



TRAINING COMMITTEE MEETING MINUTES

December 1, 2010

<i>Members present:</i>	Judy Cunio; Terry Haydon; Mark King; Joseph Lowe; Dayle Niemie; Deborah Schwartz; Annie Smith; and Bobbie Sotin
<i>Members absent:</i>	Jenny Cokeley
<i>Others present:</i>	Loyce Edwards; Lyra Hall; Aileen Kaye; Heidi Kyle; Carol Loop; Glenna Niemie; Roxy Tolva; and Kelsey Weigel representing Jenny Cokeley
<i>Staff present:</i>	Leslie Houston; Suzanne Huffman; Nancy Janes; Cheryl Miller; and Kelly Rosenau

MEETING CALLED TO ORDER

Meeting was held at 676 Church St. NE, Salem, Oregon, and was called to order by Mark King at 1:05 p.m.

INTRODUCTIONS

Each attendee introduced himself/herself.

AGENDA

The agenda was accepted with no additional topics.

APPROVAL OF MINUTES

Minutes of the November 3, 2010 meeting were reviewed. **Motion** was made by Dayle Niemie and **seconded** by Terry Haydon to accept the minutes with corrections. **Approved.**

TRAINING REPORT

Leslie Houston reported the class statistics for October:

- 58 classes held
- 6 classes canceled
- 626 total class attendance
 - 538 HCWs
 - 81 Adult Foster Care (AFCs) and Guests
 - 7 Consumers and Staff
- 697 total class registration
 - 123 total no shows
 - 17.6% no show rate
- 10.8 average class attendance

- 4,810 unduplicated HCWs attended classes
- 25 SEIU presentations at classes

Leslie also presented the available November class statistics:

- 71 classes held
- 2 classes canceled
- 4,861 unduplicated HCWs attended classes

Leslie Houston congratulated Bobbie Sotin on obtaining the Professional Development Recognition in September.

Leslie Houston reported that the Payment Guidelines voted on by the Committee last month were presented to the Commission and approved. These were implemented immediately. Any HCWs who come to a training that they took in the same month in the previous year is being paid for the current training. Leslie did not know if anyone has received this benefit. Nancy Janes reported that she has processed a few HCWs since implementation.

Leslie said that she decided to include AFCs and guests in the Training Report since we are getting more home health agencies utilizing the Oregon Home Care Commission (OHCC) trainings.

Leslie Houston reminded the Committee that some of the OHCC's trainings are approved for AFCs. Unfortunately, these may appear on the AFC training website without her knowledge. Leslie has contacted the committee in charge of approving AFC trainings to tell them that some of the OHCC classes such as *Keeping It Professional* and *Ready*Set*Work* are not appropriate for AFCs. Leslie believes that AFCs will continue to take OHCC classes to complete their required hours.

Aileen Kaye presented the training evaluations for *Helping Caregivers Fight Fraud and Abuse*. She reported that they presented these trainings in Eugene and Portland.

ADDITIONAL DISCUSSION

Cheryl Miller reported on the "Care for the Future" forum that SEIU held which she and Suzanne Huffman went to last month in Tukwilla, WA. SEIU is launching a new training program for Washington State in-home workers in January 2011. One hundred seventy-five trainers are being

hired to ensure that all providers meet the required 70 hours of training. A main training site has been built as well as several training centers throughout the state to ensure that all providers have opportunity to take the core classes and practice/demonstrate skills. The training facility that Cheryl and Suzanne toured had an apartment which was equipped with furniture and equipment to demonstrate skills. Cheryl said that some classes are available on-line, but there are also classes available for providers to attend in person. Cheryl also reported about SEIU partnering with the Department of Labor to develop an apprenticeship program.

Suzanne Huffman mentioned that some differences between Oregon and Washington are that Washington workers are mostly employed through agencies, and there is no statewide Registry and Referral System (RRS). There is not as much focus on consumer-directed services. Cheryl Miller added that even though our RRS was initially based upon the one that Washington developed, it is significantly different. Washington's RRS did not go statewide with all providers included as Oregon has done.

Cheryl Miller mentioned the "Competency Model." She said that this is the direction that the nation is going regarding direct service workers. This model is a way to show that direct service workers are becoming a professional workforce.

