



## Developmental Disabilities/Mental Health Committee Minutes

January 25, 2012

<i>Members present:</i>	Buhl Bowman, Carol Conlon (via phone) Sally Cumberworth (via phone), Dayna Davis, Patricia Kennedy, Patricia Lawrence, Susan Melero, Cynthia Owens, Sarah Jane Owens (via phone), Mike Parr, Eddie Plourde, David Richmond, Marilyn Schuster, Noel Suarez, Margaret Theisen, Kelsey Weigel
<i>Members absent:</i>	Carla Cudmore, Lelani Nussbaumer
<i>Others present:</i>	Heidi Kyle, Lila McCally, Larry Melero, Deborah Schwartz, Roxy Tolva
Commissioners present:	Mark King and Joseph Lowe
<i>Staff present:</i>	Leslie Houston, Suzanne Huffman, Nancy Janes, Cheryl Miller, Kelly Rosenau

### ***Meeting Called to Order***

Margaret Theisen called the meeting to order at 1:01 p.m.

### ***Introductions***

Those attending introduced themselves.

### ***Adoption of Agenda***

The agenda was approved by consensus.

### ***Meeting Minutes***

Minutes were approved as presented, by consensus.

### ***Workers' Compensation Report***

Kelly Rosenau reported the PSW Workers' Compensation Report for October 2011:

- 2 PSW claims submitted
- 40 average age
- 50 percent non-disabling claims
- 100 percent injury (not occupational disease)
- 0 were safety trained
- 50 percent health insured
- 0 consumer-employer injuries
- 0 third party involvement

- 0 live-in providers
- 0 related to consumer-employer
- 0 post termination claims
- 1 claim accepted
- 1 claim denied
- 0 claims closed
- Client Program
  - 1 Adult Support Services
  - 1 Family Support – General
- Injury Causes
  - Strain by lifting
  - Fall/slip or trip
- Injured Body Parts
  - Back
  - Ankle

Kelly said that one PSW was returning from a park with her consumer-employer when she tripped in a hole and injured her ankle. The lifting injury was caused when the PSW was trying to place the consumer-employer in the Hoyer lift from the floor.

Kelly reported the PSW Workers' Compensation Report for November 2011:

- 1 PSW claim submitted
- 27 years old
- 100 percent non-disabling claims
- 100 percent injury (not occupational disease)
- 0 were safety trained
- 0 percent health insured
- 0 consumer-employer injuries
- 100 percent third party involvement
- 0 live-in providers
- 0 related to consumer-employer
- 0 post termination claims
- 0 claims accepted
- 1 claim denied
- 1 claim closed
- Client Program
  - Adult Support Services
- Injury Causes
  - MVA (motor vehicle accident)

- Injured Body Parts
  - Back

Kelly said that the car was hit on the passenger side, but the consumer-employer was not injured. The car was traveling northbound on a two-lane road. The PSW was in the left lane and the right lane's traffic had stopped. A car in the right lane had left enough room for someone to pull out of a parking lot. The third car pulled out of the parking lot and into the PSW's car. The PSW sustained a back injury. Since this is a third party claim, SAIF will be contacting the PSW's auto insurance company, as well as the insurance company of the individual that struck the PSW's vehicle so that they can recoup some of the claim costs.

Kelly said that the lifting/back injury reported from October was denied because the statements that the PSW was giving to SAIF, her medical provider and Kelly did not match. She also had significant pre-existing conditions. The claim was denied due to credibility. The worker has hired an attorney and filed an appeal which will be heard next month.

Kelly said that in February she will report on the seven claims that were filed in December and give the 2011 claims report.

Cynthia Owens asked why there were no claims accepted in November even though there were claims filed. Kelly answered that SAIF has 60 days to accept or deny a claim. The claim from November may not be accepted until the February or March. When an accepted claim appears on a report, that claim was filed a month or two previously. Kelly said that SAIF must gather and review significant information within the 60-day window to determine eligibility. Cynthia asked what "Safety Trained" means. Kelly answered that it refers to OHCC safety trainings. She sends newsletters to injured workers to encourage them to take these classes.

