



Personal Care Attendant Quality
Home Care Workforce Council
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Personal Care Attendant Quality Home Care Workforce Council

Council Meeting
General Session

Minutes March 22, 2016 2:00 P.M. 1 Ashburton Place, 5th Floor,
Manning Conference Room

COUNCIL MEMBERS IN ATTENDANCE	Ann Ackil, Anne Johansen, Joe Tringali, Alice Moore, Paul Spooner, Cindy Purcell, Rachel Shapiro (via phone)
COUNCIL MEMBERS NOT IN ATTENDANCE	Yashira Pepin, Kristen McCosh
STAFF ATTENDING	Elizabeth Connell, Michelle Byrd
CHAIR	Alice Moore
NOTE TAKER	Michelle Byrd
AGENDA SETTING	No issues were added to previously-issued agenda

1. Council organizational matters

The Chair, Alice Moore, called the meeting to order at 2:05 p.m. with introductions of Council members, staff and attendees.

Review and approval of the general and executive session minutes from December, 2015

Paul Spooner made a motion to approve the general session minutes from December. Cindy Purcell seconded the motion. Council members voted unanimously to approve the minutes.

Status Report on Executive Director Position

Alice Moore provided Council members with an update on the Executive Director position and announced that the search process continues.

Rewarding Work and PCA Workforce Council PCA Directory Disclaimers and inquiries regarding CORI checks

Betsy Connell reported that the Council was contacted by a consumer in January stating that he hired a PCA from the PCA directory website under the assumption that all applicants listed there had

undergone a CORI check. Consequently he learned the PCA he hired was facing criminal charges and he stated that he was subsequently victimized by the PCA. Betsy and Undersecretary Moore spoke with the consumer and noted that several disclaimers were prominently displayed on the website stating CORI checks were not done on applicants and that consumers are responsible for conducting a CORI check if they wish to have one performed. Betsy also informed the Council of an inquiry from the D.A's. office regarding the information on CORI's. Council members received copies of the current disclaimers on the directory website as well as the proposed edits to the Council's webpage on the use of the directory and the role of CORI checks.

The discussion by the Council addressed changes to the language regarding CORI's on the Council's webpage. Alice Moore asked whether consumers may have concerns over the role of the Council or the State in providing CORI checks on applicants. Council members agree that consumers need to know that PCA applicants on the directory are not required to be CORI checked however, PCAs can indicate in their application they are willing to undergo one for a potential employer. Paul Spooner noted that several obstacles may impede employers from running CORI checks including the fact that they cannot be run before the employer has offered the position to a prospective PCA and that the CORI check are a snapshot in time with no guarantee of the timeline or that correct data is received. Joe Tringali asked if a disclaimer could be developed for employers in the hiring paperwork they receive to indicate they are aware they may request a CORI check on a prospective employee but have declined to do so.

Undersecretary Moore asked Council members to approve the current disclaimers found on the directory website as well as the proposed changes to the Council's webpage. The members unanimously agreed to accept the changes. Undersecretary Moore agreed that discussions of this issue will continue.

Spring Newsletter

Betsy Connell reported on the status of the proposed Spring Newsletter and whether an issue could meet a timeline to promote nominations for the 2016 Paul Kahn Awards. Alice recommended that a Spring 2016 edition should be developed and prepared for mailing as quickly as possible to collect 2016 Paul Kahn Award nominations. She asked Council members for additional topics that could be included in this edition. Suggestions included articles on labor or CORI issues. Becca Gutman from 1199SEIU suggested an article about on-going training opportunities for PCA workers could be included and offered to have the Training and Upgrade Fund provide an article. Additional issues will be reviewed including a possible change to the dates of the newsletter and furthering community outreach efforts.

Creation of complaint intake and resolution process for complaints sent to the Council

Betsy Connell suggested a sub-committee to address complaint policy for the Council. Council members interested in serving on the sub-committee can contact Betsy directly.

Feedback on MassHealth Listening Sessions

Public meetings were held in Boston, Worcester and Springfield and covered subjects including:

- Pay rate
- Concerns regarding costs
- Programmatic concerns

Alice Moore will review the summaries from the sessions and share the comments with Council members.