Cheryl Miller reported the compliance progress with House Bill (HB) 3618. The OHCC has developed two web pages. One page is for the DD/MH Committee which has the electronic version of the application for the committee. The second page is for the Personal Support Workers (PSWs) and includes two health and safety items. These health and safety items are primarily for HCWs but can be useful for PSWs. This page also contains a paragraph about worker's compensation. Worker's compensation will be available for PSWs on January 1, 2011 at 12:01 a.m. There will be two Netlink trainings in December for Personal Agents (PAs) and case managers. The Policy Option Package will also be mentioned during the Netlink training. If the Policy Option Package is approved, specific trainings for PSWs can be developed, but most of the OHCC trainings are applicable to PSWs. In October, the OHCC held an introductory meeting for those interested in implementation of HB 3618.

Kelly Rosenau and Cheryl have been working closely with SAIF to create appropriate forms for the PSWs. Currently there is no deadline to turn in the applications for the committee, but OHCC is hoping to accept them through February 2011. The Commission will make the final decision. Deborah Schwartz asked when the committee will convene and what the application process for the training committee will be. Cheryl explained that members of the DD/MH Committee will appoint and create that training committee. Judy Cunio wanted to know when the DD/MH Committee members were going to be appointed. Cheryl believes that they will be appointed early next year.

Terry Haydon suggested that the OHCC should try to find cheaper training facilities. Judy Cunio suggested that some brokerages have nice facilities. Leslie Houston asked everyone to send her ideas for cheaper facilities. Deborah Schwartz suggested that we look into utilizing libraries.

STEPS REPORT

Suzanne Huffman presented the STEPS Consumer/Employer Statistical Report for October:

- 1 workshop was held/0 canceled
- 45 total participants attended training
 - 31 total new participants attended training
 - 14 total repeat participants attended training
- 62.75 total training hours
 - 49.75 total One-on-One hours
 - 13 total Guide-on-the-Side hours

Suzanne also presented the STEPS training statistics since March 2007:

- 274 total workshops held/64 canceled
- 3,740 total participants attended training
 - 2,381 total new participants attended training
 - 1,359 total repeat participants attended training
- 5,058.30 total training hours
 - 4,174.25 total One-on-One hours
 - 871.05 total Guide-on-the-Side hours

Suzanne Huffman highlighted comments from Central Oregon Resources for Independent Living, Inc. (CORIL) in the December 2010 STEPS Report. She read the Success Story from EOCIL that she felt was

important for the Committee to hear.

Suzanne Huffman reported that when she held the STEPS specialists conference call, she mentioned that case managers tend to be a little preoccupied; therefore referrals tend to drop. She said that she shared the information that was presented to the Commission last month. She is encouraging all STEPS specialists to talk to case managers about how STEPS is even more important now than ever. It is important that as many consumers as possible participate in STEPS when faced with a potential reduction in service hours. Cheryl Miller said that if these cuts occur, the recommendation of SPD management is that consumers be referred to STEPS. She said that there may be an increase in 2011 as a result. Suzanne said that the new STEPS case manager brochure was approved and has been distributed.

Suzanne Huffman also presented the *Ready Book* Pilot Project Report with no new data from the Grants Pass SPD office:

- 528 *Ready Books* distributed
- 156 consumers needed assistance completing the *Ready Book*
- 162 total *Ready Books* completed at 30.68% rate

Suzanne also presented the October 2010 STEPS *Ready Book* Project Statistical Report:

- 12 first time consumers attended a *Ready Book* training, but have not attended a STEPS training
- 3 previous STEPS consumers attended a *Ready Book* training
- 13 total training hours

Suzanne presented the statistics since March 2010:

- 64 first time consumers attended a *Ready Book* training, but have not attended a STEPS training
- 24 previous STEPS consumers attended a *Ready Book* training
- 77 total training hours

PREVENTING VIOLENCE AGAINST CAREGIVERS (PVAC)

Helen Moss presented the *Proposed Timeline for Preventing Violence Against Caregivers (PVAC grant) 2010-2011*. She reported that the project is preparing to do the telephone survey. The Advisory Board will meet in December. The survey is being performed by the Kaiser-Permanente Research Center. The survey will be piloted in January 2011. The next step will be to hire and train HCWs to make the survey

calls. Leslie Houston asked how many HCWs the research group is expecting to reach. Helen responded that they are hoping for 70-80% of 4,800 English-speaking HCWs. The Committee believes that this is an ambitious goal.

Lyra Hall asked if home health care providers and AFCs are paying for their trainings. Cheryl Miller answered that they do not at this time, but we are looking into ways to have them pay for the training or at least the materials. Bobbie Sotin said that the last class she attended had some hospice workers.

