



## MEETING MINUTES

August 1, 2013

Commissioners Present	Commissioners Absent	Others Present
Mark King	Scott Bond	Katie Coombs
Joseph Lowe	Patty Brost	Erica Hedberg
Roxie Mayfield	Lyla Swafford	
Angela Munkers		
Staff Present	Staff Absent	
Yvonne Fleming		
Leslie Houston		
Suzanne Huffman		
Roxanne McAnally		
Ron McGhee		
Cheryl Miller		
Kelly Rosenau		
Lindsay Terrett		

Meeting was called to order at 10:15 a.m. by Chairman Joseph Lowe. Introductions were made by all in attendance.

### **Adoption of Agenda**

The agenda was presented and reviewed. **Motion** was made by Mark King to accept the agenda. **Seconded** by Angela Munkers. **Motion carried.**

### **Approval of Minutes**

The minutes of the June 6 Commission meeting were reviewed. **Motion** was made by Angela Munkers to accept the minutes as written. **Seconded** by Mark King. **Motion carried.**

### **Announcements**

Cheryl Miller announced that the Commission received a letter of resignation from William Douglas, PSW Training Coordinator. The Commission is in the process of hiring his replacement.

**Public Testimony**

No public testimony was given.

**Budget Update**

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

**Oregon Homecare Insurance Program (OHIP) Worker Benefit Report**

Erica Hedberg presented the following:

- OHIP Insurance Premium Summary:
  - June 2013 - \$2,926,447.66
  - April – June 2013, \$8,782,206.88
- OHIP In-Service Area and Out-of-Area Enrollment Totals:
  - June 2013 – 4,062 employee/family members enrolled in medical coverage and 4,062 employee/family members enrolled in dental coverage.
  - January – July 2013 - 4,073 average monthly enrollment in dental coverage and 4,073 average monthly enrollment in medical coverage.
- OHA's invoice to the Department of Human Services dated July 6, 2013, for health benefit premiums including adjustments totaled \$2,895,561.72.
- Customer Service Report for June 2013:
  - 412 enrollment packets were mailed to eligible HCWs.
  - 135 HCWs lost eligibility for insurance coverage.
- Employee Assistance Program (EAP) Utilization Report

<b>Criteria</b>	<b>1<sup>st</sup> Quarter*</b>	<b>2<sup>nd</sup> Quarter**</b>
Usage	7	10
Who is Served – Employee	7	10
Impact on Job Performance – No	1	5
Impact on Job Performance – Yes	6	5

\*January – March 2013

\*\*April – June 2013

Cascade Centers mailed out a postcard to all OHIP members reminding them of the services available through the EAP.

### **Personal Support Worker Online Training**

Sharon Brothers, CEO and Founder of the Institute for Professional Care Education (IPCed\*), spoke to the Commission about providing online training modules for Personal Support Workers. Cheryl Miller said that the Commission is looking at two projects for online training: 1) *Bridge to Care* and 2) a six month online pilot project for Personal Support Workers. Members of the PSW Training Committee are viewing online training modules with IPCed. Cheryl will be sending out a survey to those who have viewed the modules for feedback which she will bring to the next Commission meeting.

Joseph Lowe expressed a concern about what the financial impact of online training modules for all workers would be providing that the pilot program went favorably well. Cheryl Miller stated that at the present time, the Commission is not training all eligible workers, and the financial impact can be better determined once the pilot program is complete, data has been collected and analyzed, and once it has been determined how many/which classes will be made available online.

*\*IPCed is an organization where individuals can go to for web-based caregiver training, certification, and state compliance.*

### **APD Update**

Mike McCormick, Deputy Director, APD, reported on the following:

- The next stakeholders' meeting will be held on August 19.
- Restoration of the IADL reduction in the AY11-AY13 biennium budget to a partial, full, or rolling restoration.
- HB 2216 which reauthorizes the nursing facility provider tax and is also a strategy to reduce nursing facility capacity through the state.
- SB 21 – Long Term Care.
- K Option which allows states to serve people needing long term services and supports to receive those services in home and community settings.

