

The Bridge

PCAs: a bridge to community living

The Newsletter of the Personal Care Attendant Quality Home Care Workforce Council

Volume 11, Spring 2017

Inside This Issue

- 4 Council Now Accepting Nominations for 2017 Paul Kahn Award
- 5 Paul Kahn Award for PCA Service 2017 Nomination Form
- 6 PCAs Now Have Direct Deposit for Their Payroll!
- 7 Rewarding Work's Automated Job Board Makes It Easier to Find and Hire PCAs
- 8 New paperless time-sheet program coming soon for all consumers and PCAs in the MassHealth PCA Program!

Profiles of the 2016 Winners of the Paul Kahn Award for PCA Service

The seventh annual Paul Kahn Awards for PCA Service were presented on October 4, 2016, at the Grand Staircase in the State House.

Hosts for the event were Senator Patricia Jehlen and Representative Mary Keefe. Rep. Keefe and Ruth Kahn, widow of Paul Kahn, welcomed a crowd of approximately 100 PCAs, consumers, family, and friends. Alice Moore, Undersecretary of the Executive Office of Health and Human Services and Chair of the PCA Workforce Council, was a keynote speaker, as was Kristen McCosh, Commissioner of the Mayor's Commission for Persons with Disabilities. They introduced each

awardee during the presentation of the awards.

During the ceremony, the Council and members of the planning committee presented flowers to all the PCAs in attendance to recognize the hard work and dedication that they show every day, providing hands-on assistance and support for the independence of elders and people with disabilities.

The event concluded with Rebecca Gutman, 1199SEIU Vice President, asking PCAs, consumers, and their families to reach out to their legislators with stories about the impact of the PCA program on their lives.

The 2016 winners of the Paul Kahn Awards for PCA Service (l to r): Kathleen Chagnon of Montague; Annie Mae Bell of Roxbury; Marcy Dube of Worcester; Diane Hahn of Fairhaven; host Ruth Kahn, widow of Paul Kahn; and Thomas Hahnen of Lynn. Also pictured: Alice Moore, Undersecretary, Executive Office of Health and Human Services.



continued on page 2 ➤

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Kathleen Chagnon – Western MA

Kathleen has worked as a PCA for 28 years. In addition, Kathleen works as a skills trainer at the Stavros Center for Independent Living in Amherst, Mass. Her employer there, Daniel Greaney, is also the director of the PCA program. Daniel notes two of Kathleen's key qualities: her reliability as a PCA and skills trainer, and her willingness to work as a team player. Kathleen believes that PCAs should keep an open mind and learn to meet the individual needs and personality of each employer. She believes that it's important for all PCAs to learn about the independent living movement, support the choices of PCA employers, and improve the quality of life for all PCA consumer employers.

Marcy Dube – Central MA

Marcy has worked for her employer, Laura, for over 10 years. Marcy started as a PCA 16 years ago; her newborn was sick, and she needed a job with flexible hours so she could also care for her son. She continued PCA work because it "fits perfectly into my lifestyle with my kids." The most rewarding part of her work is knowing that she is needed and appreciated: "As mothers and wives, we don't get a lot of recognition; and I think of this work as if I am helping my own child or parent; or, if it was me, how would I want to be treated?" Laura says that her relationship with Marcy goes beyond employer-employee: They joke that their relationship is the longest either has ever had. Laura says that Marcy is a great advocate, but also a friend who includes her in family functions and always makes her feel like family.

Thomas (Thom) Hahnen – Northeastern MA

Thom has been a nurse for 30 years and a PCA for 35. He provides mostly private duty nursing services in nursing homes and rehabilitation centers, but prefers the one-on-one care he provides as a PCA. He has worked for his employer, Kevin, since 1995. While these days he works mainly on weekends or as an emergency backup, Thom relates that his relationship with Kevin stays strong. When Kevin went to college, Thom acted as his "academic assistant," dropping him off on campus and assisting him with typing his papers and conducting research. Kevin states in his nomination that Thom is the best PCA he's ever had, and is quite confident that he will never have another attendant like him again.

