



Oregon Home Care Commission (OHCC) Meeting Minutes

March 7, 2013

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

Members Excused: Roxie Mayfield

Others: Glenna Hayes, 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 as presented. **Seconded** by Mark King. **Motion carried.**

Approval of Minutes

The meeting minutes of the February 7 Commission meeting were reviewed. **Motion** was made by Patty Brost to accept the minutes as written. **Seconded** by Mark King. **Motion carried.**

Announcements

Mark King announced that Commissioner Roxie Mayfield is going home from the rehabilitation center next week.

Public Testimony

There was no public testimony.

Budget Update

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

Long-Term Care 3.0 (LTC) and Coordinated Care Organizations (CCOs) Update

Bob Weir, Manager, Advocacy and Development Unit, APD, announced that the Senate Committee on Health Care and Human Services will hold a public hearing on Tuesday, March 12, to discuss developing a long term care plan for Oregon. Bob encouraged the Commissioners to attend the hearing.

Bob reported that 116 applications have been received from interested parties wanting to participate in the stakeholder process that would result in a report to CMS regarding the integration of DHS Medicaid-funded long term care into the CCO's global budget for the aged and/or people with disabilities.

Enhanced Home and Community Care Workers (eHCCWs)

Jean Yamamoto and Jan McManus, SEIU local 503, presented their "Bridge to Care" project being developed by SEIU, Family Care, and Addus Health Care. Their goal is to improve consumers' healthcare experiences, health outcomes, and utilization of services through better care coordination with the consumer, the medical team, and long term care providers. To achieve these goals, HCWs will be offered specialized training and higher pay in exchange for the health-related services that they provide to the consumers. A pilot project is expected to launch in July 2013 in Multnomah, Washington, and Clackamas counties.

Joseph Lowe asked if any of the Commissioners or staff would like to participate on the Advisory Group for this project. **Motion** was made by Lyla Swafford that the Commission staff work with the Bridge for Care project. **Seconded** by Mark King. **Motion carried.** Joseph asked if any Commissioners were interested in working on this project. Lyla Swafford responded that she would like to participate. Angela Munkers asked that monthly reports be given at the Commission meetings on the activities of the Advisory Group. Cheryl Miller asked Jean and Jan for an electronic copy of their PowerPoint presentation (which was not shown at the meeting due to an equipment failure).

Oregon Homecare Insurance Program (OHIP) Worker Benefit Report

Jorja Brown, Program Lead, OHIP, presented homecare worker benefit reports showing:

- ▼ February 2013 medical and dental insurance plan enrollment:

	<i>Employee</i>	<i>Dependents</i>	<i>COBRA</i>	<i>Cascade EAP</i>
<i>Medical</i>	4,117	85	29	4159
<i>Dental</i>	4,120	83	28	

- ▼ OHIP's invoice to the Department of Human Services for February 2013 for health benefit premiums totaled \$2,991,637.13.
- ▼ OHIP's Insurance Premium Summary showed the premium distribution for January and February.
- ▼ Phone calls from HCWs to OHIP during February totaled 664.
- ▼ Benefit packets were mailed to 343 newly eligible HCWs in February, resulting in 128 new enrollees.

Jorja Brown mentioned that OHIP mailed letters to 90 HCWs who had been

identified as being insured on two state health insurance plans and informed them that they could not remain on both. Several HCWs responded to the letter by contacting OHIP and cancelling their OHIP coverage. Cheryl Miller asked if the letter to the HCWs stated the differences between the two insurance plans (OHIP/OHP). Jorja said that the differences were not explained in the letter, but were discussed during the phone calls. Jorja stated that HCWs still chose to continue using the OHP plan even though they have fully paid health care without any out-of-pocket expense through the OHIP plan.

Jorja said that HCWs continue to call OHIP to complain about the lack of choice in the insurance plans. In addition, many still do not seem to understand that the ODS dental insurance plan is no longer available and that they can switch to the Kaiser added choice dental plan.

Jorja stated that SEIU is referring calls to OHIP from personal support workers and adult foster care providers regarding insurance coverage benefits, Union benefits, pay checks, payroll deductions, how to get paid for vacation hours, and how to apply for unemployment. Cheryl Miller said that these workers should be referred to the Union's Member Resource Center.

