

Presentation to the House Committee on  
Early Childhood and Human Services

# Agency With Choice Overview

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Nakeshia Knight-Coyle, Director

Jane-ellen Weidanz, Deputy Director, Policy

Office of Aging and People with Disabilities

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# Agenda

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- I. Roles and responsibilities
- II. System improvements
- III. Community engagement
- IV. Questions

Office of Aging and  
People with Disabilities



# Comparison of roles in existing system

## Office of Aging and People with Disabilities (APD):

- Determines an individual's eligibility, assists with development of service plans and authorizes services.
- Pays Homecare Workers (HCWs) on behalf of consumer employers.
- Enrolls qualified individuals as Medicaid providers, i.e., HCWs.
- Provides regulatory oversight of HCWs.
- Pay trusts for, on behalf of, the HCWs.

## Oregon Home Care Commission (OHCC)

- Sets training requirements, procedures and certifications.
- Offers resources and consultants to help employers hire or manage HCWs.
- Provides a registry for employers to find qualified HCWs.
- Acts as the employer of record for collective bargaining.

# Support for in-home consumers

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## Support provided by case managers:

- Assess consumer service needs including risk assessments.
- Assist the consumer with access to resources to hire a HCW.
- Develop the service plan and the task list with the consumer.
- Assist in development of risk mitigation and back-up plans.
- Provide ongoing assistance with the service plan.
- Ensure program regulations are met.
- Provide protective services for the consumer.

# Support for in-home consumers (cont.)

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## Support provided by other local office staff:

- Process enrollment and re-enrollment forms for HCWs.
- Conduct criminal history checks for HCWs.
- Issue payments to HCWs.
- Ensure paid services are being provided.

# Consumer's responsibilities as an employer

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**To be eligible for the Consumer Employer Program, a consumer must be able to, or designate a representative to:**

- Locate, screen and hire a qualified HCW.
- Notify the case manager which HCW has been selected and how many hours that worker should receive.
- Supervise and train the HCW to meet their needs.
- Schedule the HCW's work and leave.
- Track hours worked to ensure the HCW is not working more than the hours authorized.
- Recognize and attempt to correct any performance issues with the HCW.
- Discharge an unsatisfactory HCW.
- Follow all employer responsibilities required by law to ensure the workplace is safe from harassment.

# Comparison at a glance

Consumer Employer Program	Agency With Choice
<b>Hiring</b>	
OHCC provides a registry of HCWs for hire. Consumer employers may hire a family member or friend who meets qualifications as a HCW.	Agency will have caregivers from which consumers can choose. Consumer may hire a family member or friend who qualifies and is hired by the agency.
Hiring directly enables consumer to select workers to meet their needs including language spoken and cultural preferences.	Agency works to find caregivers to meet a consumer's needs. The consumer has a role in selecting the caregiver.
Consumer employer is responsible for finding replacement HCWs when needed.	Agency covers needed shifts; finds replacement if caregiver can't report to work.
<b>Management</b>	
Consumer manages the homecare worker.	Agency manages the caregiver.

# Comparison at a glance

Consumer Employer Program	Agency With Choice
<b>Oversight</b>	
Consumer employer and HCW can report grievances to OHCC. APD and Area Agencies on Aging provide additional oversight to ensure consumer employer needs are met.	Consumer and caregiver address grievances through the agency that employs the caregiver.
<b>Timekeeping and pay</b>	
HCW submits time worked through the ODHS Provider Time Capture (PTC) system. ODHS reviews hours and pays the HCWs.	Agency handles timekeeping and pays caregiver.

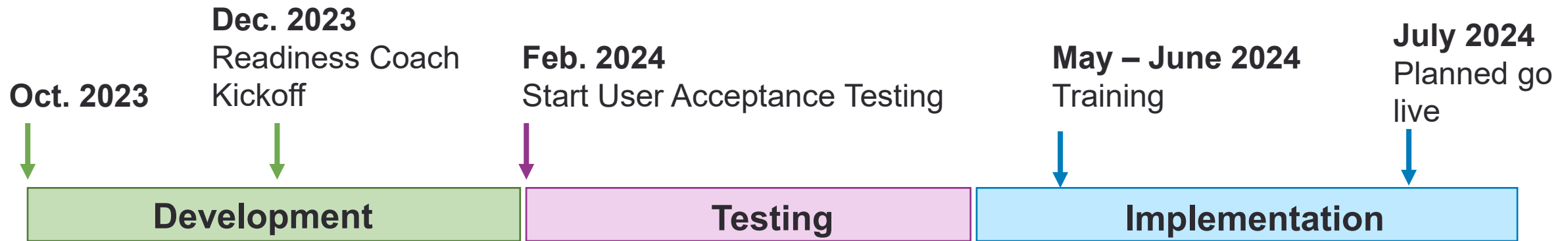


# Improvements in process

Challenge	Improvement
There is a HCW shortage, meaning some consumers go without the supports they need.	APD is partnering with OHCC to develop new ways to recruit HCWs.
State enrollment processes e.g., background checks take too long.	APD is working with the Background Check Unit to streamline processes.
State payment systems with delays and errors.	APD is developing PTC Phase 2 which will remove data entry requirements from local office staff.
A lack of HCW support when issues arise with their consumer-employers.	APD is reinforcing training for case managers on how to address concerns of HCWs.

# Oregon Provider Time Capture Direct Care Innovations: Phase 2A

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- Oregon Provider Time Capture Direct Care Innovations (OR PTC DCI) Phase 2A will interface OR PTC with the legacy payment system.
  - Automate manual processes for provider time and mileage entries.
  - Reduce duplicative work and processes between mainframe and OR PTC DCI.
  - Reduce help ensures providers are paid timely and accurately.
- Phase 2A is planned to go live in July 2024.

# Engaging the community

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- APD community meeting and informational session held on Oct. 5
- AWC presentation at OHCC meeting on Nov. 2.
- Discussions ongoing with consumers and community partners.





Questions?

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