

# Personal Care Attendant Workforce Council

---

## MINUTES October 19<sup>th</sup>, 2017

---

### Held at:

**Office of Policy and Management  
450 Capitol Avenue  
Hartford, Connecticut 06106**

**Members IN ATTENDANCE:** Kathy Flaherty, Mary Caruso, Carl Noll (via phone), Sharon Denson (via phone), Greg McMahon, Sheila Mulvey, Kathy Bruni, Susan Weisselberg, Chair

*Members not in ATTENDANCE:* William Myerson, Joshua Pawelek, Therese Nadeau

*Other Participants/Members of the Public:* Allied (via phone), Melissa Morton - Office of Policy and Management (OPM), Steve Bender - 1199 Training and Upgrading Fund, /Norma Martinez SEIU 1199, Laura Welles (via phone) - Sunset Shores, Jennifer Putetti – OPM, Dawn Lambert - Department of Social Services

#### ➤ **Called to Order**

- Meeting called to order by Susan Weisselberg at 10:05 am.

#### ➤ **Welcome and introductions**

- Call in number to be sent to Carl Noll for next Labor Management meeting.

#### ➤ **PCA Workforce Employer Forum - OPM**

- Melissa Morton reported on the PCA Workforce Employer Forum scheduled for November 4<sup>th</sup> from 11:00am to 2:30 pm in Bloomfield.
- Notice was sent to employers, DSS and DDS agency staff and Commissioners and the CT Council on Developmental Disabilities by e-mail. Allied distributed a paper mailing to its employers. Sunset Shores will include the notice in their regular monthly mailing.
- To date, there are 25 registrants.
- Melissa Morton will do another email blast by the end of the week and one more right before the Forum of November 4<sup>th</sup>.
- Agenda of Activities:

- Welcome
  - Brief 15 minutes on what the PCA Council is and what they have accomplished. If any PCA Council member is interested they will reach out to Melissa Morton.
  - Brief 15 minute overview from Allied and Sunset Shores.
  - Kathy Bruni and Lori Grice will give an explanation on the Electronic Visit Verification then take questions from participants.
  - Lunch break. Lunch will be provided and picked up by OPM and Council Chair Sue Weisselberg. Gluten free option will also be provided.
  - Sharon Denson and Therese Nadeau will give a presentation on how to hire the right PCA.
  - DDS & DSS will give a co-presentation on how to manage an individual budget.
- Mary Caruso and Sheila Mulvey will be working the registration table.
  - A sound system is being provided by the facility.
  - Sharon Denson will bring a back-up sound system.
  - Melissa Morton will contact CT-N about the forum and possibly taping and airing it.
  - Sharon Denson will need at-least 45 minutes for her presentation at this Forum. Agenda will be adjusted as needed if it does not already allot this amount of time.
  - Everything will be put online after the Forum.
  - Melissa Morton will make copies of handouts for the Forum. All handouts presenters are using are due to her by October 31<sup>st</sup>.
  - Completed presenter sheets/presenter bios due by tomorrow, October 20<sup>th</sup>.

➤ **TUF Update: Orientation and Training Update - TUF**

- Steve Bender gave update to Council members and others present.
- 1199 Training & Upgrading Fund Report handed out to all present. Steve will provide the electronic version of the report after the meeting and it will be e-mailed to Council Members on the call and members not present at meeting today.
- 6,988 PCAs have completed Orientation/Union Presentation from July 5<sup>th</sup>, 2016 through October 13<sup>th</sup>, 2017.
- Additional training was also offered:
  - Communication;
  - Universal Precautions; and
  - CPR/First Aid.
- Waiver requests have been reviewed and granted for PCAs unable to attend orientation prior to their suspension date due to circumstances beyond their control.
- Members suggested allowing union presentation and orientation to be offered via Webinar to reduce the burden on PCAs with busy schedules. Sue Weisselberg and Melissa Morton will discuss this suggestion with Deborah Schwartz and Steve Bender.
- Tracking suspension, and what the reasoning for not taking the orientation or attending presentation needs to be explored. Tracking system to be discussed with Fiscal Intermediaries and TUF. Melissa Morton noted that this could be very difficult to track

without requiring PCAs who did not comply to self-report the reasons. Laura Wells said that often PCAs who do not take the orientation have not worked in a long time and are no longer employed.