- The Innovation Fund from which APD received 2.3 million for research and development.

Mike thanked the Commission for their letter of support to allow homecare workers to provide services to consumers with high care needs while the consumers are in the hospital. Mike is going to present the letter to the DHS/OHA Joint Policy Steering Committee at their next meeting.

Joseph Lowe congratulated Mike on his new position as Director of APD. Mike responded that it is a tremendous honor and responsibility, and he does not take it lightly.

### **CMS/LTC Study and Coordinated Care Organizations**

Bob Weir, Manager, Advocacy and Development Unit, APD, reported on statistics compiled by the United Health Federation and others that the CMS/LTC Study Group reviewed at their last meeting. In a comparison of the 50 states, Oregon ranked third in long term services and supports. In health care, Oregon ranked 15 among the nation and ranked number one in social support for seniors. The three areas where Oregon ranked the poorest was in flu vaccines for seniors age 65 and over, highly rated nursing homes, and underweight seniors age 65 and over. In addition to these areas, the study group concluded that depression screening and substance abuse were also areas to consider in the integration of Oregon's long-term care with CMS.

### **Workers' Compensation Update**

Kelly Rosenau, Workers' Compensation Coordinator, presented:

- Workers' Compensation Report for Homecare Workers (HCWs) for the fiscal year July 1, 2012 – June 30, 2013:
  - 206 injury claims were submitted to SAIF. (Down from 234 claims for the previous fiscal year.)
  - Average number of claims per month – 17.
  - Non-disabling claims – 54.
  - Average number of time loss days – 45. (Down from 69 days for the previous fiscal year.)
  - Average age of injured worker – 49.2.
  - Workers with non-disabling injuries – 54%.

- Injured workers who have taken safety training - 23%.
  - Injured workers who were covered with health insurance – 70%.
  - Average incurred loss per claim - \$6,171.
  - The leading cause of injuries was *strain/injury by lifting* (31%). (Strain/injury by lifting has been the leading cause of injury since 2009.)
  - The most injured body part was the *back* (27%) and has been consistently so since 2009.
- Workers' Compensation Report for Personal Support Workers (PSWs) for the fiscal year July 1, 2012 – June 30, 2013:
- 38 injury claims were submitted to SAIF. (39 claims were filed the preceding fiscal year.)
  - Average age of injured workers – 43.7.
  - Workers with non-disabling injuries – 71%.
  - Average insured loss per claim - \$3,855.
  - Injured workers covered with health insurance – 32%.
  - The leading cause of the injuries was *struck/injured by person* (21%).
  - The most injured body part was the *back* (19%).
- Workers' Compensation Reports for HCWs and PSWs for 05/01/2013 – 06/30/2013:
- Claims submitted to SAIF:
    - 12 HCWs in May and 19 HCWs in June.
    - 3 PSWs in May and 5 PSWs in June.
  - Non-disabling claims:
    - 66% HCWs in May and 52% HCWs in June.
    - 33% PSWs in May and 60% PSWs in June.
  - Health insured workers:
    - 75% HCWs in May and 73% HCWs in June.
    - 66% PSWs in May and 0% PSWs in June.
  - Leading cause of injury:
    - Strain/injury by lifting – 4 HCWs in May and 5 HCWs in June.
    - Struck/injured by person – 3 PSWs in May
    - Strain/injury by lifting – 2 PSWs in June.

**Developmental Disabilities/Mental Health (DD/MH)****Coordinator Update**

- Lindsay Terrett, DD/MH Coordinator reported:
  - Due to the November and December meeting dates for the DD/MH Committee falling during holidays, both meetings will be cancelled. If there are any issues that need addressed, special conference calls will be held.
  - Kelly Rosenau and Lindsay will be giving quarterly reports at the DD/MH Committee meetings in place of the monthly reports.
  - Lindsay is still attending the Marion County monthly board meetings.
  - Lindsay and other OHCC staff members attended the Case Management Exhibit Conference and talked to others about the trainings that the Commission is offering.
  - Lindsay is compiling binders for the DD/MH Committee member consumers so that they can get a better understanding of their role on the committee is, the mission of the Commission, etc.
  - The Commission is attending the Oregon Disability MegaConference, October 16-18, at the Salem Conference Center. Suzanne Huffman is presenting a session on "STEPS to Success with Homecare/Personal Support Workers," and Cheryl Miller, Ron McGhee, and Leslie Houston will be presenting a session on "Registry of Personal Support Workers." The Commission will also exhibit with SUA.

