



Developmental Disabilities/Mental Health Committee Minutes

July 24, 2013

<i>Members present:</i>	Buhl Bowman, Sally Cumberworth (via phone), Patricia Lawrence, Susan Melero, Mike Parr, Marilyn Schuster, Noel Suarez, Margaret Theisen
<i>Members absent:</i>	Carol Conlon, Trish Jordan, Cynthia Owens, Dayna Davis, David Richmond, Kelsey Weigel, Joy'e Willman, Mason Windhorn, Ryan Yency
<i>Others present:</i>	Elvyss Argueta, Terry Watson, Shelly Reed, Roxy Tolva, Glenna Hayes
Commissioners present:	Mark King, Joseph Lowe
<i>Staff present:</i>	Leslie Houston, Suzanne Huffman, Ron McGhee, Ann Melendy, Cheryl Miller, Lindsay Terrett

Meeting Called to Order

Margaret Theisen called the meeting to order at 1:05 p.m.

Introductions

Attendees introduced themselves.

Adoption of Agenda

The agenda was approved by consensus as written.

Approval of Minutes

The June 26, 2013, minutes were reviewed. Mark King **motioned** to accept minutes with a minor correction; Mark King was in attendance at the meeting not on the phone. Patricia Lawrence **seconded** the motion. **Motion** passed.

Referral and Registry System Update (RSS)

Ron McGhee, Registry Coordinator, gave a monthly report on the RRS:

- Hired new user-interface person.
- Provider database team working through issues:
 - Provider database not populated.
 - PSWs information needs to be loaded into a test environment by the eXPRS team.

- This assures data goes in the database correctly.
- Might have to add the provider information into the database manually.
- Any systems, such as the Registry, which is dependent on the provider database, will be able to read and transmit information from the database.

Marilyn Schuster asked where the Provider information is coming from. **Cheryl Miller** answered that the information is coming from various sources, such as Brokerages, Community Developmental Disabilities Programs (CDDPs). There needs to be validation of the data provided.

Ron explained that the Registry and Referral System (RRS) is now able to communicate and successfully transmit information from the provider database. His team needs a significant amount of live data to test, so the team can ensure when going through the Developmental Disabilities (DD) or Addictions and Mental Health (AMH) side on the RRS, people are pulling the correct information. Children Intensive In-Home Services (CIIS) providers are already a part of the provider database. The DD side is light on data, which makes it difficult to validate.

Cheryl acknowledged that a grievance had been filed by the Union.

- The RRS team is working to get this done quickly but this is still a challenging situation.
 - **Ron** explained that he and his team want to be diligent in ensuring the RRS provider data is correct.

PSW Training Report/Committee Meeting Update

Leslie Houston Training Manager, gave the PSW Training report:

- Primary focus was the presentation by Sharon Brothers from the Institute for Professional Care Education.

Institute for Professional Care Education Overview:

- Sharon reviewed modules for the Arizona Developmental Disabilities Direct Care Course.
 - Only one percentage of this training is specific to Arizona and the rest can be applied to PSWs everywhere.
 - Can create a custom branding for each organization that they support.

- Courses also can be customized to fit needs of the customer
- Arizona subject matter experts created these courses.
- The current courses are introductory with no advanced topic courses.
 - There are other courses, such as HIV-AIDS, which can be applied as advanced.

Course Design

The online courses offered are comprised of Modules

- Lessons
- Videos with personal stories
- Quick tips
- There is some computer interaction such as games in a few modules.
- Every course has examples which are scenario-based.
- Lessons within modules may be:
 - Read;
 - Listened to; or
 - Listened to and read.
- Learners may view the module outline or hide it throughout the learning experience
- Modules take one to two hours to complete.
 - Has a prompt, which allows the learner to stop and then start again.
- After each Module the learner takes a quiz
 - Learners receive immediate feedback on errors
 - Quizzes and tests can be taken three times before learners need to call to reset.
 - Set at an 80% pass rate (this is customized by customer)
- Reading level, minus technical terminology, is between sixth to eighth grades.

Internet requirements

- The online courses work best with high-speed internet access, but it will work with slower internet speeds.
- Will be able to use this on all Smart phones and tablets in the future.

Customer Service is available by:

- Online live chat
- Email
- Phone (Weekdays only)

Learning Management System

- OHCC and/or brokerages and CDDPs would be able to access PSWs' training records.
 - Can send an email with PSWs' certificates

Additional customization of services

- Content changes can be made at supported organization's request at any time.
- Course development tools can be offered to supported organization to build online courses.
- OHCC can develop courses specific to Oregon via Word documents.

Learner validation

- There is no way to determine if the person viewing the course is the PSW who is registered for the course.
 - Arizona addresses the issue through proctored in-person final testing.
 - Training participant must provide photo identification

Languages

- This program is not offered in other languages.
 - Some courses have Spanish narration.

Skills Testing

- Arizona does have a skills component for this series.

Trainer materials are provided, but it is the supported organization's responsibility to ensure this component is completed.

