



Oregon Home Care Commission (OHCC)
Meeting Minutes
April 6, 2023

Members Present: Commissioners Ruth McEwen, George Adams, Mary Mayer, Mark King, Paul Johnson, Marsha Wentzell

Members Absent: Commissioner Randy Moore

Others: Brian Holman, Betty Sledge, Claire Coleman-Evans, Rachel Hansen

Staff: Roberta Lilly, David Vining, J Jay, Heidi Alasio, Abdirizak Ahmed, Miguel Cordova, Quashana Zuniga, Kelli Stidham, Kelly Rosenau, David Vining, Massarra Eiwaz-Ransom, Nancy Janes, Heidi Alasio

Meeting Called to Order

The meeting was called to order at 10:02 AM by Chair McEwen.

Introductions

Introductions were made.

Claire Coleman-Evans, PSW & PCA, is attending for an update.

Betty Sledge, Older Adult Behavioral Health Specialist from Polk County Mental Health is attending.

Adoption of Agenda

Commissioner Mayer **moved** to approve the April agenda. Commissioner Adams **seconded. Motion moved.**

Approval of Minutes

Commissioner Mayer **moved** to approve the March 2023 minutes. Commissioner Adams **seconded. Motion moved.**

Suggested amendments are approved.

Announcements

- ONE System updates for today were canceled due to unavailability today.
- Commissioner Wentzell is requesting information on Carewell's new health carrier. She and her providers are unsure of what it means. None of her providers have contacted Carewell. J Jay will research this if she can get a copy of the document. Marsha will send this to Heidi.

- Commissioner Adams has been approached to attend the All-in-One System Committee and a housing committee in Jackson County. This is part of the CCO for their 5-year contract. Commissioners may be contacted to join.
- Also, Valley Lift is a committee board he chairs for transportation for people with disabilities. It is connected to city buses in Medford. There is a new system called Gruity. It is an app where consumers can schedule rides and will be updated on the driver's arrival/departure times. They will also be able to speak with other consumers in the area. Furthermore, this will be added to Non-Emergency Transportation Services in the southern Oregon area.
- Commissioner Adams: ODOT is combining housing and transportation to make it more convenient for consumers with disabilities. He will try to send Chair McEwen more information.
- Jenny Cokeley is our the new OHCC Interim Executive Director. The Oregon Department of Human Services (ODHS) will be recruiting for a permanent Executive Director this summer.

Public Testimony

Claire Coleman-Evans, a Personal Support Worker (PSW), testified in February about registry and benefits problems. This has been a trying process, but she was able to get on the Registry and to activate her benefits again. Cheryl Miller and Roberta Lilly assisted her with this. She has received conflicting information from Carewell, and it is very confusing. Claire is concerned about system difficulties that would make it hard for people to become providers. She was finally able to get her Personal Care Attendant (PCA), also. She shared there is nowhere on your Registry profile to add your second provider number, but consumers can view this. Finally, she discovered that providers can get reimbursed for downtown parking. Claire suggested a Question and Answer section on the website about this and other topics. Jenny Cokeley will investigate other methods of sharing this information with local offices and providers. J Jay added that the Customer Relations Unit (CRU) handles parking reimbursements. The reimbursement process goes through DocuSign.

Claire noted that there is no way to contact upper management at Carewell, and the phone staff cannot help. She got the runaround and would like a one-stop liaison set up. OHCC will reach out to Carewell about a contact list.

Commissioner Adams requests that Carina allow providers to add 2-3 provider numbers for different provider types. Roberta Lilly responded that for the OHCC Registry, you will need different profiles for this purpose, and she will assist Claire with this. If a provider needs assistance with this, there is information on our website, Registry email address, and our Training Unit.

Better communication between the union and Carewell was recommended. Chair McEwen requests that OHCC staff research this and report back in the future.

End Claire's testimony.

Additional Public Testimony:

If I did not send this to the right people, **you are directed to** forward this email to the right people.

You are directed to make sure my testimony is not redacted in any way, shape or form, and is included in entirety in the meeting minutes.

*** Begin testimony ***

PUBLIC TESTIMONY FOR APRIL 2023 OHCC MEETING

FULL DISCLOSURE: I am a SEIU Local 503 Board member. I am not speaking for the union.

Some consumers use sign language. Classes in sign language should be offered to workers.

DHS has been "pushing clients" and workers towards agencies. DHS pays more to agencies per hour than they pay care providers through the OHCC. Private individuals are profiting off those in need. This practice needs to stop. Furthermore, audits need to be conducted on these private agencies.

I noted the following in the OHCC Meeting Minutes:

" Cheryl notes that the information Mr. Horton cannot be addressed in a public forum. We also we do not know if the providers have contacted the Member Assistance Center or OHCC Customer Relations. Providers are welcome to contact OHCC, the union, or local offices for assistance on specific cases."

