



CHARLES D. BAKER  
Governor

KARYN E. POLITO  
Lieutenant Governor

MARYLOU SUDDERS  
Secretary

EOHHS

# Massachusetts Personal Care Attendant Quality Home Care Workforce Council

## Annual Report

**Reporting Period: January 2019 through December 2020**

Peters, Lauren (EHS)  
2-10-2021

## Contents

|  |    |
|--|----|
| EXECUTIVE SUMMARY .....  | 3  |
| LEGISLATIVE MANDATE.....   | 4  |
| I. INTRODUCTION AND BACKGROUND .....   | 5  |
| Council Budget Overview .....  | 6  |
| Council Contractual Agreements .....   | 6  |
| II. ACTIVITY SUMMARY .....   | 8  |
| Representing Interests of Consumers and the Commonwealth.....                        | 8  |
| Personal Care Attendant New Hire Orientation.....                                    | 8  |
| Mass PCA Directory and Call Center .....   | 10 |
| Recruitment and Retention Project .....  | 11 |
| Consumer and Workforce Outreach and Feedback.....                                    | 11 |
| Massachusetts PCA Workforce Council Consumer Experience.....                         | 12 |
| Advanced PCA Pilot Project.....  | 12 |
| PCA Council Outreach.....  | 13 |
| III. FUTURE PLANS in 2021 .....  | 13 |
| APPENDICES .....   | 14 |
| Appendix 1: Massachusetts General Laws § 71-74 Chapter 268.....                      | 14 |
| Appendix 2: PCA Quality Workforce Council Membership .....                           | 16 |
| Appendix 3: PCA Council Budgets for State Fiscal Years 2019 & 2020.....              | 17 |
| Appendix 4: 1199 SEIU TUF PCA Skills Enhancement Classes and Vouchers for FY20 ..... | 18 |
| Appendix 5: PCM, FI and Payroll Costs for PCA Services.....                          | 19 |
| Appendix 6: Additional Services Used in SFY 2019 and SFY 2020 .....                  | 20 |
| Appendix 7: Total Costs of the PCA Program for SFY 2019 and SFY 2020.....            | 22 |

## EXECUTIVE SUMMARY

In calendar years 2019 and 2020 the Personal Care Attendant Quality Home Care Workforce Council oversaw service contracts with 1199 SEIU Training and Upgrading Fund, and Commonwealth Medicine at the University of Massachusetts Medical School. The main projects for this reporting period include:

- PCA New Hire Orientation-The PCA New Hire Orientation materials were edited to reflect the new elements from the Collective Bargaining Agreement at the end of FY 2018 as well as the additional hour of Infection Control which was added in September 2020 as a result of the COVID-19 pandemic.
- MA PCA Directory and Call Center-A series of enhancements were implemented on the Mass PCA directory as a result of consumer feedback.
- Collaboration with State Agencies-Resources–Provided tools and information to employees so they could assist unemployed and underemployed individuals make better decisions about pursuing the role of PCA as a relevant employment option. This effort included staff from the MassHire Career Centers, Department of Transitional Assistance (DTA), Massachusetts Rehabilitation Commission (MRC), and Department of Youth Services (DYS).
- Consumer Phone Survey-Consumers with 40 hours or more of PCA support hours were randomly selected to participate in the phone survey. The main findings include:
  - PCA retention is a challenge among this population
  - 20% of these consumers report a gap between authorized hours and filled hours
  - Most (73%) of these consumers hire people they know to be their PCAs
  - Email and post mail are the two most preferred communication channels for this population of consumers

In calendar year 2021, the Council will work with 1199 SEIU on issues related to labor management, work with Commonwealth Medicine to implement statewide PCA recruitment and retention strategies based on user feedback and participate in MassHealth PCA Program Enhancements Advisory Council meetings.

## LEGISLATIVE MANDATE

### **The Personal Care Attendant (PCA) Quality Home Care Workforce Council**

The following report is hereby issued pursuant to Massachusetts General Law (MGL) Ch. 118E § 75.

*Section 75. (a) The council shall conduct a performance review every 2 years, submit a report of the review to the legislature and the governor and make the report available to the public upon submission to the governor and the legislature.*

*(b) The performance review and report shall include an evaluation of the health, welfare and satisfaction with services provided of the consumers receiving long -term in-home personal care services from personal care attendants under sections 70 to 75, inclusive, including the degree to which all required services have been delivered, the degree to which consumers receiving services from personal care attendants have ultimately required additional or more intensive services, such as home health care, or have been placed in other residential settings or nursing homes the promptness of response to consumer complaints and any other issue considered to be relevant.*

*(c) The performance review report shall provide an explanation of the full cost of personal care services, including the administrative costs of the council, unemployment compensation, Social Security and Medicare payroll taxes paid and any oversight costs.*

To view the PCA Quality Workforce Council enabling language, see Chapter 268 of the Acts of 2006; MGL ch. 118E § 71-74, see APPENDICES

Appendix 1: Massachusetts General Laws Chapter 118E § 71-74

found on page 14.

To respond to the requirement of documenting additional or more intensive services, please see

Appendix 6: Additional Services Used in SFY 2019 and SFY found on page 20 and the full cost of services, please see Appendix 7: Total Costs of the PCA Program found on page 22.

