

Personal Care Attendant (PCA) Program Enhancements *Public Listening Session*

Executive Office of Health and Human Services

April 10, 2019

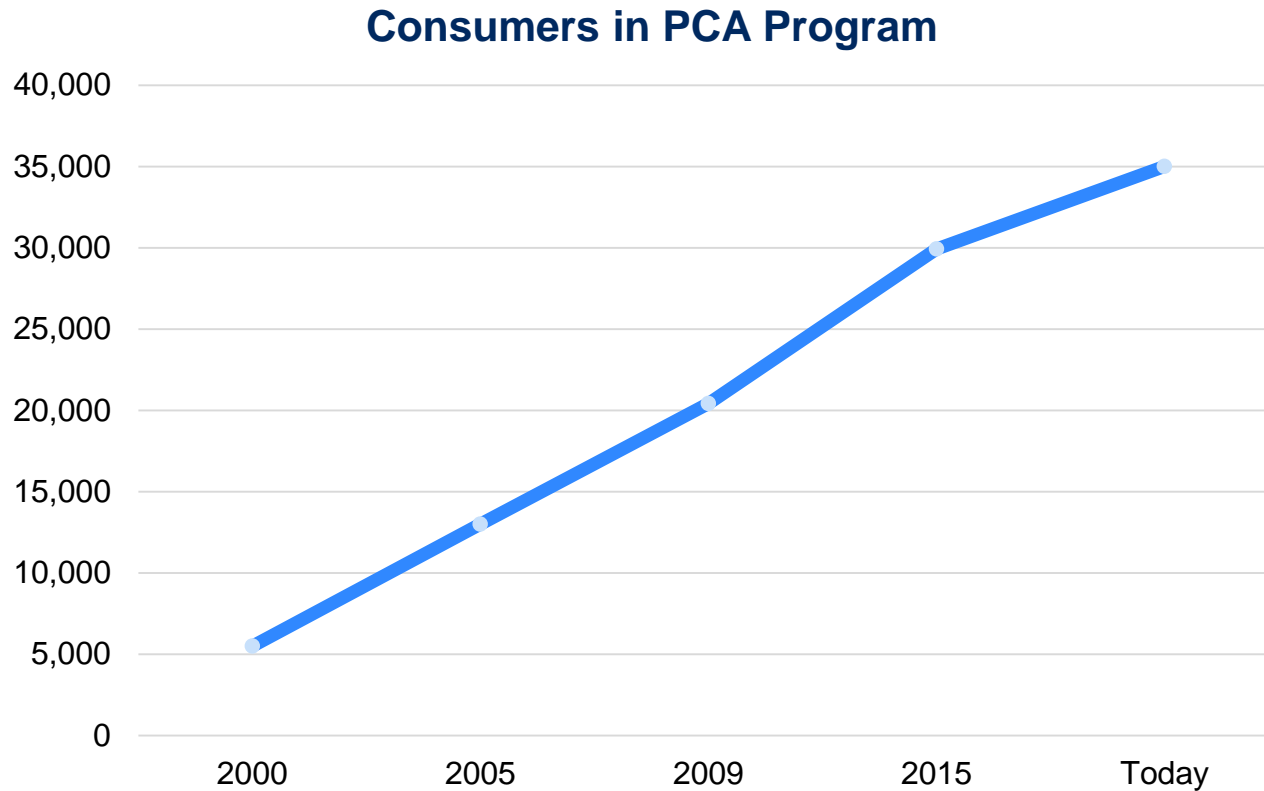
Personal Care Attendant (PCA) Program Enhancements

Today's Agenda

- 1 Personal Care Attendant (PCA) Program History
- 2 Challenges Identified with Current PCA Program
- 3 Intent of Public Listening Sessions
- 4 Comment Period
- 5 Future Listening Sessions

PCA Program History

The MassHealth PCA Program has been an extremely successful consumer directed program **enabling ever-increasing numbers of individuals to direct and manage their own services.**



PCA Program History

- The MassHealth PCA Program has been in place for more than four decades and there have been **significant shifts in the population it serves** over that time.
- The average consumer in the PCA program has gotten older.
- The **needs of PCA consumers have become increasingly diverse**, with a variety of populations accessing services. These include:
 - individuals with intellectual or developmental disabilities;
 - individuals under 65 with physical disabilities; and
 - individuals over 65.