**Developmental Disabilities/Mental Health (DD/MH)****Committee Update**

Margaret Theisen, Chair, DD/MH Committee reported on the July 24 meeting:

- Ron McGhee presented a Registry report.
- Margaret gave a report from the PSW Training Committee.
- Leslie Houston gave a HCW Training Committee report in which she mentioned the presentation from Sharon Brothers, Institute for Professional Care Education, regarding online training for PSWs.

- William Douglas's resignation as PSW Training Coordinator was announced. The Commission is seeking his replacement.
- Lindsay presented a binder that will be given to consumers of the DD/MH Committee that will help orient them as to what the purpose of the committee, the role of each member, etc.
- Lindsay discussed the Commission's participation in the October MegaConference.
- Discussion was held regarding membership requirements for the DD/MH Committee in that those applying should have the experience of hiring and directing personal support workers or be a representative of the actual consumer. This issue will be discussed again at the next meeting.
- Suzanne Huffman presented a STEPS program for consumers to understand their rights and responsibilities in relation to their PSWs, much the same as the STEPS program for consumers using HCWs.
- A presentation of the K-Plan was made by ODDS staff, especially concerning the conflict of interest in regards to family member/guardianship pay for services provided.

### **Homecare Worker Training Update**

Mark King, Commissioner/Training Chair, reported on the training statistics for the fiscal year July 1, 2012 – June 30, 2013:

- Total attendance at training classes was 8,057. Of that total, 7,729 (96%) were HCWs, 52 were PSWs, 44 were consumers, 204 were adult foster care providers, and 28 were others/guests.
- 1,258 (14.7%) of the registered participants did not show up for the training classes.
- Average attendance per training class – 10.
- SEIU was present at 38% of the training classes.
- 6,496 unduplicated HCWs have been trained since December 2005.
- 62 unduplicated PSWs have been trained to date.
- 427 HCWs have received Professional Development Recognition since the program started.

- Trainings have been held in 40 cities/towns during this training year.

Mark King also reported that the revised HCW orientation was reviewed. Leslie stated that the orientation will not be finalized until the SEIU/HCW *Collective Bargaining Contract* has been signed and until the screen prints of the Registry have been updated.

The Monthly Training Report for May and June 2013 and a Quarterly Training Report covering April 1, 2013 – June 30, 2013 were distributed for attendees.

Kelly Rosenau gave a CPR & First Aid Report for the fiscal year July 1, 2012 – June 30, 2013:

- 435 CPR/First Aid requests were approved. Of that total, 188 classes were taken; 167 have pending authorizations; and 80 authorizations have expired.
- Total paid for CPR/First Aid classes - \$13,632.00.
- Average cost per person per class - \$72.51.
- Number of re-certifications – 35.
- CPR/First Aid requests denied – 88. Of those denied authorization, 40 HCWs had a “no show” rate at training classes of 30% or more; 35 did not have enough required active hours; 10 HCWs had not taken the required classes to be eligible for paid CPR/First Aid training; and three were not HCWs.

Joseph Lowe presented the revised *Eligibility Criteria for CPR & First Aid Training* which now includes paid training not only for HCWs, but also for PSWs. **Motion** was made by Mark King to accept the revised criteria of June 2013 for *Eligibility Criteria for CPR & First Aid Training*. **Seconded** by Angela Munkers. **Motion carried.** A **second motion** was made by Angela Munkers stipulating that the *Eligibility Criteria for CPR & First Aid Training* become effective after ratification of the SEIU/HCW/PSW *Collective Bargaining Contract*. **Seconded** by Mark King. **Motion carried.**

**Registry and Referral System Update**

Ron McGhee, Registry Coordinator, reported:

- 50 DD PSWs were loaded into the test environment of the Registry.
- The Registry development team is now fully staffed with a new user interface team member.

