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)

Facebook: www.facebook.com/MassPCA

CHARLES D. BAKER

Governor

KARYN E. POLITO

Lieutenant Governor

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EOHHS Secretary

# Personal Care Attendant Quality Home Care Workforce Council

Council Meeting

General Session

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| Minutes | October 6, 2020 | 2:00-3:30 p.m. | Zoom Conference Call |

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| coUNCIL  members in attendance | Lauren Peters, Karen Shack, Christopher Hoeh, Kristen McCosh, Tim Kunzier, Ann Ackil, Janet Rico |
| Council members not in attendance | Cindy Purcell, Joe Tringail |
| 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 2:05 p.m.

1. **Council organizational matters**

Review and approval of the minutes from the October 6, 2020 meeting

Janet Rico made a motion to approve the minutes. Chris Hoeh seconded the motion and the minutes were approved unanimously by council members.

**II. PCA Program Update**

Recruitment and Retention Update – Lisa Marshke

Chris Hoeh brought a concern he had with the UHealth IT staff not being responsive with the Directory search features issues. He noted the system was unresponsive for a period of time and he was not able to search for workers. Ultimately, he was able to generate a list of 26 workers. He suggests the Council create a PSA explaining PCA work and the role of the Directory. The Council should address two key questions:

1. How do we inform the public about the Directory?
2. How do we monitor the Directory is functioning correctly?

Lauren stated the Directory center staff checks and notifies the Council with any service disruptions. Lisa Marschke also receives notification and follows up with website engineers to correct the problems. Leanne Winchester noted that yearly feed-back from users is collected. 10,000 PCAs are listed on the Directory, of which, 4,594 have blank registration fields. A message will be sent to PCAs to encourage them to complete their profiles. Karen Shack asked if directions for PCAs are clear. Leanne noted a video was created to assist workers and consumers on the use of the Directory.

Results of the Consumer Phone Survey

Office of Survey Research – Bittie Behl-Chada, PhD

Ms. Behl-Chada provided the Council with a survey findings presentation including background data as well as objectives. The survey was conducted March 23-July 7, 2019 and focused on PCA consumers receiving 40+ authorized hours of care. 68% of consumer-employers employed up to six PCAs while currently employing two workers. The average length of time of employment of PCAs was six years. 72% of consumers employed a friend or relative as their PCA.

Lauren asked about further issues of PCA turnover and wanted to know if any data was available on what other jobs PCAs listed after they quit. Chris Hoeh also asked if additional details were available on the reasons given when PCAs quit or were fired.

Additional data on PCA recruitment looked at the filling of approved PCA hours. There was a gap of 2% unfilled daytime approved hours and a 0.9 gap in nighttime hours. The length of time it takes for a consumer to find and hire a PCA is one week to three months. The survey also asked consumers reasons for difficulty finding PCA candidates for hire. Multiple reasons were provided, and Chris Hoeh suggested further details of the various reasons provided by consumers.

Data on PCA recruitment resources noted use of the Directory. 44% of consumers have used the Directory to recruit workers. Chris and Lauren asked how greater awareness of the Directory can be provided to consumers. Becca noted that PCAs use networking with other PCAs during meetings and PCAs indicated their communication preferences were by email and direct mail. Chris suggested further work on directory use. Ann Ackil suggested a sub-committee meet and report back to the council at the next meeting. Ann asked for a motion to establish the directory use workgroup. The motion was seconded and passed following the roll-call vote:

Ann Ackil -aye

Chris Hoeh – aye

Karen Shack -aye

Kristen McCosh -aye

Lauren Peters - aye

Tim Kunzier – aye

Janet Rico – aye

MassHealth Report - Update on Fiscal Intermediary Procurement

Sherri Hannigan reported on the RFR for a single MassHealth Fiscal Intermediary. The RFR was posted September 22nd with bids due October 1. The contract will include an EVV solution. A bidder’s conference will take place October 1st and the selection of the Fiscal Intermediary will be on April 1, 2021. Listening sessions will take place monthly starting November 2020 and continue through the new year. MassHealth will publish issues and questions raised during the sessions and written testimony will continue through 2021. Consumers can submit testimony to MassHealth using [pcafeedback@massmail@state.ma.us](mailto:pcafeedback@massmail@state.ma.us) or through the Mass.gov webpage.

Advance Aid Subgroup

Chris and Becca have had discussions with other provider programs in Oregon and Washington state. The Union has promoted focus groups for PCA workers providing services to Consumers with complex needs as well as with PCAs who do not.

1. **Executive Director’s Report**

Lauren discussed the Council’s role in advancing racial justice and equity in the PCA Program. Chris noted that Council. membership should reflect diversity. These issues should be included in all survey and research materials.

Lauren noted the time and moved other remaining agenda items to be discussed at the next Council meeting. A motion to adjourn was made by Chris Hoeh and seconded by Karen Shack. The motion passed by unanimous vote and the meeting adjourned at 3:35 p.m.

Respectfully Submitted,

Michelle Byrd