Dayna Davis said that safety trainings should be required, and that she would like to see a month without any injury claims filed. She would also like to see the law changed to make safety training mandatory. Margaret Theisen asked if classes were part of OHCC policy or was bargained with SEIU. Leslie Houston said there is no policy except for the orientation requirement. She said that the classes are not mandatory, in part due to cost and that she was not familiar with rules regarding PSWs. Leslie also said that 26 injuries out of approximately 7,000 workers is a very small percentage. Also, taking safety trainings doesn't necessarily mean that a person will never get injured. Suzanne

Huffman noted that employers of PSWs can require that workers take safety classes. Cynthia believes that PSWs not being paid for trainings is affecting attendance and if employers are not reimbursing PSWs for training time, it will be difficult to require training.

Eddie Plourde requested that the format of the workers' compensation reports be modified so that he could more easily understand what the numbers mean. He asked if the employer information such as an adult or child being lifted could be included. Kelly said that she could give claims details before reporting the statistics and welcomed suggestions about simplifying reports.

### ***Training Report***

Mark King reported the November 2011 class statistics:

- 70 classes held/1 canceled
- 766 total attendance
  - 690 HCWs
  - 54 Adult Foster Home providers
  - 3 PSWs
  - 4 Consumers
  - 15 Other guests
- 786 Total registered
- 125 No shows/16% rate
- 11 Average attendance per class
- 5,580 Unduplicated HCWs
- 37 Unduplicated PSWs
- 28 Union presentations

### ***Training Outreach Discussion/Topics***

Cheryl Miller presented the PSW Training Outreach Activities report and reviewed the training marketing methods used to date and number of PSWs who had participated.

Eddie Plourde asked if Margaret Theisen has spoken to the other brokerages to market these classes to the PSWs. Margaret said that this topic is on the monthly brokerage directors' meeting. Eddie said he would like to know which brokerages are marketing training classes. Cheryl said that as brokerages report their marketing activities, it will be included in this report. Margaret suggested that Eddie review previous months' minutes for previous discussions. Margaret said that all the brokerages are doing something regularly but that she doesn't have a list of every specific activity.

Patricia Lawrence said that she received the training newsletter by email from both Independence Northwest and Mentor of Oregon. Cheryl thanked Patricia for the information and encouraged everyone to share this type of information.

Marilyn Schuster asked if all trainings are in person. Cheryl replied that they are. Marilyn suggested that one of the ways to make trainings more cost effective and accessible would be to offer some online.

Margaret said that the document being discussed was capturing training provided by the OHCC, but that there are other training opportunities. Margaret said that PSWs in the rural areas are participating in more online training, but that the OHCC has an extensive network of training, even in the rural areas.

Cheryl facilitated brainstorming about PSW-specific training topics.

**PSW Training Class Recommendations**

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| <ol style="list-style-type: none"> <li>1. Abuse/Fraud</li> <li>2. Picture planner-technology training</li> <li>3. Circle of Friends/People Planning Together (OTAC)             <ol style="list-style-type: none"> <li>a. Health and safety</li> <li>b. Life planning</li> </ol> </li> <li>4. Appropriate OHCC (HCW) Training Classes</li> <li>5. Communication barriers between employer and PSW</li> <li>6. Autism spectrum</li> <li>7. Calming skills for escalated situations</li> <li>8. Hostile environments/workplace violence (PVAC)</li> <li>9. Emergency planning             <ol style="list-style-type: none"> <li>a. In-home</li> <li>b. Community</li> </ol> </li> <li>10. Empowerment training</li> <li>11. Safe lifting (PASS)</li> </ol> | <ol style="list-style-type: none"> <li>14. Communication/mental health barriers</li> <li>15. Healthy Lifestyles</li> <li>16. Communication guidelines/legal rights</li> <li>17. Stranger awareness</li> <li>18. How to know when a "con" is taking advantage of you</li> <li>19. Understanding mental illnesses or physical disabilities</li> <li>20. California Mental Health Police Training - Sarah Jane</li> <li>21. Deescalating Techniques used by the VA Police - Susan</li> <li>22. Boundaries (KIP)</li> <li>23. Person-centered services/ thinking</li> <li>24. Crisis intervention training (CIT)</li> <li>25. Guardian/representatives- roles and responsibilities</li> </ol> |
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<p>12. Durable Medical Equipment                  a. Hoyer, etc.                  13. Train the trainers</p>	
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**PSW Training Methods Recommendations**