## I. INTRODUCTION AND BACKGROUND

Personal Care Attendant (PCA) services are a vital resource for more than 35,000 older adults and people with disabilities living in Massachusetts (MA). PCA services enable consumers to live independently in their homes and communities, as opposed to living in a nursing home or other facility-based setting.<sup>1</sup> According to MA fiscal intermediaries (FIs), there are over 40,000 personal care attendants that work an average of 20 hours/week providing services to consumers.<sup>2</sup> Since the inception of the Personal Care Attendant Quality Home Care Workforce Council (“the Council”) in 2008, the number of consumers and PCA providers in Massachusetts has more than doubled.

The MassHealth PCA program is a consumer-directed model; the consumer is the employer and is fully responsible for recruiting, hiring, scheduling, training, and, if necessary, terminating PCAs. The Executive Office of Health and Human Services (EOHHS) administers and funds the MassHealth PCA program through contracts with 18 personal care management agencies (PCMs) and four FIs. PCM agencies conduct health and occupational assessments that inform MassHealth of the consumer’s eligibility for PCA services and provide resources to consumers to support them in their roles as PCA employers. The FIs perform employer-required payroll tasks on behalf of the PCA consumers.

The full cost of personal care services in state fiscal years 2019 and 2020 are illustrated in the table below. Additional detail can be found in the Appendix.

| <b>Personal Care Service Cost</b>     | <b>FY 2019</b>          | <b>FY2020</b>           |
|---------------------------------------|-------------------------|-------------------------|
| Additional services (from Appendix 6) | \$284,460,626.32        | \$274,383,475.45        |
| PCM expenses (from Appendix 5)        | \$19,513,650.75         | \$20,593,036.39         |
| Payments to the FIs (from Appendix 5) | \$660,952,247.35*       | \$685,969,737.19*       |
| Council budget (from Appendix 3)      | \$2,522,634.00          | \$2,411,032.00          |
| <b>Total cost of PCA program</b>      | <b>\$967,449,158.42</b> | <b>\$983,357,281.03</b> |

\* Payroll information is tracked by calendar year, not fiscal year, for tax reporting purposes. Please see Appendix 5 for additional information.

<sup>1</sup> Office of Long-Term Services and Supports and PCA Expenditures, FY19-20

<sup>2</sup> University of MA Medical School PCA data report to the PCA Workforce Council

PCM agencies are required to submit annual quality assurance reports evaluating consumer satisfaction with the services. In FY 2019, the PCM agencies surveyed 25,179 consumers and received feedback from 5,192 respondents. One measure on the survey records the percentage of consumer calls responded to within two business days; the average across PCMs was 80%. Consumers also rated: professionalism and courteous service 90%; and Staff promptness to questions, requests, and problems 87%. Due to the COVID-19 public health emergency, PCM agencies were not required to conduct a survey in 2020.

The Council consists of nine appointed members (See Appendix 2: PCA Quality Workforce Council Members, page 16) and was established within the Executive Office of Health and Human Services (EOHHS) to “...insure the quality of long-term, in home, personal care by recruiting, training and stabilizing the work force of personal care attendants (Chapter 268 of the Acts of 2006).”

### Council Budget Overview

In SFY 2019, a budget of \$2.5 million was included in the General Appropriation Act (GAA) to support the Council’s effort to build and sustain a quality PCA workforce. In SFY 2020, the Council received \$2.4 million through the GAA<sup>3</sup> to continue these efforts. (see Appendix 3 PCA Council Budget, page 17).

During SFY 2019 and SFY 2020, the Council office employed one full-time staff, a program coordinator. The Chair of the Council assumed the role of the executive director in overseeing strategic initiatives developed by the Council, directing and managing contractual agreements, managing Council office staff and Council matters relating to collective bargaining and labor management in accordance with all applicable state laws. The program coordinator manages day-to-day Council office activities, coordinates and oversees publication and dissemination of the quarterly Council newsletter, maintains the Council website and social media accounts, and coordinates Council meetings.

### Council Contractual Agreements

The Council managed two vendor service contracts to support the Council’s mission:

1. Commonwealth Medicine (CWM) at the University of Massachusetts Medical School (UMMS) - to collect and analyze PCA and consumer data; manage an online PCA

---

<sup>3</sup> [http://budget.digital.mass.gov/bb/gaa/fy2018/app\\_18/act\\_18/h40000050.htm](http://budget.digital.mass.gov/bb/gaa/fy2018/app_18/act_18/h40000050.htm)

New Hire Orientation; develop and manage recruitment and retention initiatives, and support consumer and PCA studies.

2. MA 1199 SEIU Training & Upgrading Fund (TUF) - to deliver skills enhancement classes and the PCA New Hire Orientation to PCAs across the state.

## II. ACTIVITY SUMMARY

### Representing Interests of Consumers and the Commonwealth

While Consumers are the employers of their PCAs, pursuant to state law, the Council is considered the employer of PCAs for purposes of collective bargaining. See MGL c.118E §73(b). The Council collectively bargains on issues such as benefits and wages with the 1199 SEIU United Healthcare Workers East Union (1199 SEIU), which represents PCAs. Under the current three-year (July 1, 2019-June 30, 2022) collective bargaining agreement, PCAs' hourly wages increased to \$15.40/hour beginning July 1, 2019; \$15.75/hour beginning July 1, 2020; and to \$16.10/hour beginning July 1, 2021.