The reason I bring up these issues is so the OHCC is informed and can then address them. If they are not addressed, it is a failure of the OHCC and this public record serves as proof that the OHCC was made aware of these ideas and did not fix the problems.

"Commissioner Johnson noted that if providers have concerns about tasks to contact the case manager. It is important that Mr. Horton not be set up as the intermediary between OHCC and providers. Some of these issues should be addressed by PTC or other adversaries. Cheryl again shared our contact list for providers that has been shared in various forms, including in the CBA, via text, email, and on our website."

The reason workers contact me is because either they have not been educated on the proper procedure or they have tried the proper procedure and their issue has not been resolved.

" We meet with the Joint Issues Committee to review the remittance advice messages and determine the status of messages. This request could be given to OHCC or SEIU."

I have received remittance advice messages that were months "stale". The date has passed. Whose job is it to make sure these messages are timely? Please provide a list of who is on the Joint Issues Committee, their title and their contact information so workers can file issues. Where are the meeting minutes of the Joint Issue Committee published? I would like to read the minutes.

Why aren't the OHCC Meeting Minutes posted in a timely fashion? Who is responsible for posting the minutes?

"The OHCC Employer Resource Connection program provides consumers, their representatives, or the Employer of Record with information and resources about workplace harassment and ADA accommodations. People can self-refer or contact their case manager for a referral to the ERC program. The Health & Safety article within the collective bargaining agreement address the topics raised. Providers can submit their concerns to the OHCC Customer Relations Unit or the Case Management Entity. Lastly, the Joint

Issues Committee is a labor management committee where concerns are raised by SEIU member leaders, and we work collaboratively to resolve these types of issues."

Perhaps the procedure and contact information could be listed on the remittance advice so workers would know who to contact. I would like a monthly report of how many concerns have been submitted to the OHCC Customer Relations Unit, how many have been resolved and how many are pending. If this information is not readily available, that is a failure of management.

"Cheryl is a member of the Collective Bargaining Team for the state, so she cannot respond to many of the items raised in a public meeting."

Just saying she can't respond doesn't mean it is true. Please cite the governing document, article, section, paragraph(s) that prevents discussing these items publicly. Taxpayer dollars are involved and taxpayers have a right to know. What happened to transparency in the Oregon State government?

TIME IS OF THE ESSENCE!

Now that the OHCC and DHS has been made aware of their shortcomings and failures in a public meeting, they can not take the position they did not know.

Testimony respectfully submitted by,

Avery T. Horton, Jr.
Home Care Worker,
Citizen, Voter, Taxpayer
State of Oregon
As always, ACTING IN INDIVIDUAL CAPACITY
*** end of testimony ***

OHCC Response:

The Joint Issues Committee is not a public meeting, and meeting minutes will not be posted.

The Training Unit does offer ASL interpreters to providers if they contact us prior to the class. There have been no requests in the last 2 years.

Joint Issues/Remittance Advice

We do have an upcoming meeting. Rachel Hansen and Jenny Cokeley will review this issue. Outdated messages are being reviewed.

OHCC Meeting Minutes

Heidi and Jenny review the process.

Oregon Association of Area Agencies on Aging (O4AD) Report

None. Commissioner Moore was absent today.

Oregon Disability Council (ODC) Report

Commissioner King reported.

- Marsha Ventura from the Department of Correction and ADA coordination is working on a process for incarcerated people with disabilities.
- Max Brown provided a 2023 Legislative Session Update.
- There was a DMD Intake Update.
- They had a goal-setting follow-up.

Aging and People with Disabilities (APD) Report

Commissioner Johnson did not have anything specific to report but suggested that Mat Rapoza come to the May meeting to describe steps being taken to contact consumers who had exceptions in place during the Public Health Emergency.

Commissioner Wentzell asked if outcomes will be tracked for Medicaid recipients with in-home services to learn how our system and supports function for them. Commissioner Johnson believed that would be the case but was unsure of any specific information at this time. Consumer Wentzell mentioned that it is a massive task for local offices. Commissioner Johnson mentioned that during the COVID emergency, many consumers maintained services that they may not have been eligible to receive before certain pandemic guidelines were put in place. Now that the public health emergency is ending, there will be communications going out to APD consumers regarding their ongoing eligibility for certain Medicaid services.

Governor's Commission on Senior Services (GCSS)

Commissioner Mayer noted that the next meeting is next Thursday. She will inform Jenny and Ruth of any updates to pass on to commissioners. GCSS has not yet discussed events for Older Americans Act month. Commissioner Mayer will follow up.

Community Advisory Committee/CCO

Commissioner Adams was emailed from Share Program for CCOs. They are overseeing the CCOs' financials. With the 3.0 and the 5-year contracts coming up soon, the Share Committee will be serving communities.

