Personal Care Attendant Quality

Home Care Workforce Council

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Lieutenant Governor

# Personal Care Attendant Quality Home Care Workforce Council

Council Meeting

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|  | October 17, 2023 | 3:00-4:00 PM | Zoom Meeting |

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

Kiame noted quorum and called the meeting to order at 3:00 PM.

General Session

1. **Council Organizational Matters**

* Jocelyn opened by stating at the last Council meeting there were two motions passed by Council Members: to request: (a) a meeting with MassHealth to discuss EVV (b) a delay for obligatory EVV pilot participation.
* Chris stated that Council Members looked over the EVV section on the Tempus website. And based on our own experience, we came up with some questions. A few of us were involved and collaborated in the stakeholder meetings that ran for many months before the pilot. I think we all agreed we wouldn't be working on EVV if it wasn't required. We want to make it the least destructive. There is concern that there are no stakeholder meetings, and we really benefit from restarting, and bringing in people with expertise so we all can work together. The stakeholders can both provide information and also be conduits for getting information back to the wider community. This pilot is really an educational opportunity for us to like as research, one in the sense of research,
  + Leslie interjected that the pilot is mandated. Chris responded we know EVV is mandated.
  + Leslie added the folks that are in the pilot were a randomly selected group of people that are required to use EVV. It's a smaller number of people so that there can be more engagement and direct contact. But it's not voluntary.
  + Chris responded: I understand that. But I think the understanding of stakeholders was that the pilot provides an opportunity then to make changes to improve before going out more broadly.
  + Chris stated that there was concern of consumer employees losing services because of the pilot. Lesley responded that they are 100% aligned on that they do not want people to lose service. She shared that what we are hearing is not that people are having difficulty. We are hearing people saying: I'm not going to use this; I'm never going to use it.” The calls coming into the call center have not been about confusion, rather they've been, I'm never going to use the system.
  + Leslie added they're in this first pay period so there won't be any consequences. It's just an opportunity to understand what's going on.
  + Leslie stated that Sherri and Erica and the team are meeting with the union this week they would like to hear the union's input and the Council’s input on how to track noncompliance and how many opportunities do you get to come into compliance.
  + Cindy raised concern regarding Tempus-- she's been trying to contact them to get an orientation packet for about a month and a half and they do not return her calls, so she has concern about their not following up appropriately with program participants.
  + Lesley responded it's not it's not really Tempus, there are two things I want to make sure you know: (1) we've given a significant amount of money to the PCMs, so that they can staff up to support this effort, this multi-year effort to get people on the EVV and (2), we have hired an additional call center –Epiphany. Tempus has a core call center that folks deal with every single day. Epiphany needs to be linked into the Tempus system, they need to be able to transfer calls back and forth, because someone's going to call in with an EVV issue. They need to work hand in hand. But we have added a significant amount of capacity dedicated to EVV, just for this purpose.
  + Justin stated that the council thought it was a smaller group than it actually is and that might be what some of the concerns are. Leslie assured him that people will be getting paid.
  + Chris asked about the level of training for PCAs. Lesley responded there's been multiple outreaches people, there's a multiple, there's multiple avenues, you can do it in person, you can do it online. Sherri added Tempus offers training in multiple languages, being accommodating in person around the state, virtual as well at all different times of day and attendance at the training is really limited.
  + Cindy asked what type of device that needs to be used to use EVV. Sherri answered a consumer and PCAs can request a non-internet enabled device. Consumers should be logging into the portal to approve time, and you can do that on a tablet, on your desktop, on whatever internet enabled device you have, or that can connect to Wi Fi in a public place. And so, the options really are broad -- but consumers are logging into the portal, not the application, the PCAs are logging into the application, and they can also log into the portal. But the consumers primary role is to log into the portal.
  + Chris requested that the team get back together before December to discuss issues. Leslie stated that she will reach out about getting the group backs together earlier than was planned so discussions can continue.
  + Chris suggested that maybe a message should go out to people and made clear that they will get paid. He raises concern that consumer-employers will lose PCA's if they think they will not get paid for non-compliance. Leslie responded that the PCM's will be communicating with people that they will get paid.
* Mass health plans on meeting again with the council within two weeks. Jocelyn and Leanne will work on scheduling.
* Stakeholders meeting will be scheduled.

Respectfully Submitted,

Leanne Burke