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 | August 11, 2020 | 2:00-3:30 p.m. | Zoom Conference Call |

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| coUNCIL members in attendance | Lauren Peters, Karen Shack, Christopher Hoeh, Joe Tringali, Cindy Purcell, Kristen McCosh, Tim Kunzier |
| Council members not in attendance | Ann Ackil, Janet Rico |
|  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 2:05 p.m.

1. **Council organizational matters**

Review and approval of June 9 and July 14 minutes

Joe Tringali made a motion to approve the minutes of both meetings. Karen Shack seconded and the minutes were approved unanimously by council members. Clean versions will be sent to council members.

**II. Advanced PCA Pilot**

Chris Hoeh provided updates from the sub-group reviewing the needs of users with advanced needs and hours. Sheri Hannigan reported on a grant opportunity to provide training pilots. Becca noted that PCAs would like training opportunities. There would be a 2-phase pilot, one held in Boston and one in Springfield. Karen asked what the expectations PCAs may have for participation, increased wages? Sheri noted operational challenges of the pilot program including how advanced care and duties are determined, how training would be provided and the use of state funds supporting increase in wages for PCAs completing trainings. MassHealth cannot provide pilots for a fee-for-service program. Becca noted that further discussion at Labor Management Committee meetings will address operational issues brought froward by the sub-group. Lauren will also review other programs that offer such services and trainings. Lisa Marschke provided additional data on a review of 1,200 consumers receiving 40+hours/week. A 43% response rate included a total of 374 consumers completing interviews: 154 adult consumers, 198 surrogates to adults and 28 surrogates to children. Lisa offered to share additional results with the Council at the next meeting.oHohhdvv

**III. New Hire Orientation Updates**

Lauren noted that that an alternative to in-person or group orientation can be done through the on-line portal. A session on universal precautions will be added to the curriculum increasing the total time to four hours.

**IV. IG Report**

Chris Hoeh reported that consumer control remains an essential part of the PCA program. A method for easier and more timely use of C.O.R.I. checks needs to be explored to maintain consumer control. The state should not screen all PCAs, but it should be investigated if some mechanism for background checks could be implemented. Chris noted the PCA Directory site does inform consumer that they can perform C.O.R.I. checks and Lauren noted that C.O.R.I. checks are not a requirement for those using the Directory. The Council cannot unilaterally require consumers to use C.O.R.I. checks; MassHealth would have to make it a requirement.

Consumers using the Directory could indicate they are aware the C.O.R.I. is available for their use but waive the right to perform the check if they want to. Cindy Purcell stated that C.O.R.I.’s are difficult to read and that many issues related to alcohol or drug abuse may be from the past and consumers will need to decide if they take that into consideration when hiring a PCA.

Lauren noted that the sub-group could draft a response to the report for review. Sheri Hannigan indicated that IG staff acknowledged the difficulties with the C.O.R.I. process as it relates to MassHealth PCA consumers and are open to finding ways to make it easier for consumers to receive, read and interpret results. Chris stated the Council should provide a response to the report. Lauren agreed that the Council’s role in the issue is relevant because it has a direct effect on the workforce. Chris and Kristen noted the letter to the IG’s office should be also sent the Boston Globe. Kristen noted that Council members have written op-eds published by the Globe in the past. She also offered to work with the City Press team as well and will provide an update.

**V. Recruitment and Retention Report**

Due to time constraints, Lisa Marschke will provide a presentation with Council members for their review.

**VI. MassHealth Update**

Sheri Hannigan provided an update on the Fiscal Intermediary procurement process. On September 1, there will be a request for response for one Fiscal intermediary contract that will include EVV implementation on 9/1/2022. One Fiscal Intermediary for the program is necessary for the EVV implementation to provide data integrity. This solution will also streamline consumer support across the state. The RFR will be ready September 1 with an announcement of the selected bidder scheduled for 4/1/2021. EVV implementation will have a roll-out in 2022. Listening sessions will be held in advance and links for the sessions will be provided to Council members.

**Directory Passwords**

The current requirements on the Directory prompts consumers to change passwords every 60 days. Comments by consumers using the Directory as well as Council members is that this requirement is difficult for this population. Council members discussed other time frames including no change at all or a yearly prompt to change passwords. Becca agreed that PCAs have also expressed a need to change the schedule to make it easier for workers to use the Directory.

Lauren noted the time and moved other remaining agenda items to be discussed at the next Council meeting. A motion to adjourn was made by Chris Hoeh and seconded by Karen Shack. The motion passed by unanimous vote and the meeting adjourned at 3:31 p.m.

Respectfully Submitted,

Michelle Byrd