



**MEETING MINUTES**  
August 7, 2014

<b>Commissioners Present</b>	<b>Commissioners Absent</b>	<b>Others Present</b>
Jenny Cokeley	Scott Bond	Ashley Carson-Cottingham
Mark King	Lyla Swafford	Katie Coombes
Joseph Lowe		Tom Jaeger
Roxie Mayfield		Cal Labbe
		Gail Stevens
<b>Staff Present</b>	<b>Staff Absent</b>	Mike Volpe
Yvonne Fleming	Lindsay Terrett	Paul Wild
Leslie Houston		
Suzanne Huffman		
Roxanne McAnally		
Ron McGhee		
Joan Medlen		
Cheryl Miller		
Kelly Rosenau		

**Meeting called to Order**

The meeting was called to order at 10:07 am. Introductions were made by all in attendance.

**Adoption of Agenda**

The agenda was reviewed. **Motion** was made by Mark King to accept the agenda as written. **Seconded** by Jenny Cokeley.  
**Motion carried.**

**Approval of Minutes**

The May 1 and June 5 meeting minutes were reviewed. **Motion** was made by Mark King to accept the minutes as written.  
**Seconded** by Roxie Mayfield. **Motion carried.**

**Announcements**

Cheryl Miller introduced a form that could be used by the Commissioners to take notes on decisions and assignments made during the Commission meetings.

**Aging and People with Disabilities Update**

Ashley Carson-Cottingham, Deputy Director, Aging and People with Disabilities, introduced herself and gave a brief summary of her working experience. Ashley also outlined some of the activities that she has been participating in and offered to provide the Commission with as much information and support as it needs regarding any number of issues.

**Community College Workforce Development Grant and Connecting Medicaid Providers with Skilled Traditional Health Workers**

Roxanne McAnally introduced Paul Wild, Business & Industry Workforce Training Coordinator, Mt. Hood Community College, Gresham, Oregon. Paul discussed the Community College Workforce Development grant and process whereby Mt. Hood Community College and its college and community partners will be training and employing 300 Community Health Workers.

**Budget Update**

Tom Jaeger introduced Gail Stevens, Financial Analyst, who presented a newly formatted report on the Oregon Home Care Commission's budget for June 2014. The Commissioners requested that both the newly formatted budget report as well as Excel spreadsheets be presented at each Commission meeting.

**Public Testimony**

Mike Volpe, former Commissioner, spoke regarding his concern that it is not widely known that homecare workers need to complete a certain number of Home Care Commission training classes for eligibility to be listed on the Registry. Cheryl Miller said that this requirement came about as a result of the Collective Bargaining Agreement and has been promoted through NetLink trainings to the local offices, the Training Newsletter, orientations, and SEIU's quarterly meetings.

Mike gave a brief update on the makeup and activities of the InterCommunity Health Network.

Mike Volpe suggested that the Commission organize a group to prepare a presentation for the legislature during Legislative Days regarding the Department of Labor's latest rulings on overtime wages for workers, mileage reimbursement, and minimum wages. Mark King volunteered to work with Mike Volpe on this endeavor.

### **Senate Bill 21 – Long Term Care Update**

Bob Weir, Manager, Advocacy and Development Unit, presented a summary of the recommendations that the Long Term Committee/subcommittees have drawn up to present to the legislature during Legislative Days in September.

### **Traditional Health Worker (THW) Update**

Roxanne McAnally, THW Coordinator, reported:

- ▼ 32 applications were received for the second 80 hour certification course for workers to become a community health worker. This course is being held in Portland. 25 of the applicants were accepted into the class. Presently 22 are attending.
- ▼ Roxanne is currently serving on the *System Integration* subcommittee for the THW Commission that is focused on deconstructing the Medicaid/medical system requirements for deploying THWs. Other subcommittees include *Training, Evaluation, and Metrics Program Scoring* and *Scope of Practice*. These subcommittees are evaluating curriculum applications for certification and defining five THW roles and their responsibilities.
- ▼ The THW Commission is addressing a number of issues:
  - THWs are unable to apply for certification online.
  - The THW Commission has two vacant positions.
  - Additional support staff for the THW Commission.
  - Payment for THWs is still in question. Roxanne is serving on the Flexible Spending Workgroup.

