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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| Minutes | December 8, 2020 | 2:00-3:30 p.m. | Zoom Conference Call |

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| coUNCIL  members in attendance | Lauren Peters, Karen Shack, Christopher Hoeh, Kristen McCosh, Tim Kunzier, Ann Ackil, Cindy Purcell, Joe Tringali |
| Council members not in attendance | Janet Rico |
| 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 2:05 p.m.

1. **Council organizational matters**

Review and approval of the minutes from the October 6, 2020 meeting

Lauren asked that any edits to the minutes be forwarded to Michelle. Chris Hoeh made a motion to approve the minutes. Ann Ackil seconded the motion and the minutes were approved by council members with Joe Tringali abstaining.

Review and Approval of the proposed 2021 Council Meeting Schedule

A motion to approve the schedule was made by Kristen McCosh and seconded by Cindy Purcell. The motion passed unanimously.

1. **Executive Director’s Report**

Council’s role in advancing racial justice and equity in the PCA Program

Lauren asked Chris to discuss how the Council could address this issue with Consumers of the MassHealth PCA program and their role as consumer/employers. Chris discussed the large number of people of color who work as PCAs. He suggested the council should move forward in working with the Union, PCA workers and consumers as well as involvement of state agencies including MassHealth. Focus should be on the relationship between PCAs and consumers. Chris also suggested the council should address the diversity of its membership. Focus should be on the relationship between PCAs and consumers.

Chris asked Council members to examine what educational activities could be used to provide information to consumers such as immigration issues. Joe agreed with Chris that there is a lack of diversity in Council membership. He also noted there is a digital divide in the use of technology in the PCA program such as the Mass PCA Directory. Lauren agreed that focus should be on making sure there is equitable access to any technology employed by the Council. Becca Gutman noted its participation with the Council in a 2021 survey addressing PCA and consumer issues which could provide useful data in the discussion. Ann Ackil agrees with diversifying Council membership but also notes this should include MassHealth PCM agency staff as well. Chris suggested a working sub-group focused on a conversation on racial justice and equity. Chris wants to broaden the discussion by opening it up to other stakeholders to assess and evaluate inequities in the PCA Program. Ann Ackil recommended having an outside facilitator or consultant chair the group. Joe suggest PCM staff be included. Lauren suggested council members, representatives of 1199SEIU, consumers, PCAs and other stakeholders meet for a “brainstorming forum”. Ann Ackil volunteered to be a member of the group.

Employee Assistance Program Update

Lauren reported that a provision of the current CBA was to create an EAP program for PCAs that includes direct services, referrals and learning tools among other services. Lauren will execute an agreement with the Union. The next step will be to secure a vendor by next September and go live with the program by the end of calendar year 2021.

Legislative Report

The report will be sent to Council members for review and a vote will be held at the February 2021 meeting to approve and submit the final report to the Governor’s office.

Budget Update

New budget figures were not received in time to produce a report for the meeting. Council members will receive the report after the meeting.

SEIU1199/TUF’s proposed updates to NHO

The Union has suggested a modification to the consumer taught NHO Worker’s Rights Section. The proposal is to move this part of the curriculum to the Infection Control Module. The current curriculum uses a 3rd party trained facilitator to address consumer and worker conflicts in the worker’s rights section. The infection control module would also bee provided by a TUF trained 3rd party facilitator. Joe Tringali wanted to make sure the issue of cross-contamination infection control be maintained. Chris Hoeh notes that worker rights are not communicated by consumers and Joe noted PCM skills trainers also address these issues in consumer training. Becca noted the suggested change would not change the curriculum provided to group and consumer taught options. The proposed modification is also budget neutral since it does not change the allotted time for each module and section provided in either the group or consumer taught options. Lauren recommended taking the proposal back to the group and a final modification provided to the Council for approval.

1. **PCA Program Update**

Recruitment and retention update

Lisa Marschke provided updates with Council members on:

* Current efforts of the Train the Trainer events
* Directory Subcommittee update. The next meeting will be held on December 9 at 3:00 p.m. Chris would like to discuss:
  + - MassHealth website
    - Mass PCA Directory census
    - Total number of consumers listed on the directory as well as job postings
    - PCA NHO completion rates

MassHealth Report

Jarred Damico reported that the EVV FI Procurement application has closed. The SPEAC EFF Advisory group will discuss policy of the EVV roll-out. The FI contract will start April 1, 2021. MassHealth will promote public listening sessions in English and Spanish on December 10th in English and December 15 in Spanish. Jarred also updated Council members on:

* Documentation of on-going Covid-19 guidance and updates using the MassHealth Bulletin
* Status of CORI/SORI surveys by PCM agencies in February
* PFML (paid family medical leave for PCAs

Update on Advanced Aid Subgroup

Chris Hoeh reported on interviewing efforts of high use consumers and their needs. Becca Gutman stated the next step is to use focus groups to gather information. This will be shared with the LMC.

With no other agenda items for discussion, a motion to adjourn was made by Ann Ackil and seconded by Chris Hoeh. The motion passed by unanimous vote and the meeting adjourned at 3:30 p.m.

Respectfully Submitted,

Michelle Byrd