

**PENNSYLVANIA  
DEPARTMENT OF AGING**

# LONG-TERM CARE COUNCIL

EST. 2015

## Meeting Minutes

<b>Meeting:</b>	Pennsylvania Long-Term Care Council
<b>Date:</b>	Thursday, December 6, 2018
<b>Start &amp; End Time:</b>	10:00 a.m. to 2:31 p.m.
<b>Location:</b>	Pennsylvania Farm Show Complex & Expo Center, Keystone Conference Center

### Council Members in Attendance

Insurance Cmmr. Jessica Altman (Designee: Emily Holladay)	Nancy Hodgson, PhD - <i>Academic Research</i>	Dr. David Nace - <i>LTSS Physician</i>
Joan Bradbury - LTC Managed Care	Brian Hudson, Sr. (Designee: Gelene Nason)*	Shane Nugent - For-Profit SNFs
Sen. Michele Brooks (Designee: Ryan Dellinger)*	Samella Hudson-Brewton - <i>Senior Community Centers</i>	Sec. of Aging Teresa Osborne, Council Chair
Brig. Gen. Anthony Carrelli (Designee: Andrew Ruscavage)*	Kathleen Kleinmann - <i>LTSS Consumer</i>	Vini Portzline - <i>LTSS Consumer</i>
Tim Coughlin - <i>Assisted Living**</i>	Ray Landis - <i>Consumer Advocacy</i>	Kenneth Potter, Esq. - PA Bar Association, Elder Law Section
Representative Pam DeLissio	Sec. of Health Dr. Rachel Levine (Designee: Susan Coble)*	Mike Sokoloski - <i>Homecare</i>
Sen. Art Haywood (Designee: Liana Walters, Esq.)*	Robert Marino - <i>Caregiver</i>	Matt Yarnell - <i>Consumer Advocacy</i>
Rep. Tim Hennessey (Designee: Erin Raub)*	Joyce McClary - <i>LTSS Nurse</i>	
Lydia Hernandez-Velez - <i>Consumer Advocacy</i>	Sec. of Human Svcs. Teresa Miller (Designee: Virginia Brown)*	

\*Attended on member's behalf

\*\*Participated in Council meeting via teleconference

### Council Members Not in Attendance

Dr. Mario Cornacchione - <i>Academic Research</i>	Diane Menio - <i>Caregiver</i>
Anne Henry - <i>Nonprofit SNFs</i>	Nicole Pruitt - <i>Adult Day Centers</i>
Cmmr. Ted Kopas - <i>County Commissioners Assoc. of PA</i>	Sec. of Transp. Leslie Richards (Designee: Emma Lowe)
Holly Lange - <i>Area Agencies on Aging</i>	Heshie Zinman - <i>Consumer Advocacy</i>

### PDA Staff in Attendance

Teresa Osborne, Secretary	Chuck Quinnan, Council Executive Director
Stephanie Cole, Executive Assistant	Sasha Santana, Executive Secretary
Maria Dispenziere, Deputy Legislative Director	David Toth, Legislative Director
Faith Haeussler, PCoA Executive Director	

### Committee Members & Guests in Attendance

Cmdt. Richard Adams, PA Dept. of Military & Vets Affrs (DMVA) <b>WC</b>	Lisa Robinson, My Independence at HOME
Carl Berry, PA Providers Coalition Association <b>WC</b>	Steve Robinson, PA Homecare Association
Cmdt. Rohan Blackwood, DMVA <b>QC</b>	Kate Routledge, The Hospital & Healthsystem Association of PA
Jeff Blume, PA Dept. of Labor & Industry	Danielle Rudy, PA Housing Finance Agency PHFA