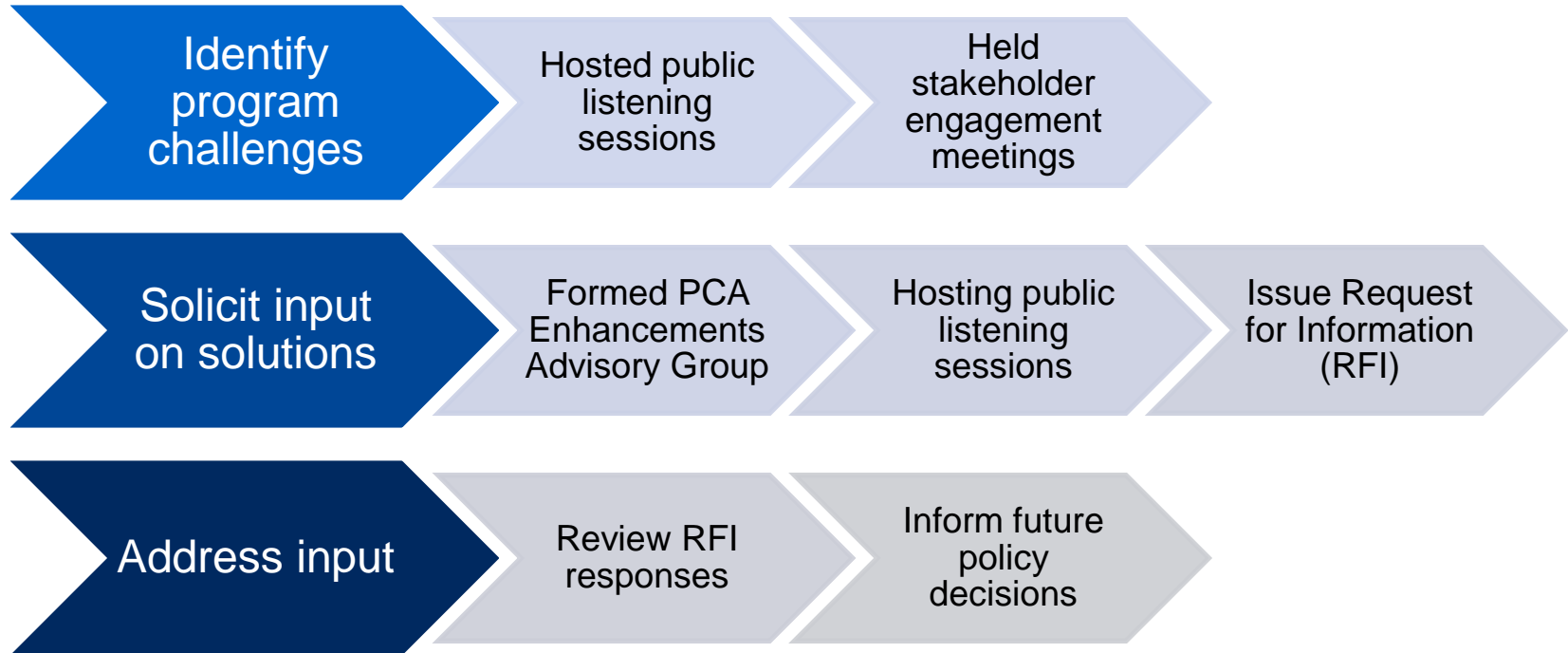
Current PCA Program Focus Areas

Through earlier public listening sessions and stakeholder engagement initiatives, MassHealth has recognized that **the current one-size-fits-all structure of the state plan PCA program needs to adapt** to address flexibilities and supports requested by consumers.

