

Recovery through Personal Care Services(PCS)

Daniel B. Fisher, MD, PhD
R. Drake Ewbank, QHMA, PSS, PCA
National Coalition for Mental Health Recovery

Webinar



SAMHSA
Substance Abuse and Mental Health
Services Administration

Disclaimer

- This webinar was developed [in part] under contract number HHSS283201200021I/HHS28342003T from the Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department of Health and Human Services (HHS).
- The views, policies and opinions expressed are those of the authors and do not necessarily reflect those of SAMHSA or HHS.

Recovery through Personal Care Services (PCS)

Introduction

Why are PCS's an important component in recovery?

- Personal Care Services (PCS) consist of:

Personal Care Assistants (PCA's) as a treatment resource provided to persons that meet a basic criteria established around "Activities of Daily Living" (ADL's). The assignment of a PCA to an individual is made by case managers. This basic need and eligibility determination is made by the case manager and documented on a check box based form that lists individual needs and qualifications.

Recovery Through Personal Care Services

Introduction (continued)

*As the mental health system shifts its culture from institutional, professionally directed-services, to recovery-based services and supports, PCAs are one of the ways to enable individuals to integrate into the community and maintain themselves independently.

*An individual can access a substantial amount of relatively low cost personal support services that provide support to the goals of independent living, self determination, and social integration in their community.

Recovery through Personal Care Services(PCS)

PCA's designated for behavioral health can further each person's....

- Resiliency,
- Hope and choice,
- Independence in the community,
- General wellbeing, and
- Self direction and empowerment;

...by developing the personalized relationships that enable the person recovering to transition from dependency on professionally-directed care to self-direction and health goals that are defined more by the individual.

Recovery through Personal Care Services (PCS)

Working Examples – Oregon since 1996

Mental health eligibility for the Oregon PCA 20 Program (20 hours a month of PCA services) is first screened by a clinician or supervised case manager. This person then makes a personal care referral. Then full eligibility is signed off on by an independent third-party agency in Oregon, which is currently the non profit Comagine, Inc. who employs specific case managers just to assess and document a valid need for the services.

Recovery through Personal Care Services(PCS)

Eligibility criteria for the Oregon PCS program:

The assessment needs to show that, due to some aspect of mental health need, that the person needs assistance for at least one hour a month for one of the 1st tier major ADL's (nutrition, medication, food preparation, and or hygiene).

Then based on that hour, the person automatically qualifies for 19 hours a month of assistance with 1st or 2nd tier “Instrumental” ADLs (iADL's) for a total of 20 hours. More hours are possible if the need can be documented.

Recovery through Personal Care Services (PCS)

Description of PCS and support services

What are iADL's and how do they fill the gap in mental health services?

iADL's consist of budgeting, cognitive support that can include managing cognitive social functioning, transportation to appointments and other necessary destinations, meal planning, and help with light housekeeping that can keep people living in their home.

These supports can also act as a bridge from professional services to more natural and self-directed community engagements.

Recovery through Personal Care Services (PCS)

PCA Services and Natural Supports

- PCA's provide large amounts of in person support and services, which at times resemble natural supports
- PCA's are not meant to replace natural supports though can act as a catalyst and bridge to increasing and maintaining natural supports
- Personal Care does not occupy a "medical" role, but encourage a more personal and natural interaction around non-medical needs and goals
- A PCA helps maintain the person in their home making it easier to utilize other naturally occurring supports
- PCA's facilitate logistic and cognitive help that make natural supports more accessible and possible

Recovery through Personal Care Services(PCS)

Responsibilities

The consumer is the employer. The state or a third party is the pass through payor of the PCA. The consumer signs the PCA's timecard for hours worked and this is turned in to the payor.

A signed plan of care contract (in Oregon called a Form 549) defines supports, services, and the schedule that the consumer expects of their PCA employee. An additional agreement can define other more specific terms and boundaries of the relationship, though is not required.

Recovery through Personal Care Services (PCS)

PCA responsibilities and job duties typically include:

- Promoting independent living
- Scheduling and managing appointments
- Medication assistance
- Supports and cognitive supports in the community
- Coping strategies
- Crisis supports
- Confidentiality
- Food preparation
- Light housekeeping
- Communicating with the consumer's other providers if there are changes in condition

Recovery through Personal Care Services (PCS)

Case managers can also be responsible for quality assurance and assisting the client in finding and managing their PCA, though in most cases the consumer has the responsibility of communicating their needs to the PCA, as well as to the case manager or referring agency.

The PCA must be able to pass a background check, cannot be related to the consumer, and must be able to learn and perform the work tasks of a PCA.

Recovery through Personal Care Services (PCS)

Potential Recovery Based Benefits of the PCA Relationship, when the PCA is a Peer:

- Consumer engagement with someone who has life experience of having “been there”
- Navigation of potentially difficult social situations and increased support for resilience, managing, and coping
- PCA can be an ally and foundational resource to the consumer in his life activities and interests
- PCA can support meaningful life choices and activities
- PCA is a community-based support in crisis situations
- PCAs often the closest available person to identify a crisis and inform providers when the person is at risk
- The PCA is a partner in the common project of self-determination and independence

Recovery through Personal Care Services (PCS)

PCA's, Peers, and Recovery

PCA services involve a 'paradigm shift' from passive recipient of mental health services to successful community living.

The PCA can help empower the person to “be in charge” of their own life and make well informed decisions.

PCA services can assist in diversion from hospitalization, and provide services and supports that promote self reliance and independent community living.

PCA services offer opportunities for peers with lived and common experience to become trusted providers of services and support that promote recovery and independence.

SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.

Presenter Contact Information

Daniel Fisher, MD, PhD daniefisher@gmail.com

R. Drake Ewbank, QMHA, PSS, PCA "Robert Drake Consulting" valia.modern@gmail.com

www.samhsa.gov

1-877-SAMHSA-7 (1-877-726-4727) • 1-800-487-4889 (TDD)