Committee Binder, Mega Conference, and Committee Application Updates

Lindsay Terrett, DD/MH Coordinator presented:

Committee Binder:

The contents of the binder provide committee members with historical and background information, past agendas, meeting minutes, including profiles for OHCC staff, Commissioners, and Committee Members.

- Consumers/Self-Advocates requested this information.

Binder Contents:

- Overview
 - DD/MH Committee Summary
 - House Bill 3618

- Committee Members
 - Photos
 - Biographies
- Committee Application
 - How members are approved
- Oregon Home Care Commission
 - Summary
 - OHCC Staff
 - Photos
 - Biographies
 - Commissioners
 - Photos
 - Biographies
 - Stakeholders/ partner groups
- By-Laws
- How an Idea Becomes a Law
- Home Care Commission Committees
 - Homecare Worker Training Committee
 - Personal Support Worker Training Committee
 - Homecare Worker Issues Committee
 - Personal Support Workers Issues Committee
- Agendas
- Meeting Minutes
- Notes

Mega Conference – This year’s theme is “Transitioning into Adulthood.”

Submitted for two different sessions:

STEPS to Success with Homecare/Personal Support Worker

This session will cover what it means to be the employer of a homecare/personal support worker and how to improve employer skills. Topics will include knowing what you want and communicating effectively. Participants will sample modules from the STEPS programs and learn how to get 1:1 information and assistance to better direct their services.

Registry of Personal Support Workers

The Oregon Home Care Commission has been tasked, through House Bill

3618, with creating a registry to enable consumer-employers to connect with Personal Support Workers (PSWs) who meet their service needs. The new Registry and Referral System (RRS) will provide a way for PSWs who are looking for work to list their skills and availability to provide regular, substitute and respite services. The RRS will change how staff assists consumer-employers in getting the support they need to live independently.

Committee Application Process

Recommendations:

- Request the applicant to attend one meeting before applying to be on the committee.
- Have the applicant call in, or come in person and share why they want to be on the Committee.
- Should committee members who are a self-advocate or family member have experience hiring/employing PSWs?
 - Should this be a requirement?
 - Should the Committee have a grandfathering provision for current self-advocates and family members?
- **Margaret** will work on formulating written recommendations using the feedback from the Committee.

Steps Update

Suzanne Huffman STEPS Coordinator, report included:

- The contract writer has changed for the STEPS RFP.
 - The new contract writer for the RFP has worked with STEPS in the past.
 - STEPS is on track to be next, and we expect the RFP to go out soon.
 - In the RFP, there is a requirement that the trainers have certain skill sets and knowledge about DD and AMH populations.
 - Suzanne will hold webinars to orient new STEPS contractors.

Update on the K-Plan and Waivers

From the Office of Developmental Disabilities Services, **Shelly Reed** provided response to the K-Plan.

Shelly asked for questions prior to the meeting to make sure she would have answers for the committee. The first two questions are:

1. Do we have any updates on how rates will be set?
2. What are the differences between what the county pays PSWs and what the Brokerages are now paying?
 - ◆ Shelly explains she cannot answer these questions because they are currently mandatory topics of collective bargaining.

Shelly addressed two more questions together because both questions were regarding conflict of interest. The questions asked were:

3. What is the update on the conflict of interest issue?
4. Has the Attorney General's Office (AG) or the Center for Medicare/Medicaid Services (CMS) given direction regarding how providers who are guardians/representatives can continue to remain as PSWs?

Conflict of Interest

According to the Code of Federal Regulations (CFRs), legal guardians and designated representatives who are paid care providers (PSWs) may not provide State Plan Services.

- CMS views payment to a legal guardian as a conflict of interest.
- The legal guardian is typically the person acting on behalf of a consumer to make decisions regarding the consumer's service needs and the legal guardian is the person providing the services.

The current waiver allows the State to pay legal guardians. CMS has allowed the State Medicaid waiver program to continue paying legal guardians who are also providers, but CMS expects the State to have clear policy.

Oregon has very little State services left in the current Medicaid waiver. Now, 90% of services are through the K-Plan. There are 400 individuals identified around the state, out of a total 18,000 acting as representatives or legal guardians who are also providers and receiving payment. Oregon needs to become compliant with the CFRs. There could be unique circumstances to request an exception from CMS.

The implementation date for changes related to the conflict of interest

issue is set for January 1, 2014. ODDS will send out a communication to its service delivery system. The communication will include the guidelines that CMS has agreed to regarding the conflict of interest issue.

Elvyss Argueta from SEIU voiced his concern about the lack of communication in the field. He explained he had taken calls from families who have heard they should give up guardianship and there was no work around in place to assist them.

Shelly answered that she will provide feedback to ODDS regarding the importance of sending out any communication as soon as possible.

A transmittal and/or other communication documents will be available on the ODDS website and Facebook page.

Noel Suarez from Addictions and Mental Health (AMH) stated that the Mental Health delivery system is not apart of the K-plan. The program will remain at the 20 hours.

Adjournment

Margaret Theisen adjourned the meeting at 2:14 p.m.

Handouts

- ◆ Agenda
- ◆ Meeting minutes, June 26, 2013
- ◆ HCC Commission Application Interest Form