2. PCA recruitment and training

PCA Recruitment and Retention Initiative

Lisa Marschke reported that five information sessions have been provided and attended by 90 interested recruits. Two Pre-employment Preparation presentations have been held with an additional four more scheduled through May. Work Inc., in Fitchburg will sponsor training for DTA clientele and will become a pilot site for the project. Lisa will also present at the annual state conference for High School students interested in pursuing careers in health care.

Preliminary findings on 61 program completers show that 21% have found employment as PCAs. 100% of the responders to the evaluation stated they would recommend the program to others. 40% of responders indicated they receive at least one state benefit. The project has addressed concerns raised by attendee regarding loss of benefits by developing a new presentation on how entering the workforce may impact current benefits received by participants. An additional discussion of how to boost both outreach and placement rates included connecting with Independent Living Centers, Union sponsorship of a "Meet and Greet" event with BCIL, outreach to social workers and continuing care workers at Health Centers, exploring contacts with elder services and participation in Massachusetts Training Forums.

PCA New Hire Orientation Update

Leanne Winchester reported that the numbers of PCAs facing sanctions have been decreasing since sanction letters have been mailed. The number of PCAs facing sanctions as of March 1st was 2,318, subsequently the numbers have gone down to approximately 1,600 as of April 1st. Since January, TUF reports that over 980 PCAs who have contacted TUF to register for a group orientation provided feedback on what prompted them to call. Of those that responded, the majority, 733 (74%) called because they received a letter in the mail or their consumer told them to call. A total of 78 (9.4%) reported they called to register for the orientation when sanctions were imposed.

Additional activities Leanne reported on included:

- Updates to the curriculum including information on FLSA
- Translation of materials are proceeding
- The PCA orientation website is active at <http://www.madirectcare.com/pca-orientation/>
 - Consumers and PCAs are able to access the on-line materials and generate attestations they have successfully completed the orientation
- Evaluation is underway of the consumer taught option; 600 PCAs who have completed this option will be contacted and surveyed, the evaluation will be finished in May.
- 3,000 robo-calls were made to PCAs asking for information on why PCAs have not completed Orientation. Approximately 30% stated they did not know about the Orientation and 50% listed other reasons for not completing the obligation.

3. PCA Program Updates

Tom Lane from the Office of Long-Term Services and Supports reported.

- Phil Harrison has left MassHealth and taken a position at DDS
- Implementation of FLSA was effective as of January 1st. MassHealth is currently collecting data on overtime claims.
- New PCM Agency Rates are effective as of January 1, 2016

4. Council Budget matters

Expense Report

Council members were provided with the current expense report. Betsy Connell reported that several invoices processed were not reflected on the current report. Paul Spooner made a motion to accept the expense report. Joe Tringali seconded the motion and it was approved by the Council.

5. Labor Matters

Labor Management Committee Report

Betsy Connell reported that training issues discussed by the committee at the last meeting included:

- Tuition assistance
- Tuition vouchers have been reduced to 8 per year in order to stay within the current budget
- Analysis of training fund costs will be provided by TUF for review at the next LMC meeting
- A CNA survey update will be reviewed at the next meeting
- A cap of 100/year will be put in place for training supports
- A snow or bad weather cancellation policy was discussed regarding scheduled training sessions

The next LMC meeting will be held on April 27 at 1:00 p.m. at SEIU headquarters in Dorchester.

With no other matters before the Council, Undersecretary Moore asked for a motion to move into executive session to discuss collective bargaining. Paul Spooner made the motion; it was seconded by Ann Ackil and passed unanimously. Undersecretary Moore indicated that council will go into Executive Session and when done, conduct no other business once Executive Official session done. The council approved Executive Session at 3:30 p.m.

The Executive Session adjourned and the general session re-convened at 3:40 p.m. Paul Spooner made a motion to adjourn at 3:41 p.m. It was seconded and passed unanimously.

Respectfully Submitted,

Michelle Byrd