Annie Mae Bell – Greater Boston

Annie Mae began work as a PCA 11 years ago when she retired from Kraft. She decided that instead of retiring, she would do good work by becoming a PCA. She states that being a PCA gratifies her and gives meaning to her life, knowing that she is caring for others. Vaughn Allen Goodwin, who nominated Annie Mae, says that when Annie Mae enters a room, she does so with charisma, wisdom, and sophistication. Annie Mae brings her experience and compassion to her advocacy for both PCA workers and people with disabilities. Now in her seventies, Annie Mae continues to be involved in efforts to promote the work that PCAs do in the community

“When Annie Mae enters a room, she does so with charisma, wisdom, and sophistication.”

Diane Hahn – Southeastern MA

Diane has always loved working with children. She provides PCA services to Grace, who is now five years old. Grace’s mother, Pattie, states that Diane has always provided loving and diligent care to Grace, addressing her developmental disabilities and being instrumental in helping Grace learn to walk. Pattie noted in her nomination that Diane is a dedicated professional and provides a very positive image of all PCA workers. Both Pattie and Diane mentioned that they didn’t know about the PCA program early on, but now make every effort to provide information to the community. Diane approaches friends, neighbors, and others, telling them about the importance of the PCA program and the work that PCAs provide.

“... Diane is a dedicated professional and provides a very positive image of all PCA workers.”



Join the Council on Facebook!

www.facebook.com/MassPCA

Did You Know...? Active PCAs Receive Free Training Benefits

- ✓ Tuition vouchers for continuing education at colleges and universities in the state
- ✓ Tuition vouchers for certified nursing assistance program
- ✓ Adult education classes to include English as a second language (ESL) and computer basics
- ✓ Skills workshops
 - Adult First Aid/CPR/AED
 - Blood-borne Pathogens
 - Communications and Boundary Setting
 - Nutrition and Diabetes
 - Alzheimer's and Dementia
 - Medication Safety
 - Body Mechanics and Transferring

Interested PCAs can call the SEIU Homecare Training Fund directly at 1-877-409-8283.

The Council Is Now Accepting Nominations for the 2017 Paul Kahn PCA Service Award

The PCA Quality Home Care Workforce Council, in collaboration with 1199 SEIU Health Care Workers East, will present the 8th annual Paul Kahn Awards for PCA Service in October 2017.

Nominations may be made by consumers, PCAs, families, and nonprofit and government agency staff.

Five PCAs from different regions of the state will be selected, based on

- dedication to their work;
- longevity of PCA service; and
- actions that increase the value and image of PCA work.

If you know of one or more PCAs whose service and dedication to PCA work deserves recognition, you can submit his or her name for consideration. Nominations should be made on the form included in this edition of *The Bridge*.

Please remember to provide us with your contact information and the nominated PCA's telephone number, so the selection committee can contact you and the PCA.

Nominations can be submitted in the following manner.

MAIL: PCA Workforce Council
600 Washington Street, Room 7264
Boston, MA 02111

FAX: 617-210-5452

EMAIL: pcacouncil@state.ma.us

Nominations must be received by August 7th, 2017.



The late Paul Kahn and his wife, Ruth

PAUL KAHN AWARD FOR PCA SERVICE 2017 NOMINATION FORM

(You must complete the entire form.)

Name of Person Making the Nomination _____

Relationship to PCA _____

Address _____

Phone Number _____ Email _____

Name of PCA Being Nominated _____

Number of Years Working as a PCA _____

Address _____

Phone Number _____ Email _____

1. Tell us how the PCA has shown dedication to a consumer and to PCA work.

2. Tell us how the PCA has helped, trained, or recruited other PCAs.

3. What has the PCA done to enhance the value or the image of PCA work? Please include any other information that you believe is relevant.