Cheryl Miller presented an Oregon Home Care Commission overview to the THW Commission.

Roxanne said that ORCHWA will be holding a second conference September 12 and 13. If anyone else is interested in this conference, Roxanne will get more information.

### **Homecare Worker Benefit Report**

Cal Labbe, Trust Director, Homecare Worker Supplemental & Benefits Trusts, reported:

- ▼ There is an under-utilization of dental, vision, and EAP benefits by workers. The Trust believes that this under-utilization can be solved by more education on how to utilize these benefits and is working on a program toward that end.
- ▼ The trust is working with Kaiser Permanente to ensure that they receive invoices for all workers eligible for benefits as there seems to be a discrepancy between the number of members enrolled and the number that the Trust is receiving invoices for.
- ▼ Approximately 13,500 members have enrolled in dental, vision, and EPA benefits through the Oregon Homecare Workers Benefits Trust.
- ▼ A quick call guide has been placed online for members who have questions about who to contact regarding benefits and how to utilize them.
- ▼ The Trust is creating a fact sheet and a plan booklet for workers that offers all of the basic information about the Trusts.
- ▼ The Trust is presently conducting a survey of members asking for their thoughts on the homecare worker benefits program and suggestions for improvements. Over 1,700 workers have responded to date.
- ▼ Fliers presented by Cal that are available to all members were distributed:
  - *Get More Out of Your Kaiser or Moda Health Insurance*
  - *Your Dental, Vision and Employee Assistance (EPA) Benefits*
  - *Understanding Your Benefits: Glossary of Terms*

### **Homecare Worker Training Update**

Mark King, Commissioner, reported on training statistics for June 2014:

- ▼ 93 training classes were held.

- ▼ Total attendance – 1,141. 1,032 of those in attendance were HCWs.
- ▼ Number of “no shows” at the training classes - 192 (15.5%).
- ▼ Average attendance per class – 12.25.
- ▼ Unduplicated HCWs trained to date – 7,315.
- ▼ Unduplicated PSWs trained to date – 178.
- ▼ Union representation at the training classes – 36 (39%).

Mark King reported on quarterly (April–June 2014) training statistics:

- ▼ 285 classes were held.
- ▼ 3,692 attended training classes.
- ▼ Average attendance per training class – 13.

An annual (July 1, 2013–June 30, 2014) training statistics report was circulated.

- ▼ Total attendance at training classes – 11,548.  
8,057 attended the previous year’s (2012-2013) training classes.
- ▼ 93% of those attending the 2013-2014 training classes were homecare workers.
- ▼ Trainings were held in 40 cities/towns.
- ▼ The highest average attendance for training classes was in Portland at 15.83 and the lowest was in Brookings at five. The highest attendance by day and time of day was Saturday evening.
- ▼ Union representation at training classes – 40%.
- ▼ 546 Professional Development Recognition awards given out between December 2007 and June 2014.

Mark also reported that Beth Sanders, Health Equity System Coordinator, Oregon Public Health Division, spoke to the Training Committee. Beth shared a new version of a flyer to be handed out at training classes as well as a couple of articles on the dangers of smoking. The committee made suggestions about how to use these, and Beth will be incorporating some changes recommended by the committee.

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

Joan Medlen, PSW Training Coordinator, presented a PSW training statistical report for the last three quarters (October 2013–June 2014):

- ▼ *Preventing Disease Transmission* was the highest attended class.
- ▼ *Grief and Loss* was the next highest attended class.
- ▼ *Heart Healthy* and *Keeping It Professional* followed as the third highest class attended.
- ▼ The number of PSWs attending training classes is increasing.

Joan reported that six PSW orientation classes were held from January through July 2014. One more orientation will be held by the Commission on August 22 in Portland. After that, ODDS will continue the orientations with materials prepared by the Commission.

**Enhanced/Exceptional Workers Workgroup Update**

Leslie Houston reported that the workgroup is:

- ▼ Developing pre-assessment questions for workers who want to become enhanced/exceptional workers that will be available online in the iLearn system. A hard copy will also be available to workers.
- ▼ Creating an application for interested workers.
- ▼ Developing pilot courses for workers who wish to become enhanced/exceptional workers.

