



# CENTER FOR LIVING & WORKING, INC.

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Independent Living Services  
Personal Care Management Services  
Deaf & Hard of Hearing Independent Living Services

## Consumer Advisory Board CLW's MassHealth Personal Care Attendant Program **Agenda & Meeting Notes**

**Date:** Tuesday, September 28, 2021 **Time:** 4:00-5:00 PM

**Link:** <https://us02web.zoom.us/j/86105051072> **Call-in:** +1 646-876-9923 (Meeting ID: 861 0505 1072)

*Consumer Advisory Board: A group of representatives that embody the PCA Program who provide feedback to improve the delivery of CLW's PCM services.*

- **Welcome**
- **Introductions**
- **Purpose & Mission**
  - Center for Living & Working, Inc. (CLW) has a volunteer-based Consumer Advisory Board for the MassHealth Personal Care Attendant (PCA) Program. The Consumer Advisory Board is a new requirement of CLW's contract with MassHealth and will embody the PCA Program. This Consumer Advisory Board will be a representation of Consumers, Surrogates, Administrative Proxies, Family Members and Caregivers of individuals enrolled in the PCA Program. The role of Consumer Advisory Board is important. The Consumer Advisory Board will provide feedback in areas such as:
    - Specific challenges faced by CLW in the PCA Program;
    - Suggested areas of Improvement to the performance of CLW functions;
    - Quality of CLW functions including, but not limited to, Intake and Orientation, Functional Skills Training, and Evaluations and Re-evaluations;
    - How to improve training to Consumers, Surrogates, and Administrative Proxies, including as it relates to providing training in a manner that is consistent, understandable, and culturally and linguistically sensitive.
- **PCM Program Discussion: What is *and* what is not working well for you related to the PCM Program and CLW?**
  - Communication Timeliness and Competence
  - Skills Training Meeting Consumer Needs
  - Where could we improve?
  - Tempus Fiscal Intermediary transition discussion
  - Request for additional safe options for hiring a PCA outside of Directory
  - Request to updated CLW website to get more information. Suggestion that the consumer survey could be electronically.
- **Next steps**
  - Suggestions for Agenda Items email to:
    - Erin Dore- Email: [EDore@centerlw.org](mailto:EDore@centerlw.org)
  - Upcoming Meetings:
    - Date: Tuesday, December 28, 2021
    - Time: 4:00-5:00 PM
    - Link: <https://us02web.zoom.us/j/86105051072> or, Call-in: +1 646-876-9923 (Meeting ID: 861 0505 1072)
- **Thank You & Adjournal**