SEND THIS FORM TO:

MAIL: PCA Workforce Council
600 Washington Street, Room 7264
Boston, MA 02111

FAX: 617-210-5452

EMAIL: pcacouncil@state.ma.us

Submit additional pages if needed. Nominations must be received by August 7th, 2017.

PCAs Now Have Direct Deposit for Their Payroll!

It's now faster and easier for PCAs to access their payroll.

If PCAs have an existing bank account, all they do is fill out a direct-deposit form and attach a voided check or a direct-deposit letter from their banking institution (the letter must have the PCA's name, account, and routing number typed on it).

PCAs without a bank account can also request an application for a prepaid debit card. The debit card provides

- access to money without fees;
- use of the card everywhere that a debit MasterCard is accepted;
- account management online, by phone, or with a mobile app; and
- card replacement if it's lost or stolen, so money is secure.

Have your PCA contact your fiscal intermediary for a brochure with more details and benefits.

Fiscal Intermediaries
Northeast Arc
Attn: FI Customer Service
6 Southside Road
Danvers, MA 01923

Phone: 1-800-231-5409
Fax: 1-978-624-3755

Tempus Unlimited, Inc. (formerly CPMA)
600 Technology Center Drive
Stoughton, MA 02072

Phone: 1-877-479-7577
Fax: 1-800-359-2884

Stavros Center for Independent Living
P.O. Box 2130
Amherst, MA 01004

Phone: 1-800-442-1185 or
413-256-6692
Fax: 1-888-773-4281 or
413-256-3849

Or

Your PCA can contact 1199 SEIU for information on the Green Dot debit card with all the same features listed above; your PCA can also apply online at GreenDot.com/1199SEIU.



Fast. Secure. Green.

Choose
DIRECT DEPOSIT



**LOOKING to
hire a PCA?**



REMEMBER

www.RewardingWork.org

Over 7,400 PCAs are listed along with their preferences and qualifications.

Rewarding Work's Automated Job Board Makes It Easier to Find and Hire PCAs

The Rewarding Work/MA PCA Directory Job Board, which launched mid-November, has received nearly 600 consumer/employer postings and is getting excellent reviews.

The **Job Board** allows consumers and workers to make employment matches easily—and faster! Best of all, the Job Board is free to anyone registered as a PCA consumer/subscriber with Rewarding Work (RW) and the MA PCA Directory.

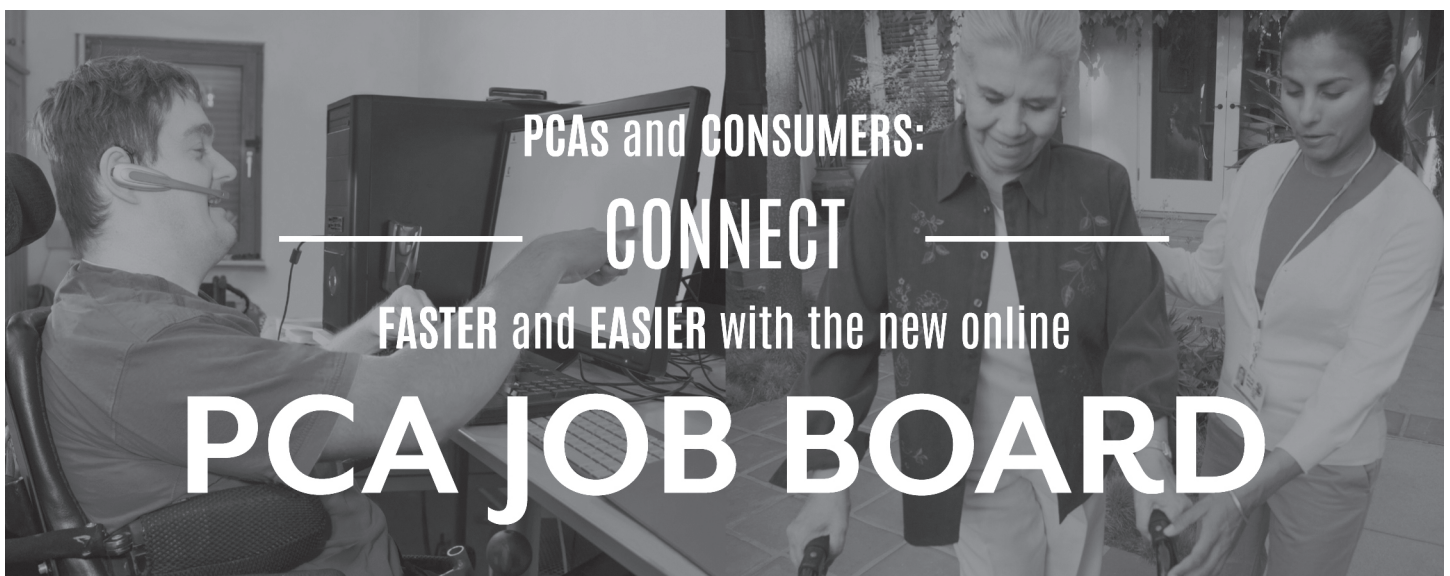
The Job Board helps streamline the recruitment and hiring process: it delivers interested candidates directly to your inbox! As a consumer, you maintain complete control over whom you hire. Start with a detailed job description to attract qualified applicants who meet your specific needs. The Job Board advantages include the following.

