Personal Care Attendant Quality

Home Care Workforce Council

## 1 Ashburton Place, 11th Floor

## Boston, Massachusetts 02108

Tel: (617) 573-1712

[www.mass.gov/pca](http://www.mass.gov/pca)

Email: [pcacouncil@state.ma.us](mailto:pcacouncil@state.ma.us)

MAURA HEALEY

Governor

KIM DRISCOLL

Lieutenant Governor

# Personal Care Attendant Quality Home Care Workforce Council

Council Meeting

|  |  |  |  |
| --- | --- | --- | --- |
|  | June 27, 2023 | 2:00-3:30 PM | Zoom Meeting |

|  |  |
| --- | --- |
|  | |
| coUNCIL  members in attendance | Justin Graceffa, Chris Hoeh, Cindy Purcell, Joe Tringali, Kiame Mahaniah, Kristen McCosh, Tamara Huntley, Diana Hu, Karen Shack |
| Council members not in attendance |  |
| Council staff attending | Jocelyn Gordon |
| chair | Kiame Mahaniah |
| Note taker | Julian Smith |

Kiame noted quorum and called the meeting to order at 2:00 PM.

General Session

1. **Council Organizational Matters**

* Kiame reviewed open meeting law.
* Chris weighed in that the Council, by statute, is organized within EOHHS but independent and the Council should seek a collective bargaining contract that meets the needs of Consumer-employers and seeks long-term vibrancy of the PCA Program, and that seven of nine of the Councilmembers use PCA services.
* Chris moved to approve the minutes for the 5/2/2023 meeting, Diana abstained, all other Councilmembers voted to approve the minutes

1. **PCA Program Update**

* Sherri Hannigan, MassHealth, provided MassHealth update
  + Electronic Visit Verification (EVV) – Pilot begins in a few weeks, then January 2024 will start “phase 1”; PCMs currently going through training; FI finalizing education materials
    - Member of the public suggested only Consumers with only hours during the day should be considered for the pilot until the regulations are finalized
  + Weekly Hours update – Letters will go out in the next couple days and Optum is working on prior authorization updates and hosting listening sessions
    - Member of the public noted concern about people who have night hours and remembering to clock in and out
    - Member of the public suggested including holiday pay at night
      * Chris noted the holiday pay is a bargaining issue
    - Member of the public noted concern about prior authorization hours
      * Sherri clarified that the prior authorization build-up will remain the same
  + Jarred Damico noted he will move to a different role and will no longer be working on the PCA program
* Lisa Marshke, ForHealth consulting (UMass) provided recruitment and retention update
  + Piloting cooperation with various organizations
    - Immigrant and refugee organizations – 42 agencies, interest in PCA opportunities for job seekers; “PCA Fundamentals” trainings asked to be used
    - Students enrolled in LPN and CAN programs – Assabet Valley Regional Vocational Technical High School, spoke to 42 students and 10 students expressed interest in being PCAs
    - MassHire career centers – started with Berkshire County, gave info session to 10 job seekers to register on the directory
  + Pilot outcome measures, intended data:
    - # PCA recruiting sessions
    - # participants attending
    - # new registered job seekers on directory
    - # staff oriented in each organization
    - # job seekers employed as PCAs
  + Questions
    - Member of the public suggested working with rehabilitation agencies to promote recruitment of PCAs, including MRC and MCB
      * Lisa noted they work with MRC now, but suggested MCB is a good idea
    - Member of the public asked whether the payment for PCAs is discussed at recruiting efforts
      * Lisa noted the PCA rate is mentioned during information sessions
      * Chris suggested that members of the public can send suggestions to Jocelyn
      * Member of the public followed up that it would be useful to track reasons people do not become PCAs and if it is related to pay
    - Member of the public voiced support for increased pay rate for PCAs, then asked if MassHire in Lawrence is involved in the recruitment effort
      * Lisa mentioned that MassHire collaboration is in the pilot right now and will expand
* Ask for other questions
  + Member of the public read a written statement detailing the needs of her adult son who is a PCA Consumer, and voiced support for increased pay and concerns about the fiscal intermediary.
  + Member of the public noted PCA compensation is a critical issue, and a civil rights issue, and to show fundamental respect for PCAs
  + Member of the public said it was hard to find a PCA and it comes down to the pay rate
  + Member of the public said PCAs deserve a living wage
  + Member of the public detailed her experience in a nursing facility and praised the PCA program and need a higher wage
  + Member of the public noted his experience in a nursing facility and that PCAs need to be paid to make it easier to find more PCAs
  + Member of the public noted Consumers with complex care needs have to be able to schedule PCAs in compliance with law and needs

1. **Collective Bargaining Update**

* Moved to executive session, unanimous.

Moved to end executive session and moved to adjourn, unanimous.

Respectfully Submitted,

Julian Smith