

Participant-Directed Programs Policy Collaborative (PDPPC)
Wednesday, June 22, 2022, 1 - 4 p.m.
Stakeholder Minutes APPROVED

The meeting was opened at 1:00.

Housekeeping:

- Meetings will now be recorded as an alternative to minutes. John warned people not to share anything you may not want recorded.
- Other housekeeping and preliminary matters were addressed
- There are no draft stakeholder minutes today as they were just received.
- John asked if anyone can do notes for the last 30 minutes of the meeting. No one volunteered so notes will only cover until 3:30 PM but the recording will be available.

Open Forum #1:

1. Kelly Tobin: Framing the discussion about the EVV app used by PALCO. There are problems with both the app and PALCO communication. PALCO always implies either client or aid is at fault. The Department asked to stay solution focused and she and Mary Michael Justice have a proposal for shifting the EVV segment. Mary Michael Justice and Kelly proposed we approach EVV In two parts. First anyone who uses it at all (employee, client, FMS) will discuss what did and did not work in the past month. Second, the FMS and state will answer what they planned to do (based on prior issues raised) and what they achieved, and what they need to do in the next month. This will create action and progress.
2. Stephanie Reiss: Director of CDCO inviting to a multi day event they were having the next day
3. Brooke Snyder: Workforce and sustainability specialist with the department gave an update of their collaboration. They are sharing stories of people doing the work and what the work is. If you want to know more [hcpf_DCworkforce@state.co.us](mailto:morehcpf_DCworkforce@state.co.us)

EVV:

Kelly and Mary Michael led the discussion using the framework discussed above. Discussion of what is and is not working:

Working:

- Thanks to John Barry and Erin Thatcher for accommodations to better participate in the PDPPC
- PALCO app worked most of this past work
- PALCO finally shared info about authenticare with Kelly
- Mary Michael met with Jillian Estes

- No ghost shifts in the last month (this is a specific problem with the PALCO app where a shift appears that was not started by the worker. This sometimes happens when a worker is erroneously kicked out and then tries to get back but can happen randomly and create many unworked hours)

Not Working

- Kelly and Mary Michael asked if they could have a link to the EVV error reporting made clear on the state website. It is impossible to find right now. It does not show up in searches.
- They also wanted this in each FMS website and distributed in all payroll notifications so we have more data on app errors and this did not happen. The link is a big issue. HCPF wants to see numbers but the link is impossible to find. HCPF should give credence to our voices
- When someone has to check why EVV was not used there is no option to say app error . This has been a request of clients for a long time.
- The suggestion that proof must be offered to have a problem taken seriously is a problem. The app appears to be working at the time and we only know after the fact about many problems such as the issue with ghost shifts. Any form they want us to fill out has to be very easy to find in multiple ways and fillable.

- Ghost shift of 43 hours created
- Katheryn who is an attendant--has background in business and education management, worked in diverse settings including UN. She has never been part of a company that has been managed so poorly as PALCO. Clients bear the brunt of PALCO's poor leadership. We have to spend a ton of time and energy to force someone to care about clients' well-being because PALCO refuses to address our ongoing concerns. In the three meetings of PDPPC that she has attended there have been three presentations about Strikes. The PALCO website is also filled with warnings about how we will make a mistake. PALCO refusal to address the issues could lead to fraud if people are not honest (example ghost shift). The PALCO brand voice is patronizing and insulting. No proof is valid enough for them. Reporting is a waste of time. Would like to see accountability and respect from PALCO. We are supposed to work as a team, but she has not seen this. She has never experienced this in the workplace and does not know if this is just ineffective leadership or if something else is going on.
- Nicole PALCO: Said she was sorry if anyone felt disrespected and happy to talk about if she was offensive. In terms of EVV they took concerns and researched it and sent Kelly and Mary Michael email with their response. They put the form on their website and mobile app.
- Nicole said they are not getting a lot of calls and emails. Mary Michael said if we can add EVV issues to the reason code they would get more data. She offered to help with language. Multiple people said they stopped saying anything to PALCO after they were repeatedly ignored.
- Julie said she personally thought Nicole was wonderful to work with but witnessed the CEO being insulting and dismissive of client issues that were caused by PALCO problems. Julie said she thought the PALCO problems were with leadership.
- Jessica said all vendors put the form on their website. She will look into adding to payroll and she will make it more visible on the HCPF website. She said the recommendations form can be made fillable.
- Jessica said that the FMS vendors cannot add another reason code because the ones listed are established by Sandata. Jessica was asked to see if we can add another option.

