Personal Care Attendant Quality

Home Care Workforce Council

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Governor

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# Personal Care Attendant Quality Home Care Workforce Council

Council Meeting

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

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| 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