Jorja reported that OHIP also receives calls from people wanting to know how they can find a HCW. Cheryl Miller said that those calls should be referred to Suzanne Huffman, Oregon Home Care Commission.

Jorja Brown received a call from a public citizen wanting to report a fraud issue; Jorja asked who she should refer these types of calls to. Cheryl Miller said these types of calls should be directed to the Commission. Cheryl stated that she and Angela Munkers will provide an "information and referral" list of offices, names, and phone numbers to OHIP to help in directing the calls that they are receiving.

Workers' Compensation Update

Kelly Rosenau, Workers' Compensation Coordinator, reported:

- ▼ Workers' Compensation Report for Homecare Workers (HCWs), January 2013:
 - Nine injury claims were submitted to SAIF.
 - Average age of injured worker was 53.
 - 55% of injury claims were non-disabling.
 - 22% of the injured workers had taken safety training.
 - 44% of the injured workers were covered with health insurance.
 - The leading cause of injuries was *strain/injury by lifting* (five).
 - The most injured body part was the *back* (three).

Kelley reviewed several of the claims that were denied by SAIF.

- ▼ Kelly reported that there were no Personal Support Worker injury claims

during January.

Homecare Worker (HCW) Training Committee Update

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

- ▼ 69 training classes were held.
- ▼ Total attendance at training classes – 809. Of that total, 778 were HCWs.
- ▼ 111 (13.4%) of the registered participants did not show for the training classes.
- ▼ Average attendance per class – 11.7.
- ▼ The Union was present at 23 (33%) of the training classes.
- ▼ 381 HCWs have received Professional Development Recognition since the program started.
- ▼ 6,282 unduplicated HCWs have been trained to date.
- ▼ 57 unduplicated PSWs have been trained to date.

Leslie Houston stated that the Training Committee discussed creating a new survey for the tobacco control project asking if HCWs smoke; do they want help to quit smoking; do they want other health information; what Commission classes have they attended that are related to health information; and if they have attended those classes, what kind of healthy changes have they made in their lives.

Registry and Referral System Update

Ron McGhee, Registry Coordinator, reported:

- ▼ The Registry is running a little more behind than was anticipated as the Commission did not get information that was expected from the State Data Center.
- ▼ Final documentation for approval will be sent in by the end of Friday, March 8.
- ▼ OIS continues to set up server space for the Registry.
- ▼ Since all of the hardware and software is on hand, building of the Registry has started while working through other IT issues.
- ▼ There may be a delay of about a week for people to review the prototypes.
- ▼ Today or tomorrow, positions for additional contractors will be open for seven days before interviews start.
- ▼ Ron discussed a draft of a letter responding to LOA 10.2 regarding a confidentiality policy pertaining to the release of contact information contained within the Registry.
- ▼ Charts were distributed showing usage and HCW statistics for the Registry for December 2012, January 2013, and February 2013.

STEPS Update

Suzanne Huffman, STEPS Coordinator, gave the following STEPS statistical report for January 2013:

- ▼ 24 planning interviews were held.
- ▼ 24 participants received STEPS services.
- ▼ 50.25 hours of STEPS services were received.
- ▼ There were 35 requests for *finding and hiring* services.

Suzanne Huffman presented a STEPS Report for January 2013 highlighting outreach activities, challenges or barriers, best practices, and success stories for each of the CILs reporting in.

Minutes of the STEPS Specialists' February 19, 2013, meeting were distributed.

Suzanne stated that the STEPS budget is eligible for a Medicaid match, and a new RFP with a different funding model will be needed. Suzanne and Cheryl Miller have been working with Mike McCormick on the new funding model. Two meetings are scheduled to inform current contractors about this. Questions and answers will be transcribed and emailed, so that all of the contractors receive the same information.

The Office of Business Intelligence is working on developing a regular report of consumer/employers who have been newly approved to receive services. Suzanne will send the contact information to the contractors. This will enable STEPS Specialists to contact these individuals and offer STEPS in a timelier manner.