**STEPS Quarterly Business Review Measures and STEPS Update**

Suzanne Huffman, STEPS Coordinator, reported on APD/HCC Performance Measures.

- ▼ Measure Number 05 was a telephone survey of a random sample of STEPS consumers who have received STEPS services. All responses rated good or excellent for measures of person-centeredness, quality, and usefulness of services.
- ▼ Measure Number 08 showed that 79% of the districts offering STEPS services met the minimum expectations set by the Commission during the third quarter of the fiscal year 2013-2014.

The STEPS Statistical Report for May/June 2014 showed:

- ▼ Since March 2007, 4,037 participants have received STEPS services.
- ▼ 145 planning interviews were held in May/June.
- ▼ 158 participants received STEPS services in May/June.
- ▼ 209.50 hours of STEPS services were provided to participants in May/June.

Suzanne noted that there was a huge increase in planning interviews and STEPS services during the fourth quarter (April-June 2014).

Minutes of the STEPS Specialists' June 17 and July 15 meetings were distributed as well as a STEPS Report for May/June 2014 which highlighted outreach activities, best practices, challenges or barriers, and success stories from the STEPS contractors.

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

Joseph Lowe reported on Lindsay Terrett, DD/MH Committee Coordinator's activities for July:

- ▼ Lindsay attended a staff training, "Maintaining a Professional Workplace and Communication Styles."
- ▼ Met with Cheryl Miller to discuss an applicant for the DD/MH Committee. Applicant was applying for a position that was already filled by two consumers on the committee. An official letter was sent to the applicant thanking them for applying.
- ▼ Met with Shawn Clark of Addictions and Mental Health and Joan Medlen to discuss definitions of supports for those with mental health conditions and possible future speaking guests.
- ▼ Attended the ARC, "When in Doubt, Rule it Out: Medical Problems and Aggressive Behaviors of Individuals with Intellectual Disabilities and ASD" webinar.
- ▼ Participated in an ODDS RAC meeting.
- ▼ Co-facilitated a new member orientation for personal support workers in Eugene.
- ▼ Updated a manual of resources for the Commissioners.

- ▼ Contacted mental health agencies in Oregon that work with State Plan Personal Care Services to gather data to present in a directory for mental health agencies.
- ▼ Attended an OHCC RAC meeting.
- ▼ Attended an Employment RAC meeting for ODDS.
- ▼ Participated in a webinar, "Engaging People in Services that Support Recovery."

**Homecare Choice Program and Centralized State Payment System Labor/Management Committee Updates**

Cheryl Miller reported that Jenny Cokeley has been hired to manage the Homecare Choice Program with the Commission and will begin working on August 18. Since Jenny is presently a Commissioner, Cheryl will contact the Governor's Executive Appointment office in regard to that situation.

The Centralized State Payment System Committee met and signed an Amended Letter of Agreement that requires the Commission to select a staff person who is designated as the contact for all PSWs, advocates, and family members for any questions. Joan Medlen and Cheree Kline volunteered to be the Commission contacts for this group.

The Amended Letter of Agreement also moved the responsibility for the PSW New Member Orientations from the Commission to ODDS effective September 1, 2014. However, the Commission is still responsible for the content of the orientations.

All of the PSWs except for those in three counties in Eastern Oregon were paid through a fiscal intermediary, TNT. There were many challenges as payments were late, coding incorrect, direct deposits did not initially go through, etc. The Commission, SEIU, ODDS, and TNT have been working on solutions to these issues.

TNT has developed a "Declaration of Relationship" form whereby TNT determines whether a family member should or should not have taxes withheld from their paycheck. SEIU, the Commission, and others feel that a fiscal intermediary should not be making this determination and that it should be made by the individual

consumer/family member. There will be further discussions about this issue with TNT.

Cheryl said that in early 2015, workers in Childrens Intensive In-Home and State Plan Personal Care Services will begin to have taxes taken out of their checks as soon as payment is made through the State's eXPRS system.

There was much discussion about PSWs submitting requests for mileage reimbursement without invoices attached. There are a number of PSWs who are eligible for mileage, but they do not provide a direct service. These types of payments should be made through the vendor-pay system, not through a fiscal intermediary. A process is being developed to solve this issue.

