parking placards available, as suggested by Commissioner Wentzell and were following up on information on seatbelt extenders.

Commissioner Johnson thanked Roberta for a job well done and brought up some updates to the OHCC Communication Guidelines they are working on. The plan is to morph this into a training that focuses on all kinds of communication skills.

### ***Executive Director's Report***

Cheryl presented the Executive Director's report, recapping her work and OHCC's work for the month of May.

#### **COVID-19 update:**

APD is working on a re-opening plan. Cheryl is providing feedback on OHCC's plans for re-opening to help inform the APD process. OHCC is considering when to re-open processes such as in-person training and ERC consultant-provided, in-person services. OHCC's goal is to proceed with what is best for consumers and workers.

#### **Customer Relations Team (CRT) update:**

- Working on PPE distribution process
  - Reporting
  - Communicating with offices
  - Updating processes
  - Providing inventory counts to APD
- Working on a new provision in the CBA – late payment penalty fees. The first group of fee requests was processed up to the point of payment and APD and ODDS were notified. The team is finalizing next steps.
- The CRT receives and responds to all provider complaints. Works closely with the SEIU Member Assistance Center (MAC) and Member Resource Center (MRC).
- Tracking certifications and communicating COVID-19 related extensions, including for CPR/First Aid.
- Working with the PDC workgroup – part of it.

#### **PPE Distribution report**

- 1494 total requests
- 55 individuals made second requests for additional PPE, and
- 5 individuals made third requests for additional PPE

**Labor Management Meetings**

- Meets the first Tuesday of each month with the MAC (supporting workforce) and MRC (helps process late payment fee requests).
- Meets the third Wednesday of each month with the Joint Issues Committee – addresses topics of a more global or systemic nature.
- Weekly meeting with Labor Relations Director.
- Weekly meeting with Lilia Teninty, ODDS Director, Mike McCormick, APD Interim Director and SEIU leadership around COVID-19 and SB 1534 related issues to provide consistent and updated information.
- Monthly meetings with the SB1534 Communication Team – adjustments being made with new deadlines in place.
- Referral and Retention Benefit meetings with Rachel Hansen, SEIU and Patrick, OHCC Policy Analyst to plan workgroup meetings and reports.
- Family First Coronavirus Response Act (FFCRA) – work is being done with Carewell to develop a process to approve workers, who meet FFCRA eligibility requirements, for paid time off. One of those requirements is that a worker must have either:
  - Acquired COVID-19 themselves, or
  - Care for a family member with COVID-19, or
  - Care for a child whose school closed due to COVID-19.

This benefit is in addition to the Hardship PTO that was offered.

**LaborSoft**

- This new software will be used by the Customer Relations Team.
- In process of mapping and communicating with partners who might be interested in using the software.
- After that is completed, data will be sent to LaborSoft for them to upload into the system for a testing period.
- Adjustments will be made.
- Launch use within the CRT and with DHS partners.

**SB 1534 Orientation Data**

The orientation data is coming into OHCC and OHCC is working with APD on a way to securely communicate that information with the local offices.

**Referral and Retention Benefit**

- Report was reviewed with the Commission today

- Seeking more feedback from Commissioners
- Presenting to the Referral and Retention workgroup on June 18<sup>th</sup>

This is an opportunity for Commissioners to provide guidance in the process. Cheryl is consolidating information from the meeting and will share that with the Commissioners when it is completed.

### **Adjournment**

The meeting was adjourned at 1:20 PM 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						
Johnson	I	I	I		P	P						
King	E	P	P		P	P						
McEwen	I	I	I		P	P						
Moore	I	I	E		E	P						
Volpe	I	I	I		P	P						
Wentzell	I	I	I		P	P						

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

#### Attachments:

- Agenda, June 4, 2020
- Minutes, May 7, 2020
- Proposal for Paid In-Home Training
- Home Care Commission Budget Report 19-21 Biennium
- Enhanced Certification Report
- SB 1534 Update
- ERC Bi-Monthly Statistical Report
- THWC Report
- Training Unit Report, May 2020
- Referral and Retention Benefit Timeline
- Executive Report, May 2020