Personal Care Attendant Quality

Home Care Workforce Council

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# Personal Care Attendant Quality Home Care Workforce Council

Council Meeting

General Session

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| Minutes | April 7, 2020 | 2:00-3:30 P.M. | WebEx Conference Call |

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| coUNCIL members in attendance | Lauren Peters, Karen Shack, Ann Ackil, Christopher Hoeh, Joe Tringali, Janet Rico, Cindy Purcell, Kristen McCosh |
| Council members not in attendance |  |
|  Staff attending | Michelle Byrd |
|  chair | Lauren Peters |
| Note taker | Michelle Byrd |
| agenda setting | No issues were added to previously-issued agenda |

Lauren Peters called the meeting to order at 2:15 p.m.

1. **Council organizational matters**
2. Review and approval of the general session minutes from February 11,2020

Joe Tringali requested that reasonable accommodations be provided to Directory consumer users that would eliminate password changes and that this is added to the minutes. Lauren asked for a motion to approve the minutes with the change. A motion was made and seconded and the following roll-call vote was recorded:

Lauren Peters – aye

Karen Shack – aye

Ann Ackil –aye

Chris Hoeh – aye

Kristen McCosh –aye

Cindy Purcell –aye

Joe Tringali- aye

Janet Rico – aye

**II. PCA Program Updates**

1. Recruitment and Retention Report – Lisa Marschke
* Mass Options added to Directory site, through April 3rd, there have been 96 total calls, 44 were for information, 17 were escalated for further assistance, and 28 transferred to HHA agencies. 5 calls were incomplete and 2 agencies did not respond.
* New Hire Orientation requirements have been suspended.
* On-line Fundamentals of Home Care Course users will be tracked and receive a certificate of completion.
* Directory Enhancement updates will be on-line April 8.

Chris Hoeh expressed concern with HHA agencies. He reported Mass Options did not provide warm transfer to an agency or supervisor. He also asked for clarification on the status of C.O.R.I. requirements by HHA agencies. Whitney Moyer noted that HHA agencies do have this requirement and any worker hired by the agency must meet the hiring requirements of that agency. Joe Tringali expressed concerns with the turn-around time for processing of C.O.R.I. checks and Whitney noted there is not an exact number of days the reports are made available. Chris wanted to know if there was any additional data or data feedback from Mass Options. Lauren noted that a system has not yet been established. Whitney stated MassHealth would have access to data provided by HHA agencies. She also noted that PCAs hired by HHA would not be paid retroactively for services provided prior to the hire date. Whitney suggested additional discussion of the issue could take place between MH and Chris.

* Orientation Updates - Two calls regarding online access were resolved.
* Recruitment - Five train the trainer events took place through April. A PCA toolkit has been added to the website.

Becca Gutman of 1199SEIU noted that the Training and Upgrading Fund would offer on-line trainings on universal precautions in the time of COVID as well as stress management. Lisa Marschke noted that the PCA job description is included in the toolkit. Joe Tringali suggested that materials on assisting PCAs with applying for unemployment benefits be included. Lauren noted that information on unemployment from the Undersecretary of Workforce Development will be added.

1. MassHealth Report – Sherri Hannigan, Whitney Moyer
* Covid-19 Updates
* On-line Mass COVID 19 documentation
* Expanded sick leave for PCAs
* Mass Options provides referrals to HHA agencies for consumers with unused PCA hours. Several trainings and targeted outreach on this expanded service were provided.
* PCAs have been identified as essential workers during the pandemic. PCAs were provided with documentation and the letter is provided on-line.
* PCAs have been provided with access to emergency child care services
* NEArc and Tempus Unlimited provide electronic submission of PCA new hire paperwork. Stavros is working on providing electronic submission.
* MassHealth Covid-19 documents for PCAs and Consumers will be approved and posted on the website.
* Family First Corona Virus update provides expanded sick leave hours effective April 1 up to 80 hours. A special time sheet will be posted on FI websites.
* The PCA workforce will receive a 10% increase in hourly rate. Whitney stated this change will be announced today and will be effective as of April 1.

Joe Tringali asked what qualifications must be met by PCAs requesting Paid Time Off benefits. Whitney noted that information notices were provided to both Consumers and PCAs. Sherri stated the calculation for the maximum 80 hours provided covers a two-week time period based on the normal average hours worked by the PCA. Becca requested that time sheets be translated into Spanish. Sherri will discuss this with the FIs. Chris Hoeh noted that the request for hourly rate increase was for more than 10%.

**III. Executive Director’s Report**

* Family First Response Act

Lauren outlined details of the act including:

* Expanded paid family and medical leave Act (FMLA).
* Twelve weeks of leave provided for childcare with first weeks with 2/3 pay followed by 10 days unpaid time off.
* Parents will be identified as employers for the purposes of FMLA.

Lauren asked for a motion to recommend PCAs be exempt from the 12 week FMLA under the provisions of the Family First Response Act during the COVID-19 emergency. A motion as made by Karen Shack and seconded by Joe Tringali. The motion passed following the roll-call vote:

Karen Shack – aye

Ann Ackil – aye

Janet Rico – aye

Chris Hoeh – aye

Cindy Purcell – aye

Joe Tringali – aye

Kristen McCosh – aye

Lauren Peters- aye

* Situational Awareness Report

Lauren reported that we could expect to see a surge in reported COVID-19 cases and hospital admissions over the next several weeks. A shortage of PPE remains a challenge. Lauren will continue to provide updates to Council members.

With no further agenda items open for discussion, Lauren Peters asked for a motion to adjourn the meeting at 3:22 p.m. The motion was made by Janet Rico, seconded by Joe Tringaliand the motion passed unanimously.

Respectfully Submitted,

Michelle Byrd