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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|  | October 15, 2024 | 2:00-3:30 PM | Zoom Meeting |

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| coUNCIL members in attendance | Justin Graceffa, Chris Hoeh, Kiame Mahaniah, Kristen McCosh, Tamara Huntley, Dianna Hu, Tom Hooper, Cindy Purcell |
| Council members not in attendance |  |
| Council staff attending | Jocelyn Gordon |
|  chair | Kiame Mahaniah |
| Note taker | Leanne Burke |

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

1. **Council Organizational Matters**
2. Review and approval of the Council meeting minutes from June 2024 meeting
3. Reschedule the December council meeting from December 10 to December 5, with a half-hour time change from 2:30 to 4:00 PM. The motion to approve the date and time change is made by Chris, seconded by Justin, and passes unanimously
4. **Discussion on Meeting Dates and Times for 2025**

All meeting times and dates were agreed to by the Council. The motion to approve is made by Chris, seconded by Justin, and passes unanimously.

1. **Addition of Workgroup status Reports**
* IAE Implementation Council (Closed, Justin Graceffa will participate)

**Concerns About Implementation Council and PCA Program**

* Chris expressed concern about the Implementation Council's role and the potential creation of an outside entity for PCA services.
* MH explained the rationale behind the Implementation Council and the feedback received from providers and stakeholders regarding training protocols and member choice.
* MH outlined the RFR plan
* Chris raised concerns about oversight of nurses and the potential for an outside entity to monitor PCM agencies, which MH addressed by explaining the focus on inter-rater reliability and training.
1. **PCA Program Updates: MassHealth**
2. **EVV Update and Consumer Feedback**
* MH presented EVV statistics as of September 27, detailing the number of consumers eligible, exempt, expected to use, and actually using EVV.
* Council member inquired about the decrease in the percentage of consumers using EVV, and MH explained that the numbers are expected to increase as more consumers are rolled out.
* Members raised concerns about the high number of consumers not submitting time, and MH explained the efforts being made to address this issue through skills training and outreach.
* Chris questioned the process for terminating consumers who do not comply with EVV, and MH clarified that termination is a last resort for those who refuse to use EVV.
* Members suggested soliciting feedback from consumer employers and PCAs to improve the EVV process, and MH agreed to consider this recommendation.
1. **NHO Participation and Outreach Efforts**
* MH reported that 19,902 PCAs have not completed NHO, and outreach efforts include mass mailings, Everbridge messages, and a draft consumer notice.
* MH added that the Training Fund also conducting weekly texts and phone calls to PCAs who have not completed NHO.
* Chris suggested using pay stubs to alert PCAs about the importance of completing NHO
* Member emphasized the need for individualized outreach and training to ensure all PCAs complete NHO, and MH acknowledged the challenges and plans to revise messaging.
* Member suggested involving case managers or other regular contacts to remind consumers about NHO, and MH explained the limited role of skills trainers in providing ongoing support.
1. **CORI Implementation and Consumer Training**
* MH presented an overview of the CORI process for the PCA program, emphasizing the importance of consumer direction and program integrity.
* The implementation process includes developing training materials for functional skills training and providing consumers with information to make informed decisions about background checks.
* Chris raises concerns about the privacy of CORI results and the potential for discrimination, and MH reassured that the process will prioritize consumer control and dignity.
* Member suggested posting CORI information and training videos on the MassHealth website, and Geri agreed to consider this recommendation.
* Member inquired about the timing of CORI implementation and the process for informing PCAs, and Geri explains that communication will be part of the implementation plan.
* Geri mentioned the creation of a survey to gather consumer feedback on CORI background checks and offers to share the survey for review.
1. **Complex Care Survey and Notice of Opportunity**
* The deadline for the Notice of Opportunity for the Complex Care Advisory Council has passed, and applications are being reviewed.
* Chris expressed a desire for Council members to be included in the Complex Care Advisory Council, a Member clarifies that the procurement process must be followed for any contact with committee members.
* Kiame and Jocelyn agree to circulate the EVV data, CORI presentation, and procurement coordinator information to the council for further discussion.

The meeting concludes with a formal vote to adjourn, and the council members express their thanks and appreciation for the updates and discussions.

Chris asked for a motion to conclude the meeting, Chris motioned, and Justn seconded the motion. All in favor. Meeting adjourned.

Respectfully Submitted,

Leanne Burke