Dep. Sec. Eileen Cipriani, PA Dept. of Labor & Industry <b>WC</b>	Lisa Scott, PHFA
Daniel Kleinmann, PA Health & Wellness <b>OC</b>	Kim Singleton, Temple University Institute on Disabilities
Rebecca May-Cole, P4A <b>OC</b>	Zach Shamberg, PA Health Care Association <b>WC</b>
Vince Phillips, Phillips Associates <b>AC</b>	Linda Walker, Educators, Inc. <b>AC</b>
Tawanda Peterson, PA Housing Finance Agency (PHFA)	Margie Zelenak, PA Assisted Living Association <b>OC*</b>
Cmdt. Barbara Raymond, DMVA <b>WC</b>	Andrew Zwally, Greenlee Partners

OC = Outreach Committee; AC = Access Committee; QC = Quality Committee; WC = Workforce Committee

\*Presenter

## Meeting Minutes

#	Discussion Items	Summary
1	<b>Welcome</b>	<p>Secretary of Aging Teresa Osborne opened the meeting by welcoming members and guests and explaining that she will be attending the Capitol Christmas tree lighting ceremony during the committees' breakout meetings. Secretary Osborne noted that the ornaments on the Capitol tree were hand-made by older Pennsylvanians from senior centers throughout the commonwealth and preschool students from Pre-K for PA.</p> <p>Council Executive Director Chuck Quinnan went over housekeeping items (e.g., emergency evacuation protocol, Wi-Fi password, etc.), introduced councilmember Tim Coughlin on the conference line, and provided the following updates:</p> <ul style="list-style-type: none"> <li>• Long-Term Care Insurance representative Tom Lilly recently resigned from the Council, and we are working with the Governor's Office on his replacement.</li> <li>• The Pennsylvania Council on Aging is still working on putting forth a replacement for Mickey Flynn and plans to have it finalized by the end of the year.</li> <li>• The Governor recently reappointed the following Council members to a second four-year term as their first terms recently expired: <ul style="list-style-type: none"> <li>○ Lydia Hernandez</li> <li>○ Commissioner Ted Kopas</li> <li>○ Holly Lange</li> <li>○ Bob Marino</li> <li>○ Diane Menio</li> <li>○ Shane Nugent</li> <li>○ Vini Portzline</li> </ul> </li> <li>• Emily Holladay is Insurance Commissioner Altman's new designee and Ryan Dellinger is Senator Michelle Brooks' new designee to the Council.</li> </ul>
2	<b>Introduction of Members &amp; Guests</b>	Members and guests introduced themselves.
3	<b>Approval of August 23, 2018 Meeting Minutes</b>	A motion was made and seconded, and the October 25, 2018, meeting minutes were unanimously approved.
4	<b>Commonwealth Updates</b>	<p>Secretary Osborne provided the following updates:</p> <ul style="list-style-type: none"> <li>• Pennsylvania House and Senate Leadership elections were recently held, and committee chairs will be named in the coming weeks. <ul style="list-style-type: none"> <li>○ Secretary Osborne noted that she and Chuck Quinnan would inform members of any changes to the oversight committee chairs that oversee long-term services and supports.</li> </ul> </li> </ul>

- The inauguration for Governor Wolf and Lieutenant Governor-Elect John Fetterman will be held on January 15<sup>th</sup>.
- Open enrollment for both Medicare and the Affordable Care Act runs through December 7<sup>th</sup> and December 15<sup>th</sup>, respectively.
- Beginning in 2019, seniors in 20 states will be able to access new supplemental benefits, including help with chores, installation of safety devices, and respite for caregivers, through certain Medicare Advantage plans. Secretary Osborne specifically noted that:
  - This shift reflects a growing recognition that investing a few hundred dollars to install grab bars in the shower can prevent a fall that leads to a broken hip.
  - There will be 12 insurers offering these new services through 160 plans in 20 states, not including Pennsylvania.
  - According to media reports, many of the participating insurers will be rolling out the supplemental benefits slowly given the timing of the guidance received from the Centers for Medicare and Medicaid Services.
  - The Department of Aging will be closely monitoring the implementation and utilization of these new benefits and has reached out to Senator Casey's office for more information, including how states were selected, what it will mean moving forward, etc.
  - Chuck Quinnan will forward a PBS article on the announcement to Council and committee members.

