



Oregon Home Care Commission (OHCC)
Meeting Minutes
 June 6, 2019

Members Present:	Ruth McEwen (Chairperson), Roxie Mayfield, Randi Moore, Paul Johnson, Mike Volpe, Marsha Wentzell
Members Absent:	Gabrielle Guedon
Others:	Mat Rapoza, Anna Lansky, Paula Taylor, Judith Richards, Miza Desierto, Annie Rosen, Joe Espinoza
Staff:	Nancy Janes, Cheryl Miller, Nancy Sodeman, Jenny Cokeley, Yetu Dumbia, Roberta Lilly, David Vining

Meeting Called to Order

The meeting was called to order at 10:07 a.m. by Chairperson McEwen.

Introductions

Introductions were made by all in attendance.

Adoption of Agenda

Commissioner Volpe **moved** to approve the agenda. Commissioner Moore **seconded. Motion carried.**

Approval of Minutes

Commissioner Wentzell **moved** to approve the May minutes as written. Commissioner Moore **seconded. Motion carried.**

Announcements

Cheryl Miller, OHCC Executive Director, welcomed back new Commissioner, Mike Volpe. She announced that today is Commissioner Roxie Mayfield’s last day as Commissioner, after serving three, three-year terms. The Commission honored Roxie with flowers, a certificate of appreciation and a card. This was also an opportunity to explain about the nine different Governor-appointed positions that make up the Commission, five of whom are individuals who receive services. The other four positions are held by representatives of the Governor’s Commission on Senior Services, the Oregon Association of Area Agencies on Aging and Disabilities, Aging and People with Disabilities and the Oregon Disabilities Commission.

Public Testimony

Miza Desierto, advocating on behalf of her friend Yulia Arakelyan who was unable to attend, read Yulia’s written statement to the Commission (see attachment). The

primary concern centers on SB 1534 and the stoppage of processing probationary provider numbers and the amount of time it takes to get someone hired and paid.

Cheryl shared that SB 1534 and the decision to stop probationary provider numbers are unrelated. She went on to explain that there is an expedited process for requesting background checks in emergent cases. Consumers can request one through their case manager or directly with the Background Check Unit. She also clarified that the background check process will go the quickest for a person with no criminal record and who has not lived outside of Oregon during the past five years.

At this point, visitor **Annie Rosen**, joined the meeting who was also an advocate on behalf of Yulia Arakelyan. She expressed concern with the amount of time it takes for background checks to be completed and to get a new worker approved to start working.

Cheryl explained that there was legislative approval last year for the Background Check Unit (BCU) to recruit additional employees. It has taken time to recruit, hire and onboard new employees. Now the processing times are faster.

The question was raised about how the decision was made to stop issuing probationary numbers and who they could contact with concerns and questions. Cheryl shared that there is an internal group that is scheduled to meet to decide how to proceed. After a decision is made, the new process will be communicated to the APD/AAA offices. The Oregon Home Care Commission puts a high priority on consumers having access to new workers. An invitation was extended to Yulia and her husband to visit the Commission meeting. Marsha and Cheryl thanked them for their energy and support and being advocates for their friends.

Cheryl presented public testimony from **Mr. Avery Horton** that was received on June 3rd. The main concerns centered around communicating options, benefits, rights and networking opportunities to homecare and personal support workers. Cheryl stated that most of the requests were the responsibility of the Union. The Union provides benefits through the Homecare Worker Benefits Trusts, and OHCC provides links to the Trusts website on the OHCC website. The Union is given

opportunities to attend the OHCC training meetings and HCW/PSW orientations to provide workers with information regarding benefits and union membership.

OHCC Budget Update

Paula Taylor, APD Fiscal Analyst, provided the OHCC budget report. A discussion was held about workload forecasts and how that affects the budgets. There is a new random moment and daily sampling process taking place for APD, which is easier to use and will help determine the types of tasks staff are spending their time on. This will help correlate tasks worked with the appropriate funding sources. OHCC will have some General Fund savings, but more expenditures are still expected to come in for this year. A couple points of emphasis from the budget were shared: there's noted improvement in more fully-accessing Federal funding and the budget is at 107.9% in ERC for the HCWs and PSWs which is great news since it means the contractors are connecting with Consumer-Employers. Work continues on the 2019-2021 budget.

