**Personal Care Attendant (PCA)**

**Program Enhancements**

***Public Listening Session***

Executive Office of Health and Human Services

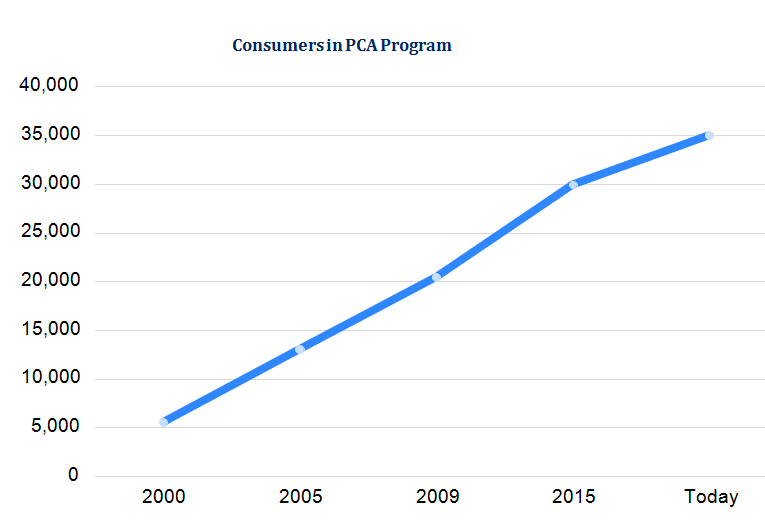
**January 29, 2019**

## 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**.



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**

Identifying program challenges

* Hosted public listening sessions
* Held stakeholder engagement meetings

Solicit input on solutions

* Formed PCA Enhancements Advisory Group
* Hosted public listening sessions
* Issued Request for Information (RFI)

Address input

* Review RFI
* Inform future policy decisions

**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

* 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](mailto:PCAfeedback@massmail.state.ma.us)

**Focus Areas for Today’s Meeting**

* PCA Recruitment and Retention
* Surrogates
* PCA Directory

### PCA Recruitment and Retention

* How do Consumers recruit PCAs? What is the most common method?
* Are there ways to improve the backup process? Would it be helpful to develop an emergency network of backup PCAs?
* What are the reasons that a Consumer may have high PCA turnover? What are the reasons that a Consumer may terminate many PCAs?
* What supports could help Consumers recruit and retain PCAs? Is there anything PCMs could do in the context of skills training?

## Surrogates

* What are some challenges Consumers face with Surrogates?
* What are some challenges PCAs face with Surrogates?
* What qualifications, if any, should be required for an individual to serve as a Surrogate? How close should a Surrogate live to a Consumer?Consumer
* How can the State encourage active Surrogate participation?
* What supports could help Consumers in finding a Surrogate? How might an expanded PCM Agency role be helpful?

### PCA Directory

* What works well with the PCA Directory?
* What are some challenges with the PCA Directory?
* How can the Directory be more accessible?
* What are some ways that the PCA Directory can be improved and be more useful to Consumers, PCAs and Surrogates?

**Future Public Listening Sessions (Tentative)**

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

Thursday, February 28, 2019, 1-3PM

Worcester Public Library, The Saxe Room

3 Salem Square

Worcester, MA 01608

Wednesday, April 10, 2019, 10AM-12PM

Pittsfield Public Library, Berkshire Athenaeum - Auditorium

One Wendell Avenue

Pittsfield, MA 01201

Wednesday, April 10, 2019, 2-4PM

Springfield City Library, Mason Square Branch, Community Room

765 State Street

Springfield, MA 01109