

**PENNSYLVANIA
DEPARTMENT OF AGING**

LONG-TERM CARE COUNCIL

EST. 2015

Meeting Minutes

Meeting:	Pennsylvania Long-Term Care Council
Date:	Thursday, December 7, 2017
Start & End Time:	10:00 a.m. to 2:15 p.m.
Location:	Pennsylvania Farm Show Complex & Expo Center, Keystone Conference Center

Council Members in Attendance

Acting Insur. Cmmr. Jessica Altman (Designee: Alison Beam)*	Brian Hudson, Sr. (Designee: Gelene Nason)*	Dr. David Nace - <i>LTSS Physician</i>
Joan Bradbury, <i>LTC Managed Care</i>	Kathleen Kleinmann - <i>LTSS Consumer</i>	Shane Nugent - <i>For-Profit SNFs</i>
Sen. Michele Brooks (Designee: Chloe Zittle, Esq.)*	Commissioner Ted Kopas - <i>County Commissioners Association of PA</i>	Sec. of Aging Teresa Osborne, <i>Council Chair**</i>
Brig. Gen. Anthony Carrelli (Designee: Andrew Ruscavage)*	Ray Landis - <i>Consumer Advocacy</i>	Vini Portzline - <i>LTSS Consumer</i>
Dr. Mario Cornacchione - <i>Academic Research</i>	Holly Lange - <i>Area Agencies on Aging</i>	Kenneth Potter, Esq. - <i>PA Bar Association, Elder Law Section</i>
Representative Pam DeLissio	Acting Sec. of Health Dr. Rachel Levine (Designee: Shannon Baker)*	Mike Sokoloski - <i>Homecare</i>
Lynn Fields Harris - <i>Senior Community Centers</i>	Thomas Lilly, JD, CLU - <i>LTSS Insurance</i>	Matt Yarnell - <i>Consumer Advocacy</i>
Sen. Art Haywood (Designee: Liana Walters, Esq.)*	Robert Marino - <i>Caregiver</i>	Heshie Zinman - <i>Consumer Advocacy</i>
Rep. Tim Hennessey (Designee Erin Raub also attended)	Joyce McClary - <i>LTSS Nurse</i>	
Lydia Hernandez-Velez - <i>Consumer Advocacy</i>	Diane Menio - <i>Caregiver</i>	

*Attended on member's behalf

**Participated in Council meeting via teleconference

Council Members Not in Attendance

Tim Coughlin - <i>Assisted Living</i>	Acting Sec. of Human Svcs. Teresa Miller (Designee: Dep. Sec. Jen Burnett)
Anne Henry - <i>Nonprofit SNFs</i>	Nicole Pruitt - <i>Adult Day Centers</i>
Dr. Jason Karlawish - <i>Academic Research</i>	Sec. of Transp. Leslie Richards (Designee: Emma Lowe)

PDA Staff in Attendance

Teresa Osborne, Secretary (by phone)	Sasha Santana, Executive Secretary
Terry Barley, Deputy Secretary	Kell Wilkinson, Policy Director
Chuck Quinnan, Council Executive Director	Drew Wilburne, Communications Director
Adam Rossi, Executive Assistant	

Committee Members & Guests in Attendance

Cmdt. Rich Adams, Dept. of Military & Vets Affrs (DMVA) WC	Susan Huggans, LIFE Geisinger**
Edward Beck, PA Department of Military & Veterans Affairs	Chelsea Kirby, Elmcroft of Lebanon**
Cmdt. Rohan Blackwood, DMVA QC	Russ McDaid, PA Health Care Association
Virginia Brown, Department of Human Services	Cmdt. James Miller, DMVA QC
Stephen Campbell, Paraprofessional healthcare Institute*	Christina Minter, The Nugent Group**
Dep. Sec. Eileen Cipriani, PA Dept. of Labor & Industry WC	Laura Ness, Bayada Home Health Care WC
Debbie Dare, CaringPlans Associates AC	Anne Pannone, BAYADA Home Health Care**
Doug Fouche, Elmcroft of Lebanon	Zach Shamberg, PA Health Care Association WC

Bob Garraty, SEIU Healthcare Pennsylvania	Nicole Shivock, Gino J. Merli Veterans' Center**
Georgia Goodman, LeadingAge PA	Dennis Short, SEIU Healthcare Pennsylvania
Terry Green, Inglis Day Program**	Frank Staszko, PA Department of Labor & Industry*
Vicki Hoak, PA Homecare Association WC	Kialenah Stewart, Participant-Directed Home Care Worker**
Maria Maletta Hastie, LIFE Geisinger OC	Pete Tartline, PA Health Care Association
Mike Hoover, PA Department of Military & Veterans Affairs	Margie Zelenak, PA Assisted Living Association OC
Lori Howe-Gutierrez, PA Department of Health	Andrew Zwally, Greenlee Partners

