



**MEETING MINUTES**

September 5, 2013

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

Meeting was called to order at 10:06 a.m. by Chairman Joseph Lowe. Introductions were made by all in attendance.

**Adoption of Agenda**

The agenda was presented and reviewed. Leslie Houston said that the agenda item "Enhanced Homecare Worker Program Update" should be changed to "Bridge to Care Project Update." Agenda items "Legislative Update" and "Commission By-laws Review" were postponed until the next Commission meeting. It was uncertain if there would be an Executive Director's report as it had not been received by Joseph Lowe. **Motion** was made by Mark King to accept the agenda as written with the changes and postponed agenda items. **Seconded** by Lyla Swafford. **Motion carried.**

**Approval of Minutes**

The minutes of the August 1 Commission meeting were reviewed. **Motion** was made by Mark King to accept the minutes as written. **Seconded** by Scott Bond. **Motion carried.** Lyla Swafford abstained.

**Announcements**

Roxie Mayfield presented a webpage from Parking Mobility where an application can be downloaded to an iPhone or other device and be used to take pictures of parking violations in disabled parking spaces. The pictures are then sent to the city where the violation occurred, and the city tickets the owner who violated the parking space. When the city collects the fine, Parking Mobility sends up to 20% of the fine to nonprofit organizations in the immediate community to provide education and awareness to further solve the problem.

**Public Testimony**

No public testimony was given.

**Budget Update**

Yvonne Fleming reported that Stephen Blair, Fiscal Analyst for APD, has taken another position with APD and has been replaced by Tom Jaeger who is currently out of the office. However, the budget report was included in the Commissioner's meeting packets.

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

Erica Hedberg presented the following:

- OHIP In-Service Area and Out-of-Area Enrollment Totals:
  - August 2013 – 4,090 employee/family members enrolled in medical coverage and 4,090 employee/family members enrolled in dental coverage.
- OHA's invoice to the Department of Human Services dated August 5, 2013, for health benefit premiums including adjustments totaled \$2,920,474.37.

- Customer Service Report for August 2013:
  - 1,491 enrollment packets were mailed to eligible HCWs. The large increase in the number of packets mailed out was due to relative adult foster care providers becoming homecare workers.
  - 162 HCWs lost eligibility for insurance coverage.
- Employee Assistance Program (EAP) Utilization Report

<b>Criteria</b>	<b>July 2013</b>	<b>August 2013</b>
Usage	17	11
Who is Served – Employee	16	11
Impact on Job Performance – No	7	6
Impact on Job Performance – Yes	10	5

There was an increase in EAP utilization thought to have come about by the postcards that were sent out to HCWs encouraging the usage of EAP benefits.

### **Oregon Aging and Disability Resource Connection (ADRC)**

Nakeshia Knight-Coyle, Project Manager, State Unit on Aging, gave a presentation about the ADRC which is a free service that offers the public a single source for information and assistance on issues affecting older people and people with disabilities regardless of their income. Information can be accessed through the ADRC website at [www.ADRCoforegon.org](http://www.ADRCoforegon.org).

### **Long Term Care 3.0, CMS/LTC Study, and Coordinated Care Organizations**

Bob Weir, Manager, Advocacy and Development Unit, APD, reported on:

- The formation of a steering committee and sub-committees for Long Term care 3.0. Possible topics to be researched by those committees were also discussed.
- The CMS/LTC Study group had its fourth meetings where it discussed the current levels of integration in Oregon and where the state wants to go with this.
- The CCOs have been operating for one year, and the Klamath County CCO office just came onboard this month.

### **Workers' Compensation Update**

Kelly Rosenau, Workers' Compensation Coordinator, presented:

- Workers' Compensation Report for Homecare Workers (HCWs), July 2013:
  - 14 injury claims were submitted to SAIF.
  - Average age of injured worker – 45.8.
  - Workers with non-disabling injuries – 57%.
  - Injured workers who have taken safety training - 14%.
  - Injured workers who were covered with health insurance – 71%.
  - The leading cause of injuries was *slips/trips/falls* (5).
  - The most injured body part was the *back* (4).
- Workers' Compensation Report for Personal Support Workers (PSWs), July 2013:
  - One injury claim was submitted to SAIF.
  - Age of injured worker – 41.
  - Injury was not disabling.
  - The injured worker was covered with health insurance.
  - Cause of the injury was *struck/injured by person*.
  - The injured body part was the *body system*.