Virginia Brown, Director of Policy and Regulatory Management for the Department of Human Services' (DHS) Office of Long-Term Living (OLTL), provided the following update on the implementation activities for Community HealthChoices (CHC) in Southeast Pennsylvania:

- CHC will roll out on January 1, 2019, in the following southeast counties: Bucks, Chester, Delaware, Montgomery, and Philadelphia Counties.
- 130,406 individuals have been enrolled and assigned a plan.
  - Of those individuals, 40% or 51,100 actively selected their own plan, and the remainder were auto assigned, which is equivalent to the outcome in the southwest and much higher than the experience of most other states who have moved to managed long-term services and supports.
  - The distribution of participants among the three managed care organizations is as follows:
    - 49% of participants are enrolled in Keystone First, also known as AmeriHealth Caritas.
    - 26% of participants are enrolled in PA Health and Wellness.
    - 25% of participants are enrolled in UPMC.
- OLTL has been very active in communicating with participants to ensure they understand that they can change their plan selection, regardless if they preselected a plan or were auto assigned.
  - The Independent Enrollment Broker sent postcards out to all enrollees to make them aware of this option.
  - While participants can change their plan at any time, they must select their new plan choice by December 21<sup>st</sup> in order for it to effective on January 1<sup>st</sup>.
  - The Pennsylvania Health Law Project has been working collaboratively with OLTL to provide additional training for

service coordinators on assisting participants with changing plans.

- OLTL has also been closely communicating with service coordinators to ensure that they make meaningful contact with participants to ensure that they understand what is happening on January 1<sup>st</sup> and to answer any questions that they may have regarding plan selection, etc.
- OLTL has been tracking these efforts and, to date, service coordinators have made 11,500 contacts with participants, primarily those enrolled in the home and community-based waiver program.
- OLTL conducted a series of CHC outreach and education sessions in the southeast from the middle of August through the middle of October.
  - 4,500 individuals attended the sessions, which were conducted in English, Chinese, Cantonese, Mandarin, Russian, Spanish, and American sign language.
  - The Department of Aging had APPRISE counselors at these sessions, as many of the questions focused on Medicare.
- OLTL is currently developing an online training module for CHC participants.
  - There are currently a number of training modules on DHS' CHC website, including a general training on CHC, as well as training targeted for services coordinators, nursing home facilities, and home and community-based services providers.
- The other aspect of outreach that OLTL is focusing on is connecting with different population groups in the southeast to ensure that they understand the upcoming change and to get their assistance in helping disseminate the message.
  - OLTL had one of the first four roundtables last night with the Latino community in Philadelphia.
    - There are several others planned, including for Chinese, Russian, and African American communities.
    - OLTL is also using radio, small ads, and informational articles in minority newspapers.
    - In addition, PennDOT has partnered with DHS to put together a short CHC video that will be showing in the motor vehicle offices.
- Last month, OLTL held a transportation summit in Philadelphia with the CHC-MCOs, SEPTA, and a number of large transportation providers to gain a better understanding of how transportation is provided in the southeast and to identify and work through how all parties can best collaborate to ensure that there are not any glitches with transportation once CHC is rolled out.
  - This was one of the lessons learned from the CHC rollout in the southwest.
- Readiness review of the three MCOs in the southeast is pretty much finished.
  - All policies and procedures have been approved, and onsite visits have been conducted and submitted to the Centers for Medicare and Medicaid Services.

- All of the MCOs have met the network adequacy requirements, but OLTL continues to closely monitor certain nursing facilities and hospitals given the merger between Thomas Jefferson University and Einstein Healthcare Network.

In response to a question, Ms. Brown noted that DHS began communications, etc., earlier in the southeast than the southwest and will likely need to do things even earlier in preparing for the rollout of CHC in the remainder of the state in 2020.