1199 SEIU TUF, as part of the current collective bargaining agreement, received an increase to \$950,000 per year over the course of the three-year agreement. The Labor Management Committee (LMC) will meet annually to make rules and decisions about how the funds will be expended. Classes and vouchers are a free employment benefit available to all PCAs in the workforce and are offered in 28 cities and towns. (see Appendix 4: 1199 SEIU TUF PCA Skills Enhancement Classes and Vouchers for , page 18)

### Personal Care Attendant New Hire Orientation

The goal of the PCA New Hire Orientation (NHO) is to support consumers in their role as employers and ensure that all PCAs receive the same basic information about their employee rights, roles and responsibilities. The training is required for all new PCAs hired as of January 1, 2014. In September of 2020, an additional hour was added to the NHO. This new material covers infection control procedures and is only delivered by a TUF instructor via Zoom. Over 35,000 PCAs completed the PCA New Hire Orientation from its inception in 2014 through June 30, 2020.

Two modes of delivery are available to consumers who have hired a new PCA:<sup>4</sup> 1) the consumer may refer his or her PCA to an in-person group session NHO (known as “group”); and 2) the consumer can deliver the NHO using either a hard copy curriculum (known as “paper”) or

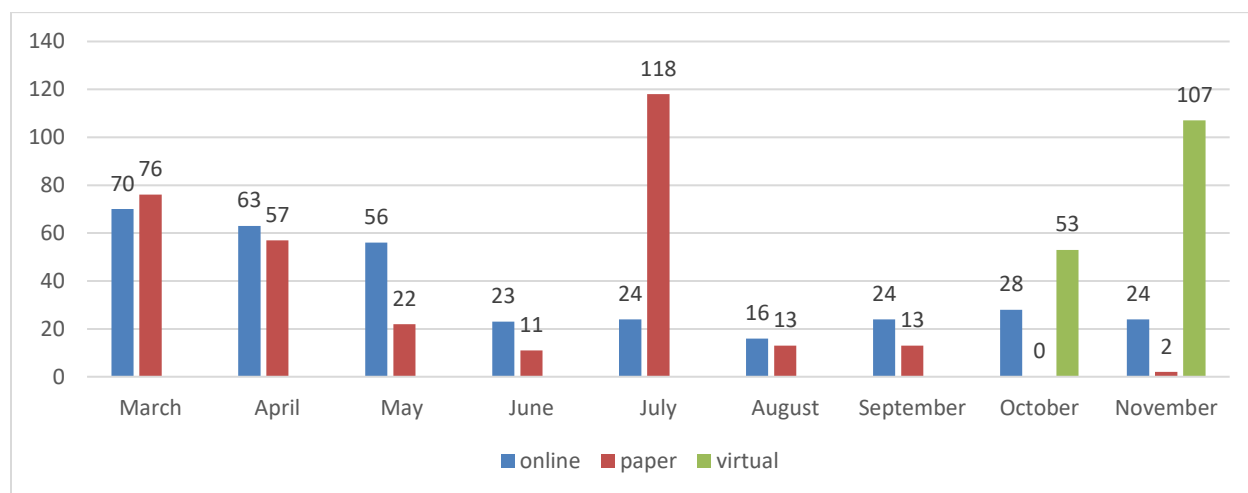
---

<sup>4</sup> <https://www.mass.gov/service-details/pca-new-hire-orientation>



accessing the online curriculum (known as “online”).<sup>5</sup> The group mode of delivery, provided by the 1199 SEIU TUF, provides interpreter services for PCAs who speak limited English and are offered in 28 locations across the state. From March through September of 2020, with the beginning of the COVID-19 public health emergency, the only methods of NHO delivery were the paper and online curriculums. In October of 2020, TUF started offering the group mode of delivery virtually. See Figure 1 PCA New Hire Orientation Completions, Online, Paper and Virtual, March-November 2020.

Figure 1 PCA New Hire Orientation Completions, Online, Paper and Virtual, March-November 2020