➤ **Orientation requirement and opt-out notice timing - OPM**

- This was a carry-over item from the July PCA Council meeting.
- Allied gave an explanation of how the Opt-out notice is handled.
- Allied reported that notice is given in the manual, on the application and it is also verbalized when a home visit is done.
- Opt-out form is given in employment packet.
- All active employers will receive updated packet each time they hire new staff.
- Melissa Morton will be reviewing the opt-out timeline that was worked out in the past and will draft a summary document to share with members and fiscal intermediaries.
- Council will review draft summary and make a decision if this timeline still makes sense.
- This orientation requirement and opt-out notice timing will be “lead agenda item” for the next Council meeting.
- Aggregated participant evaluation data, including comments requested by the Council. *Do they feel the 3 hour orientation is too long? Convenience of location and convenience of time?* This aggregated data needs to come to the Council for review. Council would also like a blank copy of the evaluation form. TUF will gather and send to the Council.
- Kathy Bruni will send Chair Sue Weisselberg the web based PCA training curriculum used at DSS. Sue Weisselberg and Melissa Morton will discuss with Deborah Schwartz and Steve Bender the Council’s recommendation that shorter refresher curriculum vs. full orientation be an option for PCAs with a break in service longer than one year.
- Schedule of trainings for November and December should be distributed at the November Employer Forum.

➤ **PCA Registry Next Steps – DSS**

- Final report by Mintz-Hoke September 2017 sent to all Council members prior to meeting today.
- Dawn Lambert discussed next steps:
- Based on consumer feedback can the current Department of Labor (DOL) site be amended to meet the needs of the users?
- Dawn Lambert reported that DSS is experiencing issues getting necessary information from the DOL to determine utilization and effectiveness of CT Hires in matching employers and PCAs.
- Time frames for next steps needed. Dawn Lambert will draft a timeline and send to the Council.

- Within the next four weeks Mintz+Hoke will conduct an analysis of what users want from an employment website vs what already exists as part of the DOL site. A meeting with DOL will be scheduled, with the understanding the analysis will be done prior to the meeting with DOL.
- Dawn Lambert and Melissa Morton will work together on who should be included on the invite to the meeting with DOL. 1199 would like to participate in registry development meetings.
- Within two weeks of the DOL meeting a smaller group will be convened to map out findings and continuum of what currently exists in the state and to review the advantages and disadvantages of the DOL site.
- Chair Sue Weisselberg said she would be willing to pull in the Lean Coordinator if people thought this would be helpful.
- Conversation on if it would be better to have the smaller group meet a week before the DOL meeting vs. 2 weeks after so they would have more to discuss with DOL.
- All Council members in agreement that the meetings will be flipped and the smaller group will meet prior to the DOL meeting.

➤ **Date suggestions will go out to Council members for the 2018 calendar year for meetings.**

*Motion to amend the agenda to include minutes of the July 2017 Council meeting, made by Kathy Flaherty and seconded by Mary Caruso. Agenda amended*

➤ **Approval of Minutes from July 6<sup>th</sup>, 2017.**

- Motion to approve minutes made by Sheila Mulvey and seconded by Kathy Flaherty. No changes or amendments - Minutes approved and accepted as final minutes.

➤ **Executive Session**

- Motion to go into Executive Session made by Sheila Mulvey and seconded by Kathy Flaherty at 11:47 A.M. – all others excused from the room.
- Motion to conclude Executive Session made by Greg McMahon and seconded by Kathy Bruni at 12:20 P.M.

➤ **Adjournment**

- Motion to adjourn made by Kathy Bruni and seconded by Sheila Mulvey.
- Meeting adjourned at 12:21 P.M.