

Personal Care Attendant Workforce Council

Draft MINUTES July 9, 2019

Held at:

Office of Policy and Management
450 Capitol Avenue
Hartford, Connecticut 06106
Conference Room 3A

Members IN ATTENDANCE: David Guttchen (Chair), Kathy Bruni; Mary Caruso, Sharon Denson (via phone), Kathy Flaherty, Denise Paladino, Sheila Mulvey (via phone), Katie Regan.

Other Participants/Members of the Public: Steven Bender – 1199 Training & Upgrading Fund; George Chamberlin – Department of Social Services (DSS); Eric Gervais and Allied Management Team, Allied Community Resources (via phone); Lori Grice, DXC Technologies; Melissa Morton - Office of Policy and Management (OPM); Deborah Schwartz – 1199 SEIU.

➤ Called to Order

- Meeting called to order by David Guttchen at 9:35 A.M.

➤ Introductions

- Introductions made by all attendees in-person and attending via conference call.

➤ Approval of Minutes from April 9, 2019

- Motion made by Kathy Flaherty and seconded by Sheila Mulvey. No discussion on the minutes. Minutes unanimously accepted and approved as final.

➤ Recognition of Therese Nadeau

- David Guttchen acknowledged the passing of Therese Nadeau in June. He highlighted her commitment to advocacy and training and noted her absence will be deeply felt by the Council and those who worked with her. He expressed his condolences to Therese's friends and family.

➤ Membership

- Melissa Morton informed members that prior nominees, Theresa Coyle and Fran Mazzarella, were submitted for appointment to the specified legislative leaders and shared that formal appointments are still pending.
- Melissa Morton presented a new candidate for nomination, Eileen Healy, Executive Director of Independence Northwest, the Center for Independent Living serving Northwestern CT. She is being nominated as a “*member of an organization representing the interests of consumers with physical disabilities.*” Melissa reviewed Ms. Healy’s resume and members shared positive experiences working with Ms. Healy. David Guttchen called for a motion to adopt the nomination of Eileen Healy to the PCA Workforce Council. Kathy Flaherty made the motion and it was seconded by Sharon Denson and passed by unanimous vote. Melissa said the next step is submitting the nomination to the Secretary of OPM to pass along to the Governor’s office.
- David Guttchen informed the Council that he and Melissa Morton continue to work with the OPM Secretary to move appointments forward.
- Melissa Morton reviewed the five open Council positions and asked members to actively recruit qualified nominees to fill the vacancies. Sharon Denson suggested reaching out to Gina Marino, Director of the Elmwood Senior Center as a nominee “*representing the interests of elderly consumers.*” Melissa said that she can reach out to her. Sharon informed the group that she has other people in mind who may be interested in joining the Council and requested a written document that summarizes the time commitment.
- Melissa Morton will circulate to members a recruitment document that explains the Council, duties of membership, and the associated time commitment. Melissa will also include the current list of Council members and the vacancies.

➤ **Electronic Visit Verification (EVV) Negotiations and Roll-Out**

- Lori Grice, DXC Technologies, provided the following update on EVV:
 - There is a July 15th target date to reach out to 192 employees and get them enrolled in EVV training. This target group is comprised of employees of the 66 employers who wanted to participate in the fall EVV pilot and could not due to space limitations. The 66 employers of the 192 employees received training registration materials in May, 2019. To date 40 employers have registered for training.
 - In-person training for employers has been scheduled for July 18th and August 22nd. The first group of employers has been notified of the in-person training dates. Employees who wish to have additional training after completing mandatory online instruction may contact DXC and attend the in-person employer trainings as space is available.
 - An additional 122 employers are scheduled to receive a mandatory training notice on August 1st. The number of employees who will receive notice during this phase of the roll-out is unknown at this time. Due to the evolving nature of

PCA employment, DXC is waiting to collect that data until just before implementation to make sure numbers are as accurate as possible.

- DXC has daily calls with their customer service staff to review calls, responses and raised issues. Customer Service staff levels will be adjusted as the program grows to meet the needs of users. Mary Caruso shared that her experience with DXC customer service staff has been positive. They are patient and helpful.
- Denise Paladino added that DDS has not rolled-out EVV yet and is still in the development stage and currently working on business rules. She raised the question of how EVV will work for employers who receive some services through CFC and some through DDS. Kathy Bruni, Lori Grice and Denise agreed that they will need to discuss how to implement EVV for this specific population so that employers and employees do not have to engage in dual reporting. Denise suggested that once a process is created for this population that DDS issue notice to Allied and DDS Care Managers highlighting the unique nature of this group of employers.

