



# HOME CARE COMMISSION

## Meeting Minutes

February 4, 2009

*Members present:*

Don Bruland, Sharon Ely (via phone), Scott Lay (via phone), Angela Munkers, Dayle Niemie, Lyla Swafford, Michael Volpe

*Members absent:*

Patricia Brost

*Others present:*

Jorji Brown, Joan Claypool, May Martin, Art McCurdy, Helen Moss, Glenna Niemie, Anita Saalfeld, Dorothy Schwab, Abby Solomon, Cheryl Willcoxon

*Staff present:*

Yvonne Fleming, Leslie Houston, Kelly Rosenau, Wendy Sampels, Cheryl Sanders

### **MEETING CALLED TO ORDER**

The meeting was called to order at 10:09 am by Mike Volpe.

### **INTRODUCTIONS**

Introductions were made by all in attendance.

### **ADOPTION OF AGENDA**

The agenda was reviewed and accepted as presented.

### **APPROVAL OF MINUTES**

The minutes of January 4 were reviewed. **Motion** was made by Dayle Niemie to accept the minutes as written. **Seconded** by Don Bruland. **Approved.**

### **ANNOUNCEMENTS**

There were no announcements.

### **PUBLIC TESTIMONY**

Abby Solomon, SEIU Local 503, reported that over 150 HCWs and consumers attended a Lobby Day at the Capitol on Monday and had many meetings with lawmakers to discuss the importance of their services. They felt that the meetings were successful, and they received a lot of positive feedback.

Abby distributed a list of "Budget Reduction Review Principles" that was developed by the Co-Chairs of the Joint Committee on Ways and Means to help guide them through the budget process. Abby pointed out

Principle #5: "Keep in mind the cost shift from one agency to others when reductions are made, such as reductions in in-home care leading to increased costs in assisted living and nursing homes, as one example." Abby thinks that the principles overall are very positive for "us" in looking at the human impact and economic impact, including the last principle which states, "Recognize the long-term costs of dismantling vital programs knowing that those programs will need to be rebuilt at some point in the future." Abby feels that the work that SEIU, its partners, and other groups have been doing has led to this kind of thinking. Don Bruland congratulated SEIU for their efforts in educating others and calling them to action regarding issues that could be impacted as a result of the projected State budget.

### ***HCC BUDGET UPDATE***

Cheryl Sanders presented the "2007-2009 Home Care Commission Budget to Actual Report, July 1, 2007 through December 31, 2008."

### ***HUBB UPDATE***

Cheryl Willcoxon presented an overview of the current status of the insurance contract negotiations for the plan year beginning April 1, 2009, with ODS and Kaiser for medical, vision, and dental coverage for eligible homecare workers.

ODS medical/vision premiums will increase by 16.10%, and dental premiums will not change. Total increase in ODS medical/vision/dental is 14.78%. Kaiser medical/vision premiums will increase by 3.00% and the dental by .82%. Total increase in Kaiser medical/vision/dental is .28%. Total increase in ODS/Kaiser medical/vision is 10.17% and total increase in ODS/Kaiser dental is .28%.

The reason for the large increase in ODS medical/vision is related to three individual claims that totaled over one million dollars in the first three month period of the 2008 contract year (April 1, 2008). It hit the claims experience hard right at the beginning of the contract year, and HUBB had negotiated a very small increase with ODS for that year. So between negotiating for a very small increase and the impact of the large claims at the beginning of the contract year, it has affected the claims experience over the rest of the year. The claims experience is leveling out and has not remained that high over the whole year, but it has taken a year to do that. As a result, there is a large increase in the ODS medical coverage premium.

Cheryl Willcoxon reported that because of the interest in the Rate Stabilization Fund, the Governor's recommendation that stabilization reserves be used to help balance the State's budget, and the Governor's recommendation on the change in eligibility for HCWs to receive health benefits, HUBB included questions in the insurance renewal process to the insurance carriers as to what impact it would have in contract renewals. Cheryl discussed and presented a written list of the questions and responses from both carriers on these issues.

Cheryl Willcoxon reported that HUBB has been researching a new concept in health care management called Value Based Insurance Design (VBid). In the renewal request, HUBB asked for VBid concepts. ODS and Kaiser presented a pilot plan that would eliminate copays on preventive care services to remove the financial barriers to preventive care. ODS presented a plan that would eliminate all current plan co-pays on preventive services for a total implementation cost increase of 2.75%. Kaiser's plan eliminating all preventive care co-pays would add a total implementation cost of .2%. These added costs are over and above the rates quoted for the April 1 contract renewal. This pilot project has been currently set aside.