<p>1. Online training                  a. No travel expense                  b. Can be archived                  c. Anytime                  d. Follow-up survey                  e. Evaluation                  f. Skills evaluation                  2. Existing training classes                  3. NetLinks</p>	<p>4. DVD                  5. Discussion-based                  6. Hands-on                  7. Collaborate with Partnerships in Community Living University (PCLU)                  8. Train-the-trainer                  9. YouTube                  10. Oregon Intervention System (OIS) trainings</p>
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**PSW Training Standards Recommendations**

1. Skills Evaluation

***Discussion: PSW Minimum Qualifications***

Kelsey Weigel asked if the requirements could include Independent Choices Program providers. Cheryl Miller said that the language must be general enough to include many specific programs and that it was very similar to the HCW minimum qualifications. Deborah noted that the age requirement was in the Minimum and Career sections. Suzanne suggested that "Career" be defined in the document.

Eddie Plourde said that when hiring, he asks questions such as what the PSW's like/hobbies are and why they would want to work for someone with developmental disabilities or mental health issues. Cheryl asked Suzanne Huffman to speak about the STEPS program. Suzanne said that she is currently working on a program called STEPS to Success with your PSW. This program will teach individuals receiving services about:

- rights and responsibilities
- finding workers who are a good fit
- how to ask interview questions and check references
- expressing how they want services provided
- maintaining a positive working relationship
- making it is clear who the employer is and who the PSW works for
- keeping good boundaries
- defining appropriate behavior between workers and employers.

- reviewing the individual service plan
- what that consumer-employers can/cannot ask their PSW to do.

Sally Cumberworth suggested that a new handout with comments from STEPS consumer-employers who are seniors and people with physical disabilities be shared with the group.

Eddie made a **motion** to have the second reference to the minimum age requirements be removed, add a definition for "career" and forward this recommendation to the Oregon Home Care Commission for approval. Susan Melero **seconded** the motion. Margaret called the vote. The motion carried unanimously.

### ***DD/MH Membership Report***

Margaret Theisen presented the DD/MH Committee Membership Report. She asked new members to introduce themselves to the group.

- David Richmond has been a program manager in Columbia County for about three years and has worked for Columbia County for seven and a half years. He's been a lead service coordinator and worked with APS and quality assurance.
- Patricia Kennedy is the mother of a young man diagnosed with Asperger's Syndrome. She is a family advocate in Multnomah whose volunteer work is devoted to mental health and drug addiction.

### ***Adjournment***

Margaret adjourned the meeting at 2:30 p.m. The next meeting will be on February 22, 2012 from 1:00 to 3:00 p.m.

#### Attachments:

- ◆ Agenda
- ◆ Meeting Minutes, November 30, 2011
- ◆ Workers' Compensation Report – Personal Support Workers Claim Reporting Period: 10/1/11-10/31/11
- ◆ Workers' Compensation Report – Personal Support Workers Claim Reporting Period: 11/1/11-11/30/11
- ◆ Home Care Commission Monthly Training Report November/December 2011 Report
- ◆ PSW – Training Outreach Activities
- ◆ Minimum Qualifications for Personal Support Workers (Draft)
- ◆ Developmental Disabilities and Mental Health Committee Members Report