Later in the meeting the group agreed to use the new format for the EVV section of the meeting.

Background check changes:

Jessica sent out a memo outlining all of the work of the background check committee. This committee was

revived after HCPF received feedback about people not being able to hire people they wanted due to the barrier crime list. They did a survey in March and got 148 responses and used the responses to draft changes. Ashley, a member of the work group reviewed what they had done. She reviewed the changes which were sent out via email. The proposed changes included:

- Changing the name to background check crimes of high risks instead of barrier crimes.
- This is a guide to employers --an individual can still refuse to hire someone with some (or any) crimes. They can also hire people even with high-risk charges after acknowledging the risk.

Questions and comments:

- What if an employee reoffends? The client hiring would have to acknowledge acceptance of liability. If there are concerns about someone engaging in criminal behavior, the employer can choose to terminate the employee. Employers can also choose to run background checks more frequently. People can and should also create a safety plan.
- Mark said we should be able to do a social history check to look at where someone has lived and if they come in from out of state we should be able to run background checks in the state they lived in. He also said that sometimes in a deferred prosecution case an arrest shows up even when there are no convictions because the time has not yet expired. This can hurt someone who is trying to clean up their life and he gave an example.
- Jessica said resources and training will let people know how to do a deeper background check if they want.
- Patricia Martinez said that a bill passed to seal non-violent criminal records. This will seal many automatically so people will not need to go through the legal process of sealing or expungements which is complicated and can be a barrier.
- *Clarification:* Anyone on the OIG list or anyone that has a suspended nursing license is not eligible and cannot be hired and we cannot waive these requirements due to them being federal requirements. A lapsed nursing license is not a problem.

After this discussion there was a break followed by breakout groups.

After the large group reconvened Julie moved and Ashley seconded to accept the background committee report

and make the conclusions of the report our recommendations. After some discussion and questions the motion passed without objections. Curt will present this to HCPF in the appropriate format.

As noted earlier, we also agreed to change the EVV format as proposed earlier in the meeting. There was a discussion about the need to review the FMS contracts to look at accountability.

HCPF UPDATES:

Telligen: Dani said that next week HCPF will restart the meetings about Telligen called URUM (Utilization Review Utilization Management). This will be Tuesday at 2:00 -this has not happened for awhile. This committee is a PDPPC committee to discuss the Telligen process. There have not been major changes with Telligen since our last update in April. Telligen had office hours last week for case managers and provided what they needed to do to get information to them to get PARs through their system. The issue of protective oversight came up and the department will be doing a one pager about accompaniment and protective oversight.

Rate Change: There will be an Increase on July 01. Case managers and FMS are working to make sure PARS are updated. Case managers should have sent out allocation notification and they should arrive in mail this week. Everything will be done by 7/1.

- Some case managers noted that the process is very time consuming and frustrating. Some asked for this to be on an agenda at a future meeting. Erin confirmed that fixes for this are in the works using the ARPA technology money.
- There was a question about another increase that is not relevant to CDASS as our rate increase was in January and now in July. Another increase is expected in January 2023.
- There was a question about if we are required to pass on the rate increase to our workers. The answer is that there is not a pass through requirement but good payment is helpful for retention. The intention of rate increases is that the money go to the workers. As employers we can decide how that happens based on what we want to reward and how much money there is available for our budgeting.

