

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

Executive Office of Health and Human Services

May 30, 2019

Personal Care Attendant (PCA) Program Enhancements

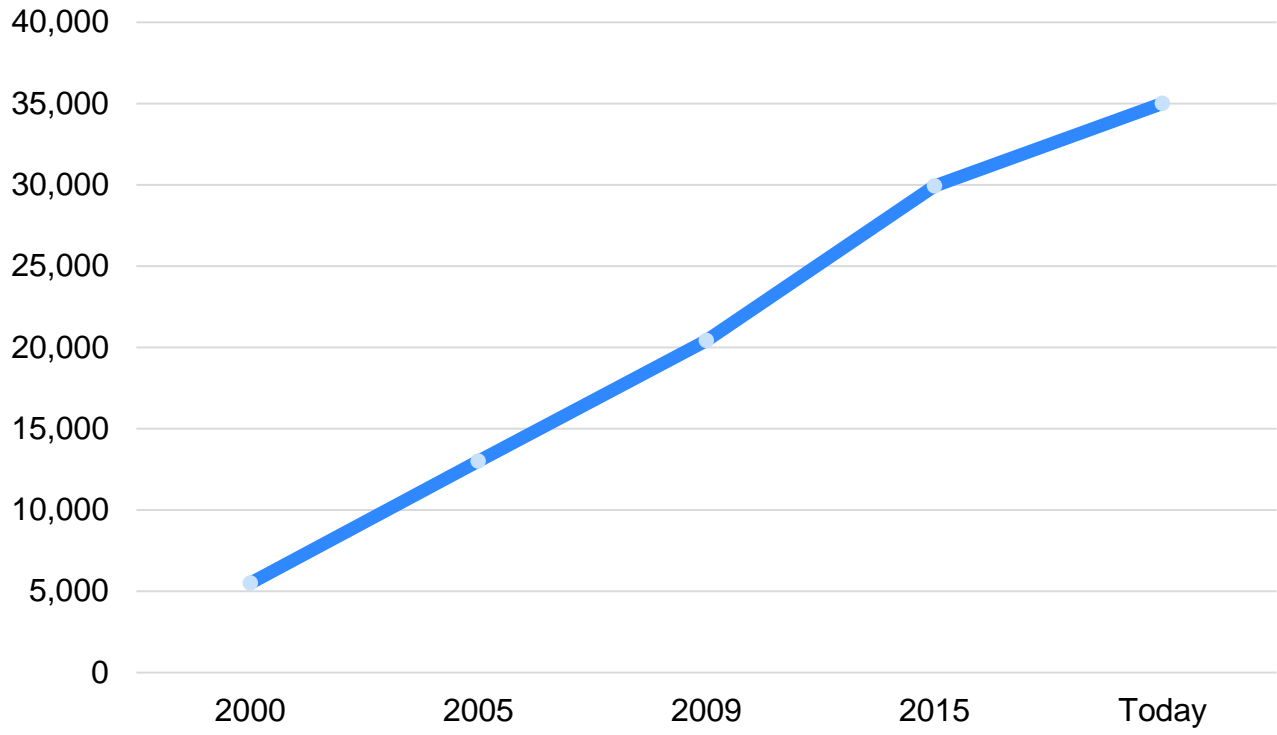
Today's Agenda

- 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.**

Consumers in PCA Program



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.

