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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|  | December 12, 2023 | 2:00-3:30 PM | Zoom Meeting |

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| coUNCIL  members in attendance | Justin Graceffa, Chris Hoeh, Joe Tringali, Kiame Mahaniah, Kristen McCosh, Tamara Huntley, Dianna Hu, Tom Hooper, Cindy Purcell |
| Council members not in attendance |  |
| 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**

* Kiame welcomed new member of the council Tom Hooper
* Kiame asked for a motion for approval of the minutes from October 10, 2023. Chris moved to approve minutes. Dianna seconded. Kiame asked all in favor, either raise your hand or say Aye. Joe abstained. All council members voted in favor.
* Kiame asked for a motion for approval of the minutes from October 17, 2023. Chris moved to approve minutes. Cindy seconded. .Kiame asked all in favor, either raise your hand or say Aye. All Council members voted in favor.
* **By-Law review discussion:** Julian stated that the bylaws are the procedural descriptions of how the council will operate, it contains various terms that aren't otherwise described in statute. It was raised that maybe these might need to be reviewed and suggested that we should bring it to the whole council. and the council can determine to update. Julian recommends that a committee can be formed, and asked if he can be included.
* Chris added it states that if you have an interest in reviewing the bylaws, then you announce that at a meeting, and then it happens at the next meeting, and that changes can be made by a majority of the council members.
* Joe stated he would like to review the purpose of the workforce council.
* Tom added he would love to hear about any specific bylaws that the council is particularly interested in reviewing.
* Kiame asked if we could call it a work group instead of committee. Julian answered that he would have to investigate it. Kiame said let's go with the committee structure.
* Chris motioned to establish a committee to explore the bylaws. Joe Seconded the motion. All Council members voted in favor.
* Jocelyn asked if anyone was interested in joining the committee to please email her and Leanne.
* **Vice Chair position discussion**

* **Approval of the meeting dates for 2024.** Joe moved to approve the dates; Chris seconded. All in favor.

1. **Executive Directors Report**

**Joint Committee on Racial Justice and Equity:**

* To recap for everyone, the purpose of the joint committee on Racial Justice and Equity is to develop recommendations to address systemic racial disparities and inequities within the PCA program. The joint subcommittee recommendations focus on actions that can be taken by the Council. At our first meeting this fall—in November--the committee reviewed the recommendation proposal we developed last spring and revised it in a few places. We will meet again tomorrow to finalize those revisions and determine the next steps. The proposal will include recommendations that focus on: Training,, Resources for PCAs and C-E to Protect Equity, Justice, and Safety, Access to PCA services,

**Joint Training Committee:**

* Under our new Collective Bargaining Agreement, PCAs can complete a Professional Development curriculum. The purpose of the curriculum is to fulfill the training needs and enrich the professional skills of PCAs within the framework of a consumer employer self-directed care program. The Curriculum’s courses will be designed by the Training committee and will require approval by the Council before implementation.
* Chris provided is a brief update of our first meeting. Topics covered at our first meeting included: Course Offerings, Policies and Procedures (period of time for completion, do past classes count, etc.), Eligibility (could be based on seniority, 1st come 1st serve, prerequisites) and Consumer Direction, Next meeting is Tuesday, December 19th and we will be confirming the timeline and course offerings.

**Labor Management Committee:**

* The Labor Management Committee met once this fall and will be meeting on Thursday this week. Topics to be discussed this week include: Retirement, Appropriations, ID Cards and follow up topics from our last meeting- focused on questions around Tempus and New Hire Orientation.

**Employee Assistance Program:** The 2022-2023 CBA called for an Employee Assistance Program benefit to be put in place for PCAs. EHS has signed an Employee Assistance Program Contract with CMG Associates. Benefits include: Direct Services: Including Behavioral Health Counseling sessions, individualized legal counseling session consult, per issue; financial consult, including retirement planning and Live substance use counseling services

