

OPEN MEETING MINUTES

Name of Governmental Body: Governor's Task Force on Caregiving Direct Care Paid Workforce Workgroup		Attending: Lisa Pugh, Todd Costello, Michael Pochowski, Ted Behncke, Adien Igoni, Bushnell, Anne Rabin, John Sauer, LaVerne Jaros, Mike Lauer, Margie Steinhoff, Beth Swedeen, Stephanie Birmingham	
Date: 12/11/2019	Time Started: 9:00 am	Time Ended: 12:00 pm	On the Phone: Mo Thao-Lee; Bill Crowley; Rep. Wichgers; Irma Perez; Lisa Schneider
Location: Dane County-UW Extension, 5201 Fen Oak Dr., Suite 138, Madison, WI 53718		Absent: Delores Salles; Sen. Patty Schactner, Jason Endres	
		Presiding Officer: Todd Costello and Lisa Pugh	

Minutes

Review discussion from the November 18, 2019 Task Force meeting:

- High-level goals of this Task Force and workgroup: attract and retain strong care workforce; improve quality of caregiving; improve access to caregivers
- Recall discussion from last time: identified vision statements and started to identify possible outcomes and strategies.
- In this meeting the group will further identify priorities. Two documents to aid this discussion:
 - o "Synthesis" document, which attempts to boil down the group's discussion thus far (e.g., vision statements, possible strategies and outcomes).
 - Group will review to determine if anything is missing.
 - o "Other State Strategies" document, which synthesizes strategies identified in presentations made to the Task Force thus far.

After review of documents, members identified items they felt were missing as follows:

Job satisfaction: Workers need to like their jobs, and their bosses.

- Bosses need tools for better supervision.
- Job flexibility: The job needs to fit well with a worker's needs and lifestyle (which can include flexible hours, PTO).

Compensation and benefits:

- Solution to benefit cliff
- Architecture for rewarding quality work (longevity?)
- Linking payment systems with compensation and benefits (e.g. Family Care & IRIS) and ensure regular increases that will be shared with workers. Look at publicly funded benefit systems, including payment standards, which are more intentional about wages and benefits.

Growth in job/career paths

- Career path options. However, one size does not fit all—some PCWs may not want additional training, others may wish to continue part-time, etc. So in addition, availability of growth opportunities that would lead to a higher wage even for those *not* interested in becoming

something other than a PCW (e.g., dementia training which could allow the PCW to pick up more clients).

- For those who PCWs who want a stepping stone toward something else (CNA, nursing), their caregiving experience should be recognized through receiving credit
- Continuous education to support and empower; these opportunities also provide social connection/support with other PCWs that can combat isolation and burn-out.
- Caregivers should get benefits that are generally available in other careers.

Organized Voice for the Workforce

- Ensure that workers have a seat at the table in developing solutions which can adapt to the changing needs of the field
- Worker Co-ops? Unions?

Technology

- Explore potential for remote support in specific circumstances

Pipeline/Recruitment

- Explore immigration in the context of recruitment
- Work with DWD to get grants to attract people to pipeline (including through free training)
- Education regarding a direct caregiver is (including, e.g., PSAs) and promoting the value of these caregivers
 - * Caution: Be careful with language so it is not pity-based

Training Requirements

- If these are too high, could this be a detriment to recruiting workers?

Discussion regarding Phase I priorities to recommend to the full Task Force:

An overview and guidelines for this exercise were provided:

- Group is in agreement about the high-level goals for this Task Force, informed by the EO. Now, group needs to get closer to “how”—e.g., what specifically will this group ask of a state agency and/or the legislature?
- Process:
 - Each member will review the Synthesis document, the Other State Strategies document, any other Task Force materials, and highlight up to three strategies most important to them.
 - Report-out on what each member’s top three priorities are to create a list—from which members will take a vote. Each member will receive 3 votes—can use all three on a single strategy, or divvy them up.
 - Once we have identified our top priorities, these will be the first strategies that we put through the comprehensive analysis outlined in the grid (e.g., is this feasible, is this evidence-based, etc.). Other identified strategies can still be analyzed, though not immediately.

Members reported out on their top three priorities, which are reflected in the list below. Voting for initial priorities was conducted; each member had 3 votes. Members were reminded that all ideas will be put through additional research and filters (e.g., those identified in the grid).

