

Senate Bill 1534 Steering Committee

Agenda

July 23, 2020
2:00 p.m.- 3:30 p.m.

Join ZoomGov Meeting

<https://www.zoomgov.com/j/1612626125?pwd=SodOdmcwZ3NraGVnVlV4M3JMRTJ4dz09>

Meeting ID: 161 262 6125

Password: 181357

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Agenda Item	Presenter/Facilitator
Pilot update	Sarah Edwards
Review and discuss updated rules: <ul style="list-style-type: none">• 418-020-0010• 418-020-0020• 418-020-0035	Jenny Cokeley

Decisions from today's meeting

- 1) Remove draft OAR language that mandates assessment tool must be approved by OHCC. OHCC will approve the testing methodology and standards.
- 2) SEIU, OHCC, APD, and ODDS will have a follow-up discussion during one of their weekly scheduled meetings in August about the possibility of Carewell continuing to offer online orientation when physical-distancing requirements are lifted.
- 3) Develop a policy and procedure for curriculum updates.

Discussion

- 1) Jenny Cokeley shared Carewell's core curriculum was approved by OHCC commissioners on 7/20/20. The communications committee has created infographics for consumers and workers, a timeline, FAQs, a stakeholder presentation, and a visual aid for workers. The rule advisory committee meeting is scheduled for 8/13/20.
- 2) Sarah Edwards provided an update on the pilot. She shared online orientation is going well—1,020 have created accounts; 691 have completed orientation; 72 percent of attendees are HCWs; 16 percent PSWs, and 12 percent are both. They are not seeing as many PSW applicants. One reason may be there has been a dip in PSW hours since the pandemic started. It was suggested to include messaging to PSWs about

orientation in the communication plan. Carewell is offering DVD copies of orientation and thumb drives and has provided interpreters.

Sarah shared online core training and a webinar-led core workshop will be available in September as part of the pilot. Refresher training will be offered in February 2021.

3) Jenny Cokeley led the committee through the draft rules. Sarah Edwards voiced concerns with OHCC approving the assessment tool, adding that the approval process may be too cumbersome and may reduce Carewell's ability to quickly change assessment questions. Carewell supports OHCC approving the methodology and standards used for testing, but not the actual test questions. Carewell will employ a testing expert who will continuously evaluate the test and modify it if needed (retire a poor question or reword). According to Sarah, there will be a bank of 50 questions their learning management system will randomize. There will be multiple questions for each test question. Sarah commented that the test should be built off the training objectives. Cheryl Miller agreed with removing the requirement for OHCC to approve the assessment tool. Mike McCormick agreed but thought the language may need wordsmithing. Jenny Cokeley removed all references to OHCC approving the assessment tool.

4) Cheryl Miller voiced her desire for Carewell to continue offering online orientation until in-person orientation conducted by Carewell is available in all counties, adding OHCC and Carewell went through a long process to approve the orientation. She voiced concerns related to APD local offices resuming in-person orientations because they would not have access to the new curriculum or materials. This would result in workers not having access to the same information. She added the new orientation is the best thing for the workforce and consistency is key.

Mike McCormick and Lilia Teninty agree that they would like Carewell to continue offering online orientation instead of local offices.

Malory Hagel with SEIU commented Carewell would continue to do the online orientation until they start offering in-person training when it is safe again, adding that in-person training is important and they do not want to move to a fully online training. She added that having in-person training is in the best interest of the workforce. Mike McCormick shared that in-person orientation and training cannot be offered until at least Phase 3 of the reopening.

Sarah Edwards stated the assumption was Carewell would offer online orientation on a short-term basis and added it would be difficult to support both platforms across the state. She added that Carewell would end online support for orientation when they

begin offering the core webinar because they do not have the capacity to support online engagement through discussion boards.

Malory commented that she would like to discuss this issue with others with SEIU and the discussion can be revisited during the APD/ODDS/OHCC/SEIU weekly meeting in August.

5) Sarah Edwards commented there should be a documented process to update the curriculum. Cheryl Miller responded OHCC will work on this issue—how often we look at the curriculum and how to make changes. Jenny Cokeley stated she has already started looking at the process. Sarah stated they are happy to be part of that process, adding they can make regular updates in their learning management system.

6) Cheryl Miller and Sarah Edwards discussed adding an infographic and worker letter about the new mask and cloth face covering requirement to Carewell’s learning management system (one for HCWs and another for PSWs). Cheryl added all new workers should receive the information. Sarah stated orientation is combined for HCWs and PSWs and providing documents based on worker type poses a challenge. Sarah had concerns about posting the letters because it is not part of the educational requirements and should be addressed in APD/ODDS’ communication plan. Sarah agreed to add the infographic once approved.

7) Jenny Cokeley informed the group the next quarterly meeting will be in October and asked if anyone had any agenda items for the next meeting. Sarah Edwards would like to move forward with discussing how to exchange data, adding that there had been regular meetings with APD and ODDS about this issue. Mike McCormick responded that it may be difficult right now because of the new IT system work and the next priority will be Oregon Saves.

Assignment Tracker

Topic	Owner	Assigned Date	Due Date
Update draft OARs.	Jenny Cokeley	7/23/20	7/27/20
Add orientation discussion to weekly agenda meeting between SEIU, OHCC, APD, and ODDS.	Cheryl Miller	7/23/20	8/15/20
Develop policy and procedure for curriculum updates.	Jenny Cokeley/Patrick Van Orden	7/23/20	8/15/20