Personal Care Attendant Quality

Home Care Workforce Council

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# Personal Care Attendant Quality Home Care Workforce Council

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Council Meeting

General Session

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| Minutes | July 14, 2020 | 3:00-4:30 p.m. | Zoom Conference Call |

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| coUNCIL  members in attendance | Lauren Peters, Karen Shack, Ann Ackil, Christopher Hoeh, Joe Tringali, Janet Rico, Cindy Purcell, Kristen McCosh, Tim Kunzier |
| Council members not in attendance |  |
| 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 3:06 p.m.

1. **Council organizational matters**
2. **Executive Directors Report**

Lauren announced that the A.G. report will be reviewed by the sub-committee and will be available to Council members for discussion.

Lauren asked for Council members to forward nominations for the vacant Vice-Chair position. Joe Tringali made a motion to nominate Chris Hoeh as Vice-Chair. Janet Rico seconded the motion and the motion passed following the roll-call vote.

Joe Tringali – Aye

Cindy Purcell – Aye

Chris Hoeh – Aye

Karen Shack – Aye

Tim Kunzier – Aye

Janet Rico – Aye

Kristen McCosh – Aye

Ann Ackil – Aye

Lauren Peters – Aye

Lauren welcomed Tim Kunzier to the Council. She also reminded members to forward any suggestions for agenda items one week prior to meetings.

**Advanced PCA Pilot and pay differential proposal**

The LMC will address the issue on an on-going basis to determine what the pilot will look like and address training requirements. Janet Rico noted that there will need to be a discussion of overlapping issues with the role of nurses. The sub-committee will address issues of roles, needs, tasks and services needed by consumers. They will also review necessary training and skill sets needed by workers. Janet Rico asked if ay other states have addressed these issues Lauren will review Vermont, Washington State and California models.

**JSI Report**

Lisa Marschke shared a power point report with the Council. JSI completed the first report in 2018 which included data on advanced PCA work and pay differentials. Focus groups of consumers over 60 receiving 50 hours or more of PCA support were held. In 2019 a phone survey of 21 consumers resulted in findings that PCAs were reluctant to provide bowel and bladder care and that nighttime hours were difficult to fill. Joe and Kristen both agreed they found transfers have also been an issue based on their experiences. Further phone surveys of 300 consumers regarding additional issues they face in finding PCAs was completed and further details and findings will be included in the final report. Chris Hoeh asked what percentage of consumers require more intensive services. Sherri Hannigan responded that MassHealth does not have direct data on the level of specific tasks consumers provide on evaluations. There are 30,000 evaluations submitted annually by consumers. Council members commented they look forward to the report at the August Council meeting.

**Opportunities to leverage telehealth in the PCA Program**

MassHealth is considering ways of addressing consumer use of telehealth and its role in the PCA program. Chris Hoeh noted that PCAs assist consumers during telehealth visits and should be given additional hours to cover their participation. Sherri Hannigan stated MassHealth does not have a current policy. Transportation to and from appointments are covered, however, the participation in the appointment is not. Sherri agreed this policy can be reviewed. Joe, Tim and Chris all agreed that it would be helpful for PCAs to participate in telehealth appointments. Jeff Clausen noted there may be some possibilities, however MassHealth will be bound to Medicaid requirements.

**Testing and PPE**

Lauren noted the critical importance of PPE in infection control. She reports that EOHHS and 1199SEIU are supplying PPE to consumers and PCAs. There continues to be a shortage of gloves, however a current order will be distributed to the Union. Joe Tringali noted the wait times for testing results and noted that this will impact travel requirements. Lauren noted that 8 new testing sites were chosen based on Covid-19 positivity rates.

**Executive Director’s Report**

**EAP**

EAP will be an agenda item for the next LMC meeting. Lauren asked Jarred Dimico to provide an overview of EAP.

* EAP is included in the current CBA.
* The proposed program is feasible and the timing and costs will be based on variables.
* Procurement process timing will be under one year and cost approximately $40,000-60,000 per year. There are many vendors to select from.
* Approximately 50,000 PCAs. EAP for this workforce may include direct services, referrals and informational materials and learning tools.

The program will need to follow the procurement process for selection of a contractor. Lauren thanked Jarred for the update and informed Council members that a further update will be provided at the August Council meeting.

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

Lauren reminded Council members that this will become a standing agenda item beginning with the August Council meeting. Joe Tringali asked if reports to the A.G.’s office will be addressed. Lauren noted that any complaints of PCA abuse to the A.G.’s office will be addressed when reviewing program integrity. The Council will address systemic racism as part of its role as an employer. Chris noted that training for the approximately 60 percent of white consumers may be necessary. He also called for more racial diversity among Council membership.

With no further agenda items open for discussion, Lauren Peters adjourned the meeting at 4:38 p.m.

Respectfully Submitted,

Michelle Byrd