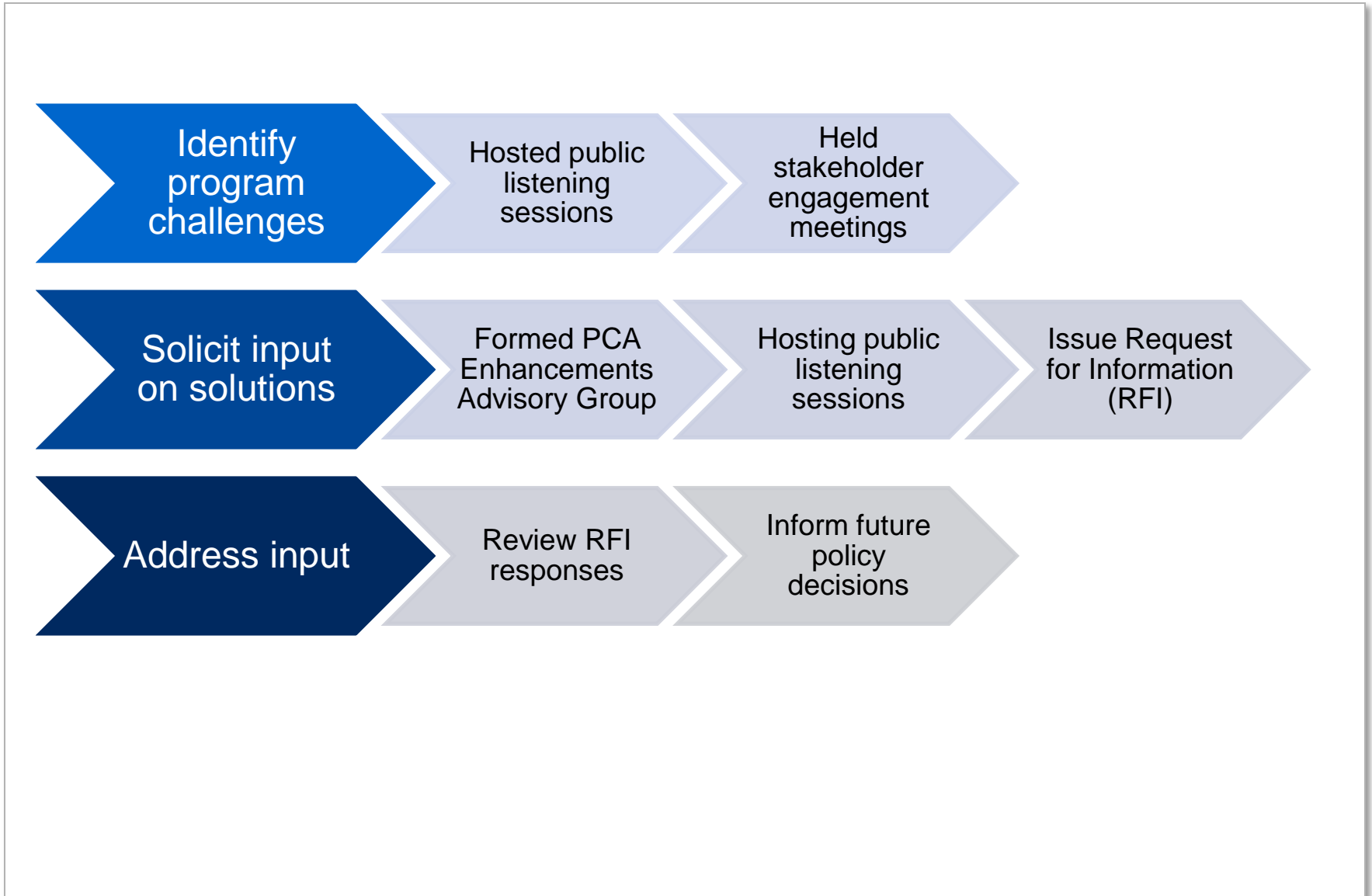
Current PCA Program Focus Areas

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 Sessions are open to stakeholders and 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 have been held approximately every 6 weeks at various locations in the Commonwealth. Meeting location and times are posted publicly.
 - Written feedback and responses are accepted at PCAfeedback@massmail.state.ma.us

