Personal Care Attendant Quality

Home Care Workforce Council

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MAURA HEALEY

Governor

KIM DRISCOLL

Lieutenant Governor

# Personal Care Attendant Quality Home Care Workforce Council

Council Meeting

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|  | August 13, 2024 | 2:00-3:30 PM | Zoom Meeting |

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

General Session: Kiame noted quorum and called the meeting to order at 2:00 PM.

1. **Council Organizational Matters**
2. Review and approval of the Council meeting minutes from June 2024 meeting
3. Recording PCA Meetings. Chris asked for a motion to vote Chris motioned, Diana seconded all in favor the motion passes.
4. Jocelyn shared that Mass General Laws, chapter 118 section 771 the Attorney General has reappointed Kristen McCosh to a fifth term on the personal care attendant quality home care workforce council.
5. Council Open seat update: Two open seats--

* AG offices appointment of our new MSP seat and the
* Governor's appointment to the seat formally occupied by our beloved Joe Tringali

Both the AG and the Governor are getting closer, but are not quite ready to appoint.

1. **Executive Director Report**
2. Use Of CORI/SORI forms --The use of CORI has been an issue that has come up before the Council on a number of occasions, and it was brought to the Council’s ED over the last couple of weeks by a member of the Stavros Consumer Advisory Board. Jeff shared an update looking towards the future. We did work with the agency that handles CORI, to simplify how consumers are able to access CORI and we're still in the process of implementation. The idea is to make it easier for consumers to have a CORI performed on a potential candidate.
3. Updates on PCA Directory Improvements

Tamara shared that Members of the Recruiting and Retention Task Force and ForHealth have been meeting up to 3X per week with the ForHealth IT team to work through the details of the upgrades. The upgrades focus around 6 areas:

1. **Geo-location – driving distance:**

* Distance information will be upgraded to provide driving distance (rather than general distance between towns) without revealing exact addresses of users; and
* The site will provide user links to information about how to get between locations using public transportation.

1. **New notifications:**

* Email or Text notifications will be provided as soon as a match is made based on a driving distance determined by users.
* The notification will also provide basic information about whether there is a match on ADL or Complex care skill experience.

1. **Data freshness:** Email or text notifications will allow Consumer employers to update their need for a PCA and PCAs will be able to update their availability without logging back into site**.**
2. **Communication:** A new messaging feature internal to the directory will allow users to message one another in real time without revealing personal contact information.
3. **Community guidelines:** New community guidelines will be established through focus groups.
4. **Equity** Features

* LGBTQIA: To facilitate choice and promote dignity and independence, workers and consumer employers will be able to self-select categories related to their sexual preference and gender identities.
* Site will be rewritten in Plain language.
* Site will be made entirely Mobile device friendly.

1. New Arrival Recruiting Initiative (Jocelyn)

Executive Office of Labor and Workforce Development Metro North MassHire Career Center and the 1199 SEIU Training and Employment fund and ForHealth Consulting at UMass, collaborated from May until June on a pilot program. The Pilot’s purpose was to bring the personal care attendant job opportunity to a group of sheltered immigrants in Middlesex County for six weeks. During the Pilot, 14 new arrivals with work authorizations received ESOL and computer literacy classes with a curriculum focused on locating and providing PCA services to consumers, instructors and ESOL computer literacy and PCA logistics, along with interpreters and wraparound support, including childcare, lunch and transportation for the participants. TEF provided supports through a Commonwealth Corporation grant. The Council convened the collaboration, and we worked with Forhealth and MassHire Metronorth to coordinate at the very end of the six week period, in person or virtual short meet and greets between the new arrivals and PCA program consumer employers in need of PCA services. We are now taking what I hope will be a short break from the pilot to assess how we can improve the approach and explore how to provide more effective support both to consumer- employers and new arrivals interested in the PCA job opportunity.

1. Update on Survey of PCAs Working 30 Hours a Week or Less

Recruiting and Retention Task Force wanted to identify part time PCAs who worked 30 hours or less a week and were interested in expanding the number of hours they work. At our request and with our guidance, ForHealth's Office of Survey Research developed and implemented a survey of PCAs who work 30 hours per week or less. he survey findings will be used by the Council to explore strategies and tactics to encourage existing part time PCAs to increase their weekly hours, and improve access to PCA services.

