



## Oregon Home Care Commission (OHCC)

### Meeting Minutes

January 3, 2013

*Members:* Scott Bond (via phone), Patricia Brost, Mark King (via phone), Joseph Lowe, Angela Munkers, Lyla Swafford

*Members Excused:* Roxie Mayfield

*Others:* Jill Gray, Jereme Grzybowski, Karen Mainzer, Connie Miyao, Nicole Palmateer, Roxie Tolva, Bob Weir

*Staff:* William Douglas, Yvonne Fleming, Leslie Houston, Suzanne Huffman, Roxanne McAnally, Ron McGhee, Cheryl Miller, Kelly Rosenau, Lindsay Terrett

### ***Meeting Called to Order***

The meeting was called to order at 10:07 a.m. by Chair Joseph Lowe.

### ***Introductions***

Introductions were made by all in attendance.

### ***Adoption of Agenda***

The agenda was presented. **Motion** was made by Lyla Swafford to accept the agenda with an additional DHS Legislative Update by Karen Mainzer and Jill Gray and a DD/MH Committee Update by Lindsay Terrett. **Seconded** by Angela Munkers. **Motion carried.**

### ***Approval of Minutes***

The meeting minutes of December 6 were reviewed. **Motion** was made by Angela Munkers to accept the minutes as written. **Seconded** by Lyla Swafford. **Motion carried.**

### ***Announcements***

Joseph Lowe thanked the Commission staff for their work in getting their reports ready for the Commission meeting on such short notice.

### ***Public Testimony***

Connie Miyao, Oregon Nurses Association, reported that the Association has been trying to advocate and watch the fast pace of changes taking place regarding Community Health Workers (CHW) and Coordinated Care Organizations. The intent of the Association is to be an advocate for nurses as well as public health workers and the public. Their interest is to make sure that the appropriate utilization is being identified in health workers and support systems. Representation at the Commission meeting is to be an observer, learner, and supporter.

### ***Workers' Compensation Update***

Kelly Rosenau, Workers' Compensation Coordinator, reported:

▼ Workers' Compensation Report for Homecare Workers (HCWs), November 2012:

- 20 injury claims were submitted to SAIF.
- Average age of injured workers was 46.
- 35% of the injured workers had taken safety training.
- 65% of the injured workers were covered with health insurance.
- The leading causes of injuries were *strain/injury by lifting* (seven claims) and *slips/trips/falls* (seven claims).
- One claim was submitted for each of the following injuries: *strain/injury by pushing or pulling, struck/injured by person, exposure to disease or other, struck by object, cumulative/repetitive motion, and stress/mental disorder.*
- The most injured body part was the *back* (five claims), followed by *knee* (two claims), *neck* (two claims), *shoulder* (two claims), and one each for the *body system, wrist, elbow, leg, finger, dental appliance, mental/stress, hip, and abdomen.*

Kelly reviewed several of the claims.

▼ Workers' Compensation Report for Personal Support Workers (PSWs), November 2012:

- Two injury claims were submitted to SAIF.
- Average age of the injured workers was 67.
- 50% of the injured workers were covered with health insurance.
- The causes of the injuries were *struck/injured by person* and *strain/injury by holding or carrying.*
- The injured body parts were the *leg* and *body system.*

Kelly reviewed both claims.

### ***Budget Update***

Stephen Blair, Fiscal Analyst, APD, reported on the Oregon Home Care Commission's budget for the biennium July 2011 – June 2013.

### ***Oregon Association of Area Agencies on Aging & Disabilities' Legislative Priorities for 2013***

Nicole Palmateer, Director, Oregon Association of Area Agencies on Aging & Disabilities (O4AD) reported on the Association's legislative priorities for 2013 that include prioritization of budget decisions; adequate infrastructure to support long-term services and supports and coordination with Coordinated Care Organizations; ADRC and opening the front door for better health, better care, and lower costs; Coordinated Care Organization partnerships and care coordination; a vision for the

future of Oregon's long-term services and supports; and senior and disabled property tax deferral program.