Office of Developmental Disabilities Services (ODDS)

Anna Lansky, Deputy Director with ODDS, shared about the upcoming Electronic Visitation Verification (EVV) system, a new federal legislative requirement which tracks where personal support workers are when signing in and out of work. ODDS carried out an EVV pilot with the Jackson County Community Developmental Disabilities Program (CDDP) and Creative Supports Brokerage participated, and the pilot went well. Over seventy percent of the participants reported a positive experience and they will be rolling out the new system in July of this year. The EVV system is straight-forward and can be accessed through a smart phone or tablet. ODDS is providing trainings across the state that began in May and will continue through June. There is also an online orientation available. If technology or internet accessibility are issues for individuals, there is an exception process in place. Cheryl Miller added that ERC consultants have been attending trainings, so they can provide information regarding EVV. ODDS is aiming to be in full compliance by January 1, 2020, however a transition period will be allowed as workers figure out exceptions and other details and, in the rules, full compliance will be expected in April of 2020. Anna Lansky and Cheryl Miller informed the Commission about the extensive website that is available to get more information from about the EVV

system. Cheryl Miller will resend the website link and Anna Lansky's email to the Commissioners.

Discussion about Buckley Notice and Cover Letter

Commissioner Wentzel shared her experience with the new Buckley Notice and accompanying cover letter. She expressed it was very disheartening to read and asked if perhaps the notice and letter could be worded differently. After passing copies of the letter out, Commissioner McEwen reminded attendees that if this letter is shared with anyone else, it needs to first have Commissioner Wentzel's private information redacted. Mat Rapoza, Medicaid Services and Supports Manager, stated APD is in the process of redesigning the documents and asked for the Commissioners' feedback. Commissioner Volpe stated he had the same concerns and thanked Commissioner Wentzel for bringing this subject up. Mat Rapoza will send a draft of the letter to Cheryl Miller for her to forward to the Commissioners.

Governor's Commission on Senior Services (GCSS)

Commission Chair McEwen reported that the next GCSS meeting is scheduled for June 13 at the West Linn Senior Center.

Oregon Association of Area Agencies on Aging and Disabilities (O4AD)

Commissioner Moore, Oregon Cascades West Council of Governments (OCWCOG) Senior and Disability Services Director, reported that though HB 3189 didn't make it through the Legislative process, O4AD and advocates are pushing for evaluation of workloads in APD and AAA offices. Work continues on getting SB 2908 passed. If it does, it would require a study to see what it would take to fully fund and staff Oregon Project Independence across the state.

The National Association of Area Agencies on Aging (n4a) will hold their national conference in New Orleans in July this year. Directors and staff from local Area Agencies on Aging and Disabilities will attend. The conference provides an opportunity for states from across the nation to learn from each other by sharing their innovative ideas and programs.

Aging and People with Disabilities (APD) Update

Mat Rapoza reported on the Person-Centered Service Plan class that is being developed. The class focuses on what it means to person-centered: consumers direct the plan, preferences are honored, consumers are not a number, plans are unique to the individual, etc. Mat Rapoza invited any Commissioners who are interested to attend the class, or part of it, to see what is included and perhaps

provide personal perspectives. If Commissioners are interested, contact Mat Rapoza at Mathew.G.Rapoza@dhsosha.state.or.us. Mat gave an update on the APD Electronic Visit Verification (EVV) project. A decision was made to seek another vendor. Centers for Medicare & Medicaid Services (CMS) requires states to implement EVV by January 1, 2020, but EVV will not be available for HCWs by then. CMS is allowing a one-year extension if states can demonstrate that substantial progress is being made to be compliant. If the deadline isn't met, and an extension isn't approved, the penalty is losing a percentage of state federally-matched funds. Mat then shared a video of Commissioners McEwen and Wentzell that is being used as part of the training for new Case Managers.

HCC Commissioner Manual

Jenny Cokeley, Special Projects Coordinator, presented the first draft of a Commissioners manual for new Commissioners. The goal of the manual is to provide new Commissioners with all they need to know in their role as advocates in the APD/DD community.