➤ **TUF Update**

- Steve Bender, Executive Director, 1199 Training and Upgrading Fund (TUF) provided a report on attendance at orientation and voluntary trainings for State Fiscal Year (SFY) 2019 and outlined training plans for SFY 2020. He noted that two previously offered trainings (1) Money Values and SMART Goals and (2) In-Home Food Handler are being discontinued in SFY 2020 due to low attendance. He shared that new in SFY 2020, TUF will be implementing stipends for voluntary trainings in an effort to increase enrollment and attendance numbers. Additionally, TUF is implementing a comprehensive outreach plan that will include employees receiving multiple touches prior to training dates in order to boost attendance.
- Steve also announced that TUF will be offering employees covered by the CBA, regardless of their union membership status, the opportunity to apply and take CNA certification courses through local Community Colleges. TUF staff experienced in this area will screen interested employees to ensure they understand the commitment and are an appropriate candidate for the course. The first offering will be available this summer through fall at Capitol Community College. This first session will consist of a day and evening course offering and will be 100% funded with grant funds through Capital Workforce Partners. Classes begin July 22nd and, at present, seven PCAs are registered for the day session and 13 for the evening session. TUF's goal is to have 15 PCAs enrolled in each by the start date. Lessons learned during this first round of CNA certification offerings will inform how TUF implements future courses at other Community Colleges. Currently, TUF has allocated \$60,000 to provide CNA cohort classes. TUF is actively working with Gateway Community College in New Haven to develop a cohort class to begin fall, 2019.
- Steve Bender informed the Council that Marie Hu has left TUF for a position in New York. TUF has hired June Petillo to fill Marie's position.

➤ **Other Business**

- Melissa Morton announced an upcoming training on Person-Centered Thinking that is being sponsored by the Department of Rehabilitation Services through funding from the Centers for Medicare and Medicaid Services, Administration for Community Living. The two-day, interactive training is free and appropriate for caregivers, PCAs, family members and consumers. The training will be held in July, August and September. Email Patricia Richardson, Patricia.Richardson@ct.gov, with questions. Register at <https://www.surveymonkey.com/r/Z9P77R3>.
- Melissa Morton asked members if they are interested in having an employer forum in the fall of 2019. Members shared unanimous support for holding such an event with many members expressing the importance of bringing employers together. Melissa asked members to think about potential presentation topics and send ideas to her via e-mail. Kathy Bruni commented that having an EVV presentation and demonstration at this year's forum is important since roll-out will be underway. Members agreed to once again hold the forum on a Saturday from 10:30 – 2:30. Melissa noted that the forum needs to be held in the Eastern or Southern part of the state this year. Members agreed that the North Branford or New Haven areas would be ideal. Gateway Community College campus was suggested as one possible venue.
- Sheila Mulvey requested that we spend time at a future meeting discussing methods of improving communication with consumer-employers. Sharon Denson suggested reaching out to consumer-employers through various disability organizations. Melissa Morton suggested asking FIs to include a PCA Workforce Council corner in their newsletters and perhaps include a page about the Council in employer training materials.

➤ **Public Comment**

- Deborah Schwartz, SEIU 1199NE, shared that the Governor's Office and the State Attorney General's (AG) Office determined that the CMS Rule regarding Medicaid payments to third parties, that would have affected the ability of the FIs to engage in dues deduction, does not apply to the State of Connecticut because the State utilizes a Fiscal Management Services Model. She noted that this update was not on the agenda and she felt it was important for the Council to be aware of this development. David Guttchen thanked Deborah for her comments and clarified that the CMS Rule decision was not included on the agenda because it was previously shared with members at the time of the Governor's Office and AG's Office decision.

➤ **Motion to Enter Executive Session**

- Motion to enter Executive Session made by Kathy Flaherty and seconded by Denise Paladino. All in favor. The Council entered Executive Session at 10:40 A.M.

➤ **Motion to End Executive Session and Enter into Public Meeting**

- Motion to end Executive Session made by Kathy Flaherty and seconded by Kathy Bruni. All in favor. The Council entered back into a public meeting at 11:22 A.M.

➤ **Motion to Adjourn**

- Motion to adjourn made by Mary Caruso and seconded by Sharon Denson. All in favor. Meeting adjourned at 11:22 A.M.

➤ **Next Meeting**

- The next meeting of the Workforce Council is scheduled for October 8th at 9:30 AM at the Office of Policy and Management.

DRAFT