

Health Planning Council Long Term Care Committee
Long Term Care Council for NY Connects
Friday, November 5, 2021 12:00 - 1:15 pm (Virtual)
(Draft) Minutes

Attending (meeting and/ or presentation only): Ariel Avgar, PhD (*Cornell ILR*), Sarah Askew (*Statewide Senior Action Council*), Carolyn Beyers (*community member and HSC alumni*), Diane Bradac (*Cornell Work Life*), Caryn Bullis (*County Office for the Aging*), Trish Chevallard (*County Office for the Aging Ombudsman Program*), Katie Chichester (*Ithaca Housing Authority: Titus Towers*), Beverly Chin (*HSC*), Rich Couch (*McGraw House*), Teresa Craugh (*Cayuga Health Partners*), Erin Durkin (*Family & Children’s Service*), Carole Fisher (*community member*), Bill Gilligan (*HPC Board*), Beth Harrington (*Suicide Prevention & Crisis Service*), Barbara Harrison (*volunteer, One Payer States*), Amy Jackson (*County Office for the Aging*), Johnnie Kallas (*Presenter -Cornell University ILR School*), Wil Lawrence (*COFA Advisory Board*), Kate Lyon (*County Office for the Aging*), Terry McCann (*County Office for the Aging: EISEP*), Lisa McCarthy (*Alzheimers Association*), Angela Mennitto (*On Dying Well*), Jerome Midgley (*Nascentia*), Tammy Moliviatis (*Cayuga Health Partners*), Lisa Monroe (*County Office for the Aging*), Kim Morrell ([LawNY](#)), Lisa Richards (*Ithaca College, Gerontology Institute*), Sue Roenke (*Juniper Manor*), Anna Rosenblatt (*Cayuga Health Partners*), Lenore Schwager (*community*), Ted Schiele (*TC Health Department*), Teressa Sivers (*Finger Lakes Independence Center*), Arabez Smith (*County Office for the Aging*), Madeline Sterling, MD, PhD (*Weill Cornell Medicine*), Serena Stern (*former HSC & FLIC Communications and Best Practices Specialist*), Michael Stitley (*Tompkins County Department of Emergency Response*), Sue Ellen Stuart (*Visiting Nurse Service Ithaca & Tompkins*), Monique Tirion (*Potsdam community member*), Deb Trauntstein (*Visiting Nurse Service Ithaca & Tompkins*), Jessica Valdez-Taves (*Ithaca College*), Kristen Wells (*Gadabout*), Nicole Zulu (*HSC*)

| Topic/ Discussion | Follow Up/ Action |
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| <p><u>Welcome, Introductions, and Announcements</u></p> <p>Bev introduced members with new roles in the community, Michael Stitley, the Director of Emergency Operations for Tompkins County, and Erin Durkin, who will be the new Director of Geriatric Mental Health and Caregiver Counseling at Family and Children’s Service.</p> <p>Chair, Lisa Richards began the meeting at 12:02 and announced that November was Home Care Month. A group spearheaded by Sue Ellen Stuart, has busy working to promote recognition of home health aides with posters located in public areas, a Facebook page - <i>Tompkins Home Health Aide Proud</i>, and gift bags for certified home health aides.</p> <p>Lisa announced a Healthcare Career Expo for high school students at Ithaca College on November 22. The Committee is looking to coordinate a panel of representatives who can speak about careers as a home aide. Please contact Shannon Alvord (salvord@tompkins-co.org) with recommendations for panel speakers.</p> | |
| <p><u>Review of August 6, Minutes</u> Approved as written.</p> | Post on website |
| <p><u>Home Care in Tompkins County</u></p> <p>Amy Jackson, Aging Service Specialist for the Tompkins County Office on Aging, provided an overview of the options for in-home services and support programs available. She noted that the office receives calls for information daily and the current shortage of aides means that many people must wait. She summarized information about the following: home care agencies for private pay, Expanded In-Home Services for the Elderly Program (EISEP), Long Term Care Medicaid – which currently has a waiting list, Title 3E Respite Funding, and programs that are administered through the Finger Lakes Independence Center (FLIC) including the Registry and Consumer Directed Personal Aide Program. She recommended that consumers use COFA’s booklet of providers and support services, <i>Long Term Support Services in Tompkins County</i>, for reference when researching their options or call the COFA office for help navigating options. This booklet is available at the office, on the website, or may be mailed upon request.</p> | Lisa M. will check the status of the 30-month lookback for Medicaid members using the CDPAP program. |