There was a huge discussion about unique identifiers that exist in the CEP provider database for both homecare and personal support workers. It was confirmed that SEIU receives these identifiers in the data that is transmitted to them through the CEP payment system. That information also needs to be transmitted to the Trusts and to the fiscal intermediaries as they are paying workers who have multiple provider numbers as the workers have submitted multiple applications under various forms of their name and addresses and were issued additional provider numbers. TNT is also issuing provider numbers to workers as they have not yet received the State's provider numbers. A solution is being worked on to eliminate this problem.

In the future the committee will discuss which agency will be responsible for verifying employment and income for PSWs.

Another process that will be reviewed by the committee is that for changing a worker's name, address, phone number, etc. One organization (yet to be named) will make all of those changes.

### **OHCC Bylaws**

The Bylaws were again reviewed by Cheryl and Joseph, and a final draft was presented to the Commissioners via email. Cheryl reviewed and clarified all of the changes during the Commission meeting. **Motion** was made by Mark King to approve the Bylaws

with the noted changes. **Seconded** by Roxie Mayfield. **Motion carried.**

### **Registry and Referral System (RRS) Update**

Ron McGhee, Registry Coordinator, reported:

- ▼ PSWs "available for referral" on the Registry is growing very slowly and has topped out at 188.
- ▼ HCWs "available for referral" on the Registry does not get much above 1,490. Workers are receiving emails from the Registry regarding their availability.
- ▼ Those workers "unavailable/not looking for work" is growing in numbers.
- ▼ Email addresses for workers are becoming stale which means that their profiles have been dormant for over a year.
- ▼ The "Help Wanted" section of the Registry is growing.

Roxie Mayfield said that the Registry Committee recommends that a workgroup be formed to study the low participation use by workers on the Registry. Cheryl Miller volunteered to form a workgroup to address the issue. Roxie Mayfield, Ron McGhee, Joseph Lowe, and Roxanne McAnally were appointed to the workgroup. Cheryl will bring in other participants to complete this workgroup. Ron McGhee said that forming a workgroup would be a long-term solution, but a short term solution is needed now. We need to stabilize now and get back to a healthy number and then bring in the workgroup to study the issue for when it needs to grow.

Cheryl requested that Ron McGhee, Joseph Lowe, and Roxie Mayfield write a one paragraph statement on what is to be accomplished through the Registry workgroup which she will then bring before the Manager's meeting next Tuesday.

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

No reports were given from CCO meetings.

**Executive Director's Report**

Cheryl Miller, Executive Director, reported on her June/July activities:

- ▼ Cheryl reported that the Oregon Disabilities Commission has recommended Laurie Schwartz-VanZant as their representative on the Commission. The Governor's Executive Appointments Office also received an interest form from Kylie Milne for a Commissioner position. Interest forms for both candidates have been forwarded to Cheryl. Both individuals will appear before Senate hearings in September. Cheryl mentioned that one applicant is home bound and if approved, will need to attend Commission meetings via another method than attending in person. Ron McGhee volunteered to look at other possibilities for this candidate to connect with the Commission during meetings.
- ▼ Cheryl attended several Oregon Administrative Rules meetings for the Commission.
- ▼ Met with staff during June for Employee Development Plan meetings.
- ▼ Attended a Commission staff ground rules meeting.
- ▼ Met with Ann Melendy and Yvonne Fleming regarding archiving records for the Commission.
- ▼ Attended Senate Bill 21 Caregiver subcommittee meetings.
- ▼ Attended a background check meeting for Mental Health personal support workers.
- ▼ Facilitated two Centralized State Payment System Labor/Management Committee meetings.
- ▼ Participated in DOL side table negotiation meetings.
- ▼ Participated in DHS/DOL stakeholder meetings.
- ▼ Attended the initial meeting regarding partnering with IRCO. Ron McGhee, Leslie Houston, Joan Medlen, and Roxanne McAnally also attended.
- ▼ Attended a CMO meeting that is working on creating a new case management system to replace Oregon Access.
- ▼ Participated in an OHCC budget review.
- ▼ Attended APD Management team meetings.
- ▼ Participated remotely in a Collective Bargaining Agreement overview for Eastern Oregon Support Services Brokerage.
- ▼ Participated in a staff training, "Maintaining a Professional Workplace and Communication Styles."