Nicole encouraged the Commissioners to attend O4AD's Advocacy 101 training and Legislative Bootcamp to be held at Northwest Senior and Disability Services in Salem. The Advocacy training will be held January 23, and the Legislative Bootcamp will be held January 28 and 30. Nicole will send an email to the Commission with all of the details.

### ***DHS Legislative Update***

Karen Mainzer and Jill Gray, Legislative Coordinators, Department of Human Services, reviewed several legislative priorities for DHS including:

- ▼ General placeholders for events that may happen that require the department to introduce legislation to mitigate problems unknown to the department during pre-session filing.
- ▼ A mandate that DHS convene a planning process to modernize the long term care system.
- ▼ A policy change to allow Oregon tribes to run criminal background checks on prospective and existing foster parents and others who live in their homes.
- ▼ A policy change to address ways to make the Temporary Assistance for Needy Families (TANF) program more sustainable in the 2013-15 biennium and legislative changes to fit the TANF program within the existing and legislatively approved budget.
- ▼ A policy change to reduce excess nursing facility capacity by 1,500 through multiple strategies. High vacancy rates increase costs to the Medicaid program because of the statutory rate setting methodology which will ultimately threaten financial solvency of all facilities.
- ▼ A policy change to eliminate references to institutional and training center services.

### ***Homecare Worker (HCW) Training Committee Update***

Leslie Houston, Training Manager, reported on training statistics for November 2012:

- ▼ 59 training classes were held.
- ▼ Total attendance was 527: 503 HCWs, 4 AFC providers, 8 PSWs, 8 Consumers, and 4 guests.
- ▼ 81 (14.4%) of those registered did not show up for the classes.
- ▼ Class average was 8.9.
- ▼ 6,195 unduplicated HCWs have been trained to date.
- ▼ 55 unduplicated PSWs have been trained to date.
- ▼ The Union was present at 24 (40.5%) trainings.

- ▼ 370 HCWs have received Professional Development Recognition to date.

Leslie reported on training statistics for December 2012:

- ▼ 55 training classes were held.
- ▼ Total attendance was 542: 523 HCWs, 12 AFC providers, 5 PSWs, and 2 guests.
- ▼ 92 (15.7%) of those registered did not show up for the classes.
- ▼ Class average was 9.8.
- ▼ 6,228 unduplicated HCWs have been trained to date.
- ▼ 56 unduplicated PSWs have been trained to date.
- ▼ The Union was present at 31 (56%) trainings.
- ▼ 376 HCWs have received Professional Development Recognition to date.

Leslie reported that the pilot program for Preventing Violence Against Caregivers (PVAC) will consist of three stages: computer-based training only, computer-based training with a Portland group called Women's Strength, and computer-based training with peer-led trainers. HCWs are being recruited for these trainings, and classes will start in Portland in January.

Leslie reported that 19 HCWs participated in OHSU's COMPASS (Community of Practice and Safety Support) pilot project. OHSU is currently recruiting 160 workers in the Portland area to form six teams of ten people each that will meet regularly for health and safety education and social support.

Leslie reported that the first Lesbian, Gay, Bisexual, and Transgender (LGBT) training classes were held in December and were well received although attendance was low.

### ***Registry and Referral System Update***

Ron McGhee, Registry Coordinator, reported that the current Registry system was documented, and some of the written functions may be applied to a new system for PSWs. At the same time, a home for it is being looked for. A team of people will essentially build the same system that exists today, just use a different data set as the current system's software is quite outdated. A new registry will be built that will house both the HCWs and PSWs with different access points. Technical aspects are currently being worked on: documenting what will have to be built for the engine; what accesses the data; and from there, build the requirements from what the local offices see, what the HCWs see, and what the PSWs see.

### ***STEPS Update***

Suzanne Huffman, STEPS Coordinator, gave the following STEPS statistical report for November 2012:

- ▼ 30 planning interviews were held.

- ▼ 48 participants received STEPS services.
- ▼ 111.00 hours of STEPS services were received.

Suzanne reported that the most requested support services by participants were for 1) *finding and hiring* and 2) *working together*.

