

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

Executive Office of Health and Human Services

February 28, 2019

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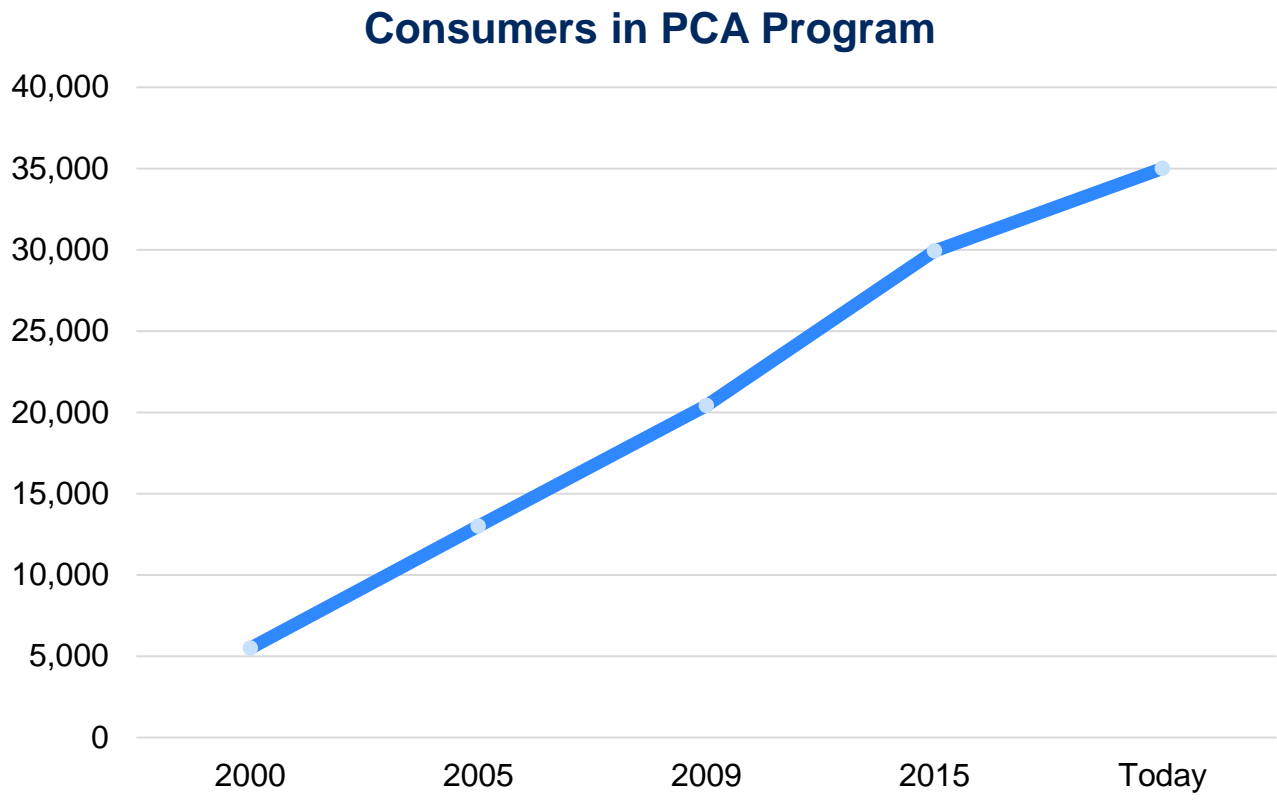
Personal Care Attendant (PCA) Program Enhancements

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.

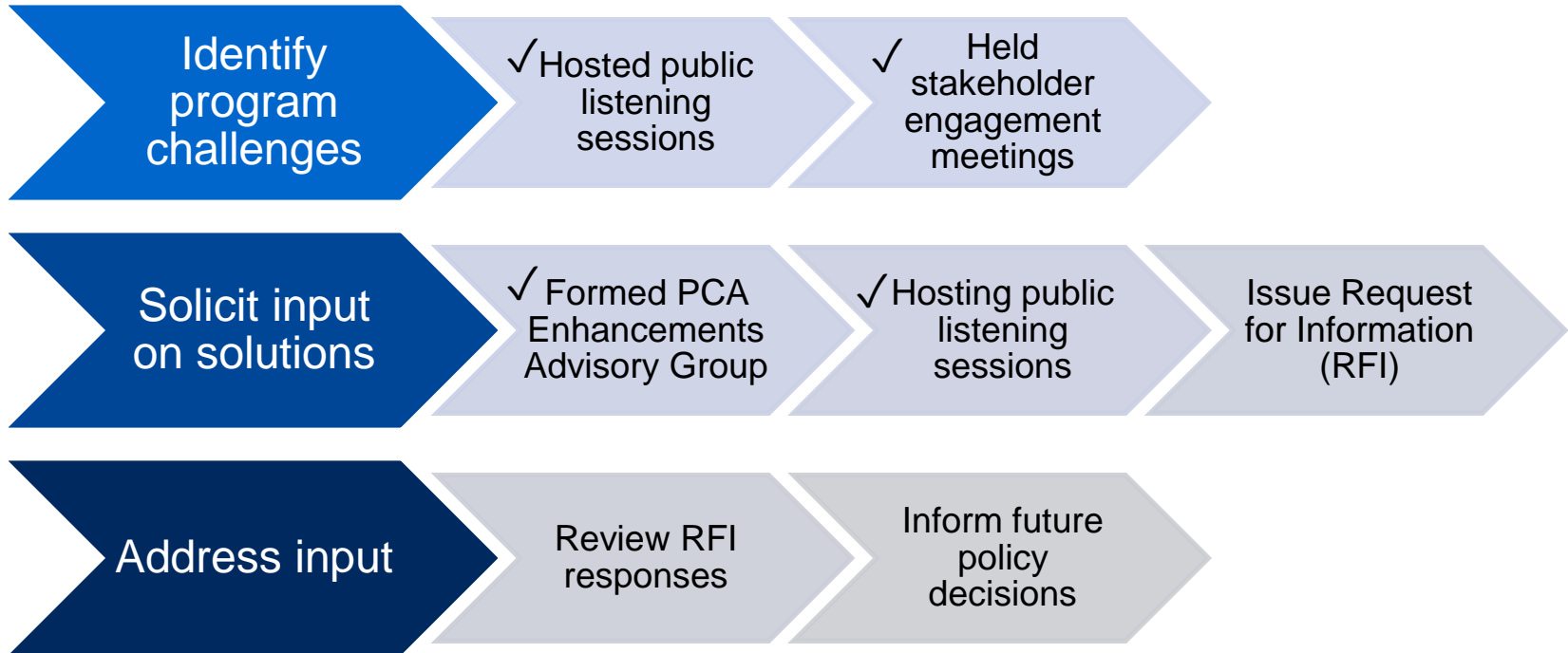
Current PCA Program Focus Areas

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 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

Key Focus Areas for Today's Meeting

A Self-Direction Assessments and Clinical Evaluations

B PCA and Employer Skills Training

C Customer Service

Topics for Today's Meeting

A 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?

Topics for Today's Meeting

B 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?

Topics for Today's Meeting



C Customer Service

- 1** What improvements would you recommend to the Consumer and/or PCA paperwork 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?

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 area	
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