CACs are doing assessments and community work. CCO 2.0 will be moved to CCO 3.0. It will be announced soon.

The CACs are working on assessments and community items.

OHCC Budget Report

Brian Holman, APD Fiscal Analyst, reported for February 2023.
83.3% of the budget is complete.

OHCC Budget

- Total budget-\$9,916,680
- General Funds (GF) & Other Funds (OF)-\$ 6,580,359
- Federal Funds (FF) expended-\$609,823 (18.28%)
- General Funds (GF) & Other Funds (OF) expended-\$4,576,806 (69.55%)
- Total Fund Expenditures-\$5,186,629 (52.30%)
- Projected Savings-(\$119,447)

OHCC Administration

- Total budget-\$9,404,032
- GF & OF expended-\$4,328,520 (69.39%)
- Total FF expended-\$470,545 (14.86%)
- Total Expenditures to date-\$4,799,064 (51.03%)

OHCC Admin Units-Breakdown of the admin budget referenced above. The admin units consist of:

- Administration total budget-\$5,664,256
- Admin expended-\$3,313,229 (58.49%)
- Homecare Worker Training expended-\$416,320 (20.23%)
- Employer Resource Connection expended-\$1,013,805 (92.98%)
- HCW Registry (FF Match) expended-\$11,808 (14.39%)
- HCC Commissioners expended-\$3,709 (33.08%)
- Workforce Development expended-\$36,261 (9.59%)

- Provider Parking Reimbursement expended-\$3,932 (3.28%)

Personal Support Worker (PSW)-Developmental Disabilities/Mental Health (DD/MH)

- Total Budget-\$262,349
- Total expended-\$322,024

Employer Resource Connection (ERC)

- Total Budget-\$261,360
- Total expended-\$322,024 (123.21%)

DD/MH Committee

- Total Budget-\$989
- Total expended-\$0 (0.00%)

Traditional Health Worker (THW)

- Total Budget-\$88,000
- Total expended-\$7,778 (8.99%)
- THW Training budget-\$86,500
- THW Training expended-\$7,778 (8.99%)
- THW Committee budget-\$1,500
- THW Committee expended-\$0 (0.00%)

Enhanced/Exceptional Workers

- Total Budget-\$162,299
- Total expended-\$57,763 (35.59%)

Training Stipend

- Total Budget-\$1,090,000
- Total expended-\$568,729

Training Stipend by Unit

- PSW/DD budget-\$180,000
- PSW/DD expended-\$ 111,720 (62.07%)
- PCA/HSD budget-\$10,000
- PCA/HSD expended-\$2,564 (25.64%)
- HCW/APD budget-\$ 900,000
- HCW/APD expended-\$454,445 (50.49%)

Training Revenue to date-\$1,015

Commissioner Adams had questions:

Q: How much money does the budget have to be for federal fund matching?

A: Federal fund matching deals with the programs impacted and not the amount spent. Services that impact consumers directly also have a federal match.

Q: Has the THW Committee started on funding just presented?

A: Refer to Jenny Cokeley on this issue. Massarra noted that the committee is part of the OHCC THW program, and that they are now in the application process. The people are trainers, those involved with curriculum development, providers who have previously participated in the training, community organizations who run their own trainings, etc. This committee has nothing to do with CCOs. The THW program with the Office of Equity and Inclusion/Oregon Health Authority (OEI/OHA) has their own workgroup that coordinates with CCOs called 2.5 or 2.6. They discuss Traditional Health Work workforce development and deliverables that are related to CCO contracts. This is by invitation only. Since the invites are within their own programs, they invited Massarra because she has a seat on the THW Commission with OEI/OHA. Once the workgroup starts, Massarra will make sure to provide updates for the OHCC Commission meeting during her report time.

Q: The administrative section burn rate of 58.49% is due to raises, correct?

A: No, the raises are part of a negotiated salary pot with the legislature. As expenses rise, the budget increases. In the next meeting, Brian can explain more about the administrative expenses.

Employer Resource Connection (ERC)

Nancy Janes, ERC Coordinator, reported.

The numbers of consumers receiving services are increasing.

Many services are being provided to people with mental/behavioral health issues.

In March, UVDN asked to be released from their contract. Nancy will be serving all three communities in Coos and Douglas counties to the best of her ability until the RFP process is completed.

OHCC Interim Director Report

Jenny Cokeley, OHCC Interim Director, reported.

Jenny introduced herself. Jenny asked the commissioners for feedback on several topic areas.

What kind of information would you like Jenny to report on and how often?