Suzanne said that NWSDS will no longer be serving Columbia County; Washington County Disability Aging and Veterans Services will accept that responsibility.

### ***Long Term Care 3.0 and Coordinator Care Organizations Update***

Bob Weir, Manager, Advocacy and Development Unit, APD, presented an update on the Coordinated Care Organizations and Long Term Care 3.0.

### ***Community Health Worker Update***

Roxanne McAnally, Community Health Worker Coordinator, reported:

- ▼ Met with Bob Weir from APD about the vision for Long-Term Care 3.0. The Commission would like to incorporate and align APD's long-term care research and stakeholders with the curriculum for Community Health Workers and Personal Health Navigators.
- ▼ Met with Drs. Carlos Crespo and Diana White of Portland State University (PSU) who were awarded a grant from the Cambia Foundation for evaluating Oregon's Community Health Workers. PSU will use certified students (HCWs) as part of the overall evaluation and reporting. This will benefit the reporting requirements for legislators and others by utilizing PSU's staff and expertise.
- ▼ Attended a Non-Traditional Health Worker Steering Committee meeting. Temporary rules for implementing the Non-Traditional Health Workers (NTHW) (Community Health Workers, Personal Health Navigators, Peer Wellness Specialists, and Doulas) were created. Later this year, a Rules Advisory Committee (RAC) will be formed to allow for public input and discussion for the Permanent Rules.
- ▼ The needs and requirements for Community Health Workers are being identified in the Registry.
- ▼ Participated in a teleconference about partnering with PSU to use their instructors and consultants as Community Health Worker curriculum facilitators (trainers).
- ▼ Met with Lizzie Fussell, Coordinator of the Oregon Community Health Worker Association. The Association advocates for Community Health Workers and other Non-Traditional Health Workers. Their membership and sponsors continue to grow. There is discussion about the Association expanding to become a Technical Resource and Assistance Center for Oregon's NTHW.

***Community Advisory Council/Coordinated Care Organization Update***

Lyla Swafford and Joseph Lowe gave brief reports on meetings that they attended.

***DD/MH Committee Update***

Lindsay Terrett, DD/MH Committee Coordinator, reported that she has:

- ▼ Assisted HCWs with registering for classes through iLearn.
- ▼ Attended training classes.
- ▼ Had several discussions with Ron McGhee regarding setting up user groups for the Registry who will be testing the new model and providing feedback.
- ▼ Attended the PSW Issues Committee meeting.
- ▼ Assisted consumers to get a better understanding of the Commission and its rules and laws.
- ▼ Met with William Douglas to get an understanding of where Lindsay can assist him in his training process.
- ▼ Been building relationships with the DD/MH community.
- ▼ Attended an Ombudsman Advisory Committee meeting.

***Executive Director's Report***

Cheryl Miller, Executive Director, reported on her activities for December:

- ▼ Attended an OHCC budget review meeting.
- ▼ Attended a NetLink Training Planning meeting for the DD Service Delivery System.
- ▼ Attended a Long-Term Care 3.0 tour/completion party.
- ▼ Held Safety Specialist 1 interviews and hired Ann Melendy to assist Kelly Rosenau with Workers' Compensation claims.
- ▼ Met with Mark Hunt, DAS Labor Relations. He will be the lead negotiator for the HCW bargaining sessions.
- ▼ Participated in a call for the DMEPOS stakeholders meeting.
- ▼ Held Employee Development Plan and Trial Service Reviews with staff.
- ▼ Met with Roxanne McAnally regarding the Community Health Worker program.
- ▼ Attended two grievance meetings regarding SEIU dues/fairshare.
- ▼ Met with Easter Seals staff regarding a Title V volunteer currently positioned at OHCC.
- ▼ Met with Jean Yamamoto, SEIU, regarding Community Health Workers and Enhanced HCWs.
- ▼ Attended HCW/PSW pre-collective bargaining planning meetings.
- ▼ Met with Roxanne McAnally to review the final draft of the PSW Health Plan Workgroup's report to DHS.

