

Personal Care Attendant (PCA) Program

Find out if you're eligible

- **Are you enrolled in MassHealth Standard, CommonHealth or a OneCare plan?**
- **Do you require hands-on assistance with at least 2 activities of daily living (such as bathing, toileting, transferring, eating) due to a permanent or chronic disability?**
- **Do you or an approved appointee want to be in charge of directing your own personal care?**

If you answered **YES** to these three questions, you may be eligible for our PCA Program.

Make the next move →

Every year Center for Living & Working serves over 2,000 people in Central Massachusetts who need the help of a Personal Care Attendant (PCA) to complete activities of daily independent living.

At Center for Living & Working, we teach each individual how to meet their own personal care needs, how to interview personal care attendants and check references. Hiring and firing of the PCA, establishing a daily care schedule, it's all in the consumer's hands, where the control belongs.



Center for Living & Working, Inc.

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Worcester, MA 01608
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We're here to help every step of the way.

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Contact Us

Start by contacting us:

Toll Free 1-800-570-4020
Voice 508-798-0350
TTY 508-755-1003
Video Phone 508-762-1164

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Request for Referral

Our Information & Referral Specialist will assist completing the application. They will ask you additional screening questions to obtain information about your individual hands-on care needs.

3

Intake & Orientation

If you qualify for physical hands-on care needs for assistance, a staff member will reach out to you to begin the Intake and Orientation Process. This is to discuss our PCA program in depth and provide additional information about the approval process.

4

Clinical Evaluation

Once the intake is completed, our Clinical Team members will be assigned to come to your home to complete an initial clinical evaluation based on your needs for hands-on care. With this initial evaluation, PCA services will be proposed to MassHealth or your OneCare agency.

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Submission & Approval

We will submit the Clinical Evaluation to MassHealth or your OneCare agency. They will review the proposed hours and approve the number of hours you require assistance.