# Consumer Directed Employer Rate Setting Board

**Meeting #7**

**June 13, 2024**

**9:00am – 3:00pm**

## Minutes

ATTENDANCE

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Present Today | Online | Name | Role | \*Voting Member | ^Advisory Member | Notes |
| Yes |  | Bledsoe, Ben | Representative | \* |  | CDE Rep. |
| Yes | Yes | Bowen, Tammy |  |  | ^ | People with Intellectual or Developmental Disabilities Organization |
| Yes |  | Brannan, Pam | DSHS Staff |  |  |  |
| No |  | Chambers, Kelly |  |  | ^ | House of Representatives (R) |
| No |  | Cleveland, Annette | Senator |  | ^ | Senate (D) |
| Yes |  | Declet, Sonya | DSHS Staff |  |  |  |
| Yes | Yes | Dustin, Georgiann |  |  | ^ | State Council on Aging Representative |
| Yes |  | Erickson, Eric |  |  | ^ | Licensed Home Care Agency |
| Yes |  | Glickman, Adam |  | \* |  | Exclusive Bargaining Unit Designee |
| Yes |  | Hollimon, Cynthia | Representative | \* |  | Governor’s Office Rep. |
| Yes | Yes | Hood Quan, Maralise | Facilitator |  |  |  |
|  |  | Open Position |  |  | ^ | People with Disabilities Organization |
| No |  | Muzzall, Ron | Senator |  | ^ | Senate (R) |
| No |  | Prieto, Nellie |  |  | ^ | Home Care Worker |
| Yes |  | Rector, Bea | DSHS Staff | \* |  | DSHS Rep. |
| Yes |  | Reed, Charles | Chairperson |  |  |  |
| Yes |  | Schlesselman, Diana | DSHS Staff |  |  |  |
| No |  | Tharinger, Steve | Representative |  | ^ | House of Representatives (D) |
| Other Attendees   * Online Guests * In-room guests   Laura Jones  Janilee Macleod  Sean Niccolucci  Sterling Harders  Peter Nazzal  Bobbie Leal  Tamara Kirkland  Rosamada Perez  Olivia Almy  Deanna Conorozzo | | | | | | |
| Meeting Links   * Rate Setting Board [Consumer Directed Employer Rate Setting Board | DSHS (wa.gov)](https://www.dshs.wa.gov/altsa/stakeholders/consumer-directed-employer-rate-setting-board) * Open Public Meetings Act (OPMA) * [Online Training Steps 2019.docx (live.com)](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fagportal-s3bucket.s3.amazonaws.com%2Fuploadedfiles%2FHome%2FAbout_the_Office%2FOpen_Government%2FOpen_Government_Training%2FOnline%2520Training%2520Steps%25202019.docx&wdOrigin=BROWSELINK) * [Open Government Training | Washington State](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.atg.wa.gov%2Fopen-government-training&data=05%7C02%7CCDERateSettingBoard%40dshs.wa.gov%7Cd2c563cc959a41a22ca908dc2ca7bbd9%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C638434346131213610%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=cJNav8U01WGl7bquKhgEf63H%2BmXM8UU5r7LT0OB3N0w%3D&reserved=0) | | | | | | |