An overview of the manual included information on:

- Page 3: Introduction and Role of a Commissioner including types of decisions made, committee involvement and recommendations made.
- Pages 4 & 5: Provides a summary of things a new Commissioner needs to know and tasks that need to be completed, including information on training.
- Page 6: Provides a table that summarizes the roles and responsibilities of a Commissioner. Compensation is addressed and will include examples of forms and how to complete them.
- Pages 7 & 8: Details the history of the Oregon Home Care Commission, from its creation to evolution and the legislative bills that have helped shape it.
- Pages 9-12: Lists the different meetings and committees a Commissioner may be involved in.
- Page 13: Lists programs of the Oregon Home Care Commission.
- Pages 18-22: Provides a glossary of terms to know, which are divided into APD terms and ODDS terms.
- Pages 22-25: Information on Oregon's role as a pioneer in providing in-home services. This section also describes and differentiates the services and supports offered through the 1915(c) waiver and 1915(k) State Plan option, otherwise known as the K-Plan. Information on exceptions to the service plan is provided.
- Pages 26 & 27: Provides descriptions of other state plan options and other in-home programs.
- Pages 28-30: Information is provided on homecare and personal support workers, including items such as employment criteria, compensation and benefits.
- Pages 31-36: Oregon Revised Statutes (ORS) and Oregon Administrative Rules (OARs) that impact the advocacy work of Commissioners.
- Pages 36 & 37: Provides a listing of helpful websites.

Jenny Cokeley will send the manual out to Commissioners electronically and requested feedback by email to: jenny.e.cokeley@dhsosha.state.or.us.

Some of the input received in the meeting included:

- Share information on Bootcamp training and the weekly legislative phone updates that are available when the Legislators are in session.
- Provide information on what Commissioners can, and cannot, do in legislature.
- Keep forms updated and current, which Jenny Cokeley stated she is planning on doing by keeping the forms, and other frequently-changed documents, as individual sheets at the back of the manual that can be easily updated.
- Let Commissioners know about ADA accommodations that can be provided at meetings.

Thank You to Commissioner Mayfield

Cheryl Miller thanked Commissioner Mayfield for her nine years of service on the Commission. Staff members and Commissioners expressed their gratitude and appreciation for Commissioner Mayfield's contributions and advocacy on behalf of older adults and people with disabilities.

Employer Resource Connection (ERC) Reports

Nancy Janes, ERC Coordinator, presented the ERC bi-monthly statistical report for March-April 2019. Nancy reported that Independent Living Resources (ILR) hired additional staff and as a result, ILR is serving more people. Creating Opportunities has also experienced an increase in the number of people served.

Nancy Janes presented the following documents she has been developing/revising to assist consumer-employers:

- ERC Task List Definitions
- ERC My Task Preferences
- ERC Communication Permissions
- ERC Discrimination and Harassment Information
- ERC Creating Boundaries
- ERC Medication Refill Log
- ERC My Medication Schedule

She requested feedback; some concerns were expressed regarding communication permissions. Commissioners were encouraged to email their thoughts and suggestions to Nancy Janes.

Training and Registry Reports

Roberta Lilly, Training and Registry Manager, presented the monthly OHCC Training report.

- 167 classes were trained in April. Including orientations, there were 183 total classes trained.
- 15 new Personal Development Certificates were issued in May. (774 total)
- 34 new Enhanced Certifications were issued in May. (480 total)
- 4 new Exceptional Certifications were issued in May. (34 total)

There has been an increase in the number of personal support workers (PSWs) attending in-person orientations. To supplement the current training curriculum, approval for two new courses was requested (see below) and new trainers are being onboarded. Jose Peña is a new Spanish-speaking instructor. The Commission was able to learn more about the COMPASS training through a short marketing video that was shown.

Approval of Courses

Roberta Lilly requested that the Commissioners approve two new classes they would like to add to the Professional Development Certification. The two courses are Driving and Safety Transportation (the class is being developed) and Introduction to Cultural Competency. Commissioner Wentzel **moved** to approve these two courses; Commissioner Moore **seconded**. **Motion carried.**

Traditional Health Worker (THW) Commission and OHCC THW Updates

Yetu Dumbia, THW Coordinator, presented her monthly Traditional Health Worker Commission report. Yetu Dumbia reported that they are still seeking commission members for the Traditional Health Worker Commission.

