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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|  | December 7, 2021 | 2:00-3:30 p.m. | Zoom Conference Call |

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| coUNCIL members in attendance | Ann Ackil, Lauren Peters, Karen Shack, Christopher Hoeh, Kristen McCosh, Cindy Purcell, Joe Tringali |
| Council members not in attendance | Tim Kunzier |
|  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 2:00 p, m.

1. **Council organizational matters**

Review and approval of the minutes of October 5, 2021

Chris Hoeh made a motion to approve the October 5th minutes. Anne Ackil seconded the motion. The minutes were approved by majority vote with Karen Shack abstaining.

Budget Report

Chris Hoeh made a motion to approve the budget report. Joe Tringali seconded the motion. The report was approved by majority vote with Karen Shack abstaining.

Proposed meeting schedule for 2022

A motion was made to approve the 2022 meeting schedule with a change of the February meeting date to the 8th. Motion was made by Ann Ackil and seconded by Joe Tringali and the motion passed by unanimous vote.

1. **Executive Director’s Report**

Update on Advancing Racial Justice and Equity in the PCA Program

Lauren reported the steering committee met on October 28 to discuss further stakeholder forums. A list of next step actions will be provided to the Council for review and approval.

American Rescue Plan Funding for HCBS

The current agreement in place providing a 10% rate increase for PCAs ends December 31, 2021 and will be extended until June 30, 2022. Lauren shared links of other Plan initiatives with Council members. Charlie Carr asked how messaging with be shared with Consumers and PCAs. Jarred from MassHealth stated PCM’s and FI’s will be involved. Lauren added that once regulations are approved, communications to consumers and workers will be facilitated as quickly as possible. Becca Gutman from 1199SEIU noted that they will share information with PCAs through text messaging as well as other forms of communication. Chris Hoeh asked if PCM and FI sites can post information on their websites yet. Jarred will check with MassHealth to see if this would be possible.

COVID-19 Vaccination update

October 31 is the deadline for PCA vaccination status to be reported. Lauren noted that additional educational resources have been shared with consumers, PCAs and the Union. Becca noted enhanced outreach by the Union to PCA workers including statewide calls as well as additional vaccine clinics in Boston and Springfield.

Labor Management Committee Update

Lauren reported the committee met last week. She provided an update of the Employee Assistance Program for PCA’s, a provision of the current collective bargaining agreement. A program provider will be selected by the end of the year.

Update of the Training and Upgrading Fund

TUF is holding weekly Zoom information sessions providing resources on the New Hire Orientation (NHO) as well as training. Becca noted that the Zoom sessions held during COVID have been well received by PCAs. TUF is also providing support to facilitators. Karen Shack asked if participation has increased using Zoom. Becca noted that while in-person orientation is now available, PCAs prefer remote learning. Chris stated that many PCAs facing sanctions may not understand the policy and suggested additional training capacity be increased to meet demand. Lauren noted that notices are being sent outlining the sanction process. Four thousand PCAs were being sanctioned prior to the pandemic. Effective January 1, 2022 this group will be prioritized for NHO.

Advanced Aide Subcommittee Update

Lauren informed the Council that this topic has been added as a standard LMC discussion issue well as part of upcoming negotiations for collective bargaining with 1199SEIU. The Union has asked for data relating to this issue. Lauren suggested a special Council Executive session in January to get feed-back from members. Chris Hoeh noted outcomes of the subcommittee addressed the difficulty in hiring and retaining PCA workers and included a list of tasks for advanced care aides. The Council will review requirements needed for a PCA to be considered an advanced care aide. Lauren agreed that input from the Council is imperative for collective bargaining discussions.

Executive Director job description

Chris convened a group to review the content of the job description and thanked Cindy Purcell, Kristen McCosh, Joe Tringali and Paul Spooner for their participation. Lauren noted that it will take 1-2 months for the job to be posted and will provide updates at the January meeting.

1. **PCA Program Update**

MassHealth Report

Jarred Damico updated Council members on the Tempus Unlimited transition as sole F.I. Effective January 1, 2022. MassHealth and Tempus are working on customer service issues along with other partners including PCMs and other FI’s. 56,000 members need to transfer to Tempus. 40% of transfer paperwork has been returned. MassHealth and Tempus continue outreach to consumers and PCAs including members of MCO, ACO and SCO’s. MassHealth will provide vendors to make calls to consumers and PCAs to facilitate the return of paperwork. Tempus will address staffing issues. 35-40 new staff will be hired January 1st. Current staff will be redeployed to handle increased phone calls and overtime shifts have been approved. Cindy Purcell suggested all paperwork could be mailed to consumers and they will work to have their PCAs complete and return the forms. Jarred indicated he will discuss this with Tempus. Jarred noted that workers who have not submitted a direct deposit form by the deadline will receive a paper check. He will discuss whether a notice can be included with the pay advice. Becca Gutman and Chris expressed concerns regarding staffing at N.E. Arc and Stavros to handle transition issues from consumers and PCAs. including re-directing timesheet submissions to Tempus. Jarred with discuss this with the F.I.s.

EVV Implementation

Jarred indicated no new updates and asked that implementation update be added to the next meeting agenda.

Recruitment and Retention Update

Lisa Marschke provided a report on directory updates and outreach efforts including:

* MassHire Career Centers
	+ Mass PCA Directory is on MassHire Job Quest
	+ Mass Hire PCA job seeker flyer
	+ Directory is promoted on Handshake
* MA Council’s on Aging (MCOA) monthly newsletter
* Resources translated for job seekers
* Comm Corp-Employer Advisory Committee
* Marketing Project-PCM Survey

Further updates on NHO and EVV, Community Colleges, directory enhancements and the marketing campaign will be provided at the February meeting. Chris asked that job postings on the directory be shared with other sites.

With no other agenda items for discussion. Chris Hoeh made a motion to adjourn, Ann Ackil seconded the motion, and the meeting adjourned at 3:33 p.m.

Respectfully Submitted,

Michelle Byrd