**PHCAST Advisory Group Meeting**

Ashburton Café, Lower Level

1 Ashburton Place, Boston

October 2, 2012

2:00-3:00pm

**Attendees:**

Ann L. Hartstein – EOEA

Lois Aldrich, Office of Long Term Care

Lawren Bercaw, Commonwealth Corporation

Carolyn Blanks, MA Senior Care Foundation

Jack Boesen - PCA Quality Home Care Workforce Council

Mary Kay Browne, EOEA/UMMS

Tim Burgers, Home Care Alliance

Liz Casey, PCA Workforce Council

Pat Cronin – DDS

Mary DeRoo, Office of Long Term Care

Lisa Gurgone – MA Council for Home Care Aide Services

Rebecca Gutman – 1199SEIU

Debra Lobsitz – MCDHH

Betty Maher, DMH

Janice Masi, Caregiver Home Network

Carol Menton, MCDHH

Kate Russell – PHCAST Project Coordinator

Navjeet Singh – Commonwealth Corporation

Coutland Townes III, BCIL

Leanne Winchester – PHCAST Project Director

**Agenda:**

* Realistic Job Preview Viewing
* Review of Grant Activities to date
* Present and review Sustainability Subcommittee recommendations
* Discuss Year 3 plans for training expansion and dissemination

**Massachusetts Direct Care Workforce Job Preview Video**

The Advisory Group viewed the full length version of the Massachusetts Direct Care Workforce Job Preview Video. The full length film runs 7 min 8 seconds long and includes closed captioning throughout. The job preview video for direct care workers provides a realistic view of the work of direct care workers and the differences between the work of Personal Care Homemakers working for an agency model and a Personal Care Attendant working directly for a consumer.

**Review of Grant Activities to Date**

The Personal and Home Care Aide State Training (PHCAST) grant closed out the second year of the three year grant on September 28th 2012. The PHCAST utilized this milestone to review PHCAST grant activities to date, which include the crosswalk of direct care worker trainings, the development of the grant’s nine core competencies, and the updates and revisions to the universal PHCAST core competency curriculum

The new name of the universal core curriculum is Acquiring Basic Core Competencies for Direct Care Workers – or ABCs for Direct Care Workers.

The ABCs curriculum was designed to prepare workers with foundational knowledge of providing personal care in home and community-based settings. Additional modules have been created or are currently under development to be utilized as continuing education or in service training opportunities for direct care workers. By pairing the ABCs for Direct Care Workers with continuing education opportunities the PHCAST team has developed a training that can be aligned with various career pathways such as Home Health Aides and Certified Nursing Assistance.

Additional grant activities are underway to enhance and increase the accessibility of the training. The participant guide for the ABCs for Direct Care Workers is being translated into Spanish, Haitian Creole and Brazilian Portuguese.

*PHCAST Participant Data*

Thus far, 427 Personal Care Homemakers and 79 PCAs have completed training under the PHCAST grant. A total of 38 individuals enrolled in but did not complete the training. Additional demographic information includes:

* Race: 55.9% of participants reported they were white, 20.6% black/African American, and 16.4% did not disclose their race
* Ethnicity: 20.2% of participants reported they were Hispanic, 72.8% reported they were not Hispanic, and 7% did not disclose their ethnicity
* Education: 33.4% of participants reported they had complete some college but acquired no degree, 29% reported they had a high school diploma, and 8.1% reported they completed their GED or a high school equivalency
* Employment status: 48.3% of participants reported they were employed at the time of the training and 51.7% reported they were not employed

**Presentation of Sustainability Subcommittee Recommendations**

During the final quarter of Year two, the Advisory Group members agreed on the importance of creating a sustainable infrastructure for the ABCs for Direct Care Workers program; thus the Sustainability Subcommittee was formed. The Sustainability Subcommittee is comprised of key stakeholders from within the Advisory Group members. The purpose of the subcommittee is to discuss a strategy for the creation of a sustainability plan for the PHCAST: ABCs for Direct Care Worker training and oversight activities. The goal is to enhance the quality of care provided for consumers and to build a workforce of well qualified and well informed direct care worker population. The objectives are:

Objective 1: Develop a structure to maintain the fidelity of the ABCs for Direct Care Worker curriculum through well trained, qualified instructors

Objective 2: Develop a structure to track the demonstrated competencies of the trained direct care workforce

After convening twice, the PHCAST Sustainability Subcommittee made two recommendations to the Principle Investigators.

1) A Train-the-Trainer system to maintain the adult learner model and fidelity of the training curriculum and;

2) A registry system to track both those who have been formerly trained to provide trainings, and a second system to record the trainings completed by individuals by qualified training providers. Outlines of both systems are provided below.

*Train-the-Trainer System – Step by step process*

1. Organization sends staff to TTT conducted by either a state program or a 3rd party contractor
2. Organization registers as a trainer and pays annual fee to the 3rd party contractor
3. Organization gains access to ABCs training material and all supporting materials
4. Following a training session, the Organization submits trainee documentation (to DCW registry)
5. The named state program or 3rd party contractor receives notification of user agency license and certification renewal requirements and forwards certificate to DCW
6. Organization receives updated training material and continuing education (in-service) opportunities from state program or 3rd party contractor
7. State program or 3rd party contractor is responsible for tracking Organization/DCW training outcomes, and providing necessary TA as needed
8. Outcome: Streamlines worker qualification checks and ensures fidelity of ABC curriculum

*Direct Care Worker Registry- Step by step process*

1. DCW completes modular or full training
2. Organization enters documentation of DCW demonstrated competency into DCW registry
3. DCW and their qualifications appear on state DCW registry (Privacy level specifications = TBD)
4. Detailed transcript are issued upon request

*Discussion of proposed models*

The advisory group discussed the necessity of an agency or organization having to register with a 3rd party contractor charged with overseeing the train-the-trainer system. Issues such as maintaining integrity of the curriculum and the adult-learner model were discussed. It was noted that registrations fees would support the maintenance and the process of updating the curriculum. Advisory Group members stated the goal should be to make the curriculum universally available while maintaining the quality.

The advisory group members also discussed the scope of the direct care worker registry; specifically whether the registry should include additional allied health positions such as Home Health Aides (HHA), Certified Nursing Assistants (CNA), Direct Support Professionals (DSP), and Medication Administration Program (MAP) trainees. Additionally, the question was raised as to whether the registry would include ‘bad apple’ tracking – an indication when a worker has a record of fraud, formal complaints or a criminal record. The group also discussed the interface between the proposed direct care worker registry and The Rewarding Works registry, a registry of for PCAs seeking work and consumer seeking PCAs.

The Advisory Group did not reach a consensus regarding the TTT process, Organization tracking, or DCW registry.

**Next Meeting**

**TBD - January**