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

*Presenter

**Panelist

Meeting Minutes

#	Discussion Items	Summary
1	Welcome	Secretary of Aging Teresa Osborne, who participated by conference call while traveling to a Community Health Choices event in Allegheny County, welcomed everyone to the meeting, and Council Executive Director Chuck Quinnan explained the emergency evacuation protocol, as well as noted that the Pennsylvania Council on Aging (PCoA) will be naming a new representative to the Long-Term Care Council to replace John Kordish who decided not to seek reappointment to the PCoA and has fulfilled his term.
2	Introduction of Members & Guests	Members and guests introduced themselves. In addition, Councilmember Bob Marino informed members and guests that the U.S. Postal Service recently issued a stamp to raise awareness and funds for Alzheimer's research.
3	Approval of October 19, 2017 Meeting Minutes	A motion was made and the October 19, 2017 meeting minutes were unanimously approved.
4	Pennsylvania's Workforce Development System	<p>Frank Staszko, Assistant Regional Director of the Department of Labor and Industry's (L&I) Bureau of Workforce Partnership, provided a PowerPoint presentation on worker training programs in Pennsylvania. Mr. Staszko was joined by L&I Deputy Secretary for Workforce Development Eileen Cipriani. The presentation included an overview of the:</p> <ul style="list-style-type: none"> • Public workforce system • Requirements for accessing Workforce Innovation Opportunity Act (WIOA) 1B training funds, including: <ul style="list-style-type: none"> ○ Participant/worker eligibility ○ Occupational eligibility (the high priority occupation (HPO) list) ○ Training provider eligibility ○ Eligible training programs • Roles and responsibilities of L&I and local workforce development boards <p>Mr. Staszko noted that he would put together an information packet for the council with helpful websites and resources regarding workforce system policies and the local workforce development boards. Deputy Secretary Cipriani also informed the members that the Pennsylvania Workforce Development Board (WDB) recently voted to establish a <i>Healthcare Sector Ad Hoc Committee</i> to address workforce issues in the healthcare industry sector, with a particular focus on recruitment and retention of direct care workers. She encouraged those interested in serving on the ad hoc committee to contact Council and Pennsylvania WDB member Matt Yarnell who was named chair of the new committee.</p> <p>During a discussion on the family-sustaining wage criteria of the local WDBs, Council member Diane Menio noted that there is an online elder economic standard and a standard for families that provides cost-of-living information by</p>

		<p>county in Pennsylvania. Ms. Menio said that she would provide Council Executive Director Chuck Quinnan with the link to share with members.</p>
6	<p>Direct Care Worker Panel #1</p>	<p>Pennsylvania Department of Aging Communications Director Drew Wilburne moderated a panel discussion of direct care workers employed in home care (both agency and participant-directed) and adult day centers. Prior to the panel discussion, panelists were asked to provide written responses to the following questions:</p> <ul style="list-style-type: none"> • What led you to become a direct care worker? Why did you chose this line of work? • What are the most rewarding aspects of your job? What are the most challenging? • What do you see as the barriers to recruiting direct care workers? • What do you see as the barriers to retaining direct care workers? • How can these barriers best be addressed? <p>Panelists' responses to these questions are available on the Long-Term Care Council's <i>Previous Meeting Information</i> webpage, which can be accessed by clicking here.</p> <p>The following is a summary of the feedback provided by the panel during the in-person discussion:</p> <p>Why did you become a direct care worker? Common themes among the panelists included having a direction connection to providing care prior to going into the field (e.g., caring for a family member, observing family member provide care as a certified nurse aide) and a desire to give back by helping others.</p> <p>What are the most challenging aspects of being a direct care worker?</p> <ul style="list-style-type: none"> • Mental health issues and the separation of services from the neck up and the neck down • Consumers' frustration with physical limitations • Ability to get from consumer to consumer • Handling multiple consumers in a day • Shortage of workers <p>What do you see as the barriers to recruiting direct care workers?</p> <ul style="list-style-type: none"> • Low pay • Lack of respect • Environmental issues in the home • Ongoing education is needed • Education and training needs to be more innovative (e.g., seminars and speakers on elder care, mental health, nutrition, and fire and environmental hazards) and ongoing; workers in turn can pass on knowledge to clients and their families. <p>What is the perception of direct care workers, and how does it pose a challenge for recruiting?</p> <ul style="list-style-type: none"> • Thought of as babysitters • Poorly paid • Job is emotionally and physically taxing • Physical injuries are common • In high school you learn about becoming a doctor, lawyer, teacher, nurse, etc., not about becoming a direct care worker. <p>What keeps you going? How do you overcome these barriers?</p> <ul style="list-style-type: none"> • Having a great support system