- You can post your own job directly on the RW website.
- Your job will be posted within minutes.
- You will receive job-applicant inquiries through a discreet email linked to your post. Because applicants respond to a job number, your contact information remains secure.
- As always, you choose which applicants to contact and interview.

Several PCA consumers recently wrote to RW about their experiences using the Job Board. *"I was very happy and hired the same day my ad posted. Thank you very much,"* said a PCA consumer from New Bedford. Another consumer from Jamaica Plain wrote, *"Thanks so much for*

your professionalism and talking me through how it works. And your compassion. I hired two PCAs recently. It is working out well for me, so far. The Rewarding Work website is an asset for us."

For more information, visit <https://rewardingwork.org/en/Advertise-with-us> or call Rewarding Work at 1-866-212-9675.



A new paperless time-sheet program is coming soon for all consumers and PCAs in the MassHealth PCA Program!

The MassHealth Personal Care Attendant Program is converting from paper time sheets to the new MyTimesheet system. This new system uses a mobile web-based application to enable PCAs to "check in and out," using a cell phone or mobile device from anywhere a service is delivered for their consumer employer.

Consumers will continue to review, make corrections, and approve their PCA's time, but will now have a digitally recorded time sheet available through a computer or mobile device. Once approved, the consumer can submit the automated time sheet directly to their fiscal intermediary.

A Pilot Program will begin in the summer.

Please visit the MassHealth website at mass.gov/eohhs, and search for "MyTimesheet." You can then select "MyTimesheet Electronic Visit Verification (EVV) System." There you'll find EVV PCA letters sent to consumers, surrogates, and PCAs. These letters list the dates and locations of MassHealth public-listening sessions in June 2017.

Electronic Visit Verification is a requirement of the 21st Century Cures Act. Please educate yourself about the implementation and provide your feedback! Consumers can make the system a useful tool for their PCAs.

The web page also includes FAQs about the MyTimeSheet PCA Program.

Contribute to **The Bridge**

The Bridge is a newsletter for MassHealth members who use PCA services. We are very interested in your letters, articles, and thoughts about the PCA program and about improving the PCA workforce. Please send your ideas to pcacouncil@state.ma.us. We can't promise to print everything we receive, but all submissions will receive our serious attention. For consumers without email, please call 617-348-5317 or forward your ideas to the address on the right.

How to Contact Us

PCA Council

600 Washington Street, Room 7264
Boston, MA 02111

Telephone: 617-348-5317

Website: www.mass.gov/pca

Facebook: www.facebook.com/MassPCA

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**Please share this publication
with your PCA.**