Key Focus Areas for Today's Meeting

A PCA Recruitment and Retention

B PCA Program Structure

C PCA & Employer Skills Training

Topics for Today's Meeting

A PCA Recruitment and Retention

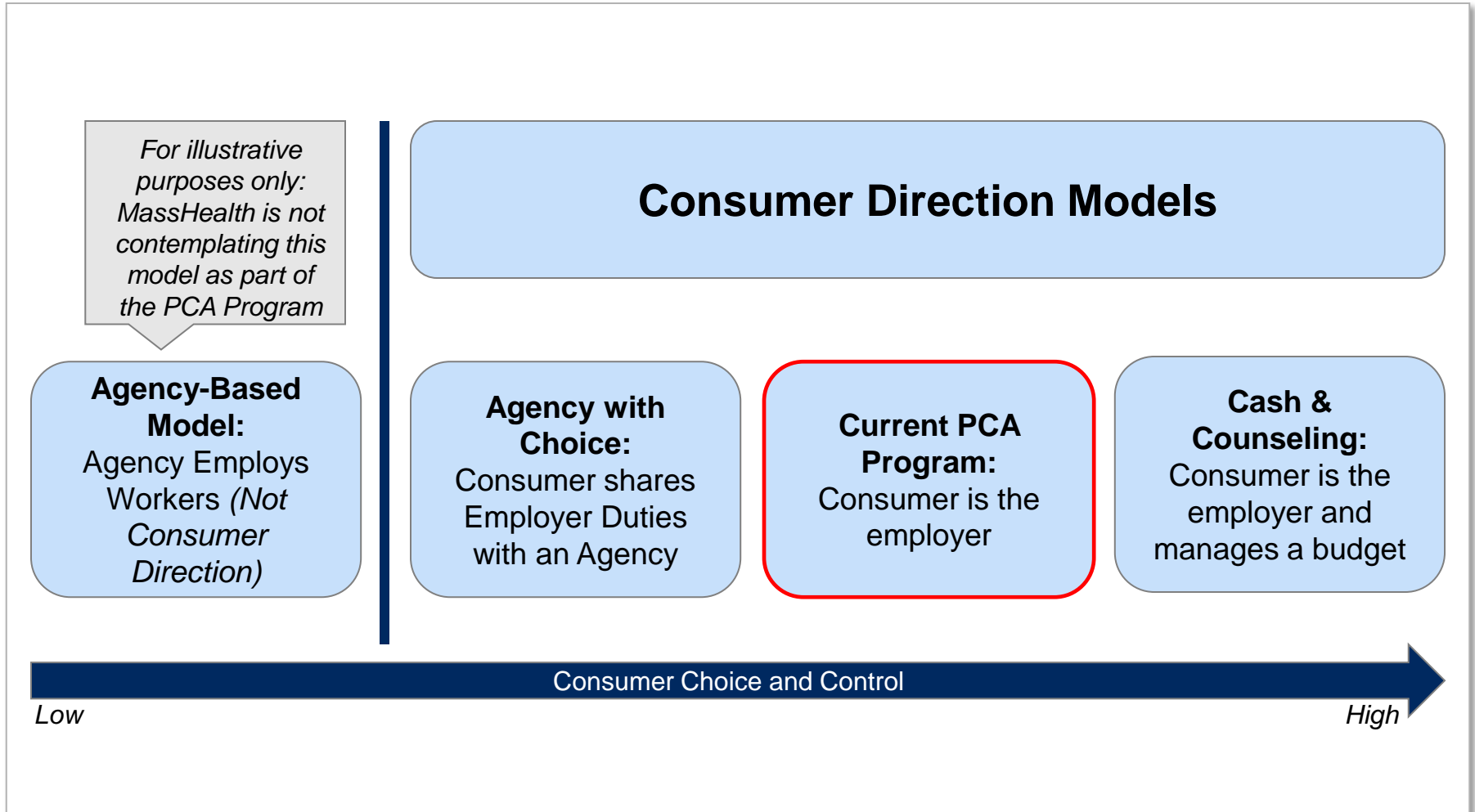
- 1 What program requirements or options could be added to improve or enhance the quality of PCAs?
- 2 Currently, background checks (CORIs) of PCAs are optional. Should the PCA program require consumers to conduct CORIs of their PCAs? Would this be helpful, or would it create other challenges?
- 3 What are the challenges in identifying backup PCAs? Are there ways to improve the process for identifying backup PCAs?
- 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?

» **B** PCA Program Structure

- Goals of any future PCA Program Structure:
 - Maintains commitment to consumer self-direction;
 - Supports continuity of care;
 - Increases the number of self-directed options;
 - Tailored to better suit consumer needs;
 - Improves PCA recruitment and retention issues; and
 - Reduces risks associated with consumers who have difficulty identifying a surrogate.

Topics for Today's Meeting

B PCA Program Structure



Topics for Today's Meeting

B PCA Program Structure

1 If, in addition to the current program, EOHHS offered a model for receiving PCA services where consumers co-employed workers with a provider agency,

- What challenges would the new model create?
- What issues would it resolve?

2 What employer responsibilities may be beneficial to be shared between a provider agency and a consumer while still maintaining consumer control over self-direction?

3 If provider agencies co-employed workers with consumers, what safeguards should be implemented to maintain consumer control over self-direction?

C PCA and Employer Skills Training

- 1** What are some ways to improve the New Hire Orientation for PCAs?
- 2** How can training around cultural competency be improved?
- 3** How can employer skills training be improved to better prepare Consumers to self-direct their PCA services?
- 4** Would it be helpful to provide Consumers with a list of topics that should be addressed when training PCAs? What topics would be most helpful?
- 5** What employer skills training topics have proven most valuable to Consumers?

Public Listening Sessions (Sessions without dates are tentative)



Boston Public Library
Jan. 29, 2019 1-3pm

Worcester Public Library
Feb. 28, 2019 1-3pm

Pittsfield Public Library
Apr. 10, 2019 10-12pm

Springfield Public Library
Apr. 10, 2019, 2-4pm

Lawrence Public Library
May 30, 2019 1-3pm

Fall River/New Bedford area

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