



Oregon Home Care Commission (OHCC)
Meeting Minutes
May 4, 2023

Members Present:	Commissioners Ruth McEwen, George Adams, Mary Mayer, Mark King, Paul Johnson, Marsha Wentzell, Randi Moore
Members Absent:	
Others:	Brian Holman, Molly Malone (Carewell Training), Rachel Hansen (SEIU), Claire Coleman-Evans (provider), Gabrielle Guedon, Jillian Johnson, Mat Rapoza
Staff:	Jenny Cokeley, Roberta Lilly, J Jay, David Vining, Miguel Cordova, Massarra Eiwaz-Ransom, Diana Nott, Kelli Stidham

Meeting Called to Order

The meeting was called to order at 10:03 AM by Chair McEwen.

Introductions

Introductions were made.

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 April 2023 minutes. Commissioner Adams **seconded**. **Motion moved.**

Announcements

Chair McEwen received a certificate for 15 years of service with the State of Oregon. She has been an advocate for people with disabilities for many years.

Public Testimony

Avery Horton sent 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 MAY 2023 OHCC MEETING

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

Since there is a new OHCC director, I am asking them to review the OHCC monthly meeting minutes for the past 4 years and to answer the questions I asked and respond to the suggestions I have made.

I would like to see a monthly report showing how many active care providers (Homecare workers, personal support workers and personal care attendants) were paid during each month and how many paid dues to SEIU LOCAL 503. The report should show how many workers there were with active provider numbers for the previous month, how many were added, how many became inactive, and the current number of care providers. Knowing how many workers there are should be the bare minimum of management reporting. Not having this information would be an indication of gross incompetence.

Perhaps the new director will implement my suggestions for speeding up the processing of stipend checks.

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

OHCC Response

Jenny Cokeley respectfully declines to read four years' worth of meeting minutes. Mr. Horton is welcome to send her a list of his questions, and she will review them. He is welcome to submit a public information request. Jenny will also review Public Meeting laws and which documents can be shared with the public.

A request does not mean that we are required to provide a report. This would be reviewed by administrators.

SEIU Request

Rachel Hansen asked how to access documents from our meeting. Jenny Cokeley notes that this information is included in the meeting minutes which are posted on the OHCC website each month.

Claire Coleman-Evans shared public testimony.

She has an ongoing issue with trying to get her COBRA insurance since November 2022. Yesterday, she discovered that it still wasn't in place. She had a dental appointment that she had to cancel, and she has not had time to appeal the fact that she lost health insurance because she couldn't get through the system. She is persistent, but she is concerned about other providers who have lost provider numbers and benefits. Carewell cooperated with Vimly, Ameriflex, and now it's Magnacare. She wants a Human Resource contact. She spoke with Thomas Brown at Carewell in March, and they both thought it was done.

Claire also had two profiles in the Registry.

OHCC Response

Jenny will speak with Alice Cobb at Carewell about benefits. Claire will send Jenny an email with her concerns listed.

Oregon Association of Area Agencies on Aging (O4AD) Report

Commissioner Randi Moore reported.

O4AD had a quarterly in-person meeting for the first time since COVID with a hybrid option. Randi is interested in feedback.

- Council members had a breakout session.
- The next day advocates went to the Capitol.

Legislative Session is busy. Nicole is very involved in this, including the LGBTQ Bill of Rights. Phil and Nicole may be able to come back in a month or so for legislative updates.

The ONE system is not always supporting vulnerable consumers in the best way. O4AD is watching this closely.

Oregon Disability Council (ODC) Report

Commissioner King had no updates.

Aging and People with Disabilities (APD) Report

Commissioner Johnson, APD Operations & Policy Analyst, reported.

The public health emergency is ending.

The Grand Pad program continues to move forward with 375 consumer-participants. APD has received positive feedback.

Governor's Commission on Senior Services (GCSS)

Commissioner Mary Mayer reported.

At the GCSS Meeting on April 13, 2023, Taylor Smith-Wolfe from the Office of the Governor's Housing and Homelessness Initiatives gave a presentation on the "Governor's Housing and Homelessness Priorities" that Commissioner Mayer thought would be of interest to the OHCC Commissioners. She sent a copy to the OHCC Chair which she asked to be sent to all OHCC Commissioners.

Community Advisory Committee/CCO

Commissioner Adams reported.