Andrew Ruscavage, Director of the Bureau of Veterans Homes at the Department of Military and Veterans Affairs (DMVA), provided the following update regarding DMVA's veterans' homes and employment of direct care workers:

- DMVA operates six veterans' homes in Pennsylvania including:
  - The Delaware Valley Veterans' Home in Philadelphia
  - the Gino J. Merli Veterans' Center in Scranton
  - the Hollidaysburg Veterans' Home in Hollidaysburg
  - the PA Soldiers' & Sailors' Home in Erie
  - the Southeastern Veterans' Center in Spring City
  - the Southwestern Veterans' Center in Pittsburgh
- Within its facilities, DMVA's Bureau of Veterans Homes provides personal, skilled nursing and memory care for both veterans and their spouses.
- The Bureau of Veterans Homes' staffing compliment is approximately 1,880, over half of which is health care workers comprised of registered nurses (RNs), licensed practical nurses (LPNs), and nurse aides (NAs).
  - NAs represent the largest group of these employees.
- The vacancy rate for RNs, LPNs, and NAs at the veterans' homes is currently around 10%.
  - To offset this shortage, DMVA sometimes uses staffing agencies but, as of late, this approach has not been successful as the staffing agencies are also having difficulty finding workers.
- For 2017, the turnover rate at the veterans' homes was 24.85%.
- The direct care worker shortage experienced at the state veterans' homes is not unique to Pennsylvania and is being felt across the country.
- DMVA faces challenges related to the length of the hiring process for health care workers (RNs, LPNs, and NAs) at its veterans' homes.
- In July 2018, OA completed a nurse recruiting study comparing commonwealth employed RNs, LPNs, and NAs with the private sector.
  - While the study ultimately concluded that these positions all fall within the competitive base salary ranges when compared to the private sector, employers in the private sector are offering many things not offered by the commonwealth, such as sign-on and retention bonuses, tuition and training reimbursement, etc.
- DMVA and the Bureau of Veterans Homes are working with OA to implement some of the study recommendations.

- Some of these recommendations include equalizing pay between different state agency facilities in the same area and identifying educational opportunities.

In response to a question, Mr. Ruscavage explained that the majority of the funding the Bureau of Veterans Homes receives is from the federal government. He also informed Representative Pam DeLissio that he is interested in her offer to schedule time at her district office to assist constituents with the veterans' home hiring process.

Susan Coble, Acting Deputy Secretary of Quality Assurance at the Department of Health (DOH) provided the following update regarding long-term care regulations:

- The last time the long-term care facility licensure regulations were revised was in 1999.
- DOH convened a Long-Term Care Regulatory Work Group in March 2018 for the purpose of revising these regulations.
- Membership in the work group included:
  - DOH and the Departments of Aging, Human Services, and Military and Veterans Affairs
  - AARP, the Pennsylvania Health Care Association, Leading Age PA, the Hospital and Healthsystem Association of Pennsylvania, and the Pennsylvania Association of Directors of Nursing Administration
  - A gerontologist, a transitional care facility, a LIFE provider, a long-term care professional, a long-term care ombudsman, a nursing assistant, a registered nurse, and community members
- The work group provided recommendations to DOH on its goal to continue improving the quality of care for the nearly 80,000 Pennsylvanians who reside in the commonwealth's over 700 licensed long-term care nursing facilities.
- The Work Group was tasked with:
  - Reviewing a draft of the state licensure regulations based on federal regulations and guidelines
  - Providing stakeholder feedback on drafted state licensure regulations
  - Providing recommendations to improve the safety, quality of care, and quality of life in these facilities across the state
- DOH is finalizing the draft regulations for review by the DOH executive team and then the Governor's Office.
  - From there, the draft regulations go to the Office of the Attorney General, etc., before they can be published in the Pennsylvania Bulletin as proposed and open for public comment.

A question was asked as to when the draft regulations would be available for public comment. DOH Executive Policy Specialist Lori Gutierrez explained that there are a lot of variables, but that the hope is by the middle of next year.