1. **Updates**

**PCA Program**

* MassHealth provided an EVV update Sherri stated they are in the midst of our electronic visit verification pilot and will be moving into **Wave 1** rollout in January. The EVV starter packs will begin going out week of January 16 and nobody in **Wave 1** has received anything as of yet. In addition, a listening session was held yesterday as well as one in early November and will be holding another one this coming Monday and another two EVV listening sessions per month. In addition to that, we held two EVV workgroups one November and one just last week. The culmination of our EVV workgroup project’s most recent meetings are some ideas surrounding a volunteer EVV Ambassador role. Additionally, folks can work with us on YouTube videos, and work with Tempus. Finally, we will be issuing a notice of opportunity for an FI Operational Advisory Council and post hopefully by the end of the week.
* Sherri described MassHealth’s plans to support folks not using and refusing to use EVV.
* Chris asked do you have the numbers of people who are meeting the requirements using EVV? Sherri answered we've had 555 timesheets that were submitted through EVV, as of 12/8. Now, we're trying to improve the data in the reporting so that we can really have a better sense.
* Becca thanked Sherri for report and asked if Tempus was reaching out to PCAs. Sherri answered, she would reach out to Tempus and confirm. “
* Justin asked where the EVV Ambassador role will be posted? Sherri answered COMMBUYS
* Joe asked if it was a requirement for the PCM's to be a part of the Advisory Council. Sherri answered that they will be excluded from the group because they are already a part of the process.
* **Surrogate and Administrative Proxy Role/Consumer Assessment** When we procured for the new PCM network in 2020, in the model contract, we included a role called Administrator Proxy. Due to the pandemic, it has been delayed. We are implementing an Administrator Proxy role which is, we think, a really good way to reduce dependency on surrogates, and also assist folks who have difficulty with tech. An AP is an individual that does not have the same kind of authority as a surrogate. The AP is an individual who only assists with things like paperwork, the use of EVV, the use of electronic timesheet. This will be rolling out on January 1, there is also an assessment that goes with it.

**ForHealth Updates**

* **Coding error update -Mike Schwab:** Mike stated that he wanted to share some information around a second significant coding error that was discovered in the application several months ago and has since been resolved. and anomaly was seen in the search results being found between the consumer employer role in the system we were seeing different results. At the time that anomaly was identified, we had a couple of issues with determining the severity of the issues with it. When we first started looking at this at the same time they were working on the prior bug we certainly could have and should have done a little bit more investigation into this because as you can see, you're reading through the slide we found through our troubleshooting later in the process that it had, it was having a pretty significant impact on the number of available workers, that the consumer employers we're able to see from the system. The bug itself was introduced to the environment as a result of a note enhancement request that we fulfilled, where we were asked to provide you with the ability to add notes to worker profile or worker records in the system. The impact of the error was to hide worker’s entire profile record from other consumer employers. So, when that bug reached its peak, it ended up impacting 74% of the worker records in this system.
* Chris stated I think you have massively under described the problem. Statute requires the Council to run a directory. The Directory has not worked properly for years all the while eroding Consumer confidence. As a council, we have to look at the quality of work, completed on the Directory that we have spent hundreds of 1000s of dollars on. Mike responded I appreciate your comments and your feedback. And I absolutely agree with you that this should not have happened. And I take accountability for doubt on behalf of not just myself but also the team.
* Jocelyn stated I think that there are a number of these issues. There's a lot that we're learning from the implementation of the service recovery plan and the listening sessions that we're doing. And I think, at the next council meeting, we'll be able to share some of that information with you because the data collection of the outreach work that UMass is working on, will be completed. I think that there are a lot of things that we can do to improve the process of recruiting PCAs for the program, and we'll all be able to sit and look at and figure out how to best prioritize.
* **Recruiting Pilot/Service Recovery** Lisa from ForHealth stated:
  + first part of the recovery was information gathering. We've completed four projects to gather information from users:
    - Implemented and closed a 14 question consumer employer survey sent to 23,835 consumers via email between November 25th and December 8th . There were 1,254 people that completed the survey, which is about a 5% response rate. And we're in the midst of analyzing that information currently. We will report on the outcomes at our next meeting.
    - Facilitated five conversations with folks at ETHOS, elder services of Worcester area Independence Associates, Northeast Arc and Starvos to ask them what are they hearing from consumer employers regarding recruiting.
    - Facilitated small discussion with a sample from across the state of 12 have consumer employers that shared a lot of rich information with us about using the directory and recruiting PCAs
    - Engaged in two of three listening sessions. Our final session is for PCAs and that's on December 19th.
    - We are compiling all of the information that has been shared with us and are very excited to share that information back, and what that will do is inform the email campaigns, the text message campaigns and the social media campaigns to help reinvigorate the directory from both the job seeker perspective, the employer perspective, posting a job instilling more confidence. So we're really excited to bring the directory back to the place that it should be, and have it be a worthwhile and effective tool for all users moving forward.

Kiame asked for a motion to conclude the meeting, Chris motioned, and Joe seconded the motion.

Respectfully Submitted,

Leanne Burke