ODS proposed a pilot project that will allow members who are actively participating in select disease management programs to receive an enhanced prescription drug benefit. Asthma, hypertension, and dyslipidemia are diseases that will be included in the pilot. The incentive will provide members the opportunity to reduce their out-of-pocket expenses for select medications that fall within the respected therapeutic category. This program will be initiated in the April 1, 2009 insurance renewal plan with ODS for HCWs.

Cheryl Willcoxon reported that the HCW medical/dental premium invoice to DHS for January 2009 totaled \$2,267,379.28 including adjustments.

In January there were a total of 150 new enrollees in ODS/Kaiser medical/dental insurance. Services to 140 were terminated due to the reduction in work hours.

### ***NIOSH GRANT UPDATE***

Helen Moss of the Labor Education and Research Center, University of Oregon, gave a report on the National Institute of Occupational Health

and Safety (NIOSH) grant that has been awarded to Johns Hopkins University, Oregon Health and Science University, Oregon Home Care Commission, University of Oregon, SEIU Local 503, and WomenStrength. This grant has been funded for a five year study to develop and test a prevention intervention for HCWs who can be at risk because of work-setting characteristics that increase their exposure to sexual harassment and workplace violence.

In phase one, the Partners and Advisory Board will determine the prevalence, risk, and protective factors related to sexual harassment and workplace violence in female homecare workers. Focus groups of HCWs will be set up in various areas of the State. A comprehensive survey will be developed from the information gathered in the focus groups and sent to a wider group to get the best data possible. As information is gathered from the focus groups and surveys, the Partners and Advisory Board will develop and evaluate strategies to prevent sexual harassment and workplace violence including developing and piloting a sexual harassment and workplace violence prevention intervention.

Helen Moss asked if anyone wanted to participate in a focus group to call her at 503-412-3722 or email her at [hmoss@uoregon.edu](mailto:hmoss@uoregon.edu).

### ***STEPS UPDATE***

Joan Claypool reported:

- 46 first time new consumers were trained in November.
- 85 new events took place in November.
- 1,156 total first time new consumers have been trained since the project started.
- 2,159 total events have occurred since the project started.
- Joan is continuing her site visits to the CILs.
- The STEPS Advisory Committee did not meet in January due to the low activity level and scheduling conflicts. They will probably not meet in February, but a March meeting is probable.
- Joan continues to work with LILA on Capital Community Television's filmed STEPS interview.
- Stephanie Merhib from Adult Protective Services talked to the STEPS staff about how STEPS personnel could report protective services concerns.
- Joan contacted each of the CILs to check the status of their

marketing plans and how they are progressing.

- Joan has been talking with the trainers about how the revised curriculum (shorter sessions) is being received by consumers. Consumers appreciate the new approach as they can absorb it better in the shorter sessions. They can focus more on the pieces that they want to learn about in the modules and request additional training on the things that they need help on the most.
- All CILs have been requested to submit a project status on the STEPS program in their area by March 15.
- Incentive payments were included in this year's contract with the CILs for providing STEPS training to areas not covered by any CIL. In order to receive the \$1,000 incentive payment, a CIL must train 25% of the people eligible in any uncovered service area by December 31, 2008. Each of the CILs has been training in uncovered service areas and will receive the \$1,000 to cover additional costs outside of their respective service areas.

### ***TRAINING UPDATE***

Leslie Houston reported:

- 52 training classes were held in January.
- 1,040 attendees were present in the January training classes—the highest number of attendees for a single month.
- 3,065 unduplicated HCWs have been trained to date.
- A new record for the average number of attendees at one training has risen to 20.
- 18 training classes in January were at or near registration capacity.
- The largest attendance for a training class was 75 at a Dementia and Alzheimer's class in Eugene. The smallest attendance was at a TRIPS class in Gladstone with five attending.
- A list of new trainings for 2009 was presented. Two of the training topics that the Training Committee discussed developing were in-home services and business skills. The Committee offered many suggestions as to the issues that could be covered in these classes. Leslie Houston will develop the curriculum for these two classes.

### ***REGISTRY UPDATE***

Wendy Sampels reported:

- 15,581 HCWs are approved to work and career.
- 9,330 HCWs are approved to work, career, and complete in the RRS.
- 2,368 HCWs are approved to work, career, complete, and available

for referral in the RRS.