- Some CCOs (Jackson Care Connect and All Care) have a focus group for people with physical disabilities. This is held at the Medford YMCA.
- Housing-Bill 3309 -Another committee is wanting to start building quickly or going to warehouses and start building manufactured homes for people in Eugene or Roseburg.
- Community Advisory Council in Share-Discussions are happening to see where CCOs can contribute to the Share Program to develop social and community health, social, and statewide housing. The next meeting is June 7, 2023, from 10:00-11:00 AM.

OHCC Budget Report

Brian Holman, APD Fiscal Analyst, reported for March 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-\$651,006 (19.51%)

- General Funds (GF) & Other Funds (OF) expended-\$4,811,616 (73.12%)
- Total Fund Expenditures-\$5,462,622 (55.09%)
- Projected Savings-(\$360,276)

OHCC Administration

- Total budget-\$9,404,032
- GF & OF expended-\$4,542,841 (72.83%)
- Total FF expended-\$500,026 (15.79%)
- Total Expenditures to date-\$5,042,867 (53.62%)

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

- Administration total budget-\$5,664,256
- Admin expended-\$3,464,603 (61.17%)
- Homecare Worker Training expended-\$461,859 (22.44%)
- Employer Resource Connection expended-\$1,056,667 (96.91%)
- HCW Registry (FF Match) expended-\$11,808 (14.39%)
- HCC Commissioners expended-\$3,709 (33.08%)
- Workforce Development expended-\$39,528 (10.45%)
- Provider Parking Reimbursement expended-\$4,693 (3.91%)

Note: OHCC has about \$185,000 in payroll each month, including benefits, retirement, and insurance. Actual expenditures are less than initially budgeted. We saved \$500,000 dollars in the first half of the biennium, due to pandemic related vacancies and attrition.

Brian will include some graphs in future budget reports.

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

- Total Budget-\$262,349
- Total expended-\$349,658

Employer Resource Connection (ERC)

- Total Budget-\$261,360
- Total expended-\$349,658 (133.78%)

DD/MH Committee

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

Traditional Health Worker (THW)

- Total Budget-\$88,000
- Total expended-\$7,865 (9.09%)
- THW Training budget-\$86,500
- THW Training expended-\$7,865 (9.09%)
- THW Committee budget-\$1,500
- THW Committee expended-\$0 (0.00%)

Enhanced/Exceptional Workers

- Total Budget-\$162,299
- Total expended-\$62,232 (38.34%)

Training Stipend

- Total Budget-\$1,090,000
- Total expended-\$600,197

Training Stipend by Unit

- PSW/DD budget-\$180,000
- PSW/DD expended-\$ 114,505 (63.61%)
- PCA/HSD budget-\$10,000
- PCA/HSD expended-\$2,742 (27.42%)
- HCW/APD budget-\$ 900,000
- HCW/APD expended-\$482,950 (53.66%)

Training Revenue to date-\$1,202.50

Disability Services Advisory Council (DSAC)

Joseph Lowe, APD Policy Analyst, reported for February-May 2023.

Joseph reviewed agenda items for the February 28th DSAC meeting:

- Senate Bill 576-Disability Health & Employment Equity Coalition
- APD Deputy Director of Branch Offices Update
- Tribal affairs, OHA Ombuds DME Listening Session
- Legislative Session Updates

Recruitment

Recruitment continues to be a struggle and impacting consumers. Several districts are working diligently on this issue, while others are on hold due to staff turnovers. Employee for People with Disabilities marketing campaign is on pause.

Durable Medical Equipment (DME)

- Ellen Pinney and her Ombuds Team continue to work on DME problems. There was another listening session in March where consumer experiences and updates were discussed. The May 19th Think Tank will meet again to review Rules and feedback from Disability Rights of Oregon (DRO) and Oregon Law Center (OLC) in preparation for the DME Rules Advisory Committee.

There are continued efforts with various councils, commissions, and workgroups for topics related to disabilities.

The ADA Celebration has started the planning process. There will be three webinars starting the second week of July.

OHCC Interim Director Report

Jenny Cokeley, OHCC Interim Director, reported.

Re-designed ODHS/OHCC Website

- Go-live date is 6/27/2023
- Easier to use and find information
- User-centered, not program centered
- “Get help” section (you no longer need to know which agency)
- Provider Resources section
- Key words make it easier to find information
- Presented in plain language
- Optional dark mode
- Can select multiple languages to view page

Suggestions

- Add font size options to this
- Make ADA accessible for blind, deaf, etc.
- Provider resources should have easy access to OHCC Registry.
- Add branch offices in the area with address and phone numbers.