NCAPPSS Oliver presented about this group. It is a [self directed learning collaborative](#), group of individuals .

There is information about this Oliver and Robin Bolduc are representing the client perspective. and if someone who is a participant is interested, reach out to Emily Harvey Emily.harvey@state.co.us This is a multi state group and each collaborative involves different people from the states to work and learn together about how to enhance self-direction. Because of the importance of this we will have the opportunity to hear from them and share perspectives at each PDPPC meeting.

Follow up:

Liability: Mark Simon mentioned again that it was important for clients to know what our liability was as employers and asked if HCPF had ever figured out if we could get insurance, either individually or as a group. Erin said some research was done a couple of months ago and she would need to find it. She said HCPF asked the FMS agencies to explore this.

Paid Authorized Representatives: Nathan was speaking on this and not at the meeting so this item was tabled

Contractors for homemaking: Curt reported that there is still an interest and need to be able to hire contracted housekeeping services in areas where one cannot find workers. These services do not do individual employee agreements and also may charge more than we are allowed to pay. Some charge by the job not the hour. Curt said it would be ideal if we could re-establish the Fund for Additional Services to meet this need. The Fund for Additional Services was something we had in the pilot where if there were funds left over at the end of the year, 50% of those funds could be used for something that enhanced the client's independence or health. Robin said that this should not be limited to contract services. Several people in rural areas agreed that this would be helpful to fill cleaning jobs.

Open Forum #2--NOTES NOT TAKEN

Notes taken until 3:30 by Julie Reiskin

3:30 – 4:00 pm notes taken by Ashley Weber

NCAPPS: (Oliver Giminaro)

A Self-directive learning collaborative group handing out flyers for more participants

- Looking for those who are experienced and are living the information
- Looking for ways to get Info to case managers and get more involvement - 18 Month Reject
- Email: Emily - emily.harvey@state.co.us

PDPPC Proposal & Recommendations (Curt Wolff)

- **Liability issues**
 - Mark Simon discussed liability and suggested training handbook
 - What steps for CDASS liability and mentioned he's afraid some horrible thing could happen to clients
- **Funds for Additional services (FAS)**
 - Yearly allocation left over could be used for hiring/ contracting for a house cleaning service
 - FAS Discussion
 - Donna Hudgins- likes the idea of having the allocated money leftover be used toward cleaning services
 - Robin Bolduc- open to using the funds for other services such as other tasks not paid for through the program and equipment such as voice control technology to make those lives just a little easier
 - Mary Michael Justices: funds open to End of year funds help lives
 - Curt said he would draw up information on the FAS funds and wants to table and discuss next meeting

Open Forum #2

- Michelle Mondragon: Lincare comp was hacked-advised to protect identity- Received letter

- Katie Spaid (Consumer Direct CO)
 - Updated everyone on the consumer directory free resource to provide people a care website: www.directory.consumerdirect.com
- Mark Simon: Agreed and was concerned with what Michelle had said earlier about information being hacked.
 - He says its not a matter of if but WHEN. He suggests for everyone to freeze their credit rating
 - Any responsible co-offering identity theft Zyrs healthcare on tin records
 - medical records online aren't HIPAA compliant
 - beware of 3rd party using any of your personal information
 - protect yourself
 - any responsible company that gets hacked should off at least 2 years identity theft protection
 - there are three credit report agencies:
 - Experian
 - Equifax
 - Transunion
 - Tip: If you freeze your credit before any credit checks can be ran you will need to unfreeze/ you can do that either Global or Specific credit drop. You will be given a special pin# before pulling a credit report.
- Kelly Tobin: had a question for Katie Spaid: How frequent will aides update information?
 - Every 90 days
 - taken off if No directory responses
 - KatieS@consumerdirectcare.com

John Barry: wrapped up the meeting at 4:02 pm.

- The next PDPPC meeting is Wednesday, July 27 at 1-4 pm