



Joint Issues Committee Meeting Summary

Wednesday, May 15, 2019 – 3:00 PM to 4:00 PM

Attendance		
Committee Members	Organization	In-Person/By Phone
Cheryl Miller	OHCC	In-person
Shelly Reed	ODD	Phone
Joye' Willman	PSW	Phone
Gary Fletcher	Personal Support Worker Chief Steward	Phone
Traci Lerner	APD	Phone
Penny VanSanten	SEIU	In-person
Jaime Olvera	SEIU	In-person
Terry Haydon	Home Care Worker Chief Steward	In-person
Sonja Reagan	PSW/HCW	In-person
Nancy Sodeman	OHCC	In-person

Agenda Item	Presenter/Facilitator
Introductions	Cheryl Miller, OHCC
PSWs not being compensated for required meetings	Jaime Olvera, SEIU- MRC
HCW received paperwork intended for another HCW. Grants Pass	Jaime Olvera, SEIU- MRC
HCWs experiencing poor customer service in Benton, Coos, and Douglas counties	Terry Haydon, HC Chief Steward
Adjournment	

Summary of today's meeting

- 1) Jaime Olvera said that some Personal Support Workers (PSW) out of Grants Pass are being told they must attend mandatory training but are not being compensated. The complaint comes directly from a PSW. Jaime said a complaint had been left in ODDS' mailbox. Shelly Reed said that she would follow up on that. Cheryl Miller noted that the PSW's specific complaint will be dealt with via the complaint/grievance process.
- 2) Jaime said that it was brought to his attention that a Home Care Worker (HCW) received her paperwork and also the paperwork for a different HCW. Jaime will send Cheryl the message via a secure email that Cheryl will send to him. Traci Lerner will be included on any correspondence.
- 3) Terry Haydon reported that there are several issues being reported from three different counties- Benton, Coos, and Douglas. The Albany office has also generated complaints. There are concerns regarding consumers being bullied (example was an unknown staff member or case manager who was insisting to a consumer that they had to go into a rest home), case managers not responding to calls or taking a long time to respond (specifically in Albany), abusive behavior and language, and confidentiality issues. Cheryl asked for specific manager names and offices referred to in these complaints so there can be follow up. There was also a worker who had their Enhanced Care extra \$1 removed. Cheryl said that the Certification Team can check up on what the pay decrease was due to. She also said that email reminders are sent out about any documentation needed.
- 4) Penny VanSanten raised the concern that there is a brokerage saying they can't raise the cap even when there's a 5th week in the month. The workers are still under 50 hours a week, but the total will go over for the month. Shelly said they would follow up with the specific brokerage referred to.
- 5) Cheryl mentioned that two "Whom to Call" lists have been added to the left-hand side of the OHCC website, making it easier for workers and consumers to find answers. It will also be posted in several other languages soon. She will send copies of the additional languages to the MRC. She asked anyone who has additional info that should be included to let the OHCC know.
- 6) Joye' Willman received a phone call from a worker in Portland who works six hours/week and is not able to complete the task list with within those hours. It was set up for an assessment and this morning she was fired by the case worker

because the floor was dirty. Traci asked for the name and provider # and said she will follow up with the worker.

7) Penny asked that a discussion about EVV be added to next month's agenda. She requested data that came back from the EVV pilots. Shelly said there is a lot of information on the EVV website. Cheryl said she would send a link to Penny. Terry asked if there would be training on this and Cheryl confirmed there would be.

8) Meeting adjourned at 3:31 PM.

Assignment Tracker			
<i>Topic</i>	<i>Owner</i>	<i>Assigned Date</i>	<i>Due Date</i>
Secure email sent to Jaime for him to send HIPPA complaint info back to Cheryl	Cheryl / Jaime	5/15	6/19/19
Send specific names/offices of people involved in the various complaints listed to Cheryl	Terry	5/15	6/19/19
Follow up with brokerage regarding months with a 5 th week and cap issues	Shelly	5/15	6/19/19
Send to "Who to Call" lists in other languages to MRC	Cheryl	5/15	6/19/19
Send provider name and # to Traci	Joye'	5/15	6/19/19
Follow up with Portland worker who was let go	Traci	5/15	6/19/19
Send Penny email link to EVV info	Cheryl	5/15	6/19/19

**Next meeting:
 Wednesday, June 19, 2019 ~ 3:00 to 4:00 pm
 550 Capitol St NE, Salem, Oregon 97301**