Marsha and Ruth are interested in testing the website before it launches.

Jenny has sent a request to the union for key words and to see if providers are interested in testing it.

Carina

- The Carina Registry will be fully rolled out September 2023.
- It is currently being rolled out to all counties except Multnomah, Washington, and Columbia counties. Those counties will be rolled out in September 2023.
- Postcard will soon be mailed to consumers about Carina and how to sign up. A QR code will be added to the postcard along with instructions on how to use it.

Collaborations

Workforce Development

- 6-month pilot for using DocuSign and AlignMark chatbot for recruitment will roll out in June.
- For APD (homecare workers): Umatilla, Coos, Curry, Marion, Polk, Tillamook, Clatsop, and Yamhill counties.
- For OHA's Health System's Division (personal care attendants) statewide

OHCC is working with communications to develop a series of recruitment videos for workers to share via social media. A recruitment toolkit will also be created for case management entities and communities.

The Workforce Collaborative meets monthly. Currently, the focus is on creating and sending out a survey to workers with active provider numbers but who are not working. The data will be analyzed to determine what can be done to increase the workforce.

Refresher Training Survey

- A survey has been developed to gather data on why providers did not complete the refresher training. This should be sent out next week via text messaging, email, and phone calls for people who do not have email/text.
- 3,800 providers did not complete refresher training.

- 1,301 have worked in the past three months.

Staff Check-Ins and Performance Reviews

- Jenny met with staff to ask how they would like to be supported and to discuss their goals.

Office Move

- OHCC is moving to the Barbara Roberts Human Services Building at 500 Summer St. NE, Salem on July 11, 2023.
- Jenny will check on parking for disabled spaces. There are several spots underneath the building and can be accessed with a state placard.\

Legislative Updates

- Senate Bill (SB) 92 deals with compensation for board and commissioners and is currently in Ways and Means Committee. It deals with posting recordings of commission meetings. This will depend on available revenue, as there is a fiscal revenue attached.
- SB 570 is The Agency with Choice Model and is still in the Senate Bill Committee. It will be addressed in a future meeting, not yet specified. There is a fiscal impact.
- SB 92 is about posting recordings of commission meetings. This is in the Ways and Means Committee. There is a fiscal impact.

ONE System Report

Jillian Johnson, Deputy Director with Oregon Eligibility Partnership (OEP), reported.

Re-determinations are taking place now that the Public Health Emergency has ended. Since January, OEP has provided training for staff and community partners, updated the ONE System, and has provided ongoing community outreach.

Outreach Methods

- Direct outreach via mail, phone, email
- Indirect outreach via awareness campaigns and social media
 - Federal Don't Wait Update and Oregon's Keep Covered Campaign
- Partner outreach including equipping case managers, CCOs, tribal partners, and paid ambassadors

Re-determinations of real time update

- Data for April:
 - Over 75,000 passive renewals in the ONE System
 - Over 140,000 renewals completed with additional information
 - 6,000 are no longer eligible for benefits (mostly for over-income)
 - Nearly 47,000 individuals need to submit additional information

Call Service

- Data for month of April:
 - Average 9 minutes of wait time
 - Average support queue 1 minute
 - Average eligibility queue 14 minutes
 - Maximum time was 148 minutes since April 1
 - This time reflects usage of the Call-back Option

Dashboard**Overview of the Medical Assistance Program Redetermination Process**

- Phase 1 records individual re-determinations per month
- Phase 2 will have demographic information

ONE Customer Service Dashboard is updated daily

- Includes call wait time data
- Includes daily customer service score and employee helpfulness ratings

What's Next?

- Individuals will submit requests for information
- Responding to active renewal notices
- Individuals with closure notices may contact ONE for clarification
- Passive renewal groups will continue
- Applications, redeterminations, and periodic reviews will continue

Commissioner Adams is interested in the ONE System Meetings. Jillian responded that the ONE System needs community input in governance. The Applicant Portal Improvement Committee was created for the purpose of creating a system of

accountability to public and partner input and will be launching in the coming months.

1115 Demonstration Waiver; End of Public Health Emergency

Mat Rapoza, APD Medicaid Services and Supports Manager, reported.

1115 Demonstration/Oregon Project Independence Medicaid/Family Caregiver Assistance Program

- This program serves consumers with higher income and resource limits for people on Medicaid or for people with less severe needs. We are seeking approval on this from Centers for Medicaid/Medicare Services (CMS). The final decision has been delayed until December 2023.
- These services are for people to receive services in their own homes. It provides workers, home modifications, assistive technology, and respite care.
- APD requested that estate claims not be included with the 1115 Demonstration. When someone passes away, the State could no longer claim paid Medicaid services, so there is no lien. APD is in discussion with CMS on this.