Yetu detailed the different seats available:

- Peer Support Specialist
 - Oregon Nursing Association
 - Oregon Community Health Worker
 - Oregon Medical Association
 - Labor Organization
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- The THW Commission's strategic planning meeting was rescheduled to October 2019.
 - The Oregon Community Health Worker Association conference will be held in Medford on August 16 & 17.
 - Yetu Dumbia and Cheryl Miller met with Kaiser about an online and in-person Next Step training program for Personal Health Navigators.

Executive Director's Report

Cheryl Miller shared her monthly routine meetings.

- Joint Issues Committee, on the third Wednesday of each month.
- APD Central Leadership Team
- Grievances and complaints meetings with Joe Espinoza and the SEIU Member Resource Center
- One-on-one with Mike McCormick

Her weekly meetings include:

- Meeting independently with Joe on a weekly basis, as needed, and
- OHCC staff members who report directly to her

Some of her other meetings included:

- Central Office Service Equity and Sustainability and Improvement Steering Committee meetings
 - She is part of a sub-group that tackles the topic of translations. Eight languages have been identified as the most common- Spanish, Russian, Simplified Chinese, Arabic, Somali, Vietnamese, Cantonese and

Mandarin. The need for ASL services is recognized. Voiance is a service that can be utilized for ASL and spoken language interpretation. They will be working on the process of identifying the processes and procedures required for translating forms and documents.

- A SAIF claims review meeting that was very interesting. One concern that came up was people who fall in the morbidly obese category who do not have supports in their home and workers getting injured by trying to transfer individuals on their own without the proper supports. Another area of concern was car accidents.
- Attended two collective bargaining meetings in May.
- Attended the Lean Project Kick-off for Kristen Eisenman, Training & Development Specialist. Kristen applied for the Lean Academy which helps individuals create more efficient, “lean” processes and systems. Kristen is working to reduce the steps an processes with all OHCC certifications.
- The contract from ETS, whose pre-assessment tool we are planning to use, was received and is with the Contracts department.
- LGBTQ+ workgroup where the OHCC got approval to move ahead with the existing curriculum with edits. The workgroup is still working on developing a more expansive LGBTQ+ training that will focus more on issues younger people face and personal pronouns.
- Attended final COMPASS meetings to review final deliverables.
- The SB 1534 Steering Committee meeting to discuss the proposed trust budget.
- Met with OSU to review a demo of their online learning management system.
- Attended a kick-off meeting with the ARC of Eastern Oregon.

Another project underway is a request for applicants to fill our CPR/First Aid training certification program which will allow the OHCC to have contracts with people for this training around the state.

Next Meeting Discussion

There was a discussion regarding the next Commission meeting falling on July 4. It was decided to cancel the July meeting. The next Commission meeting will be held on August 1, 2019.

Adjournment

The meeting was adjourned at 2:11 p.m. by Chair McEwen.

2019 Attendance Record

Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Guedon	E	E	P	I	I	E						
Mayfield	P	P	P	E	I	I						
McEwen	I	I	I	I	I	I						
Schwartz-VanZandt	E	P	E	E								
Wentzell	I	I	P	I	I	I						
Moore	I	I	E	I	I	I						

E=Excused, U=Unexcused, I=In-Person, P=Phone, effective 3/1/18

Meeting Materials:

- Agenda
- May 2, 2019 Minutes
- Home Care Commission Budget Report 17-19 April 2019
- Oregon Home Care Commission Commissioner Manual- *Draft*
- Picture by Ana Von Rebeur provided by Commissioner Wentzell
- Employer Resource Connection: Bi-Monthly Statistical Report March-April 2019
- ERC Task List Definitions document
- ERC My Task Preferences document
- ERC Communication Permissions document
- ERC Discrimination and Harassment Information document
- ERC Creating Boundaries document
- ERC Medication Refill Log document
- ERC My Medication Schedule document
- Training & Registry Report- 2019
- Training Report- 2019
- Traditional Health Worker Report- June 2019
- Executive Director Report for the month of May 2019