		<p>In response to a request, Ms. Coble noted that she would forward the PowerPoint presentation she used for her update to Chuck Quinnan for distribution to the Council and committee members.</p>
10	<p><b>Committee Breakout Meetings w/ Working Lunch</b></p>	<p>The Outreach, Access, Quality, and Workforce committees met to:</p> <ul style="list-style-type: none"> <li>• Review and consider the feedback from other committees and members related to their recommendations</li> <li>• Identify barriers to their preliminary recommendations</li> <li>• Build out specific, actionable strategies for their recommendations</li> </ul> <p>Before the committees met, Chuck Quinnan provided an overview of the various steps the Council and committees have taken over the past year in examining the current direct care workforce priority. Mr. Quinnan also explained that the goal is to have draft recommendations for the Council to review at its February 13, 2019, meeting but that is contingent on the progress made by the committees in fully developing their recommendations, as well as the members' availability for a conference call, etc., before the next meeting.</p>
11	<p><b>Committee Reports</b></p>	<p>The following reports were provided on the committee breakout meetings:</p> <p><b>Outreach Committee</b> – Chair Ray Landis provided the following report:</p> <ul style="list-style-type: none"> <li>• During the breakout session, the Outreach Committee focused on the report narrative and recommendations.</li> <li>• The committee developed an outline for the narrative that will frame the recommendations developed by the committees. <ul style="list-style-type: none"> <li>○ Elements of the outline include: <ul style="list-style-type: none"> <li>➤ A description of the seriousness of this issue based on data (e.g., demographic information from the Paraprofessional Healthcare Institute)</li> <li>➤ Highlighting the work that the Council has undertaken over the last year to both understand this issue and develop recommendations</li> <li>➤ Citing examples from presentations and feedback from consumers, providers, and direct care workers regarding the challenges of obtaining and retaining direct care workers</li> </ul> </li> </ul> </li> <li>• The committee came up with some new ideas today that will be useful for our outreach recommendations. These thoughts need to be run by the rest of the members before we formally put them forward, given that we had several members who were unable to attend the breakout meeting, but some were: <ul style="list-style-type: none"> <li>○ Calling for the creation of a body or group that would be tasked with spearheading the implementation of the recommendations from the report, consisting of both public and private individuals.</li> <li>○ Using the <i>Own Your Future</i> campaign, which was an initiative under the Rendell administration to urge consumers to plan for their long-term care needs, as a model for educating the public on how the lack of a sufficient direct care workforce could jeopardize their ability to receive long-term services and supports as well as the quality of these services.</li> </ul> </li> </ul>

**Access Committee** – Chair Mike Sokoloski provided the following report:

- The committee focused on further flushing out recommendations on training/education of direct care workers and the utilization of a directory on the PA Link to Community Care website toward that end.
- To eliminate confusion amongst consumers and their families and to create a standardized training and career ladder, members agreed that the various titles that refer to direct care workers should be consolidated to a few, including:
  - Personal care aide/attendant (companion)
  - Home health aide
  - Nurse aide
    - The training model for each level of direct care workers would feed into the next level, creating a clearly defined credentialing and training system.
    - The uniformity created by this approach both helps consumers understand the training behind the title and adds substance to the title creating “title pride” for workers.
    - This approach also enhances the educational opportunities that can be provided by career and technical schools and others, as well as efforts at the local workforce development board level for addressing direct care workforce challenges.
    - The training and credentials a worker would receive not only provide a better understanding for the consumer, but for employers who hire a worker who has already been trained and certified.
- Once a standardized training and credentialing system is established, this information can be added to the directory on the PA Link to Community Care website so that consumers know a worker’s training background and credential(s), etc.
  - Information can also be added to the PA Link to Community Care website to clearly explain the different types of LTSS providers that hire these workers (e.g. home care agency, adult day center, personal care home, skilled nursing facility, etc.), providing greater clarity for consumers and those who may be interested in pursuing this type of work.