Results:

1. Standardized rate/Medicaid increases that are intentional and reflect reality of costs: 14
 - a. This option also reflected that rate increases should be transparent, directed to workers, market-indexed (including but not limited to COLA), and more consistent across different contexts, as well as the specific strategy of looking to Minnesota as an example.
2. Statewide, competencies-based training system, through DWD in partnership with college systems: 10
 - a. This option also reflected that training is portable, tied to increases in wages or recognition, and inclusive of people receiving the care; and that training may be funded through grants.
3. Strategies relating to untapped workers: 7
 - a. This option reflected that DWD could be asked to help develop strategies unique to particular worker pools that could be considered, e.g., high school students, formerly incarcerated individuals, immigrants, workers displaced by automation, individuals receiving SSI, older adults (Experience Works noted as an example).
4. Reforming/streamlining regulation and compliance: 5
 - a. This option also reflected the OIG audit strategy (revenue from which could be used for recruitment), as well as regulations relating specifically to documentation and criminal background checks.
5. Increasing benefits (including health benefits): 4
 - a. This option also reflected particular types of benefits (health, retirement system), merit-based increases, and rewards for longevity
6. Addressing the benefits cliff: 3
 - a. This option also reflected the specific idea of working with DHS/the state to support tax exemptions for workers to maintain their benefits.
7. New educational programs to promote caregiving in middle and high schools, internships/apprenticeships, etc.: 2
8. Strategies to allow more full-time hours: 1
9. Unionization of care workers: 1
10. Marketing campaign to raise awareness and promote value of caregiving: 1
11. Establish a registry and matching services that captures training competencies and reflects portability of training: 0*
 - *NOTE: members were told that this would be a priority regardless of voting results due to the specific charge in the EO on this topic.
12. Paid Leave: 0
13. ESL training and hiring: 0
14. Promoting Telehealth: 0

15. Help employers retain employees: 0
16. Long-term Care Office or Bureau: 0
17. Performance-based bonuses/rewards, based on feedback: 0
18. Addressing qualifications of LTC workers [e.g., in response to Governor's Veto of Bill 76], including reciprocity with other states and affording credit for prior experience: 0

After voting, members picked one or more issues to look into prior to the 1/14/20 Workgroup meeting. Members will begin to put these items through the analysis Grid. When conducting research or doing preliminary work, members to make a list of the items they think will be needed (whether, e.g., from DHS, legislature, another member, etc.).

1. Standardized rate increases throughout the MA system broadly. [14]
 - Volunteers: Ted Behncke, John Sauer, Rep. Wichgers, Mike Lauer
2. Statewide training system. [10]
 - Volunteers: Beth Swedeen, Stephanie Birmingham, Lisa Pugh, Todd Costello, Mo Thao-Lee
3. Untapped workers [7]
 - Volunteers: Irma, LaVerne, Margie Steinhoff, Bill Crowley
4. Regulatory compliance – what are the regulations relating to background checks, other regs that get in the way of entities hiring and keeping workers; OIG audit. [5]
 - Volunteers: Adien Igoni, Michael Pochowski, Mo Thao-Lee, Rep. Wichgers
5. Benefits (including health benefits). NOTE: though this was not a top vote-getter, group will add to Phase I list due to the specific charge in the EO. [4]
 - Volunteers: Jane Mahoney, Anne Rabin; Ted Behncke as a contributor

Update regarding research organization/tools:

- DHS is setting up a SharePoint site. Members should stay tuned via e-mail. Non-state employees will need to set up an account to access the site. Members will be able to receive a virtual tutorial in SharePoint. The SharePoint site will not be a place for substantive discussions.
- Reminder that you can direct interested persons to the website, and sign up for updates on the website.

Public comments:

- Greg Pickett: Thanks Task Force for its work. Caller is a veteran who goes to a WI nursing home most days of the week and sees first-hand how demanding these roles are. He has had to help both his mother and mother-in-law feed themselves due to staffing shortages on the second shift. Expresses agreement with Governor's veto of Bill 76 (which would have established 75-hour training), notes that various other entities also agreed with the veto. Offers two possible solutions:

- Compromise on the number of hours, e.g., informed by the current state-level and federal minimum levels. [Noted that currently not even local technical colleges are signed up for the WisCaregiver program because they would lose money.]
 - To increase payments, give a 15% bonus to all state-licensed NAs who can prove on their state tax return that they worked in WI for at least 1,000 hours in the last year, and a 30% bonus to all who worked at least 2,000 hours.
- Janice Stockhausen: Thanked Task Force for doing this important work, as someone with two disabled family members.

Wrap up and next steps:

- Group will have one more workgroup meeting on 1/14/20, and by 1/30/20, be ready to present a draft list of Phase I recommendations to the full Task Force.
- Faith Russell will send emails to the small-groups of members working on each topic, above. Members will be reminded to begin filling in the chart prior to the 1/14/20 workgroup meeting.
 - Location for 1/14/20 workgroup meeting TBD.
- Full Task Force meeting on 1/30/20 will be held in Eau Claire.

Prepared by: Allison Boldt on 12/16/2019.

These minutes are in draft form. They will be presented for approval by the governmental body on: 1/14/2020