		<ul style="list-style-type: none"> • We are each other’s greatest allies. <p>Additional feedback included:</p> <ul style="list-style-type: none"> • The need for standardized training as workers are expected to learn on their own • Having a good supervisor/leader who understands the role of a direct care worker is important • Networking opportunities need to be established as home care workers are isolated from their coworkers due to the nature of the job. <p>Representative Pam DeLissio informed the Council that she has a direct care worker from her district who wanted to participate in the panel discussion but was unable to travel to Harrisburg as she is unable to get paid if she takes time off. Representative DeLissio noted that her constituent, who is an independent home care worker, believes that direct care workers should be compensated adequately and receive paid time off (e.g., sick time, vacation, etc.) in order to take care of themselves and their families.</p>
7	Direct Care Worker Panel #2	<p>After lunch, Mr. Wilburne moderated a second panel of direct care workers employed in residential long-term care settings, including a continuing care retirement community, a personal care home, and a state veterans’ home. Similar to the first panel, these workers submitted written responses to the questions outlined above, which can be viewed by clicking here. The following is an overview of the feedback provided by these workers during the panel discussion:</p> <p>Why did you become a direct care worker? Similar to the first panel, common themes included having a direct connection to providing care prior to going into the field (e.g., caring for a family member, volunteering at a long-term care facility) and a desire to give back by helping others.</p> <p>What are the most rewarding components of your job? Common themes expressed by the panelists included developing relationships with and having a positive impact on the people they serve (e.g., seeing them smile).</p> <p>What are the most challenging aspects of being a direct care worker?</p> <ul style="list-style-type: none"> • Trying to get your work done on time • Call-offs • The nurse aide ratio • The stress of the job given workload/responsibilities • Dealing with combative residents • Declining residents and trying to keep up with their needs <p>What are the barriers to recruiting direct care workers?</p> <ul style="list-style-type: none"> • Inadequate education/training • Low pay, including opportunities for better pay elsewhere and/or less stress • Difficulty of the job <p>What are the barriers to retaining direct care workers?</p> <ul style="list-style-type: none"> • Inadequate education/training • Low pay, including opportunities for better pay elsewhere and/or less stress • Not having a clear understanding of the job before beginning employment <p>Burnout due to the physical and mental demands of the job</p>

		In addition to discussing the above challenges/barriers, panelists also emphasized the need for employers to have open and regular communication with their employees and establish mentor programs for added support. It was also stated that increased public education and awareness regarding the duties of and challenges facing this workforce are also needed.
8	Pennsylvania Direct Care Workforce Profile & State Policies to Improve Recruitment/Retention	<p>Stephen Campbell, Policy Research Associate for the Paraprofessional Healthcare Institute (PHI), gave a PowerPoint presentation on Pennsylvania's direct care workforce and strategies from other states to improve recruitment and retention. Specifically, Mr. Campbell provided information regarding:</p> <ul style="list-style-type: none"> • The size of Pennsylvania's direct care workforce and the demographics of these workers, including age, gender, race, and education • The future demand for these workers • The challenges facing this workforce, including wages, employment status, reliance on public assistance, etc. • Other states' initiatives to improve recruitment and retention, including training standards, compensation, advanced roles, and registries
9	Open Session & Announcements	<p>With regard to the direct care workforce, Council member and Quality Committee Chair Kathleen Kleinmann shared her perspective on call-offs, overtime, and the policy clarification/guidance issued by the Wolf administration that clarifies the types of non-skilled services/activities direct care workers can perform. Ms. Kleinmann also informed the members that her organization, the Transitional Paths to Independent Living (TRPIL), received funding from the Pennsylvania Department of Labor and Industry during the Rendell administration to create an online matching registry for direct care workers and consumers. She noted that the registry is still available online, although it is not heavily utilized, and suggested that it could easily be updated, etc.</p> <p>Chuck Quinnan reminded members that the Council's next meeting is scheduled for Thursday, February 15, 2017 at 10:00 a.m.</p>
10	Adjournment	The meeting was adjourned at 2:15 p.m.

New Action Items

#	Action Item	Actionee(s)	Deadline	Status
1	Provide a copy of the policy clarification/guidance regarding the types of non-skilled services/activities that can be performed by direct care workers	Kathleen Kleinmann/ Chuck Quinnan	ASAP	Completed
2	Forward link to the Basic Economic Security Tables (BEST) Index and the Elder Economic Security Standard Index (Elder Index), which provides cost-of-living information for families and older adults, respectively.	Diane Menio/Chuck Quinnan	ASAP	Completed
3	Resource packet from the Department of Labor and Industry with helpful websites and resources regarding workforce system policies and the local workforce development boards.	Frank Staszko/Chuck Quinnan	ASAP	Completed

Old Action Items

#	Action Item	Actionee(s)	Deadline	Status
1	Obtain updated workforce data on direct care workers in Pennsylvania and information on initiatives in other states to improve recruitment and retention of these workers	Chuck Quinnan	ASAP	Completed – Information provided at Dec. 7, 2017 meeting

2	Status of the five immediate initiatives/recommendations in the December 7, 2007 report <i>Addressing Pennsylvania's Direct Care Workforce Capacity: Primary Recommendations for Quality Jobs and Quality Care</i>	Secretary Osborne & Chuck Quinnan	ASAP	Pending
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