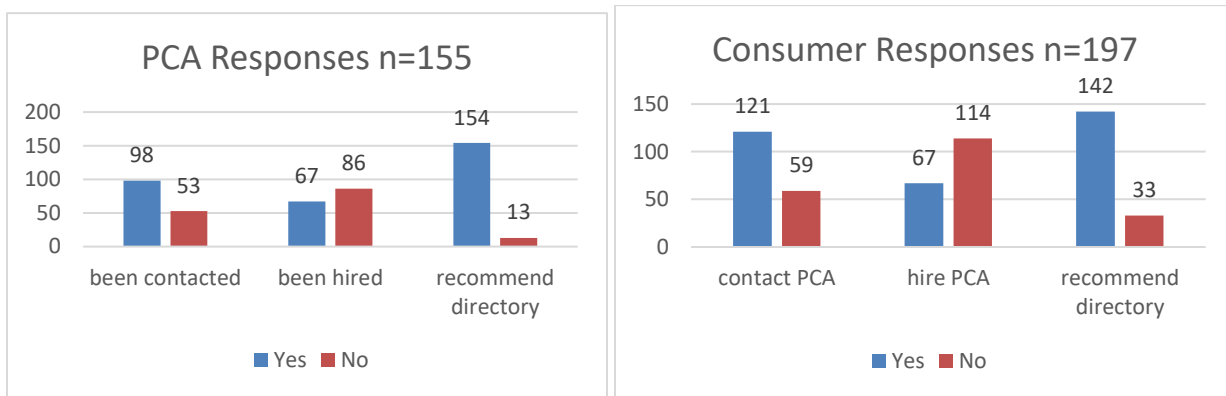


In 2018, under the direction of the Council, CWM converted the NHO portal to a true online method within a learning management system (LMS) used by MassHealth for other online trainings. A stakeholder group, consisting of Council members, CWM, consumers, community providers, PCAs and union staff, met monthly to test the features and functions of the new NHO. Launched in May 2018, the online NHO offers consumers ease of navigation and a start-and-stop function providing consumers additional control over how the training is delivered. It also has a management control feature to ensure PCAs spend the proper amount of time reviewing the material. Upon completion of the online NHO, direct notification is forwarded to the FI to ensure the PCA receives prompt credit and payment for their completion of the NHO.

<sup>5</sup> Consumers must request a login and password from their FI

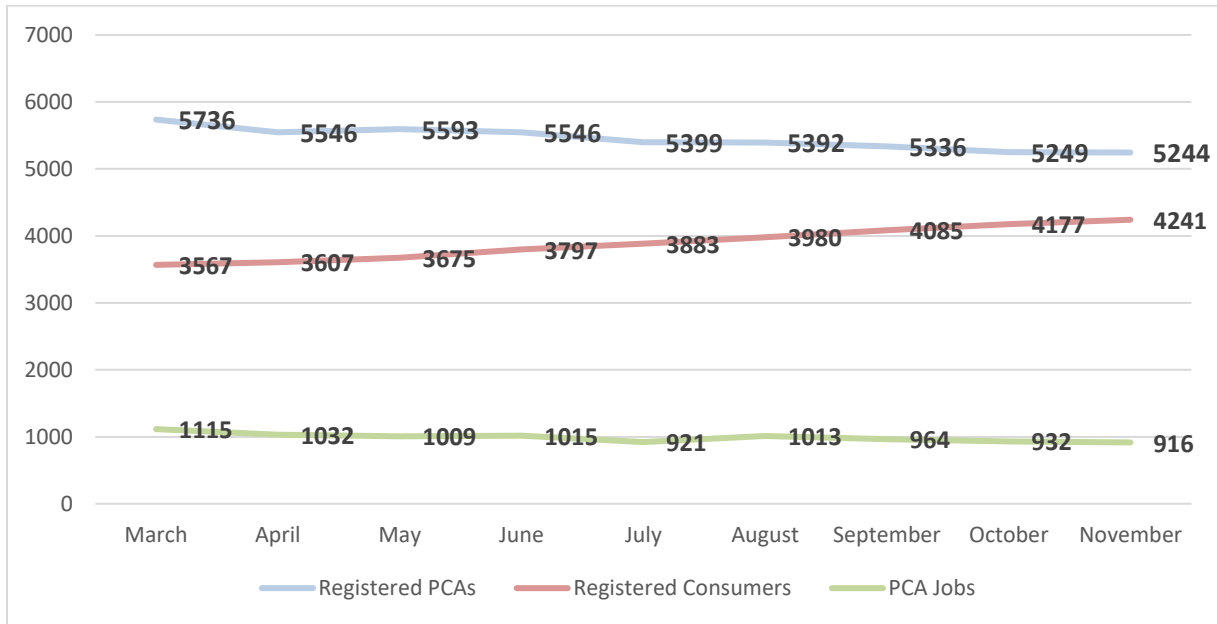
## Mass PCA Directory and Call Center

On July 1, 2018 the Mass PCA directory ([www.MassPCAdirectory.org](http://www.MassPCAdirectory.org)) was launched. The directory is supported by a call center feature. Consumers and PCAs can call 1-888-Mass PCA (627-7722) for assistance with the directory and speak to operators in their own language. The directory solicits voluntary feedback from PCAs and consumers in three areas: establishing contact, hiring candidates and recommending the directory to others, here are the outcomes for the period January-October 2020.



In the last two years, several directory enhancements were deployed based on user feedback, including: the ability to communicate via texting on mobile devices, modifications to the maximum distance a PCA can travel to work, additional search filters, and a place for users to record notes on who has been contacted and the outcome. See Figure 2 Registered PCAs, Registered Consumers and PCA Jobs on Mass PCA Directory from March-November 2020.

Figure 2 Registered PCAs, Registered Consumers and PCA Jobs on Mass PCA Directory, March-November 2020



### Recruitment and Retention Project

During SFY 2019 and SFY 2020, the Council deepened relationships with the MassHire System, the Department of Transportation Assistance, Massachusetts Rehabilitation Commission, Department of Mental Health and the Department of Youth Services to embed PCA recruitment within the state agencies responsible for workforce development initiatives. Representatives from these state agencies attended meetings to learn about resources and tools to increase the probability their constituents and clients secure PCA jobs.