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| <p>Lisa Monroe clarified the role of Long-Term Care Services which, through contract, provides case management coordinating services and also serves people who may be over-income for Medicaid through EISEP. She reported that the Unmet Needs Funding Program (funded by the State Office on Aging) can also help people waitlisted for aide assistance, by providing wraparound services, such as housekeeping, after an assessment of their needs.</p> <p>Teresa Sivers is the new NY Connects Specialist at the Finger Lakes Independence Center, who is also responsible for overseeing the Registry. She began with a description of the Consumer Directed Personal Aide Program (CDPAP) managed by her colleague, Cheryl Baker. To be eligible for CDPAP, one must be a Tompkins or Tioga County resident eligible for Medicaid Long Term Care and approved by a provider to receive personal assistance services. One of the primary advantages of CDPAP is that a consumer who qualifies for the service can use a family member to be their aide. In response to a question about excluded family members, Teresa confirmed that spouses cannot serve as the aide.</p> <p>She recommended using MyBenefits.NY.Gov as an online resource that can help people find services and enroll into the programs that meet their needs or call the FLIC office directly for help navigating the options.</p> <p>Next Teresa described the Registry which can be used by private pay consumers. The Registry is a list of personal assistants, many of whom are certified aides or even licensed as a nurse. Aides on the registry will have their certification or license status identified. Their references are checked and they have also been interviewed by FLIC. When people indicate they are looking for private pay in-home service, Teresa will provide them with a list of aides who reside in their area and then it's up to the consumer, or their family member, to contact the aide of choice and make arrangements. In response to a question about payment, Teresa clarified that the client and aide establish how this will work. FLIC ensures that information about an aide's starting rate or fee schedule is included on the Registry so prospective clients have an idea about costs.</p> <p>Lisa McCarthy of the Alzheimer's Association asked whether the 30-month lookback for the CDPAP program was in place; Lisa Monroe will check. Lisa clarified that there are different funding sources so non-Medicaid members can access CDPAP types of services. Terry McCann of COFA indicated that when consumers ask about specific Medicaid eligibility questions, she refers them directly to Holly Stevenson at the Department of Social Services.</p> | |
| <p>Presentation – “Making a Bad Situation Worse: Examining the Challenges Facing Rural Home Care Workers and Delivery” (copy of presentation will be posted)</p> <p>Lisa Richards introduced Johnnie Kallas, a fourth year PhD student at the ILR School at Cornell. Co-authors of the research include Ariel Avgar, PhD, Professor and Associate Dean of the ILR School and Madeline Sterling, MD and Assistant Professor Weill Medicine, Cornell University. Undergraduate student, Olay Ajayi is an assistant.</p> <p>Johnnie provided an overview of the study. He explained that the project examines certified home care aides employed by agencies in regions of New York State outside of cities (eg. Syracuse, Rochester) and their immediate suburbs. Nationwide home care is experiencing a care gap due to the aging of the population, desire of older adults to age in their homes, nursing home closures, and a projected demand for home care workers that will exceed supply. Since research on home care in rural areas is limited, the study focuses on identifying the additional factors associated with rurality that may impact home care workers and service delivery. Studies have established that rural residents generally experience worse health outcomes and more difficulties accessing all types of care.</p> | <p>Post presentation & recording of presentation to the HSC website</p> |

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| <p>The research employs a qualitative based approach with semi-structured interviews of agencies and home care workers. To date, one agency and 14 home care workers have completed interviews. He reviewed several sample questions and noted that the interview centers around: 1) the unique challenges encountered by homecare workers in delivering services in rural areas; and 2) the policy changes that might impact these challenges. The data collected indicates that home care workers not only face the universal challenges of low wages, high turnover, etc., but issues that could be categorized under three themes: 1) workforce and workflow, 2) client isolation and social defiance, and 3) transportation and infrastructure. Johnnie provided examples from home care worker interviews. He highlighted a few findings that would require more clarity – whether the shorter cases (one to two hours per case) are more common in rural areas; do remote areas contribute to the patient isolation and feelings of loneliness in home care workers; do cultural sensibilities lead to a perspective of care that differs in more populated areas. Transportation emerged as a major burden for home care workers due to greater distances between clients, need for reliable transportation especially when the weather is poor, more time spent traveling paired with wages that don't adequately reimburse for the time commuting.</p> <p>Johnnie closed with remarks about the need for policy awareness of rural challenges and the distinction between what agencies can do versus how the government can intervene. He stressed the need for pilot programs such as the transportation study by Cornell ILR for Health Care Workers Rising, a program that used LYFT to ease commuting of home care workers between clients. He also asked for assistance in finding potential interviewees: five to 10 more workers to interview and three to five more agency representatives.</p> <p>Questions and discussion followed:</p> <ul style="list-style-type: none"> • Shorter time shifts – Deb Trautstein remarked that many patients, especially in rural areas, only require only one to two hours and do not want people in their homes beyond that. This places a burden on the aide who may be required to visit more households. Lisa Richards confirmed this through her experience as an aide in a rural area. If an aide clocks out they won't be paid, but the client is still charged. • Experience outside NYS – Lisa McCarthy noted that she worked for a Lutheran home care agency in the Midwest that employed practices to recruit and retain workers. • Transportation – Rich Couch shared his experience with friends and relatives who use home care and emphasized that transportation is a major problem. He encouraged focusing on this barrier. • Interviewing independent home care workers – Although the study focuses on agency-employed home aides and a few PCAs, Teresa Sivers stated that she could connect Johnnie to registry staff. • Incentives to Interview – in response to a question from Carolyn Beyers, interviewees receive a \$25 gift card for participating. • Join Tompkins Home Care Workgroups – a group of community members and organizations are exploring how to support local home care workers. • Contact information – Johnnie Kallas (jsk374@cornell.edu) | |
| <p><u>Committee Reports</u> Bev reviewed different legislative efforts: Build Back Better Act; Choose Home Care Act of 2021; and NYS Fair Pay for Home Care Act.</p> | |
| <p><u>Next Meeting and Adjournment</u> The winter 2022 meeting is scheduled for February 4.</p> <p>The meeting concluded around 1:10 pm.</p> | |

Submitted by Beverly Chin