TRAINING GOALS

Leslie Houston opened this discussion from the meeting two months previous. Leslie asked if the three goals presented were the ones that everyone wants to agree upon. She also said that she left the methods for obtaining these goals in the document. She reminded the Committee that any method which involves money cannot be implemented due to current budgets. Any methods which include the RRS will need to be discussed with Suzanne Huffman. Leslie announced that one thing that we are doing is using a form at classes to allow HCWs to sign up for future classes.

Deborah Schwartz would like to increase the number of HCWs who receive the Professional Development Recognition, but also would like to see an increase in the visibility of the Professional Development Recognition recipients. Leslie Houston feels that the Professional Development Recognition is the beginning of core competencies. Leslie mentioned that we do accept, with appropriate documentation, safety trainings that hospitals provide such as "Blood Born Pathogens." Leslie said that in the future we may want to specify trainings which may be more important for the additional two classes beyond the required ones. Cheryl Miller suggested that the Committee set a goal for how many HCWs will receive the Professional Development Recognition award by the end of 2011. Then it could be promoted through the newsletter and names could be displayed on the OHCC website. She suggested that SEIU also help promote it through their website and regional meetings. Leslie would like to see HCWs who have received the Professional Development Recognition receive additional matching points in the RRS. Suzanne Huffman said that this has been considered. If more points

were given to training and Professional Development Recognition, it could override consumers' service needs and preferences. This would not be in the best interest of the consumers, since the RRS's primary goal is to provide consumers with HCWs willing to provide for their service needs. Loyce Edwards likes the idea of having HCWs who receive the Professional Development Recognition recognized through OHCC's and SEIU's websites. In the RRS, they could have a star or pin logo by their name indicating that they have received this recognition. This would not override the consumer's services needs/preferences. Suzanne said that this change is on the developer's list of things to do. Leslie is concerned that we would need to get HCWs' permission to post their names on the website. Cheryl pointed out that the newsletter is already on-line. The HCWs' names are posted each month anyway. Discussion included the idea of just putting their name and city on the website.

Deborah Schwartz would like to see the method of requiring training hours to be referred through the RRS removed from the goals listing. She noted that this needs to be bargained. Suzanne Huffman said that having safety trainings required for referral through the RRS also needs to be removed or a qualifier added, indicating that this item needs to be negotiated with SEIU.

Terry Haydon described a project that the Albany office was doing two years ago. In the past, the Albany office had a HCW of the year award. Terry tried to promote it statewide, but it was not received well. Leslie Houston asked what criteria are used and who makes the nominations and selections. Terry said that case managers make the nominations. He does not know what the criteria are, but said the Committee could contact Gayle Blasquez. Cheryl Miller said that it would be better if HCWs were nominated by consumers. If case managers are nominating HCWs, it makes case managers appear to be the employers instead of consumers. Loyce Edwards said that case managers might nominate a HCW who hasn't given them any problems. Cheryl suggested that the Centers for Independent Living (CILs) could promote this to their consumers. Deborah Schwartz and Judy Cunio suggested that each county could select a HCW of the year and then have the HCW of the year for the state selected from that group. Deborah would also like to see this tied back to the Professional Development Recognition so there

are not two different programs competing with each other. This could be one of the criteria for the HCW of the year. Cheryl suggested that if the HCW of the year could be combined with the national recognition day for Direct Service Workers in September, this would be a great way to promote both. Leslie Houston is concerned about adding more work to the local offices. Suzanne Huffman suggested that we partner with Disability Services Advisory Councils.

Cheryl Miller will work on listing HCWs who have received the Professional Development Recognition on the website. Dayle Niemie would like this to be included with a state map of the counties. Cheryl will communicate with Web Publications to see what they can develop.

ADJOURNMENT

The meeting was adjourned at 2:40 p.m.

NEXT MEETING

The next Training Committee meeting is January 6, 2011, at 1:00 p.m. The location is 676 Church Street NE, Salem, Oregon.

Handouts:

- Agenda
- Home Care Commission Training Report
- "Helping Caregivers Fight Fraud and Abuse" evaluations for Eugene-11/4/10 and Portland-11/18/10
- STEPS Report, December 2010
- STEPS Consumer/Employer Statistical Report, October 2010
- New STEPS Participants Trained Chart
- *Ready Book* Pilot Project, February 26-November 20, 2010
- STEPS *Ready Book* Project Statistical Report October 2010
- Training Potential Training Goals 2010-2011