### Consumer and Workforce Outreach and Feedback

In 2019, under the direction of the Council, CWM deployed a state-wide postal mailing effort to share resources developed to support consumer recruiting efforts. The mailing reached 35,000-plus consumers in the MassHealth PCA program. Each consumer received a refrigerator magnet with the directory website and call center number, MRC’s PCA job order forms (in English and Spanish), Meet & Greet event calendars (in English and Spanish) and the contact information for the MassHire Career Centers.

## Massachusetts PCA Workforce Council Consumer Experience<sup>6</sup>

In 2018, a phone survey was conducted to learn about the consumer experience with the MassHealth PCA program. One common theme from that phone survey was that consumers with the equivalent of 40 hours or more per week (2080 hours per year) of PCA support (“high-utilizer PCA consumer”) had more difficulty recruiting and retaining PCAs than consumers with requiring fewer hours per week.

In 2019, CWM recruited 23 high-utilizer PCA consumers to complete a semi-structured phone interview to learn more about these recruitment challenges. The feedback provided from these phone interviews helped form the plan to implement a structured survey with a larger, random sample of high utilizer PCA consumers in 2020. From a random sample of 1200 consumers, surveys were completed with 374 high-utilizer PCA consumers. Key challenges identified by high-utilizer PCA consumers from this survey included:

- Barriers to finding the right PCA include: difficulty finding a PCA to accommodate the consumer’s the schedules, PCAs were unable to perform the required tasks, after an arduous process to find and interview a candidate, the candidate did not want to works as a PCA, PCAs were not willing to perform the work at the pay rate offered, and PCAs told the consumers the job didn’t have benefits;
- Many high-utilizer PCA consumers were unaware of the recruitment options (Mass PCA directory, MassHire Career Centers, and MRC) for PCAs; and
- Many PCAs leave their jobs with high-utilizer PCA consumers after 2-3 years.

### Advanced PCA Pilot Project

The current Collective Bargaining Agreement includes the exploration of an Advanced PCA pilot project. The Council formed a subcommittee to gather data from consumers, PCAs and provider programs in Oregon and Washington state. The 1199 SEIU plans to conduct focus groups with PCAs. Key informant interviews will be conducted with consumers. All data will be reported out at future Labor Management Committee meetings before decisions are made.

---

<sup>6</sup> Results taken from the CWM 2020 Consumer Report

## PCA Council Outreach

The Council continues to provide outreach and information to stakeholders through its website [www.mass.gov/pca](http://www.mass.gov/pca), via email, Facebook (<https://www.facebook.com/MassPCA/>), the Mass PCA Directory ([www.MassPCAdirectory.org](http://www.MassPCAdirectory.org)) and participation in statewide conferences and events.

### **III. FUTURE PLANS in 2021**

The current labor contract with 1199 SEIU is in effect from July 1, 2019 through June 30, 2022. The Council, through its role as a joint employer for labor management purposes, will participate in labor management negotiations with the 1199 SEIU for a new collective bargaining agreement beginning in 2022.

In calendar year 2021, the Council, with support from CWM, will make enhancements to the PCA referral directory and call center based on user feedback, provide virtual events to bring PCA candidates together with PCA employers, and deploy a comprehensive marketing strategy for the PCA referral directory.

Lastly, representatives of the Council continue to participate on the MassHealth PCA Program Enhancements Advisory Council to explore methods to improve the PCA Program.

## APPENDICES

### Appendix 1: Massachusetts General Laws Chapter 118E § 71-74

*Section 71. (a) There shall be a PCA quality home care workforce council which shall be within the executive office of health and human services but shall not be subject to the control of the executive office, to ensure the quality of long -term, in-home, personal care by recruiting, training and stabilizing the work force of personal care attendants.*

*(b) The PCA quality home care workforce council shall consist of 9 members appointed under this section. A majority of the members of the council shall be consumers as defined in this chapter. In making appointments to the council, the governor shall appoint the secretary of the executive office of health and human services or a designee, who shall serve as chair, the secretary of labor and workforce development or a designee and 1 member from a slate of 3 consumers recommended by the governor's special advisory commission on disability policy.*

*The auditor shall appoint 1 member from a slate of 3 consumers recommended by the developmental disabilities' council, 1 member from a slate of 3 consumers recommended by the Massachusetts office on disability, and 1 member from a slate of 3 consumers recommended by the statewide independent living council. The attorney general shall appoint 1 member from a slate of 3 consumers or consumer surrogates recommended by the Massachusetts home care association, 1 member from a slate of 3 consumers or consumer surrogates recommended by the Massachusetts council on aging and 1 member chosen by the attorney general. The secretary of health and human services or a designee and the secretary of labor and workforce development or a designee shall be permanent members during their term in office. Appointees to the council shall serve 3 -year terms. If a vacancy occurs, the executive officer who made the original appointment shall appoint a new council member to serve the remainder of the unexpired term or, in the event that the vacancy occurs as the result of the completion of a term, to serve a full term, and such appointment shall become immediately effective upon the member taking the appropriate oath. If the departing council member was appointed under a recommendation made under this paragraph, the executive officer shall make the new appointment from a slate of 3 recommendations put forth by the entity that originally recommended the departing council member. Members of the council may serve for successive terms of office. A majority of the council shall constitute a quorum for the transaction of any business. Members of the council shall not receive compensation for their council service but members shall be reimbursed for their actual expenses necessarily incurred in the performance of their duties.*