- 3,794 HCWs are approved to work, career, and need to update their information in the RRS.
- 3,335 unduplicated HCWs were referred for work on a match list to consumers in January.
- 1,261 unduplicated employer/anonymous users checked into the RRS in January.
- 651 phone calls were received by the Registry Department in January. 247 of these calls were about user IDs and passwords, and 133 were about updating HCW profiles.
- Two-hour RRS trainings were held in Tillamook and Seaside in January. 18 HCWs were trained in Tillamook and 21 in Seaside. The next trainings are scheduled for the Portland and Eugene areas.
- 174 total HCWs' RRS process status has been changed to "removed by OHCC" for lack of valid phone numbers.
- Packets were sent to HCWs in Eugene, Cottage Grove, and the West Portland office who are incomplete in the RRS.
- 3,825 post cards were sent to HCWs who need to update their information in the RRS.
- Since the MMIS changes, the RRS is still experiencing problems with downloads. Brett Brewer is using OHCC funds that have been set aside for upgrades to do patchwork in order to make the RRS compatible with the new MMIS changes. In addition, new code for receiving downloads will need to be written by Brett. Brett is coming to OHCC next week to talk with the OIS staff about these issues.

### ***EXECUTIVE SESSION***

The meeting was temporarily adjourned at 11:55 am for an Executive Session (ORS 192.610 – 192.710) for the purpose of discussing labor negotiations with the governing body's representative. ORS 192.660(1)(d). The meeting was called back to order at 1:10 pm by Mike Volpe.

### ***WORKERS' COMPENSATION UPDATE***

Kelly Rosenau reported:

- There were 29 injury claims filed in December 2008. 10 of the injury types involved slips, trips, and falls. Nine injuries involved lifting. The shoulder was the most injured body part followed by the back.

- 15 injury claims were accepted in December, 12 claims were denied, and 10 were closed.
- There are currently 152 active claims.
- Year-end statistics for injury claims were presented for the years 2005 – 2008. In 2008, 252 claims were submitted; average monthly claims—21; average claim cost—\$15,533; and 28% of injury claims were denied.
- Other statistics revealed that the average age of the injured HCW is 49; legal representation is present in 36% of claims; average time loss days is 74; and 47% of the claims are disabling.
- Other injured HCW statistics for 2008:
  - 20% of claims filed are for HCWs with multiple claims.
  - 21% of HCWs with injuries have attended safety training.
  - 73% of HCWs filing claims have health insurance.
  - 39% of claims were due to lifting.
  - 37% of claims were due to back injuries.
  - 23% of claims were due to slips, trips, and falls.

### ***EXECUTIVE DIRECTOR'S REPORT***

Cheryl Sanders reported:

- Cheryl attended SPD's Managers Brown Bag meeting.
- Cheryl met with Megan Hornby and Leslie Houston regarding a Josephine/Jackson Caregiver Coach Pilot Project. The long term goal of this project is to create a workforce able to provide assistance to in-home caregivers, caregivers in licensed settings, and foster home providers who have to develop and implement person centered and creative behavioral plans. Don Bruland will be very involved in this project as it is in his area, and Sharon Ely will represent the Commission on the Advisory Council.
- Cheryl met with Jeanette Burket and her managers.
- Cheryl met with Tina Treasure about the STEPS program.
- Cheryl attended her monthly meeting with Jeanette Burket.
- Cheryl attended a SPD Legislative Training meeting.
- Cheryl has attended some pre-bargaining meetings with the management team.
- Cheryl, Kelly Rosenau, and Angela Munkers met with SAIF attorneys to discuss upcoming hearings.
- Cheryl is going to speak about Quality Authorities/Commissions at the 2009 Aging in America's Annual Conference in Las Vegas on March 15.