The key focus areas identified through stakeholder engagement initiatives include:

- Some **consumers seek greater control** in managing their PCA services
- Some **consumers seek greater support** for their PCA services
- **PCA employment**, including recruitment and retention and scheduling
- Role and the high use of **surrogates**
- Implementing **Electronic Visit Verification (EVV)** in a way that meets federal requirements and preserves consumer independence and choice
- Role and key functions of **PCMs and FIs**

Process for Addressing PCA Program Challenges



Public Listening Sessions

- The purpose of the public listening sessions is for MassHealth's Office of Long-Term Services and Supports (OLTSS) to listen and gather input from PCA Program stakeholders on key focus areas within the PCA Program.
- As part of our regular operational activities, OLTSS may make changes to improve the PCA program; however, these listening sessions will provide OLTSS with valuable information for longer-term program enhancements.
 - Public Listening Session are open to stakeholders and will allow an opportunity to provide comments about elements of the PCA Program.
 - MassHealth will ask questions related to key areas of challenge to the PCA Program.
 - Meetings will be held approximately every 6 weeks at various locations in the Commonwealth. Meeting location and times will be posted publicly.
 - Written responses will be accepted at PCAfeedback@massmail.state.ma.us

Key Focus Areas for Today's Meeting

A PCA Services in Rural Settings

B PCA Recruitment and Retention

C Self-Direction Assessments and Clinical Evaluations

Topics for Today's Meeting

A PCA Services in Rural Settings

- 1** What are the unique aspects to consumer self-direction in Western Mass and/or rural settings?
- 2** What are the challenges to consumer self-direction in Western Mass and/or rural settings? Are there program changes that could improve those challenges?
- 3** What improvements can be made to recruit/retain PCAs in Western Mass and/or rural settings?

Topics for Today's Meeting

B PCA Recruitment and Retention

- 1** What programs requirements or options could be added to improve the quality of PCAs?
- 2** Currently, background checks (CORIs) of PCAs are optional. Should the PCA program require consumers to conduct CORIs on their PCAs or provide more education around the existing CORI option? Would this be helpful, or would it create other challenges?
- 3** What are the challenges in identifying backup PCAs? Are there ways to improve the backup process?
- 4** What are the reasons that a Consumer may have high PCA turnover? What are the reasons that a Consumer may terminate many PCAs?
- 5** Have you experienced challenges with recruiting/hiring PCAs related to language or culture? Are there ways to help address these challenges through the PCA program?

Topics for Today's Meeting

C Self-Direction Assessments and Clinical Evaluations

- 1** What works well with the self-direction assessment process?
- 2** How could the self-direction assessment be improved to better reflect an individual's varying levels of ability to self-direct (versus requiring a surrogate)?
- 3** What works well with the clinical evaluation process?
- 4** What improvements could be made to the evaluation process?
- 5** In situations where a consumer's needs change, are there improvements that can be made to the clinical evaluation process?

Public Listening Sessions (Sessions without dates are tentative)

January 2019	Boston Public Library Jan. 29, 2019 1-3pm	
February 2019	Worcester Public Library Feb. 28, 2019 1-3pm	
April 2019	Pittsfield Public Library Apr. 10, 2019 10-12pm	Springfield Public Library Apr. 10, 2019, 2-4pm
June 2019	Lawrence Public Library May 30, 2019 1-3pm	
July 2019	Fall River/New Bedford area	
September 2019	Metro-Boston area	

Thank you!

Copies of this presentation can be found at:

<https://www.mass.gov/service-details/pca-program-enhancements>

Additional feedback can be submitted to MassHealth by emailing:

PCAfeedback@massmail.state.ma.us