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

Margaret Theisen, Chair, DD/MH Committee reported on the August 28 meeting:

- Registry update was given by Cheryl Miller.
- Cheryl Miller reported that final interviews for a PSW Coordinator will conclude later in the day.
- A training report was given regarding online training for PSWs.
- The committee voted to add Becky Smallwood to the committee. This recommendation will be brought before the Commission for a final vote.
- The Interest Form (application) will now carry a statement that those applying for committee membership will be given preference if they employ a PSW.
- STEPS update was given by Suzanne.
- Discussion was held regarding DD/MH, AMH, and the K option.

## **Developmental Disabilities/Mental Health (DD/MH)**

### **Coordinator Update**

Lindsay Terrett, DD/MH Coordinator reported:

- She has media release forms for all of the Commissioners to fill out as she is featuring each one on Facebook.
- The DD/MH Facebook page has been closed.
- Lindsay is creating a document of information and procedures for those interested in becoming a member of the DD/MH Committee.
- Lindsay has contacted the Oregon Self-Advocate Coalition to schedule a training for DD/MH advocates/consumers to help them understand their role as an advocate and a committee member.
- Lindsay has been spending time after each DD/MH Committee meeting with advocates/consumers discussing and reviewing the topics discussed at the meeting. Other committee members have noticed increased participation on the part of the advocates/consumers since Lindsay started this practice.
- Lindsay is sending out personal notes to each advocate/consumer after each meeting reminding them of the next meeting and thanking them for taking their time to attend the meetings.
- Lindsay was recently trained on how to register people for the Commission's training classes.
- Lindsay is creating a postcard to send out to PSWs reminding them of the action items that they need to complete in order to become a HCW and the steps to follow if they want to be referred out on the RRS.
- The DD/MH committee reviewed a demo of online training programs for the Developmental Disabilities and Mental Health Care Specialist.

Lindsay asked for a vote from the Commissioners to accept Becky Smallwood as a member of the DD/MH Committee. **Motion** was made by Lyla Swafford to accept Becky Smallwood as a member. **Seconded** by Mark King. **Motion carried.**

### **Homecare Worker Training Update**

Mark King, Commissioner/Training Chair, reported on the training statistics for July 2013:

- 67 training classes were held.
- Total attendance – 593. 567 of those in attendance were HCWs.
- Number of “no shows” at the training classes - 108 (16.8%).
- Average attendance per class – 8.85.
- Unduplicated HCWs trained to date – 6,532.
- Unduplicated PSWs trained to date – 63.
- Union representation at the training classes – 42%.
- Professional Development Recognition to date – 437 HCWs.

Mark King said that another tobacco cessation survey will be sent out to HCWs which will include questions about tobacco use, health and wellness classes, and training classes provided by the Commission. November is the targeted send-out date.

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

Ron McGhee, Registry Coordinator, reported:

- The RRS has been shifted from a development server to a public server. Testing is the next step this weekend.
- Data issues persist. There has been a communication breakdown between groups outside the Commission. That issue has been addressed, and OHCC is requesting that daily meetings are held by the functional groups to discuss their issues and come up with solutions. Ron has been receiving updates regarding these daily meetings.
- There is no date when the DD/MH RRS will be up and running as the other groups have not identified all of the technical issues that they are having on the development side. Because they have not done that, they cannot tell how long it will take to fix it. On the Commission’s side, the system is ready to accept data when it is available from other groups. Tests have been run and referrals can be obtained from data that the Commission enters. While waiting for other groups, the OHCC Development Team is enhancing the system.

- The code is being modified so that it is "web device enabled" and is working successfully. Next Tuesday, it will be "mobile ready."

### **STEPS Update**

Suzanne Huffman, STEPS Coordinator, distributed STEPS Statistical Reports for July 2013 that showed:

- 52 planning interviews were held.
- 52 participants received STEPS services.
- 70.75 hours of STEPS services were provided to participants.

Suzanne said that RFPs for STEPS APD and STEPS DD/MH services have been received. Meetings have been set up between now and September 20 to review the proposals. Suzanne hopes to have contracts in place soon. The current contracts have been amended through October 2013.

Suzanne has been attending the DD RAC meetings in which there are 11 separate programs associated with development disabilities that requires some intensive review.

Minutes of the STEPS Specialists' August 20 meeting were distributed as well as a STEPS Report for July 2013 which highlighted outreach activities, challenges or barriers, best practices, and success stories of the STEPS contractors.

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

Leslie Houston reported on August 28 meeting of the PSW Training Committee:

- Feedback is coming in from those who looked at online training for PSWs from the Institute for Professional Care Education's (IPCed) website. The committee is also waiting until the new PSW Training Coordinator is hired so that he/she can look at the online training before a decision is made to continue.
- Communication guidelines for PSWs was discussed and reviewed.
- Two finalists for the PSW Training Coordinator position were interviewed for a second time.