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

Margaret Theisen, Chair, DD/MH Committee, reported on the February 27 meeting:

- ▼ Cheryl Miller reviewed the Collective Bargaining Agreement and the bargaining process.
- ▼ Cheryl mentioned the upcoming DD/MH NetLink trainings.
- ▼ Discussed the Oregon Self-Advocate Coalition and the Self-Advocate Committee.
- ▼ Presentation by Susan Melaro regarding her interest in chairing the PSW Training Committee.
- ▼ William Douglas reported on the activities of the PSW Training Committee.
- ▼ Discussed and approved Mason Windhorn's interest application to the DD/MH Committee which will then go before the Commission for a formal vote. Margaret read a short statement of Mason's reasons/interests for wanting to participate on the committee.
- ▼ Request by Patricia Kennedy to have a brief conversation on compassion fatigue and vicarious trauma with the possibility of future trainings for workers on these topics.

- ▼ Workers' Compensation report from Kelly Rosenau.
- ▼ Next meeting is March 27.

Joseph Lowe asked the Commissioners to vote on the membership of Mason Windhorn to the DD/MH Committee. **Motion** was made by Lyla Swafford to accept Mason Windhorn to the DD/MH Committee. **Seconded** by Patty Brost. **Motion carried.**

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

Lindsay Terrett, Coordinator, DD/MH Committee, reported on her activities for February:

- ▼ Lindsay is redesigning the NetLink Collective Bargaining Agreement training for the Addictions and Mental Health (AMH) community which she hopes to have completed in March-April.
- ▼ Contacted the Oregon Self-Advocacy Coalition to get a better understanding of what the DD/MH population needs from PSWs.
- ▼ Lindsay has been contacting the self-advocates on the DD/MH Committee prior to the meetings to answer any questions that they may have in regards to discussions at the last meeting and to confirm that they will be in attendance at the upcoming meeting.
- ▼ At the February 27 meeting, Dayna Davis asked if all self-advocates on the DD/MH Committee could meet prior to each meeting to discuss agenda items so that they would be better prepared to participate in each meeting.
- ▼ Lindsay has been working with Ron McGhee on getting user groups set up for the Registry, but the response from the local case managers and consumers on the AMH side has been low. Lindsay is hoping that the AMH NetLink training will draw in other participants.
- ▼ Lindsay was the Commission's lead organizer in charge of putting together a basket to help raise money for the Governor's food drive. The Commission's basket (dog treats/toys) was valued at \$193 and sold for \$300.
- ▼ Lindsay participated in "Spread the Word to End the Word," an effort to raise awareness to society about the hurtful effects of the word "retard(ed)" and encouraged the Commission staff and others at DHS to pledge to stop using the R-word. The first Wednesday of every March has been set aside for this endeavor and is intended to engage school organizations and communities to rally and pledge their support.
- ▼ Lindsay has been attending HSB's legislative huddles to learn the legislative bill process and how certain bills are assigned to the Commission and other DHS groups.
- ▼ Lindsay is developing a brochure that explains the mission and activities

of the DD/MH Committee.

- ▼ Lindsay has been updating the Commission's social media site.

Community Health Worker/Personal Health Navigator Update

Roxanne McAnally, Community Health Worker Coordinator, reported:

- ▼ The Commission is very close to signing an Intergovernmental Agreement (IGA) with the Community Capacitation Center (CCC) of Multnomah County for the curriculum for CHWs and PHNs. Once that is accomplished, a decision will be made as to where the certification training will be held. Applications will be sent out to the 134 homecare workers who have expressed interest in the program.
- ▼ Roxanne has been asking those who are interested in the CHW/PHN program if they expect to receive a stipend for the training and certification. Everyone she has spoken with said "no," because of the level of training and certification offered.
- ▼ Roxanne has been attending most of the Non-Traditional Health Worker (NTHW) meetings, which continue to discuss training requirements for CHWs and PHNs. Temporary rules have been filed. Roxanne commented that it is very difficult to differentiate between the two types of workers; the Steering Committee has the same issue.
- ▼ The NTHW Steering Committee is now asking for additional hours of training beyond the required 80 core hours. The additional hours would be for specialized training for working with patients who, for instance, need diabetes maintenance, nutrition, COPD, asthma care coordination, etc. The Commission wants its training to include these special trainings in order to try and align with the metrics that OHA is looking at to base CCO compensation on. Roxanne further commented that the healthcare system is moving away from "pay for service to pay for health outcome."
- ▼ CCOs are hiring people directly out of college to be CHWs. Oregon still needs a lot of standardization for this program.
- ▼ Roxanne commented that OHA and DMAP have still not provided a mechanism for the healthcare providers (clinics and hospitals) to be reimbursed by Medicaid.
- ▼ Roxanne asked if the Commissioners would like an in-depth PowerPoint presentation about the CHW and PHN program. Joseph Lowe stated that an overview of the vision of all of the non-traditional health workers and how they will interact with the CCOs would be helpful.
- ▼ Joseph Lowe asked how the Enhanced Homecare Worker fits into the non-traditional health worker program. Roxanne said that she views the pilot project of the Enhanced Homecare Worker as one that compliments what is already being done, what will be done in the future, and one that fits well into the career lattice.

Community Advisory Council (CAC)/Coordinated Care Organization (CCO) Update

Joseph Lowe gave a report on the CCO meeting that he attended.

Legislative Update

The Commission's staff is following a number of Senate and House bills. Some of them were briefly discussed:

- ▼ House Bill 2672 – Employment of domestic workers
- ▼ House Bill 2770 – Prohibition on use of public funds to pay homecare workers with specified criminal history
- ▼ House Bill 3407 – Traditional Health Workers Commission
- ▼ Senate Bill 1 – Holidays for veterans
- ▼ Senate Bill 530 – Continuing education for health care workers
- ▼ Workers' Compensation bills

Commissioners' Reappointments

Cheryl Miller talked with the Governor's Executive Appointment Office about terms of service for Commissioners. The Commission's by-laws and statutes allow each Commissioner to serve three three-year terms. However, each Commissioner also "serves at the pleasure of the Governor." And each Governor has a different perspective on how they want commissions and boards to operate and the terms that they would like individuals to serve. In order to allow for more participation of varied individuals, some governors may desire shorter terms of service. Governor Kitzhaber has authorized two terms for every board or commission member; therefore, any Commissioner that has served two three-year terms will not be allowed to serve another term. In light of that, Cheryl has discussed with the Executive Appointment Office the fact that several Commissioners will be ending their second term of service at approximately the same time, leaving the Commission short of Commissioners to conduct business. Cheryl has been assured that Commissioners will be allowed to remain on until replacements have been approved. At the present time, the Commission is waiting for ODC to appoint another representative to replace Judy Cunio. Cheryl said that those Commissioners who can serve additional terms should have been or will be notified by the Executive Appointment Office. Cheryl mentioned that Angela Munker's second term ends in June, and a reappointment is needed by DHS. Patty Brost announced that her second term ends April 2013, and the Governor's Commission will be appointing a new representative to the Commission.

Joseph Lowe said that he also contacted the Executive Appointment Office as he was concerned about the terms of several Commissioners ending at the same time, possibly without replacements, and wanted clarification from the Governor's office declaring an end to each Commissioner's third term when the Commission's

by-laws and statues allow three three-year terms and especially when it is very difficult to find new Commissioners. Joseph is waiting for a response from the Executive Appointment Office.

Letter to APD regarding Continuity of Care for Consumers when Hospitalized

Joseph Lowe stated the Mike McCormick asked that if the Commission supported the concept that HCWs be paid to assist consumers while they are in the hospital that the Commission write a letter to APD stating so and that Mike would continue to work at getting it approved. Joseph asked Mike Volpe, Mark King, and Roxie Mayfield to write up their personal experience/testimony of why it is important to their care to have their HCWs with them at all times. The testimonies will be combined into one letter which will be signed by the Commissioners before being submitted to APD. Each individual personal letter will also be submitted. Joseph has talked with his Disability Service Advisory Council, and they are in the process of writing and submitting a letter. It was suggested that the Oregon Disability Commission be contacted for a letter of support. Joseph requested that if the Commissioners know of any other consumers with “high-end” needs or speech impediments that they also submit letters of support. Suzanne Huffman would like to engage the STEPS Specialists to request letters from the consumers that they serve in the Centers for Independent Living. Joseph said to send the letters to Cheryl and himself.