End of Public Health Emergency

- As of May 11, 2023, states may end Medicaid/Medicare benefits if people do not meet the requirements for some reason. Individuals will need to be re-accessed for Medicaid benefits. Those who do not meet the requirements will have benefits reduced or ended. This could occur as early as June 30, 2023. The review has started and will go for the next 10 months.
- APD has identified people who are at risk of losing benefits and who receive long-term services. They could lose both. APD sent lists to local offices in Oregon and have asked staff to contact potentially affected individuals. Case managers have talking points to mitigate and/or help individuals avoid losing medical benefits. If a loss of benefits will occur, they will support consumers to prepare for this change.

Question/Answer

Q: Explain about liens.

A: Under the traditional Medicaid services, when an individual passed away, the system tracked expenditures. The Estate Administration Unit could post a lien against the estate to determine if the State could claim the lien to recoup some expenses. Some consumers do not access services, because they know there would be a lien. 1115 Demonstration would help eliminate this issue.

Q: How the VEC is working for the AAA offices? State workers are being put into local offices to assist with intakes.

A: There was a decision for State offices to go under Oregon Eligibility Programs (OEP). They will remain working in State offices to complete financial eligibility. The VEC provides support as a whole population, not just APD, but any medical benefits. It would be best to speak with AAA offices on this topic.

Oregon Self-Advocacy Coalition (OSAC)

Gabrielle Guedon, OSAC Executive Director, reported.

OSAC focuses on helping people with intellectual and developmental disabilities (I/DD). Gabrielle has been referring prospective providers to OHCC. She is anxious to meet with commissioners and the executive director to discuss future opportunities for collaboration.

Goals:

OSAC received a \$75,000 grant that will help support an event in Salem in September. This will include advocates, legislators, and community partners, as they work to get the community back together. OSAC encourages OHCC to attend this event and to advocate for policies to support people with I/DD. It would help to have commissioners relay their personal experiences.

Updates

OSAC will start up with a YouTube channel again.

The discovery tour will collect data on priorities for consumers, with the goal of helping people with I/DD to be as independent as possible.

People with I/DD are less likely to receive mental health support, and OSAC is working to improve this.

Commissioner Adams would like her to work on accessible housing for people with disabilities.

Carewell Curriculum Approval Request

David Vining, OHCC Program Analyst, reported.

Continuing Education

David presented the Introduction to Working with Child Consumers for approval.

Commissioner Adams **moved** to approve. Commissioner King **seconded**. **Motion moved.**

Future Courses

Another course on consumers with a representative is being developed. OHCC is collaborating with Carewell on this project, and David hopes to bring this to the commission next month.

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

Massarra Eiwaz-Ransom, OHCC DD/MH Coordinator, reported for April 2023.

- Training systems visuals for Personal Support Workers (PSWs) are in the review process by with Carewell and the OHCC Training Unit.
- The committee is following Senate Bills 646 and 91 that deal with paying parents of minor children for attentive care.
- The committee connected with the Oregon Health Authority to increase representation of PCAs.
- Emergency and Respite care was discussed along with recommendations for service improvements.

Traditional Health Worker (THW) Committee

Massarra Eiwaz-Ransom, OHCC Traditional Health Worker Coordinator, reported.

THW Commission

- The THW application is now available in Spanish with 14 other languages being added in the future.
- Applications are being processed within two weeks while background checks are taking a month.
- THW competency tests are per worker type organization.
- The THW Registry roll out is due to be released in June 2023.
- Massarra presented the Personal Health Navigator Workgroup report.

OHCC THW Program

- The PHN Workgroup is in collaboration with stakeholders on the curriculum.
- Work continues on the Community Health Work Certification Training.

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	P							
King	E	P	P	P	P							
McEwen	P	P	P	P	P							
Moore	P	E	E	E	P							
Wentzell	P	P	P	P	P							
Mayer	P	P	P	P	P							
Adams	P	P	P	P	P							

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

Attachments:

- Oregon Home Care Commission Agenda, May 4, 2023
- OHCC Minutes, April 2023
- OHCC Executive Director Report
- OHCC Budget Report, March 2023
- Approval Recommendation
- THW and DD/MH Report
- OEP Report
- DSAC Report