Ron then gave an overhead demonstration of the Registry and asked that attendees visit the site and email any questions or comments to Ron.

**STEPS Update**

Suzanne Huffman, STEPS Coordinator, distributed STEPS Statistical Reports that showed:

- Planning interviews held:
  - 27 in May
  - 30 in June
- Participants receiving STEPS services:
  - 27 in May
  - 30 in June
- Hours of STEPS services provided to participants:
  - 106.75 in May
  - 69.00 in June

Minutes of the STEPS Specialists' June 12 and July 16 meetings were distributed as well as a STEPS Report for May and June 2013 which highlighted outreach activities, challenges or barriers, best practices, and success stories of the STEPS contractors.

Suaznne presented data on Performance Measure 09 – APD/HCC STEPS Consumer Access. This measure was to determine the percentage of Oregon districts meeting minimum expectations for STEPS referrals. Data collected showed that 43% of the districts met minimum expectations during the fourth quarter of the fiscal year 2012 – 2013. The Commission plans to continue to work toward the goal of offering STEPS to all consumer-employers which should be met by July 1, 2014.

Suzanne also presented data on Performance Measure 05 – APD/HCC STEPS Customer Satisfaction. This measure was a

telephone survey of a random sample of consumers to determine their perspective of the STEPS services that they received.

## RESULTS

Criteria	Positive Responses
Overall impression of STEPS services	84%
Explanations about being the employer	83%
Assistance with hiring	74%
Working on communicating with HCWs	81%
Person-centeredness (STEPS Specialists listened to the consumer and provided the services that the consumer wanted)	94%

Comments from the survey participants were overwhelming positive and demonstrated that the STEPS program is working as intended.

Suzanne said the RFP for STEPS APD and STEPS DD/MH have gone through Legal Sufficiency and DOJ and should be released at any moment for all interested parties to respond to.

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

Cheryl Miller, Executive Director, reported on July 24 meeting of the PSW Training Committee:

- Sharon Brothers of the Institute for Professional Care Education spoke to the committee about online training for PSWs. The committee agreed that Cheryl send out the link for their site for everyone's review which has been done, and feedback has already been received.
- Discussed creating training classes related to the K Plan.
- Discussed the *Incident Report* and how it could be incorporated into the eXPRESS system.
- Discussed mandatory reporting.
- Discussed the conflict of interest issue related to the K Plan.

**Traditional Health Worker (THW) Update**

Roxanne McAnally, Traditional Health Worker Coordinator, reported:

- The “Non-Traditional Health Worker” designation has been changed by the legislators to “Traditional Health Worker.” In addition, the new Traditional Health Worker Commission will organize January 1. OHCC is legislatively-assured of one seat on the commission.
- To date, the sub-committee of the Traditional Health Worker Steering Committee has approved three curriculums for CHWs certification, one of which was developed by Multnomah County’s Community Capacitation Center. This is the CHW curriculum that OHCC has licensed. Their staff will facilitate our first group of HCWs.
- Classes to certify our eligible homecare workers as Community Health Workers started Monday, July 29, and runs every Monday/Tuesday through September 9/10. There are 23 HCWs in the training classes and three additional women (including Roxanne) being trained as facilitators and co-facilitators for continued delivery to HCWs throughout the state.
- Approximately 184 HCWs have expressed interest in the attending THW certification training. Roxanne distributed a map of Oregon showing the geographical location of the interest.
- The Community Capacitation Center’s training staff is very impressed with the training that the HCWs have received through the Commission.
- The Commission is having discussions with the Institute for Professional Care Education (IPCed) about their new CHW online training curriculum. IPCed has submitted an online CHW training course to the THW Steering Committee for approval. If approved, IPCed, through a grant, has offered to pilot the course with HCWs at little or no cost to the Commission.
- The Commission is supporting SEIU in their application for a CMS grant to assist in developing enhanced HCWs, Community Health Workers, Personal Health Navigators, and more.

