Personal Care Attendant Quality

Home Care Workforce Council

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Lieutenant Governor

# Personal Care Attendant Quality Home Care Workforce Council

Council Meeting

General Session

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|  | February 14, 2023 | 2:00-3:30 PM | Zoom Meeting |

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| coUNCIL  members in attendance | Amy Bianco, Chris Hoeh, Joe Tringali, Cindy Purcell, Karen Shack, Tamara Huntley, Justin Graceffa, Kathy Edgell, Dianna Hu |
| Council members not in attendance | N/A |
| Staff attending | Jocelyn Gordon |
| chair | Amy Bianco |
| Note taker | Julian Smith |
| agenda setting | No issues were added to previously issued agenda |

Amy Bianco called the meeting to order at 2:00 PM.

Statement from Amy, with support from Jocelyn:

* Recognized new Council members and the role and authority of the Council as well as the importance of meeting participation.

1. **Council Organizational Matters:**

Review and Approval of the Minutes of December 13, 2022:

* Chris made a motion to approve the minutes. Cindy seconded the motion. All in favor.

Discussion of Open Meeting Law remote flexibility ending May 31, 2022 (Walk-on item):

* Council members discussed application of the Open Meeting Law and voiced concern about transitioning to in-person meetings.
* Council discussed the flexibility was ultimately a legislative measure and discussed broader work to make hybrid access for all public meetings permanent.
* Council discussed application of ADA and related laws pertaining to reasonable accommodations.
* Amy indicated that the Council members will be kept updated on this.

Collective Bargaining Update:

* Amy mentioned that collective bargaining is approaching; the current collective bargaining agreement is up June 30, 2023, and that we would discuss further in Executive Session after the General Session.

1. **Executive Director’s Report:**

New Member Introductions:

* (Provided at opening of meeting)

Overview of the PCA Workforce Council Roles and Responsibilities:

* Amy, Jocelyn, and Julian provided overview of Council’s creation and authority in statute and the importance of meeting attendance and participation and acting as a Council.
* Chris reminded the Council of its place within, but not subject to control of, EOHHS, and is meant to be directed by, and represent, Consumer-employers and the self-directed nature of the PCA Program.

Creation of Recruiting and Retention Task Force:

* Jocelyn described the central importance of recruitment and retention in the statutory mission of the Council, and the partnership with UMass, EOHHS, and the Union to address this challenge. To strengthen these efforts, Jocelyn proposed a Recruitment and Retention Task Force for up to four Council members to participate to focus on the recruitment and retention challenges.
* Chris moved to establish the Recruitment and Retention Task Force. Tamara seconded. All in favor.
* Chris noted specific issues, including that there are few PCAs on the Directory and PCAs can be difficult to find.
* Joe noted we should not lose sight of other issues, such as EVV.

1. **PCA Program Update**

UMass Update: Recruitment and Retention Pilot:

* Lisa Marschke from ForHealth Consulting UMass gave presentation updating the Council on the recruitment and retention work
  + Jocelyn asked about 14,000 job seekers had access to information about the Council, and Lisa responded affirmatively
  + Karen asked about the partners and how they got selected for the pilot, and whether there was a formal MOA with each partner, and Lisa responded they worked with a variety of job seekers and are building networks to reach more, including DTA, MassHire, organizations and smaller nonprofits, but did not establish MOAs or MOUs, but may be a good idea, but they did have a point person at each organization with whom to communicate and send materials as well as to send a weekly survey.
  + Becca Gutman, of 1199SEIU, asked if UMass reached out to PCAs (Lisa responded yes), whether it was possible to quantify the PCAs who got matched with a Consumer and were hired (Lisa responded only one PCA reported back), and if there was a correlation between workers who took preemployment training (NHO) (Lisa responded yes).

MassHealth Report:

* Jarred Damico from EOHHS/MassHealth provided updates
  + EVV planning is proceeding, and invited Council members to attend the EVV workgroup
  + The Federal Public Health Emergency is ending in May, including certain flexibilities
    - Joe suggested to especially communicate with western MA
    - Becca asked about MassHealth redeterminations and how it may affect gaps in coverage, and Jarred responded this is the last topic he wanted to cover
  + MassHealth redeterminations are handled by separate group in MassHealth, and there is a focus on simple communications. The MassHealth PCA Program team will also connect with PCM agencies for general awareness
    - Joe noted there is a continuum of care for members
    - Joe asked if redeterminations is different from evaluations. Jarred noted redeterminations is related to underlying MassHealth eligibility whereas PCA evaluations relates to eligibility for PCA services.
* Joe suggested many Consumers may not know about the Council and its role. Amy suggested the Council could help distribute communication materials developed by MassHealth, and ask Council members to distribute across their networks.
* Dianna asked if there was a way to track effectiveness of communications about redeterminations. Amy noted there is a process in place to figure that out, and Jarred suggested there would be some kind of tracking.

1. **Executive Session**

* Chris moved to go into executive session. Cindy seconded. All in favor.
* The Councilmembers voted to end executive session.

Respectfully Submitted,

Julian Smith