**Traditional Health Worker (THW) Update**

Roxanne McAnally, Traditional Health Worker Coordinator, reported:

- 25 students will be graduating with Community Health Worker certification next Tuesday. The classes have been an excellent experience for the students. The Community Capacitation Center will be giving two more certification trainings this year.
- At this time, OHA does not have their registry, referral, or certification mechanism in place.
- The CHWs who will be graduating next Tuesday are considering setting up a quarterly meeting whereby they can meet and discuss their experiences and support one another.
- This month Roxanne is going to submit the curriculum application for the Personal Health Navigator (PHN). Roxanne asked if the Commissioners would submit letters of support for the curriculum when Roxanne needs it.
- Roxanne has viewed the CHW curriculum that was prepared by IPCed through a grant that they received and was offered to the Commission as a pilot program. Roxanne is disappointed that the curriculum is 100% online and contains no "live video" training.
- The Commission will have a registry and referral system for CHWs and PHNs.

**Community Advisory Councils/Coordinated Care Organizations**

Joseph Lowe stated that the enrollment process was discussed at the Health Share of Oregon's meeting in August. Roxie Mayfield distributed a presentation, "Lane County's Health Future, Version 1.0, A Plan for Empowering the Community." Scott Bond said that Linn, Benton, and Lincoln counties are preparing health plans similar to that of Lane County.

**Bridge to Care Project Update**

Leslie Houston reported the following:

- The Bridge to Care pilot project is being launched in Multnomah, Clackamas, and Washington Counties with the goal of improving outcomes for consumers.
- Nine HCWs (providers) have signed up for the pilot project who will be hired by Addus Health Care to do the Bridge to Care work with consumers who are receiving medical care through Family Services. (Twenty-five providers are desired for the project.)
- It was suggested that the providers receive 30 hours of training within 90 days of being hired.
- Jan McManus and Jean Yamamoto (SEIU employees) suggested that they conduct one-on-one mentoring sessions with the Bridge to Care providers to help them develop a learning plan.
- Orientations for Bridge to Care providers are set for September 30 and October 30 with hiring dates beginning October 1 and November 1.
- Consumers in the program will be referred to the STEPS program.
- Cheryl Miller worked on the task list for the Bridge to Care providers. Tasks on the list do not include those tasks listed on the Medicaid task list.
- Bridge to Care providers will be asked to take a CPR/First Aid class prior to working.

**Legislative Update**

Postponed until the October Commission meeting.

**Commission By-laws Review**

Postponed until the October Commission meeting.

**Executive Director's Report**

Postponed until the October Commission meeting.

**Adjournment**

The meeting adjourned at 1:00 p.m. The next meeting will be held on October 3, 10:00 am, 676 Church Street NE, Salem.

**Attachments:**

- Agenda
- Oregon Home Care Commission, Meeting Minutes, August 1, 2013
- Email dated September 3, 2013, regarding people illegally using disabled placards get ticketed.
- Webpage: Report disabled parking abuse and support your favorite charity
- June 2011 – June 2013, Home Care Commission, Budget to Actual Report
- 2013 OHIP Status Report, Enrollment Data, January 2013 – August 2013, Kaiser Statewide Medical & Dental Insurance Plan Year, In Service Area and Out of Area Enrollment Totals
- OHA/OHIP Invoice dated August 5, 2013, to the Department of Human Services totaling \$2,920,474.37
- OHIP Employee Assistance Program Utilization Report
- OHIP Monthly Service Report, January 2013 – August 2013
- ADRC Aging and Disability Resource Connection of Oregon, Get Connected filer
- PowerPoint Presentation: Oregon Aging and Disability Resource Connection, Nakeshia Knight-Coyle, September 5, 2013
- Map of Oregon showing Current and Developing ADRCs' throughout Oregon
- Timeline for Oregon ADRC Development, September 3, 2013
- Workers' Compensation Report: Homecare Workers, Claim Reporting Period: 07/01/2013 – 07/31/2013
- Workers' Compensation Report: Personal Support Workers, Claim Reporting Period: 07/01/2013 – 07/31/2013
- Home Care Commission Monthly Training Report – July 2013
- STEPS Statistical Report, July 2013
- STEPS Report for July 2013
- STEPS Specialist Meeting, August 20, 2013
- Lane County's Health Future, A Plan for Empowering the Community, April 2013