Joseph Lowe asked for a motion to continue working on this project. **Motion** was made by Mark King to continue collecting personal experiences/testimony from consumers in support of HCWs receiving pay for assisting consumers while they are in the hospital. The letters collected would be forward to APD. **Seconded** by Lyla Swafford. **Motion carried.**

Joseph Lowe commented that due to the length of time that Commissioner Roxie Mayfield has been in the hospital and rehabilitation facility, that her HCW has stopped receiving her pay and will not receive another check until 30 days after Roxie returns home and she begins work again. However, the HCW has been caring for Roxie during her extended time away from home, and Joseph would like the Commission to present her with a Homecare Quality Service Award. The Commissioners agreed.

Executive Director’s Report

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

- ▼ Attended several APD Management Team meetings.
- ▼ Attended several dues deductions meetings with SEIU, DAS Labor Relations, and OIS.
- ▼ Attended Collective Bargaining meetings.

- ▼ Met with the Office of Developmental Disability Services and APD to discuss the outstanding requirements of the Collective Bargaining Agreement.
- ▼ Discussed HCW grievances with Becky Capoferri.
- ▼ Met with Suzanne Huffman and Mike McCormick to discuss funding for the STEPS program.
- ▼ Attended meetings regarding CHWs and Enhanced Homecare Workers.
- ▼ Facilitated a staff meeting.
- ▼ Met with Addictions and Mental Health to prepare for the NetLink trainings.
- ▼ Attended several meetings with the DD contracts group regarding the brokerages' CDDP contracts and aspects of the Collective Bargaining Agreement being included in those contracts. DOJ and DAS Labor Relations also participated in those meetings.
- ▼ Attended the PSW Training Committee meeting.
- ▼ Met on several occasions with SAIF.
- ▼ Had several telephone conversations with Chair Joseph Lowe.
- ▼ Facilitated the HCW Issues meeting.
- ▼ Facilitated the PSW Issues meeting.
- ▼ Met with Mike McCormick in a one-on-one meeting.

Meeting Adjournment

The meeting adjourned at 2:05 pm. The next Commission meeting will be held on April 4, 2013, 10:00 a.m., at 676 Church Street NE, Salem, Oregon.

Attachments:

- ▼ Agenda, Oregon Home Care Commission Meeting, March 7, 2013
- ▼ Oregon Home Care Commission Meeting Minutes, February 7, 2013
- ▼ July 2011 – June 2013 Home Care Commission Budget to Actual Report
- ▼ Agenda, Senate Committee on Health Care and Human Services, March 12, 2013
- ▼ “Bridge to Care Project: Empowering, Connecting, Working Together for Better Health, SEIU
- ▼ PowerPoint presentation, “How Enhanced Home and Community Care Workers (eHCCWs) will help CCOs, Achieve the Triple Aim,” SEIU Health Care Team, February 7, 2013
- ▼ OHIP Monthly Status Report, February 2013
- ▼ OHIP’s Invoice to the Department of Human Services dated February 10, 2013
- ▼ OHIP Insurance Premium Summary, January and February 2013
- ▼ Monthly Customer Service Report, January and February 2013, OHIP
- ▼ Workers’ Compensation Report – Homecare Workers, Claim Reporting Period: 01/01/2013 – 01/31/2013

- ▼ Home Care Commission Monthly Training Report, January 2013
- ▼ Registry and Referral System Usage Statistics, December 2012, January 2013, and February 2013
- ▼ Registry and Referral System HCW Statistics, December 2012, January 2013, and February 2013
- ▼ STEPS Statistical Report, January 2013
- ▼ STEPS Report for January 2013: Outreach Activities, Challenges or Barriers, Best Practices, and Success Stories
- ▼ STEPS Specialist Meeting Minutes, February 19, 2013
- ▼ Commissioners' Legislative Report, March 2013