Personal Care Attendant Quality

Home Care Workforce Council

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# Personal Care Attendant Quality Home Care Workforce Council

Council Meeting

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|  | April 15, 2025 | 2:00 PM to 4:00 PM | Zoom Meeting |

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| coUNCIL  members in attendance | Justin Graceffa, Chris Hoeh, Kiame Mahaniah, Kristen McCosh, Tom Hooper, Dianna Hu, Cindy Purcell |
| Council members not in attendance | Tamara Huntley, Tom Hooper |
| Council staff attending | Jocelyn Gordon, |
| chair | Kiame Mahaniah |
| Note taker | Jocelyn Gordon |

1. Council Organizational Matters
2. **Review and approval of minutes from February 15 2025 meeting** [VOTE] (5 min):
3. **Workgroup Status Reports and Discussion**

* **IAE Implementation Coun**cil (Justin Graceffa): Justin updated Council on IAE Implementation Council. Council member raised concerns that:
  + New state solution will cut out CBOs. Nurses who don’t understand the community like the PCMs understand the community will be doing assessments.
  + Although MH will not advance the effort without a “good bid,” the evaluation or determination of what is a “good bid” does not include the voice of CEs. Possibility of legislature interceding was raised by a Council member.
  + Advocate community remains opposed to idea.
  + Given federal climate, MH should be working more closely with advocates.
* **PCA Program Workgroup** (Kristin McCosh) Workgroup wrapped up last month. Report available on state website and circulated to all Council members. Overview:
  + Cost containment strategies recommended: enforcement of overtime cap at 66 hours, ensure that all fraudulent activity is addressed in the program, eliminate managing PCA paperwork (for people on EVV w/out a live-in exception).
  + Data relied on in report focused on how program is changing. Factors include aging population.
  + Personal Statements taken from each participant.
  + Everyone agreed that they didn’t want to see cuts to program.
  + More meetings to be held through June.
* **Complex Care (CC) Workgroup** (Justin Graceffa): First meeting 2 weeks ago next meeting is scheduled for May 8, 2025. Complex care currently anticipated to cover bowel regimen with digital stimulation and Enteral feeding tube. At meeting, MH shared results of survey and that budget would cover approximately 5000 CE. Concerns raised: No. of people covered, many of same concerns raised by Council. MH committed to get program established, see how many people are covered and reevaluate. Discussed the possibility of incorporating this into the Mass PCA Directory Website.
* **Improving** CE **Knowledge and Awareness Around Safety and Abuse** (Chris Hoeh): Met with AGE Protective Services and we will be meeting with DPPC to learn what resources currently exist for Consumer Employers and

1. PCA Program Updates (60 minutes)
2. **MassHealth Update** (Sherri Hannigan & Geralyn Smith-Coryat)

* **Complex Care (CC) Differential Status**: Workgroup is working on:
  + Materials for CE requiring Complex care and
  + PCP summary form for indiv either (i) new to PCA program or (ii) CE who do not have the 2 complex tasks on their time to task tool. PCP must sign form for CE to be eligible for CC.
  + Council members shared concern on the general nature of the survey questions on which MH derived the definition of CC tasks.
  + Union clarified that for a new CE to fit criteria for CC, a PCP note is now needed. Additionally, a CE currently on program needing these tasks performed but the tasks are not reflected in the Time to Task tool must also get a note from their PCP.
* EVV February meeting follow ups & review of any new available data.
  + **What is the number of CEs that have been removed from the program for Non-compliance?** 52 Consumers have been terminated so far. **Follow up question: What has MassHealth learned from looking more closely at the cases of CEs removed due to non-compliance?** They were terminated because they did not respond to Tempus, PCM and MH outreach or they indicated they would use EVV and did not. Question asked if MH f/u and determined if these CE had communication issues. MH stated that outreach was meaningful, and removals were made to people who refused to use EVV.
  + Consumer at “strike 3” in MH process explained how due to a Tempus error he arrived at strike 3. Not sure how to remediate situation. He was invited to share info with Council ED who would forward it on to MH. Council member pointed out that CEs need a way to share this info with MH instead of going through the Council and asked if there was currently a mechanism to share struggles and cure strikes with MH. MH responded that there was and would provide it to the Council.
  + Union reiterated the need to review patterns around why people were having trouble (e.g. lack of internet, English not first language, etc…)
  + Note that MH agreed to provide the answers to the remainder of the Council’s EVV questions in writing before the next meeting*. [Note 5/15 update: MH followed up that they will address remaining questions at next Council meeting]*
* CORI/SORI: MH is at the end of the process. MH has developed a handbook that is in review.

1. **ForHealth Update:**

* Report on Parttime PCA Survey Bitte BehlChadha) See Powerpoint Presentation
  + Member of public asked follow up question about PCAs loss of public benefits as they work more hours. Survey asked about public assistance received by PCAs. In target group, more target group members reported receiving public assistance than non-target group members.
  + Union suggested we share report with PCAs at LMC
* Recruiting Update (Lisa Marschke, Erica Ferreira)
  + Deck provided.

1. Executive Director Report
2. **MassHealth Data Request: (Kristen McCosh): Council** members met to develop a Complex care data request aimed at helping the Council to better understand the MassHealth analysis on the fiscal impact of the complex care differential.
3. **Retirement Update (Jeff Clausen):** Initial kick-off meeting with lawyers who will be providing us with legal support. Hope to hear back from them in May.
4. **Recruiting and Retention Task Force (Justin Graceffa):**

* Working on expanding on recruitment strategy and new consumer employer presentations.
* Council member asked about what resources are available to address: (i) How a PCA can apply for unemployment, (ii) What does a CE need to do to document medical leave for a PCA? MH responded that CE should reach out to Tempus for these 2 questions.
* Council member inquired about the status of the website.

1. **Committee Updates: -24**

* Training Committee: (Chris Hoeh):
  + Focus on the Professional Development Curriculum: Original 100 slots allocated and TUF chose to fund an additional 100 slots.
  + Union shared that overall, it is a very successful and effective program.
  + Council members can participate in NHO if they would like to do it.
* RJ&E: (Chris Hoeh)
  + Focus on curriculum development and delivery of joint CE and PCA training supported by TUF.
  + RFR under review by MH and Legal team
* LMC: (Justin Graceffa)
  + MH shared Complex Care
  + EVV issues discussed including:
    - Access to wifi.MH will not be making any policy changes due to lack of wifi access.
    - CE edits/adjustments to timesheets. Currently, timesheets- adjustments are signed off only by CE. Union raised issue of returning to both PCAs and CEs signing off.
  + ID Card Procurement in process.
  + Retirement: see earlier update.