*Section 72. (a) The workforce council shall carry out the following duties:*

*(1) Undertake recruiting efforts to identify and recruit prospective personal care attendants;*

*(2) Provide training opportunities, either directly or through contract, for personal care attendants and consumers;*

*(3) Provide assistance to consumers and consumer surrogates in finding personal care attendants by establishing a referral directory of personal care attendants; provided that before placing a personal care attendant on the referral directory, the workforce council shall determine that the personal care attendant has met the requirements established by the executive office in its applicable regulations and has not stated in writing a desire to be excluded from the directory;*

*(4) Provide routine, emergency and respite referrals of personal care attendants to consumers and consumer surrogates who are authorized to receive long-term, in-home personal care services through a personal care attendant;*

*(5) Give preference in the recruiting, training, referral and employment of personal care attendants to recipients of public assistance or other low -income persons who would qualify for public assistance in the absence of such employment; and*

*(6) Cooperate with state and local agencies on health and aging and other federal, state and local agencies to provide the services described and set forth in this section.*

*Section 73. (a) Consumers or the consumer's surrogate shall retain the right to select, hire, schedule, train, direct, supervise and terminate any personal care attendant providing services to the consumer or consumer's surrogate.*

*(b) Personal care attendants shall be considered public employees, as defined by and solely for the purposes of, chapter 150E and section 17J of chapter 180. The PCA quality home care workforce council shall be the employer, as defined by and solely for the purposes of said chapter 150E and said sections 17A, 17G and 17J of said chapter 180 and deductions under said sections 17A, 17G and 17J may be made by any entity authorized by the commonwealth to compensate personal care attendants through the MassHealth personal care attendant program.*

*Section 74. (a) The PCA quality home care workforce council may make and execute contracts and all other instruments necessary or convenient for the performance of its duties or exercise of its powers, including contracts with public and private agencies, organizations, corporations and individuals to pay them for services rendered or furnished.*

Appendix 2: PCA Quality Workforce Council Membership

| <b>Name</b>   | <b>Organization Represented</b>   |
|---|---|
| <b>Council Chair:<br/>Lauren Peters,<br/>Undersecretary</b>                       | Executive Office of Health and Human Services                               |
| <b>Council Co-Chair:<br/>Chris Hoeh, Consumer</b>                                 | Statewide Independent Living Council  |
| <b>Joe Tringali, Consumer<br/>Community Services Director</b>                     | Stavros Center for Independent Living                                       |
| <b>Ann Ackil</b>  | MA Office of the Attorney General   |
| <b>Timothy Kunzier, Consumer</b>  | Developmental Disability Council  |
| <b>Cindy Purcell, Consumer<br/>Senior Vocational<br/>Rehabilitation Counselor</b> | Massachusetts Rehabilitation Commission                                     |
| <b>Kristen McCosh, Consumer</b>   | Disability Commissioner and ADA Title II Coordinator for the City of Boston |
| <b>Janet Rico, Parent</b>   | Massachusetts Home Care Association   |
| <b>Karen Shack</b>  | Commonwealth Corporation representing MA Labor and Workforce Development    |



Appendix 3: PCA Council Budgets for State Fiscal Years 2019 & 2020

| <b>4000-0050</b>      | <b>SFY 2019 PCA Workforce Council</b> | <b>A&amp;F Approved Budget</b> |
|-----------------------|---------------------------------------|--------------------------------|
| <b>AA</b>             | Regular Employee Compensation         | \$106,635                      |
| <b>CC</b>             | Special Employees/Contracted Services | \$65,000                       |
| <b>DD</b>             | Fringe Benefits                       | \$1,777.00                     |
| <b>EE</b>             | Administrative Expenses               | \$500.00                       |
| <b>HH</b>             | Consultant Services                   | \$2,344,454.00                 |
| <b>JJ</b>             | Operational Services                  | \$4,268.00                     |
|                       |                                       |                                |
| <b>Total Expenses</b> |                                       | <b>\$2,522,634.00</b>          |

| <b>4000-0050</b>      | <b>SFY 2020 PCA Workforce Council</b> | <b>A&amp;F Approved Budget</b> |
|-----------------------|---------------------------------------|--------------------------------|
| <b>AA</b>             | Regular Employee Compensation         | \$109,079.00                   |
| <b>DD</b>             | Fringe Benefits                       | \$2,662.00                     |
| <b>EE</b>             | Administrative Expenses               | \$500.00                       |
| <b>HH</b>             | Consultant Services                   | \$2,294,524.00                 |
| <b>JJ</b>             | Operational Services                  | \$4,267.00                     |
| <b>Total Expenses</b> |                                       | <b>\$2,411,032.00</b>          |