- When the budget is done, it would be helpful to see the graphs to gain a better understanding.
- We rely on your knowledge and skills.
- Executive Director reports a few days prior to the monthly meeting. Any management/staff involvement issues would be appreciated.
- Cheryl's reports have been helpful. She reported on her groups and responsibilities and provided a heads-up for upcoming issues, so that they can be aware and provide input.
- Commissioners would like to do something for Cheryl for her dedication to OHCC and the committee.
- Communication is very important. It would be helpful to know how commissioners could support Jenny and Chair McEwen.
- Copy of bylaws, constitutional mandates, commissioners' handbook. Review the Strategic Plan that was developed several years ago.
- Updates on legislative session for issues affecting the commission.

What are your expectations of Jenny, and what are the goals of the commission?

- Important for people to share aspirations and to review commissioners' role.
- Create a strategic plan. This was last done 3-4 years ago.
- Review program, statutes, bylaws, commissioner's handbook, and constitutional mandates (post these online.). Revise bylaws and the commissioner's handbook.
- This topic can be addressed quarterly at commission meetings for 30 minutes
- Heidi and Jenny will work on a meeting in the next few weeks to begin strategic planning.
- Commissioners rely on Jenny's knowledge, skills.
- Open communication
- How commissioners can support Jenny.

Stipends (McEwen) Senate Bill (SB) 92

The legislature will not be attending to this in the near future. Brian Holman saw some legislation for individuals who were potentially at risk of losing benefits (gift cards for food, etc.). Chair McEwen noted concerns, because some monies were going to go to ABLE accounts for equipment. The age requirement has been raised

for this but not until 2025. Nobody has researched what would happen to people who are on social security.

Training & Registry Report

Roberta Lilly, OHCC Training & Registry Manager, reported.

- Roberta has been working on recruitment for the Training Unit, and there are four new positions. She hopes to introduce new staff members next month.
- PACE is working on the first and second work orders. Currently, registration for CPR/First Aid will be added along with Exceptional Certification this summer.
- The May-June Elevate Newsletter is published on our website, and it is in the printing process.
- PACE has 59 opportunities for student registry.
- Over 13,000 people have enrolled since January 1, 2023.
- We continue to offer a Professional Development Certification Training Conference in a different county each month. This includes eight classes over two days. We finished up in Lake Oswego and Woodburn with Bend and Albany to follow.
- Mental Health/First Aid continues to be offered in-person when we have approval to coordinate with the instructors.

PACE Enrollment Report

Enrollment Counts Per Quarter (Registration Date)						
2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1
79	136	175	57	4,210	3,696	5,054

- Commissioner Wentzell notes that many consumers are experiencing shortages due to SNAP benefits being limited. She would like a section added, that if a provider goes shopping for their consumer, going to the food bank is an allowable task, if a provider also goes grocery shopping for a consumer. Roberta will add this to the July-August Elevate Newsletter.
- Commissioner Adams said that it is alright to take a provider from an agency when their regular provider is in a training. He would like a communication to go out to all consumers about this. George notes that many consumers and case managers do not know about this. Roberta will consult with Jenny on this, but she mentioned that not all workers would have access to an agency due to

several factors. The Employer Resource Connection might be a good resource for the consumer/employer.

- Commissioner Wentzell noted her complicated experience with agencies. In her case, they were not prepared to handle complex needs.

Workforce Development

David Vining, OHCC Program Analyst, reported.

- The Workforce Development Team met last week.
- They will be surveying people with active provider numbers who are not currently working to find out reasons for this.
- Seeking ways to recruit new providers and retain current providers.
- This information should be available tomorrow, and he will communicate this in May.

Other Updates

- Ongoing work with Alignmark and DocuSign continues.
- DocuSign is working on the online application.
- Data from pilot counties is being collected.
- Comagine will cover all of Oregon
- Alignmark is finishing the virtual Chat Bot.

Additional Questions/Comments

An executive session will be scheduled for commissioners and OHCC Interim Director and our Labor Relations Manager.

Rachel Hansen from SEIU had questions.

Q: How to access reports for the commission meetings?

A: Jenny will speak with Heidi about this.

Q: How can the OHCC website be updated? Some commissioners' terms ended in 2021 or 2022?

A: We will look at the website and see what can be updated.

Adjournment

The meeting was adjourned at 12:48 PM by Chair McEwen

2023 Attendance Record												
Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Johnson	P	E	P	P								
King	E	P	P	P								
McEwen	P	P	P	P								
Moore	P	E	E	E								
Wentzell	P	P	P	P								
Mayer	P	P	P	P								
Adams	P	P	P	P								
E=Excused, U=Unexcused, I=In-Person, P=Phone, effective 3/1/18												

Attachments:

- Oregon Home Care Commission Agenda, April 6, 2023
- OHCC Minutes, March 2023
- OHCC Budget Report, February 2023
- OHCC Training PACE Report
- ERC January-February 2023 Statistical Report
- APD Priority 1-2 Tracker