1. Committee Updates:

* Training Committee, (Jocelyn)

TEF shared with us that they see a great deal of PCA interest in the professional development program, and demand has exceeded the 100 people who can enroll under the collective bargaining agreement.

* Racial Justice and Equity (Chris)

Chris shared we have been working closely with Union on a draft RFR to identify a vendor to manage a formal complaint resolution process to support both PCAs and consumer employers who experience racial discrimination, sexual harassment, bullying, other and other abusive treatment, as well as related matters that would benefit from conflict resolution. The RFR is currently being reviewed by program and legal staff.

1. **PCA Program Update**
2. MassHealth Update
3. EVV Update: **Gerri shared some data regarding wave 1, 2 and 3 on slide decks.** Sherri stated that MassHealth and PCMs are working closely with all consumers who are not compliant. There are four stages.

* The first stage is the warning stage: We receive reports on each of those stages so that we are able to then reach out directly to PCM’s to reach out
* First instance of noncompliance or non-use: This results in a letter, PCM call and an Everbridge notification. At that time the PCMs call to say, like, what can we do? How can we help you? And they're trying to troubleshoot.
* Third instance of non-compliance: Occurs in our third pay period, so it's six weeks and the same cycle is happening. All of that outreach is happening. What's going on? How can we help you? Then, it’s eight weeks, or two months and four pay periods. We complete the same warning protocol again but now MassHealth is getting involved, and now we have a specific team person who is conducting outreach themselves and conducting home visits if necessary. And we've done several home visits with folks to try and get to the bottom of why they're not using it, what the issues are.
* Termination: Continued noncompliance will result in termination of services if folks do not want to use it and will not use EVV. We have only terminated a handful of folks. MassHealth has supported 1000s of people who are onboarding at this stage. There is a great deal of support. If you're terminated, you can come back; you're not terminated in perpetuity. You can come back at any point, but in order to come back, you have to sign an EVV use agreement that states is that you will then use EVV right away. EVV is an expectation of using the program. We understand that there are issues. MassHealth stated that they are giving extra time for a surrogate to get on board. If people have technological issues where the app itself is not working or something is broken on their end, Tempest has the tier two level staff who are working on those tech issues, and compliance is set in a holding pattern while those tech issues are worked out. And there's fewer and fewer of those tech issues as time goes on.

1. PCA ID Card RFR: Gerri shared the RFQ is in the final review stages and on track to be posted by the end of the summer. it's on track for posting.
2. EAP Usage: Gerri shared slides that showed the number of PCAs that have contacted the EAP and then direct services, which is actual counseling that they received. Since the EAP contract went into effect January 2024. Jocelyn asked if the union is sharing this information about the benefit of support from the EAP. Gerri stated they do share the information.
3. Complex Care Survey: Gerri shared that the data from the complex care survey is still being analyzed. There were more than 6000 responses to the survey. Also, the NOO (Notice of opportunity) is in process and waiting for executive sign off. The purpose of the NOO is to see expertise in operationalizing the complex care within the program. Once the data has been analyzed, we will schedule a listening session to share the findings and gather additional feedback. Chris asked what a NOO was. Sherri explained it is a notice of opportunity to participate in an Advisory Council on the implementation of complex care and the operationalization
4. Seniority Differential: Gerri shared that the differential is on track for the April 2025 deadline. A communication plan will begin in November. Also places a protocol that has been developed PCAs that disagree with it, point in time calculations, this process will require PCAs to provide proof showing where they disagree. This is done by using W2 or timesheets. Tempus has used W2 data from 2008 to 2016 then actual hours worked from 2016 to 2024, this formula is beneficial to PCAs as holidays that were included encountered as hours worked and paid at time and a half for the period of 2008 to 2016.
5. ForHealth Update

Recruiting Pilot Expansion: Erica provided an update on PCA recruitment efforts, as well as some updates on the directory. Erica reviewed where recruiting efforts are being targeted: MassHire career centers, community colleges and counties that the Council in partnership with the Executive Office of Labor and Workforce Development have identified as having the greatest need for PCAs or need for job placement.

Between January and July of this year, we've attended 50 recruitment events and spoke with over 700 job seekers, and more than one quarter of those job seekers have registered on the mass PCA directory, and I'll also note that 12 of those 50 recruitment events are events that we've attended since the last time we met in June.

1. **Additional Items**

None raised.

Respectfully Submitted,

Leanne Burke