## **Community Advisory Councils/Coordinated Care Organizations**

Joseph Lowe attended the July retreat of Health Share of Oregon where they worked on a strategic plan for the next year. The Council decided that they would work on a memorandum of understanding contract in which they would define what a CCO is and what it is to accomplish. In the June meeting, Ellen Pinney gave a presentation on the complaints and grievances process.

Roxie Mayfield said (via her HCW) that Lane County's Trillum CCO has received approximately \$400,000 additional funds for preventative programs for the 2013 year in which the CCO is focusing on children's health, smoking cessation, and obesity prevention and is hoping that the funds will continue in 2014.

## **Enhanced Homecare Worker Program Update**

Cheryl Miller reported the following:

- "Bridge to Care Worker" is replacing the previously designated "Enhanced Homecare Worker."
- The primary care team for the Bridge to Care Worker will consist of the HCW, consumer, primary care physician, case manager, services coordinator, and a supervisor from Addus Health Care. The center driving force of this team will be the consumer.
- Discussion was held about holding meetings by phone for consumer convenience and creating a form whereby consumers who could not attend would be able to submit their questions/comments prior to the meetings.
- The number of surveys that need to be completed by consumers from a variety of organizations can be overwhelming, so a solution is being sought to remedy that situation.
- Cheryl volunteered to develop a Bridge to Care Worker task list.
- A script is being developed by SEIU to be used by SEIU when interviewing consumers.
- A Bridge to Care project kick-off party is being planned to provide participants with an overview of the project. It was suggested that Joseph Lowe and Mark King speak at the

party. An email announcing the party will be sent out once the date has been set.

- A letter needs to be submitted to SEIU by August 12 in support of their acquisition of a CMS grant for further development of the Bridge to Care Worker and CHW models in affordable housing which was discussed and voted on in the June 6 Commission meeting.

### **Legislative Update**

Cheryl Miller announced that HB 3407 passed which created the Traditional Health Worker Commission. OHCC will be recommending a staff member or Commissioner to that commission.

A bill passed that will require the Commission to develop mandatory culturally diverse classes for HCWs which needs to be implemented in 2015.

### **Commission By-laws Review**

Due to time constraints, the by-laws review will be postponed until the next Commission meeting.

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

Cheryl Miller, Executive Director, reported on her activities for June and July 2013:

- ▼ Attended Homecare Affordable Care Act meetings regarding health insurance for HCWs and PSWs.
- ▼ Attended mediation meetings for the SEIU/HCWs contract.
- ▼ Attended CHW meetings with Roxanne McAnally.
- ▼ Attended Bridge to Care project meetings.
- ▼ Attended CMMI grant meetings.
- ▼ Held weekly meetings with Roxanne McAnally regarding the CHW program.
- ▼ Met with Web Publications to discuss development of a new logo.
- ▼ Participated in Relative Adult Foster Home/HCW orientations in Gresham and Hillsboro.
- ▼ Participated in APD Director interviews.
- ▼ Met with Cheree Kline regarding her transfer to the Commission.

