

***VT Health Care Innovation Project  
Workforce Work Group Subcommittee on Long Term Care  
Meeting Minutes***

**Date of meeting: Monday, March 24, 2014; 2:30 – 4:00 pm; Pavilion 4<sup>th</sup> Floor Conference Room, Montpelier**

**Attendees: Georgia Maheras, Marisa Melamed, Stuart Schurr, Jackie Majoros, Sarah Launderville, Penne Ciaraldi, Sherry Callahan, Betty Milizia, Marlys Waller, Denise Lamoureux, Charles Maclean, Yacouba Jacob Bogre, Tony Treanor, Jena Trombly**

<b>Agenda Item</b>	<b>Discussion</b>	<b>Next Steps</b>
<b>Welcome and Introductions</b>	Welcome by Georgia; phone and in-person introductions. Brendan Hogan, consultant from Bailit Health Purchasing, will take the lead on tasks and staffing the group. Marisa Melamed will support administrative tasks such as meeting minutes, distribution of materials and scheduling. The group is open to the public and will take public comment.	
<b>SIM/VHCIP Workforce Committee and Charge to the Subcommittee</b>	Georgia gave a brief description of the SIM grant, the VHCIP, the charge of the Workforce Work Group and she walked through the materials distributed to the group. Jackie Majoros, Long Term Care Ombudsman, presented background of the subcommittee proposal and broad goals. Previous work has been done, both in Vermont and nationally, to look at the question of what makes good quality care in home care. Studies have looked at questions of certification, licensure and training. Training has been raised as a top concern for direct care workers in Vermont. Direct Care Workers, and the people that they work for, are looking for more training to build skills and build a career ladder for their profession. Previous efforts to address these issues were all grant funded so the work would stop once grant funding ended. The Legislature proposed H.301 to create a direct care workforce review committee. \$100,000 was requested for research and support and it was not funded due to the current state budget/ financial environment. Commissioner Wehry recommended the Vermont Long Term Care Ombudsman’s office work with SIM/VHCIP to determine if this work could be part of the Workforce Work Group’s activities. This subcommittee is a	

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	<p>subcommittee to that Work Group.</p> <p>Discussion affirmed that there is previous work to review and look at what has been done before and determine where to go from there. Most would agree we have identified the needs to be addressed. Data may need to be updated. The process is to focus on recruitment, retention and training for Direct Care Workers. In addition, the work involves identification of supply and demand, then use the information to recruit and retain the workforce we need.</p>	
<p><b>Discussion of Subcommittee About Process</b></p>	<p>The Workforce Work Group is looking for recommendations from the subcommittee by early fall. Group discussion determined the end goal is to compile the existing information, then make specific recommendations about recruitment, retention and training. There was discussion about making an effort for the group to be inclusive of direct care workers and consumers and determining the best way to get input from them because it may be difficult for them to travel to a meeting. The population of direct care workers will be inclusive of the population of direct care workers who serve; people with disabilities and multiple disabilities, elderly, adults, kids, independent and agency employed workers. There was a comment to work with the adult learning community; many in the adult learning community go from the learning environment directly to employment.</p> <p>In addition, Vocational Rehabilitation staff may be able to participate to discuss having individuals with disabilities who want to work providing care to other individuals as part of this process. Further, Vermont Associates for Training and Development <a href="http://vermontassociates.org/">http://vermontassociates.org/</a> might be able to be part of this process as the work they do includes assisting older Vermonters find employment and in this instance older Vermonters might want to provide direct care to those who need the assistance.</p> <p>The goal is to get a picture of the workforce we want in the future. There was a recommendation to cast a broad net and then break it out by type of worker. There was discussion around understanding the broad and diverse workforce we are looking at.</p>	<ul style="list-style-type: none"> <li>- <b>Draft a high level work plan for the subcommittee’s review (Brendan)</b></li> <li>- <b>Follow-up email within 1-2 days of meeting (Marisa)</b></li> <li>- <b>Survey the group and find out what we have for supply and demand data</b></li> <li>- <b>Circulate list of people invited to participate in the subcommittee (invite list is open and additional names welcome)</b></li> <li>- <b>Provide update to Workforce group at next meeting</b></li> <li>- <b>Send VHCIP web link and governance</b></li> </ul>

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	<p>Other groups mentioned include the elderly or disabled serving as caregivers/workers and shared living providers.</p> <p>What impacts recruitment? Pay, benefits, workers want to feel that what they do is taken seriously and they are part of a team. We need to identify the need and the supply. The first step is to gather the data that exists. Brendan will gather the data and put it into a format to be presented to the group. Information includes previous reports on DAIL's website, labor statistics from DOL. There was a suggestion to work through ARIS Solutions <a href="http://www.arissolutions.org/">http://www.arissolutions.org/</a> the intermediary service organization (ISO) Fiscal Agent and non-profit financial services organization that the State of Vermont uses to get surveys distributed to workers, though we would have to check the contract. However, these surveys do not reach those who are self-managing their services. In addition to the workforce part we need to look at forecasting for the patient profile of the future. Anyone with information about supply or demand should send it to Brendan.</p> <p>There was discussion around the use of terminology in this group since participants are coming from different backgrounds. One participant asked the group to avoid using the word "patient" which implies a person receiving medical care. The group discussed using "consumer of services" or "recipient of services" also "client." Sarah and Betty agreed to think about the best terminology and bring it back to the group. Participants appreciated having this discussion.</p> <p>Survey Monkey was discussed as a means for collecting information. There are access concerns and limitations to who you can reach through Survey Monkey and how to reach them. This can be a continuing discussion and does not need to be decided today. VCIL is willing to help with accommodations in filling out surveys.</p> <p>Long term services and supports are being incorporated into all the workgroups. When the recommendations are complete we need to make sure the information goes to the</p>	<p><b>structure</b></p> <ul style="list-style-type: none"> <li>- <b>Sarah and Betty will provide terminology recommendations</b></li> </ul>

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	<p>care models group.</p> <p>Brendan Hogan will complete the following tasks:</p> <ol style="list-style-type: none"> <li>1) create an overall plan</li> <li>2) review information sent to him from group members and create a summary of this initial data collection of supply, demand and reports and have this information out there first for the group to discuss</li> <li>3) then create structured data collection around recruitment, retention and training.</li> </ol> <p>After the initial data collection the next meeting will be scheduled for early May. Starting in June the group will meet monthly, complete surveys and information gathering, draft the information in August for final recommendations in September.</p>	
<b>Public Comment</b>	None.	
<b>Next Steps, Wrap Up and Future Meetings Schedule</b>	<ul style="list-style-type: none"> <li>- Project staff will send follow-up email tomorrow or Wednesday</li> <li>- May meeting date will be in that email</li> <li>- Schedule subsequent meetings ASAP</li> <li>- Montpelier vs. Williston location was discussed. No particular preferences emerged except for limited parking in Montpelier. The location will vary due to availability.</li> <li>- Ask at next meeting for volunteers to lead/co-lead the group</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Schedule May meeting and subsequent monthly meetings</b></li> <li>- <b>Leader/co-leaders for the group</b></li> </ul>