AGENDA MINUTES

| **Topic** | **Discussion Highlight** | **Action items/Outcomes** |
| --- | --- | --- |
| **Welcome** | | |
| Welcome and Introductions | Welcome | Welcome from Chairperson and Facilitator. |
| Approval of Minutes from 05.29.24 |  | All in favor. No dissentions. Facilitator approved the minutes. |
| Opening Remarks/Old Business |  | No discussion. |
| **CDE Administrative Rate** | | |
| CDWA Presentation Admin Rate Components | **Ben Bledsoe and Sean Niccolucci** presented on Consumer Care Network and the administrative rate, the agency of choice model, numbers and trends, and components of the rate. They also discussed opportunities to increase effectiveness with a focus on self-directedness in increasing programmatic efficiencies.    **Laura Jones** addressed recruitment and retention and the evaluation of additional offices in WA state.     * Questions about B&O (Business and Occupation) tax and how factored into the rate. Answered in session. * Question about whether CDWA is covering costs with the current Admin Rate. Answered in session. * Question about the referral and retention bonuses. Answered in session. * Question about the proposed FTEs in the presentation. Answered in session. * Question about retention of recruited IPs. Answered in session. * Question about timeliness with matching IPs and clients. Answered in session. * Question about the current Service Coordinator caseload ratio. Answered in session. * Question about CDWA vacancy and turnover rates for CDWA staff (not IPs). Answered in session. * Comment on customer service being the biggest challenge SEIU hears from the IPs. * Question about customer service issues and training for Service Coordinators. Answered in session. * Question about calls received by CDWA and how they are handled. Answered in session. * Online question about advertising about the offices and in-person community events. Answered in session. | * Request for data related to recruitment/retention and how many recruited IPs are being matched with clients and how long it is taking. CDWA will provide data and more detail on the specifics of what is needed as a part of self-direction. |
| **BREAK** | | |
| **Union Proposal** | | |
| Proposal | **Sterling Harders** presented the SEIU 775 summary on Statutory Factors with a vision for the system and the four factors that need improvement: wages, health care, retirement, and other benefits (paid time off, holidays, training, mileage, and emergency fund).    Individual Providers presented on their experience working with clients, pay, inflation, and access to health care and IP health’s impact on client care.   * Question about state fund cost being total or incremental increase. Answered in session. * Question about the grace period for the health care coverage. Answered in session. * Question about the impact an increase would have on Medicaid benefits (SNAP, Apple health). Answered in session. * Question about any studies of long-term caregivers versus non-steady caregiver support impact on client services. Answered in session. * Comment on overall costs of in-home support versus nursing home support. * Comment on transparency of the in-home caregiver rate versus other rates and other states. |  |
| Board Discussion |  | No additional discussion. |
| **LUNCH** | | |
| **Home Care Agency Administrative Rate** | | |
| Home Care Agency Admin. Costs | Peter Nazzal presented on home care agencies, who they are and what they do. Presentation included information about the parity law and 2025-2027 funding request.  Panel of five direct care supervisors provided information on:   * Supporting vulnerable populations, particularly clients who don’t have family to support them. * Caseload sizes and needs considerations. * Providing clients and home care aides with needed support. * Addressing client concerns. * Assisting in building schedules.      * Question about in-home supports provided to clients who are homeless. Answered in session. * Question about direct care supervisors’ wages. Answered in session. * Question about recruiting. Answered in session. * Question about Medicaid client related revenue for home care agencies versus private pay. Answered in session. |  |
| Board Discussion | * Discussion of parity statute and Rate Setting Board statute. * Difference between Rate Setting Board recommendation versus parity. | Request for:   * Information on inflation * Levels of labor rate spending, how much is state or agency. * Scales of inflation and vendor rate increases. * Modeling on hiring incentives. * More information on modeling on the caseload – what model did CDWA use – and more details. * Modeling of B&O over the 23-25 biennium with the Labor Rate increases. * How the RSB suggested Labor rate influences the B&O. * For mileage, what is parity request versus mileage. * Verify extent which the board can make recommendations about home care agency parity. |
| Public Comment | Member of the public brought handwritten letters from caregiver members of WA state. Concerns include lack of pay for amount of services, low pay rates, medical coverages, stresses, and retention issues.    Online member of the public who works at an HCA presented on the after-hours work that happens outside of the 8-5 work week.    Online member of the public who is a branch manager to share the challenge of balancing the needs of clients and caregivers.    Online member of the public share experience of caregivers who work in the home with clients.    Online member of the public with HCA spoke of working with clients and caregivers. |  |
| **ADJOURN** | | |
| Adjourn | Facilitator wrapped up the meeting. | * Next meeting is July 8, 2024 and will be held in the building next door, 4500 10th Ave SE. * Meeting adjourned at 2:03pm |