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

# Executive Office of Health and Human Services

# February 28, 2019

## Slide 1:

## 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

## Slide 2:

## 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.



## Slide 3:

## 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.

## Slide 4:

## 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**

## Slide 6:

## Process for Addressing PCA Program Challenges

## Slide 7:

## 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 will 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

## Slide 8:

## Key Focus Areas for Today’s Meeting

1. Self-Direction Assessments and Clinical Evaluations
2. PCA and Employer Skills Training
3. Customer Service

## Slide 9:

## Topics for Today’s Meeting

## 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 clinical evaluation process?
			5. In situations where a consumer’s needs change, are there improvements that can be made to the clinical evaluation process?

## Slide 10:

## Topics for Today’s Meeting

## 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?

## Slide 11:

## Customer Service

* + - 1. What improvements would you recommend to the Consumer and/or PCA paper processes?
			2. What works well with PCM and Fiscal Intermediary customer service?
			3. How could the PCM and Fiscal Intermediary customer service experience be improved?

## Slide 12:

## Public Listening Sessions (Sessions without dates are tentative)

January 2019: Boston Public Library, January 29, 2019, 1-3PM

February 2019: Worcester Public Library, February 28, 2019, 1-3PM

April 2019: Pittsfield Public Library, April 10, 2019, 10AM-12PM; Springfield Public Library, April 10, 2019, 2-4PM

June 2019: Lawrence Area

July 2019: Fall River/New Bedford area

September 2019: Metro-Boston area

## Slide 13:

## 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