Appendix 4: 1199 SEIU TUF PCA Skills Enhancement Classes and Vouchers for FY20

| <b>Class</b>                        | <b># Held</b> | <b># Attended</b> |
|-------------------------------------|---------------|-------------------|
| Adult First Aid/CPR/AED             | 28            | 228               |
| Alzheimer's and Dementia Care       | 15            | 55                |
| Bloodborne Pathogens                | 12            | 62                |
| Body Mechanics and Transferring     | 8             | 32                |
| Communications and Boundary Setting | 8             | 32                |
| Fundamentals of Care                | 5             | 16                |
| Medication Safety                   | 12            | 57                |
| Nutrition and Diabetes              | 10            | 37                |
| Stress Management                   | 17            | 81                |
| Online First Aid/CPR/AED            | 1             | 16                |
| Online Stress Management            | 44            | 258               |
| Online Universal Precautions        | 48            | 270               |
| <b>Total Workshops by Topic</b>     |               | <b>1,386</b>      |

| <b>Vouchers and Continuing Education</b> | <b>Element</b>                   | <b>Number</b> |
|--|----------------------------------|---------------|
| C.N.A Voucher                            | # enrollments                    | 43            |
|  | # completed course               | 34            |
|  | # took exam                      | 24            |
|  | <b>Total #passed exam</b>        | <b>16</b>     |
| Tuition Voucher                          | #SP semester enrollments         | 65            |
|  | # C or higher                    | 61            |
|  | # C - or lower                   | 4             |
|  | # no grade yet                   | 11            |
|  | # on interest list               | 123           |
|  | <b>Total # Graduates to date</b> | <b>44</b>     |
| Adult Education Courses                  | # of sessions                    | 29            |
|  | # of locations                   | 6             |
|  | <b>Total # of enrollments</b>    | <b>162</b>    |

Appendix 5: PCM, FI and Payroll Costs for PCA Services

Expenses in the table below include payments to PCM agencies, payments to the FI, and total payroll costs for either SFY2019 and SFY2020 or calendar years 2019 and 2020.

| PCM Agency<br>Annual SFY<br>Expenditures | SFY2019       |                         | SFY2020       |                         |
|--|---------------|-------------------------|---------------|-------------------------|
|  | Members       | Expenditures            | Members       | Expenditures            |
| <b>Skills Training</b>                   | 28,451        | \$ 14,654,507.04        | 29,480        | \$ 15,714,517.18        |
| <b>Intake and Orientation</b>            | 6,661         | \$ 1,346,805.00         | 6,473         | \$ 1,308,615.30         |
| <b>Initial Evaluations</b>               | 4,389         | \$ 1,003,135.49         | 4,550         | \$ 1,079,842.63         |
| <b>Re-Evaluations</b>                    | 18, 838       | \$ 2,509,203.22         | 17,763        | \$ 2,490,061.28         |
| <b>Total PCM Expenditures</b>            | <b>58,339</b> | <b>\$ 19,513,650.75</b> | <b>58,226</b> | <b>\$ 20,593,036.39</b> |

| Number of Members            | CY2019 |                  | CY2020 |                  |
|------------------------------|--------|------------------|--------|------------------|
|                              |        |                  |        |                  |
| <b>Number of Members</b>     |        | 27,531           |        | 28,360           |
| <b>Payroll Costs</b>         |        |                  |        |                  |
| <b>PCA Wages</b>             |        | \$580,147,474.92 |        | \$603,098,020.07 |
| <b>SUTA</b>                  |        | \$11,716,736.40  |        | \$12,970,718.38  |
| <b>FUTA</b>                  |        | \$1,542,812.69   |        | \$1,567,965.96   |
| <b>FICA/Medicare</b>         |        | \$43,120,511.99  |        | \$44,257,073.09  |
| <b>Workers' Compensation</b> |        | \$7,765,629.35   |        | \$7,121,975.71   |
| <b>Total Payroll Costs</b>   |        | \$644,293,165.35 |        | \$669,015,753.21 |
| <b>FI Administrative Fee</b> |        | \$16,659,082.00  |        | \$16,953,983.98  |
| <b>Total FI Expenditures</b> |        | \$660,952,247.35 |        | \$685,969,737.19 |

\*Payroll information is tracked by calendar year, not fiscal year, for tax reporting purposes

\*\*FI Administrative Fees were calculated with the most recent data available (SFY2018 and SFY2019, respectively)

Appendix 6: Additional Services Used in SFY 2019 and SFY 2020

PCA SFY 2019

|                      |  | Unduplicated Member Count SFY 2019 | # of Paid Claims | # of Units Allowed | Amount Paid      |                  |                        |
|----------------------|--|------------------------------------|------------------|--------------------|------------------|------------------|------------------------|
|                      |  | 37,412                             | 20,273,146       | 794,445,956        | \$738,956,549.76 |                  |                        |
| SFY                  | Servicing Provider Type Code and Description         | Unduplicated Member Count          | # of Paid Claims | # of Units Allowed | Amount Paid      | Claim per Member | Expenditure per member |
| 2019                 | 09 - NURSING FACILITY                                | 1,721                              | 24,554           | 136,907            | \$25,867,169.41  | 14               | \$15,030               |
| 2019                 | 35 - STATE AGENCY SERVICES                           | 2,538                              | 700,189          | 20,372,457         | \$57,970,928.22  | 276              | \$22,841               |
| 2019                 | 60 - HOME HEALTH AGENCY                              | 4,147                              | 1,769,438        | 19,473,436         | \$101,898,669.91 | 427              | \$24,572               |
| 2019                 | 62 - ADULT FOSTER CARE / GROUP ADULT FOSTER CARE     | 684                                | 98,840           | 220,628            | \$6,920,708.25   | 145              | \$10,118               |
| 2019                 | 69 - HOSPICE CARE                                    | 243                                | 32,977           | 74,274             | \$2,933,904.77   | 136              | \$12,074               |
| 2019                 | 70 - ACUTE INPATIENT HOSPITAL                        | 4,358                              | 62,377           | 68,549             | \$61,576,356.77  | 14               | \$14,129               |
| 2019                 | 71 - CHRONIC INPATIENT HOSPITAL                      | 327                                | 38,111           | 39,632             | \$26,965,391.28  | 117              | \$82,463               |
| 2019                 | 73 - PSYCHIATRIC INPATIENT HOSPITAL (ALL AGES)       | 28                                 | 260              | N/A                | \$307,699.65     | 9                | \$10,989               |
| 2019                 | 74 - SUBSTANCE ADDICTION DISORDER INPATIENT HOSPITAL | 3                                  | 81               | N/A                | \$19,798.06      | 9                | \$6,599                |
| Total                |  | 14,049                             | 2,726,827        | 40,385,883         | \$284,460,626.32 | 214              | \$22,352.71            |
| Unduplicated Members |  |                                    | 12,726           |                    |                  |                  |                        |

