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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|  | December 5, 2024 | 1:30-3:30 PM | Zoom Meeting |

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

1. **Council Organizational Matters (15 minutes)**
2. Review and approval of minutes from October 15, 2024, meeting (5 min) [VOTE]

Minutes unanimously approved.

1. Workgroup Status Reports and Discussion

* IAE Implementation Council: Justin Graceffa provided Council with an IAE Implementation Council update.
* PCA Program Workgroup; Kristin McCosh Provided Council with a PCA Program Workgroup update.

1. **PCA Program Updates (45 minutes)**
2. MassHealth (Sherri/Geri) (30 min)

* **EVV Update: Additional available data** 
  + - Report on Wave 4 provided including data: Justin shared experiences including challenges with Tempus such as: inconsistent information, not taking responsibility for correcting errors.
    - MH reported that only 1 Consumer has lost services thus far
    - MH is employing the following strategies to keep this number low: Weekley reporting from Tempus is shared with PCMs to report on outreach. Consumers who are at “strike 3” receive personalized calls from MH to get to bottom of why people are not using EVV.
* **Complex Care**: Final selection made for workgroup. The work group meetings will begin in January.
* **NHO:** 
  + - here are 19,489 PCAs who have not completed new hire orientation as of 12/1
    - Starting in December, MH sending consumer notice asking CEs to reach out to PCAs and encourage NHO completion.
* **Seniority Differential:** the first batch of 200 test letters have gone out, and the next full batch, suite of letters will be going out in the coming months.
* **ID Card Procurement:** In executive signoff pathway

1. ForHealth Update (Lisa Marschke and Team) (15 min) --Recruiting Pilot slide

* since January 2024, we have attended 86 recruitment events and spoke with 1225 job seekers nearly two thirds of those job seekers have registered on the Mass PCA directory.
* Spikes in fall and spring with Community colleges
* Info sessions yield a hire number of Directory registrations. Are there ways of making those job sessions even more productive? (e.g. have a PCA join the presenters)
* about 20 to 35% of consumers who log in each month post a job.
* from January through October of this year, there were 4485 job seekers who created accounts on the directory and who also answered the question, where did you hear about this website?
* 114 users had heard about the directory from a community college or university.
* 696 heard about it from MassHire.
* 288 heard about it from the 1199SEIU and
* 2113 heard about the directory from word of mouth.
* remaining 1284 users reported to have heard about it from somewhere else.
* about 795 were hired as PCAs in 2024

1. **Executive Director Report (20 minutes)**
2. **Directory Update (**Jocelyn Gordon): ForHealth’s IT group recently shared with us that the functional upgrades they agreed to complete by December 31st could not be completed within the time frame or for money agreed to by the parties. ForHealth’s IT estimates had the project coming in at 3X the cost with an expected completion date in April. In light of this new layer of information provided by ForHealth IT to the Council, Council Chair and Council Vice Chair as well as members of the Recruiting and Retention Task Force and ED agree that we will go out to bid for a new vendor for the MassDirectory Service. We have received support from EHS leadership and budget team for this change.Until we find a new vendor, ForHealth agrees to continue to maintain the directory and support a smooth transition to the new vendor.
3. **Retirement Update** (Kiame Mahaniah): Council is required to come up with a retirement vehicle for PCAs by October 2025. There are several different options under discussion. The union appreciates the administrations willingness to collaborate on this issue.
4. **IRS Update** (Jeff Clausen) a year ago, we started looking into whether we could find a way to get an exemption from income tax or the amounts of funds, the wages that PCAs make when they provide services to consumers who they live with. We are in conversations with the IRS, and we are in the process of submitting a request for a formal ruling that if we get the ruling that we anticipate we will get, the outcome would be that that wages for a PCA when they're living with the person to provide services to would not be counted as income for income tax purposes for federal taxes, which would be a great, a great benefit to many PCA.
5. **Committee Updates**:

* Training Committee: (Justin Graceffa) working on new curriculum. Two approved: (a) disability awareness and living independently. And (b) consumer or PCA resilience. We recently reviewed two: (a) food safety and (b) cultural awareness. We have made suggestions .. We have also interviewed program evaluators—the interviewees will send a proposal to Dora over at TEF later this month.
* RJ&E:(Chris Hoeh): joint committee is developing a proposal for trainings on racial justice and equity for both PCAs and consumer employers.

1. **Additional Items (10 minutes)**

* **Gauge Interest in future Discussion: Strategies to Prevent CE Mistreatment**. (Justin Graceffa) For those who don't know, I came to the council because of so many bad incidences I had with PCAs. I’d like to have a discussion of ways we can put, you know, protections or an ability to keep for both consumer employers and PCAs, when these types of things happen,

Respectfully Submitted,

Jocelyn Gordon