- ▼ Attended a meeting regarding electronic time capture for HCWs and PSWs.
- ▼ Attended an APD Management Team meeting to discuss project prioritization.
- ▼ Attended a joint team meeting of APD's central office management and district managers to discuss various issues including the ADRC.
- ▼ Met with Joan Medlen and Leslie Houston to discuss the implementation plan for enhanced and exceptional workers.
- ▼ Met with Ron McGhee and Joan Medlen to discuss the e-learning options for the enhanced/exceptional worker training program.
- ▼ Participated in a teleconference regarding TNT's late payments to PSWs.
- ▼ Met with Lindsay Terrett to discuss revising the Commissioner's manual.
- ▼ Participated in a Cultural Competency Continuing Education Rules Advisory Committee meeting.
- ▼ Facilitated a PSW Independent Contractor Workgroup meeting.
- ▼ Presented an overview of the Home Care Commission to the Traditional Health Worker Commission.
- ▼ Attended joint APD/DD Management Team meetings.

### **Review of the Reporting Schedule for Commission Meetings**

Discussion was held on the "Reporting Schedule for Commission Meetings."

- ▼ Leslie Houston mentioned that due to the short amount of time between the end of each quarter and when the quarterly reports are due that the reporting dates in the schedule should be extended one month. The Commission agreed that quarterly reports/updates would be due in May, August, November, and February.
- ▼ Leslie Houston suggested that the four reports/updates that are to be given bi-monthly be divided in half so that two of the four reports are given every other month. The Commission agreed to this change.
- ▼ Kelly Rosenau said that she gives an annual report/update every August on Workers' Compensation and CPR and asked

if those two annual reports should be added to the schedule of reports. The Commission agreed to this suggestion.

- ▼ Leslie Houston will also give an annual HCW training report/update in August.
- ▼ Cheryl Miller requested that Yvonne Fleming prepare a memorandum to staff outlining the process for submitting reports each month prior to the Commission meetings.
- ▼ Joseph Lowe said that the Commission would try this new method of reporting for a quarter to see how it works out for the staff.

### **Adjournment**

The meeting adjourned at 3:25 p.m. The next meeting will be held on September 4, 10:00 am, 676 Church Street NE, Salem.

### **Attachments:**

- Agenda
- Oregon Home Care Commission Meeting Minutes, June 5, 2014
- CHW Grant Funding, Opportunity #CHW 14-15, Page 1
- Home Care Commission Budget Report, June 2014
- Home Care Commission Expenditure Report, 2013–2015
- July's Traditional Health Worker Commission Report, August 7, 2014
- Report given by Cal Labbe, Trust Director, Homecare Worker Supplemental & Benefits Trusts, August 7, 2014
- *Get More Out of Your Kaiser or Moda Health Insurance* flier by the Home Worker Supplemental Trust
- *Your Dental, Vision and Employee Assistance Program (EAP) Benefits* flier by the Homecare Worker Benefits Trust
- *Understanding Your Benefits: Glossary of Terms* flier by the Homecare Worker Supplemental & Benefits Trusts
- *HCW/PSW/IC Health Care Quick Guide: Who to Call*
- Dental, vision, and medical eligibility, enrollment, and benefits statistics for workers spreadsheet by the Homecare Worker Supplemental & Benefits Trusts
- Home Care Commission Monthly Training Report, June 2014
- Home Care Commission Quarterly Training Summary, April–June 2014

- Oregon Home Care Commission Training Statistics, 07/01/13 – 06/30/14
- HCW Training Committee Meeting Minutes, June 4, 2014
- PSW Class Attendance, October 2013–September 2014
- STEPS Statistical Report, May/June 2014
- STEPS Report for May/June 2014
- STEPS Specialist Meeting, June 17, 2014
- STEPS Specialist Meeting, July 15, 2014
- APD/HCC Performance Measure 05 – STEPS Customer Satisfaction
- APD/HCC Performance Measure 08 – STEPS Consumer Access
- Oregon Home Care Commission Bylaws
- Oregon Home Care Commission Registry Statistics, August 2014
- Oregon Home Care Commission, Reporting Schedule for Commission Meetings, Revised 08/06/14