**Quality Committee** – Chair Kathleen Kleinmann provided the following report:

- The committee had the opportunity to hear from Kim Singleton, the Director of Assistive Technology Programs at Temple University’s Institute on Disabilities, and we spent the entire breakout session discussing our technology-related recommendation.
- Temple’s Institute on Disabilities is home to many assistance technology programs and projects, including TechOWL (formerly known as the Pennsylvania Initiative on Assistive Technology or PIAT), which is the recipient of federal funding under the federal Assistive Technology Act of 1998, to assist people with disabilities and their families in accessing assistive technology devices and services.
  - TechOWL also receives state funding.
- It was explained that TechOWL recently purged 80% of the technology in its warehouses and shelves because it was absolute

		<p>and state and federal funding has not allowed them to keep their library up to date.</p> <ul style="list-style-type: none"> <li>○ As a result, the committee is planning to recommend that the Governor and General Assembly invest additional funding into this resource, as helping consumers access assistive technology can both help them maintain their independence and alleviate some of the staffing pressures on the direct care workforce. <ul style="list-style-type: none"> <li>➤ The committee believes that there is a hidden cost to the commonwealth by not making a larger investment in this technology.</li> </ul> </li> <li>● Committee members also discussed recommending that pilot projects be implemented by the Community HealthChoices Managed Care Organizations to demonstrate the benefits (e.g., cost savings, etc.) of expanding the availability and coverage of assistive technology. <ul style="list-style-type: none"> <li>○ To that end, the committee discussed the importance of ensuring that service coordinators and others are adequately prepared to recognize how consumers may benefit from assistive technology, the various applications, etc.</li> </ul> </li> </ul> <p><b>Workforce Committee</b> – Chair Matt Yarnell provided the following report:</p> <ul style="list-style-type: none"> <li>● The committee discussed recommending a \$15 an hour entry wage floor for direct care workers via incremental increases. <ul style="list-style-type: none"> <li>○ Members realize that getting to this floor will not happen overnight and that the cost challenges providers face cannot be ignored.</li> <li>○ The idea of calling for the establishment of a body or group (consisting of representatives from both state government and the stakeholder/provider community) to flush out how best to structure and implement a wage floor was discussed, as was the need for legislative hearings to educate lawmakers on the importance of addressing this issue.</li> <li>○ The narrative that accompanies the recommendation also needs to articulate the importance of increasing direct care worker wages in order to compete with other service sector jobs including retail, fast food, etc.</li> </ul> </li> <li>● Members also discussed the committee’s recommendations for ensuring that direct care workers are part of the care planning process and dug in a little deeper on data collection for the Community HealthChoices Managed Care Organizations (CHC-MCOs) as it relates to the direct care workforce.</li> <li>● It was also recognized that working with the CHC-MCOs to pilot test the recommendations would be a beneficial way to demonstrate the impact of such changes on consumer outcomes and quality.</li> <li>● The committee also discussed the need to help alleviate the challenges the Department of Military and Veterans Affairs is encountering when attempting to hire direct care workers.</li> </ul>
13	<b>Open Session</b>	There were no public comments during the open session portion of the meeting.
14	<b>Adjournment</b>	The meeting was adjourned at 2:31 p.m.

**New Action Items**

<b>#</b>	<b>Action Item</b>	<b>Actionee(s)</b>	<b>Deadline</b>	<b>Status</b>
1	Inform members of any changes to oversight committee chairs for long-term services and supports	Chuck Quinnan	ASAP	Completed
1	Provide link to PBS article on availability of home care services and safety devices through certain Medicare Advantage Plans	Secretary Teresa Osborne & Chuck Quinnan	ASAP	Completed
2	Provide members Susan Coble's PowerPoint presentation regarding the work to update the long-term care facility licensure regulations	Susan Coble & Chuck Quinnan	ASAP	Completed