PCA SFY 2020

|              |  | <b>Unduplicated Member Count SFY 2020</b> | <b># of Paid Claims</b> | <b># of Units Allowed</b> | <b>Amount Paid</b>      |                         |                               |
|--------------|--|---|-------------------------|---------------------------|-------------------------|-------------------------|-------------------------------|
|              |  | <b>38,389</b>                             | <b>19,391,309</b>       | <b>848,255,184</b>        | <b>\$801,452,569.85</b> |                         |                               |
| <b>SFY</b>   | <b>Servicing Provider Type Code and Description</b>  | <b>Unduplicated Member Count</b>          | <b># of Paid Claims</b> | <b># of Units Allowed</b> | <b>Amount Paid</b>      | <b>Claim per Member</b> | <b>Expenditure per member</b> |
| <b>2020</b>  | 09 - NURSING FACILITY                                | 1,463                                     | 20,166                  | 361,860                   | \$25,855,194.79         | 14                      | \$17,673                      |
| <b>2020</b>  | 35 - STATE AGENCY SERVICES                           | 2,373                                     | 355,858                 | 9,101,824                 | \$57,290,419.22         | 150                     | \$24,143                      |
| <b>2020</b>  | 60 - HOME HEALTH AGENCY                              | 4,013                                     | 1,610,108               | 15,017,935                | \$90,452,953.40         | 401                     | \$22,540                      |
| <b>2020</b>  | 62 - ADULT FOSTER CARE / GROUP ADULT FOSTER CARE     | 815                                       | 129,016                 | 245,609                   | \$8,300,156.75          | 158                     | \$10,184                      |
| <b>2020</b>  | 69 - HOSPICE CARE                                    | 223                                       | 27,915                  | 65,808                    | \$2,919,506.94          | 125                     | \$13,092                      |
| <b>2020</b>  | 70 - ACUTE INPATIENT HOSPITAL                        | 4,476                                     | 54,534                  | 35,146                    | \$57,898,697.247        | 12                      | \$12,935                      |
| <b>2020</b>  | 71 - CHRONIC INPATIENT HOSPITAL                      | 291                                       | 47,447                  | 55,891                    | \$30,614,091.31         | 163                     | \$105,203                     |
| <b>2020</b>  | 73 - PSYCHIATRIC INPATIENT HOSPITAL (ALL AGES)       | 57  | 448                     | -N/A                      | \$1,048,103.79          | 8                       | \$18,388                      |
| <b>2020</b>  | 74 - SUBSTANCE ADDICTION DISORDER INPATIENT HOSPITAL | 3   | 78                      | N/A                       | \$4,352.00              | 26                      | \$1,451                       |
| <b>Total</b> |  | <b>20,874</b>                             | <b>2,245,570</b>        | <b>15,782,249</b>         | <b>\$274,383,475.45</b> | <b>348</b>              | <b>\$113,388.73</b>           |
|              | Unduplicated members                                 |   | <b>15,055</b>           |                           |                         |                         |                               |

Appendix 7: Total Costs of the PCA Program for SFY 2019 and SFY 2020

This section requires a report on the full cost of personal care services, including the administrative costs of the Council, unemployment compensation, Social Security and Medicare payroll taxes paid. The following table reflects the combined total of these costs.

|                                       | <b>SFY 2019</b>         | <b>SFY 2020</b>         |
|---------------------------------------|-------------------------|-------------------------|
| Additional services (from Appendix 6) | \$293,205,267.46        | \$278,504,922.86        |
| PCM expenses (from Appendix 5)        | \$19,637,407.52         | \$19,310,929.15         |
| Payments to the FIs (from Appendix 5) | \$634,207,863.61        | \$647,354,339.26        |
| Council budget (from Appendix 3)      | \$1,700,000.00          | \$2,868,003.00          |
| <b>Total cost of PCA program</b>      | <b>\$964,050,538.59</b> | <b>\$948,029,194.27</b> |

\*Payroll information is tracked by calendar year, not fiscal year, for tax reporting purposes. Please see Appendix 5 for additional information.