- Cheryl attended a SPD legislative and stakeholders meeting to review the bills that SPD is tracking.
- Cheryl attended an On the Move in Oregon Advisory Council meeting. On the Move in Oregon is a new program that provides alternatives to nursing home living for seniors and people with disabilities. From April 2008 until the end of 2008, they have transitioned six individuals into their own home or family home, 10 into a rental home or apartment, and 17 to a congregate setting.
- Cheryl attended the Monthly HCW Issues meeting with SEIU, SPD, OHCC, and Labor Relations.
- Cheryl met with Claudia Babcock to discuss OHCC's budget.
- Cheryl stated that May Martin of Oregon Lifespan Respite Care Program is asking OHCC for a letter of support for federal funding to be used to expand state-wide information system supports to local lifespan respite networks, to expand local coordination and services across the lifespan, *to coordinate and develop state-wide curriculum and training resources for respite providers*, and to develop marketing and outreach materials for use in local communities. May Martin spoke briefly on the request. **Motion** was made by Dayle Niemie that the Commission write a letter of support for the funding. **Seconded** by Lyla Swafford. **Approved.** Cheryl Sanders will write the letter of support.
- Cheryl Sanders reviewed the packets that she assembled for the Commission's Legislative Committee members. The packets included Lobbying Guidelines, Lobby Activity Tracking Sheet, How to Testify Before a Legislative Committee, Presenting Your Written Testimony, Testimony Template, Sample Letter of Support, Health & Human Services Committee's 2009 Schedule, Legislative Hearing and Feedback Report form, SPD's Legislative & Stakeholder Meeting Schedule through July 30, How an Idea Becomes Law, Linus Customized Report, and a SPD document containing counts of individuals receiving SPD services as of September 30, 2008, above and below 150 percent of the Federal Poverty Level.
- Cheryl stated that literature packets that contain general information on the Commission are also available to Commissioners. Cheryl said that she would like to develop a fact sheet that would include information presented by Abby Solomon (SEIU) during public testimony about the impact that the GRB would have on jobs.
- Cheryl demonstrated OHCC's new DHS website. This website

includes OHCC contact information, committees, meetings, tools for HCWs, Tools for Consumer/employers, HCW Training, Consumer/employer Training (STEPS), and the RRS. There are also links to DHS, GCSS, ODC, SEIU, and HUBB. Anyone wanting to subscribe to free e-mail service can do so and be alerted when OHCC's website is updated.

The website address is [www.oregon.gov/DHS/spd/adv/hcc/](http://www.oregon.gov/DHS/spd/adv/hcc/).

- Cheryl stated that an e-mail address will be set up whereby anyone can e-mail OHCC regarding training class registration, questions on the RRS, etc. [This e-mail has been set up and the address is [Training.OHCC@state.or.us](mailto:Training.OHCC@state.or.us).]
- Scott Lay asked if our website should be consistent with other Commission documents in that when employers are referred to, that the terminology used in all sources be stated as "consumer/employer." Scott also stated that the RRS website contains some of the same information as the DHS/OHCC website in a different format. Cheryl Sanders stated that some of the information on the RRS website that is redundant will be removed.
- Scott Lay asked Cheryl Sanders that while she was in the Advisory Council meeting for On the Move in Oregon if there was anything mentioned about the proposed massive cuts in funding, especially going down to 150% of the poverty level instead of 300% of SSI that could have a dramatic impact on individuals who just transition out of nursing homes and then get their funding cut? Cheryl stated that it was not discussed in that meeting, but maybe it was not mentioned because On the Move in Oregon has so much money that people can stay on that program for a year before people transition to regular Medicaid services. Mike Volpe stated that it will not be an issue for the first year because that is federal money, but it will be an issue once they get off of that program. In discussions with Julia Huddleston, Mike understands that once individuals are off the program that special attention would be focused on these people and that there will be special case managers in local field offices to help them with the process.
- Scott Lay mentioned the definition that the Commission uses of a person with a disability is the same used by SPD which is only for people who receive SSI. That certainly is not indicative of OHCC's consumer population. The Commission also used this same definition when its legislation went through. Do we want to try to address it? Do we want to use the same one as SPD which is only

people who receive SSI and not just anyone with a disability? Scott suggested that we turn this issue over to the Legislative Committee. Scott will send an email to all members addressing this issue.

**ADJOURNED**

The meeting adjourned at 1:00 pm.

**NEXT MEETING**

The next Commission meeting will be held on Thursday, February 5, 2009, 10:00 am, 676 Church Street NE, Salem, OR.

## Attachments:

- Agenda
- Oregon Home Care Commission Meeting Minutes, January 8, 2008
- 2007-2009 Home Care Commission Budget to Actual Report, July 1, 2007 through December 31, 2008
- HUBB Insurance Contract Renewal Report for April 1, 2009
- HUBB Invoice for January 2009 to DHS for HCW Insurance Premiums
- HUBB Enrollment Statistics, April 2008 through March 2009
- Preventing Violence Against Caregivers report
- SILC STEPS Project Report to Home Care Commission, February 2009
- STEPS Consumer/Employer Training Statistical Report, Project to Date, November 30, 2008
- STEPS Consumer/Employer Training Statistical Report, November 2008
- Home Care Commission Training Report, January 2009
- Ideas for New Trainings – 2009
- RRS Report to the Commission
- Workers' Compensation Report, December 2008
- OHCC Literature Packet for Legislative Committee