- ▼ Facilitated a Continuous Improvement meeting for the staff.
- ▼ Attended an APD Management Team meeting.
- ▼ Attended a one-on-one meeting with Mike Maley.
- ▼ Facilitated a HCW Issues meeting.
- ▼ Attended a PSW Health Plan Workgroup meeting.
- ▼ Participated in a teleconference with Roxanne McAnally and PCC regarding CHWs.
- ▼ Attended a PSW Training Committee meeting.
- ▼ Roxanne McAnally and Cheryl attended a meeting with APD's Advocacy and Development Group regarding CHWs and Enhanced HCWs.
- ▼ Attended APD, OHCC, and Church Street Building Christmas/holiday parties.
- ▼ Participated in a special Commission meeting to determine if a January Commission meeting would be held.
- ▼ Was on vacation the last week of December.

Cheryl Miller said that she had forwarded an email to the Commissioners regarding new OHA workgroups. The email included meeting dates of the workgroups, but did not include a description of each workgroup. As soon as a fact sheet is available with this information, Cheryl will forward it to the Commissioners so that they can choose which workgroups that they would like to attend.

Cheryl Miller mentioned that starting in January, she will be calling each Commissioner monthly to discuss things such as how each one can better serve the Commission, what are each Commissioner's interests, how each Commissioner can be more proactive, where each Commissioner's voice can be heard, etc.

Cheryl reported that DHS had a settlement agreement with HUBB over ending the contract for HUBB to administer the healthcare administration duties for HCWs. There was a compensation balance that was split between DHS and HUBB. The Oregon Homecare Insurance Plan (OHIP) will start the administration duties January 1, and someone from OHIP will attend the February Commission meeting to report on HCW health insurance benefits.

Cheryl said that the Commission will begin reviewing its By-Laws in July. Prior to that, Joseph Lowe and Cheryl will preview the By-Laws. Cheryl asked that if any Commissioner had any input regarding the By-Laws, to send that in via email.

### ***Personal Support Worker (PSW) Training Committee Update***

William Douglas, PSW Training Coordinator, presented the meeting minutes from the December 18 Committee meeting that included discussion regarding Committee member roles, Committee purpose, values to guide the work of the

Committee, vision statement, mission statement, core competencies, and health and safety curriculum. William stated that he is using Articulate and Storyline to develop a course program for the PSW training.

### ***Meeting Adjournment***

The meeting adjourned at 1:45 pm. The next Commission meeting will be held on February 7, 2013, 10:00 a.m., at 676 Church Street NE, Salem, Oregon.

#### Attachments:

- Agenda, January 3, 2013
- Oregon Home Care Commission Meeting Minutes, December 6, 2012
- July 2011 – June 2013 Home Care Commission Budget to Actual Report
- Workers' Compensation Report, Homecare Workers, Claim Reporting Period: 11/01/2012 – 11/30/2012
- Workers' Compensation Report, Personal Support Workers, Claim Reporting Period: 11/01/2012 – 11/30/2012
- Oregon Association of Area Agencies on Aging & Disabilities, Legislative Priorities – 2013
- DHS Legislative Concept Fact Sheet LC 365, General Policy Placeholder
- DHS Legislative Concept Fact Sheet LC 368, DHS Budget – Policy Placeholder
- DHS Legislative Concept Fact Sheet LC 371, Aging and People with Disabilities/Long Term Care 3.0
- DHS Legislative Concept Fact Sheet LC 372, Allowing Tribal Criminal Background Checks
- DHS Legislative Concept Fact Sheet LC 374, TANF Placeholder
- DHS Legislative Concept Fact Sheet LC 375, TANF Placeholder
- DHS Legislative Concept Fact Sheet LC 376, Aging and People with Disabilities/Nursing Facility Capacity Reduction
- DHS Legislative Concept Fact Sheet LC 377, Statutory Clean Up
- Home Care Commission Monthly Training Report, November/December 2012
- STEPS Statistical Report, November 2012
- Email from the Director's Office to APD Stakeholders regarding Health Systems Transformation & CMS/OHA "Accountability Plan," dated December 21, 2012
- PSW Training Committee, Values – Vision – Mission
- PSW Training Committee Meeting Minutes, December 18, 2012