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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|  | August 15, 2023 | 2:00-3:30 PM | Zoom Meeting |

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| coUNCIL  members in attendance | Justin Graceffa, Chris Hoeh, Cindy Purcell, Joe Tringali, Kiame Mahaniah, Tamara Huntley, Karen Shack, Dianna Hu (joined after the start of the meeting), Cindy Purcell (joined after the start of the meeting) |
| Council members not in attendance |  |
| Council staff attending | Jocelyn Gordon |
| chair | Kiame Mahaniah |
| Note taker | Leanne Burke |

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

General Session

1. **Council Organizational Matters**

* Kiame introduced Leanne Burke.
* Chris moved to approve the minutes for the 6/27/2023 meeting, Joe seconded, Council members voted to approve the minutes.

**II A. PCA Program Update**

* Kayla Buchanan-Craig, MassHealth, provided MassHealth update.
* Final stages of implementation EVV Process. The pilot is due to start in October and we will be rolling out the first official wave early in 2024.
* Member of the public noted concern that any new PCA coming onboard would have to start using EVV.
* Kayla noted any new PCA added in after the first wave begins will start EVV right away.
* Chris asks if a consumer player whose lined start using the programming next June has a new PCA would they start with EVV even though the rest of PCA 's are not using EVV.
* Kayla responded, I don't want to misspeak and misrepresent that. She will get back with an official answer.
* Chris raised concern if EVV challenges consumer players who have been relying on the two overnight hours PCA would be paid for 2 hours no matter if they came and helped someone repositioned for 15 minutes.
* Weekley Hours: Kayla noted There will be a listening session Tuesday August 22 from 1-3 pm regarding the weekly hours Kayla asks Jocelyn to distribute to the workforce council. Updates will include weekly hours.
* Redeterminations: Kayla stated redetermination process the PCA, redetermination, and special project teams are coming up with important ways to adapt and how to involve the PCM’s.
* Tamara asked if there's another time for a listening session schedule perhaps in the evening.
* Kayla stated only one scheduled but will see if there are opportunities for us to host one that's in the evening.
* Chris stated he hopes there is a document to be distributed to council members and stakeholder groups.
* Dan voiced concern regarding Optum such as shaving and other cases being reduced to three days a week.
* Kayla stated she will investigate that, and not aware there have been no policy changes and it was something they will look into.

**II B. ForHealth Recruiting Initiative Update**

* Jocelyn stated the recruiting and retention task force along with the executive director has been working closely with ForHealth to implement the summer recruiting initiatives.
* Lisa Marshke, ForHealth consulting (UMass) provided recruitment and retention update.
* The recruiting and retention task force with the Council have identified 3 different types of organizations for the pilot: **MassHire, members of MOIR network and Educational Institutions and Organizations.**
* Mass Hire: They did attend an in-person healthcare hiring event in the Berkshires PCA job information and registered 5 job seekers on the Directory.
* Also speaking to a representative from the Springfield location to offer a very similar PCA information session at that location, probably in September, we're finalizing it.
* Dan questioned have you thought about and taking it to Hampshire County and Franklin County? Lisa stated she was hoping to bring this to all the mass hire career center locations. Plans for expanding to Holyoke will be reaching out to them in October.
* Karen asked who you connect with at the career centers and do you need any help with that. Lisa stated the business services representative, then she introduced me to her colleagues in Springfield and Holyoke.
* Karen asked if anything was known about the five job seekers. Lisa’s response I do not.
* Joe asks if there are tools that measure the success of these outreach efforts. Lisa stated she had a slide to provide.
* Lisa stated regarding job seekers who are registered at agencies that support **immigrants and refugees** are divided into four regional areas and convene a quarterly with service provider to discuss immigrant and refugee work in Massachusetts. In June we attended and offered PCA as a job opportunity for immigrants and refugees.
* Joe asked what their English skills are as a second language. Lisa stated it's all varied.
* For **educational institutions and programs**, Lisa noted a visit to Assabet Valley Regional Technical High School was made, and the Council has a commitment from the director of the program to distribute the flyer to all their incoming students. As well as reaching out to nursing clubs at the school there are, and we are on schedule to meet in person at both nursing clubs in September.
  + Lisa wanted to share that Jocelyn connected with the Director of Workforce Initiatives at the Massachusetts association for community colleges, and suggested we reach connect with Reach Higher. Will report back later. Also, trying to make another connection with Berkshire Community college. will have more at a future meeting.
* Lisa had a follow up to Joe’s earlier question – sharing a slide showing outcome measures are being tracked with these initiatives.
* Karen stated thank you for sharing and appreciate the way you set up the slide deck and it's really good update the outcome measures are good I would like us to also develop and have some goals around impact measures not just like so these are good how many people attend but ultimately we need to know how many people are employed as a result of this watch harder to figure out Lisa but we have to figure out how can we figure it out so because really when it comes down to it but number of recruiting sessions and the participants is only one step towards meeting the ultimate goal and we can have 300 recruiting sessions and 700 participants but if none of them take jobs and it's not the best strategy I don't know if we should talk here or back in the recruitment workgroup about identifying some measures I don't know if it had called outcome measures or impact measures but something that establishes goals around how does all of this incredible work help to get more people employed help to get more employers get new employees.
* Jocelyn noted that at the Task Force’s request ForHealth started to look more closely at directory coding issues and has identified some issues of import. ForHealth is assessing them and hopes to report on them at the next Council meeting.

1. **Collective Bargaining Update**

* Moved to executive session, unanimous.

Respectfully Submitted,

Leane Burke