- ▼ Attended a HCW/PSW Economics/Bargaining meeting.
- ▼ Attended an APD Risk Management meeting.
- ▼ Roxanne McAnally and Cheryl listened to a presentation by the Institute for Professional Care Education on online training.
- ▼ Met with Ron McGhee and Corissa Neufeldt regarding the Registry expansion.
- ▼ Attended APD Managers' meetings.
- ▼ Participated in conference calls regarding non-payment of fair share/dues.
- ▼ Facilitated the PSW Training and PSW Issues Committee meetings.
- ▼ Participated on the Breakthrough Plan Development Team for providers and partners.
- ▼ Attended DD/MH Committee meetings.
- ▼ Attended monthly meetings with Mike McCormick.
- ▼ Dealing with a Registry grievance filed by SEIU against the Commission for violating the Collective Bargaining Agreement for not delivering the expanded Registry on July 1, 2013. The issue has been moved to the Employment Relations Board for a review.
- ▼ Attended a PSW eXPRESS meeting.
- ▼ Attended a reclassification meeting with HR regarding staff members being represented by SEIU.
- ▼ Participated in budget review meetings for the Commission.
- ▼ Attended a Quarterly Business Review meeting.
- ▼ Met with Roxanne McAnally to finalize the list of qualified participants to fill the CHW training students and facilitators slots.
- ▼ Facilitated OHCC staff meetings.
- ▼ Attended a DD/APD Executive Team meeting.
- ▼ Attended a Registry meeting.
- ▼ Attended HCW/PSW Collective Bargaining Rates meetings
- ▼ Kelly Rosenau and Cheryl met with Steve Wright Smith, Program Manager, at Easter Seals.

### **Adjournment**

The meeting adjourned at 3:35 p.m. The next meeting will be held on September 5, 10:00 am, 676 Church Street NE, Salem.

**Attachments:**

- ▼ Agenda
- ▼ Oregon Home Care Commission Meeting Minutes, June 6, 2013
- ▼ June 2011 – June 2013 Home Care Commission Budget to Actual Report
- ▼ OHIP Insurance Premium Summary, April 2013 – June 2013
- ▼ 2013 OHIP Status Report, Enrollment Data, January 2013 – July 2013, In-Service Area and Out-of-Area Enrollment Totals
- ▼ OHA's Invoice to the Department of Human Services, dated July 6, 2013, totaling \$2,895,561.72
- ▼ OHIP Monthly Customer Service Report, January 2013 – June 2013
- ▼ OHIP Employee Assistance Program(EAP)/Cascade Centers, Inc., EAP Utilization Report, January 2013 – June 2013
- ▼ OHIP postcard mailed to Homecare Workers regarding the EAP
- ▼ A Snap Shot of State Managed Long-Term Services and Supports Program, compiled by Oregon DHS, APD, June 2013
- ▼ National Health Rankings, Senior Report 2013 Edition
- ▼ Workers' Compensation Report – Homecare Workers, Claim Reporting Period: 05/01/2013 – 06/30/2013
- ▼ HCW Workers' Compensation Claims, Fiscal Year and Policy Year Comparison Report, June 1, 2012 – June 30, 2013
- ▼ Workers' Compensation Report – Personal Support Workers, Claim Reporting Period: 05/01/2013 – 06/30/2013
- ▼ PSW Workers' Compensation Claims Report, Fiscal Year and Policy Year End Comparison Report, July 1, 2012 – June 20, 2013
- ▼ Home Care Commission Monthly Training Report, May – June 2013
- ▼ Home Care Commission Quarterly Training Summary Report, 04/01/13 – 06/30/13
- ▼ Home Care Commission Training Statistics, 07/01/12 – 06/30/13

- ▼ Home Care Commission, Eligibility Criteria for CPR and First Aid Training, Revised 06/13
- ▼ Oregon Home Care Commission, CRP & First Aid Report, July 1, 2012 – June 30, 2013
- ▼ STEPS Statistical Report, May 2013
- ▼ STEPS Statistical Report, June 2013
- ▼ STEPS Report for May 2013
- ▼ STEPS Report for June 2013
- ▼ STEPS Specialist Meeting, June 12, 2013
- ▼ STEPS Specialist Meeting, July 16, 2013
- ▼ APD/HCC Performance Measures, Summary Scorecard, Fundamentals, Measure Number 09: APD/HCC STEPS Consumer Access
- ▼ APD/HCC Performance Measures, Summary Scorecard, Fundamentals, Measure Number 05: APD/HCC STEPS Customer Satisfaction
- ▼ Map of Oregon showing HCW Interest List for Community Health Worker Certification, August 1, 2013
- ▼ Who we are – the IPCed story, Institute for Professional Care Education
- ▼ Curriculum Courses for Institute for Professional Care Education