

# REVIEW

## OVERVIEW OF PCA/CFSS

The previous program that CFSS is replacing is PCA.

The goals of both the PCA and the CFSS programs is to support people so they can remain in the community.

A lead agency carries out an assessment process using state-set guidelines to determine a person's eligibility for PCA and CFSS.

The eligibility requirements for CFSS are the same as the requirements for PCA.

In order to receive CFSS services, a person must live in his or her home.

A person can access PCA through fee-for-service, waivers, alternative care, and MCO's. This will remain true for CFSS.

The new role for CFSS is consultation services. In CFSS, consultation services will approve the service delivery plan.

In PCA, the QP (Qualified Professional) ensures the competency of the worker, monitors and evaluates the worker and ensures the person's health and safety needs are met. In **the budget model** of CFSS, it is the person or another individual the person finds with the training or experience needed to perform these tasks.

In PCA, the QP (Qualified Professional) ensures the competency of the worker, monitors and evaluates the worker and ensures the person's health and safety needs are met. In **the agency model** of CFSS, it is one or more agency employees with the training or experience perform these tasks.

In both the agency model and the budget model of CFSS, the participant or the participants representative will direct care.

There will be money in CFSS for an agency, or a participant using the budget model, to send a CFSS worker to a relevant class.

As a PCA or CFSS worker, you should:

- Watch out for changes in the person's health
- Talk to the person about what is typical for their health
- check the person's plan to learn what is typical for the person you support
- check the person's plan to learn what to do if you notice changes that concern you.

Participant licensed foster care provider cannot e a CFSS worker.

Participants using both models will be able to purchase goods to aide in their independence.

If a person cannot direct his or her own care, he or she will not be able to use CFSS because there is not a responsible party role in CFSS. This statement is **FALSE**. There does not need to be a responsible party in CFSS that was in PCA.

## **CULTURE**

All of these are influenced by culture:

- Food preferences
- How close people want to stand to each other
- Reactions to anger
- How comfortable you feel talking to strangers

Historically, when working with seniors and people with disabilities, people have tended to focus on what is important **for** the person instead of what is important **to** the person.

## **SERVICES**

**Restraints, Injections and Sterile Procedures** are **NEVER** covered under any circumstances. PCA/CFSS should never do them.

While a person is in the hospital you cannot claim any hours or provide services in a hospital.

The PCA and CFSS programs can cover which of the following services:

- ADL's – Activities of daily living – eating, toileting, grooming, dressing, grooming, transfers, positioning, mobility
- Some workers do IADL – Instrumental Activities of daily living – shopping, meal preparation, bill paying, communication

Services **NEVER** covered under PCA or CFSS:

- Babysitting
- Restraints
- Sterile Procedures
- Injections
- Anything not listed in the plan

PCA and CFSS only cover health-related procedures and tasks if:

- The tasks are listed in the plan
- An experienced individual trains the worker
- The tasks are covered services according to the laws governing PCA and CFSS

## **PERSON CENTERED**

As a worker, you should focus on supporting the person's decisions about what is important.

Managing risk with a person. The person is responsible for balancing the risk of doing something with the benefits of doing it. It is not up to the worker to decide or the responsibility of the worker.

A person uses a wheelchair in some situations, and walks in others. Supporting the person's decision about when to use their wheelchair represents a person-centered approach.

Scenario - A person had expected to be home in time to take their medication, but they're really enjoying the company of a friend they rarely see, and now they might be late. As a worker, it is your responsibility to set your opinions aside and let the person decide what to prioritize.

Scenario – If you are the worker for your aunt and you would like to borrow her power drill you should have an open conversation with her about it. Let her know it will not affect whether you continue to provide her services if she says no.

## **DATA PRIVACY**

Examples of private data include:

- The fact that the person receives PCA or CFSS services
- Any diagnosis the person has
- The services performed for the person

Scenario - Your friend calls you to catch up. The only thing you can share with them about your work in PCA or CFSS is The fact that you work in PCA or CFSS and nothing else about the person.

## **POSITIVE SUPPORTS/CHALLENGING BEHAVIORS**

If the person you work with shows a challenging behavior, you should try to understand to why they are doing it.

The best way to interpret a challenging behavior is to see it as an attempt to communicate.

People receiving services, children, CFSS and PCA workers and DHS Employees sometimes exhibit challenging behaviors.

The following are ways to create an environment where a person feels comfortable communicating openly instead of resorting to challenging behaviors:

- React calmly to what they say
- Be honest and follow through on promises
- Respect their control over decisions

## **INFECTIONS**

You should always take precautions against spreading infections especially if you are the person coughing or if you or the person have been around someone sick or if a doctor said you or the person have an infection.

- Ways to limit the spread of infection include:
  - Stay at home if you are sick
  - Wash your hands
  - Cover cuts with a bandage

Effective hand washing has two important components: water and soap. This is **FALSE**, There are more components such as scrubbing etc..

## **SAFETY**

It is only safe to lift a person after you have been trained.

The best practices for lifting a person are:

- Know where you are lifting the person to
- Wear non-slip shoes
- Lift the person's torso; don't pull their arms

## **EMERGENCIES**

You should find out what to do in case of an emergency while working as soon as possible.

If you believe a person might harm themselves or someone else, you should call 911 or the mental health crisis hotline.

After calling 911, you should stay on the phone until the 911 operator hangs up.

The most important thing to reference about what to do in case of an emergency is the person's plan

In the event of a non-medical emergency in the person's home, you should always evacuate immediately. This statement is **false**. Sometimes it is best to keep them in their home and not take them out.

## **MANDATED REPORTING**

PCA and CFSS workers legally must report suspected maltreatment of anyone receiving PCA or CFSS services.

If you suspect abuse of a person you are providing services for but are not completely sure you still should report it immediately.

If you do not report suspected maltreatment of a person you're providing services for the following may happen:

- The person might be harmed
- You might be prosecuted
- You might not be allowed to do similar work in the future

Suppose you think someone is abusing the person you work with and report it. Then, a government worker investigates and does not agree, Nothing will happen to you if you reported.

## TIME CARDS

For each date that you work you should put your initials in the activities section of the time card.

Dates on your time card should be in consecutive order.

When you fill out your time card, you must indicate the time you started working and the time you stopped.

When you fill out a time card, you **do need** to indicate what activities you performed.

If you did not work a date, when filling out your time card you should write that date on the time card and draw a line through the activities for that date.

If you discover an error on your time card, you should complete a new one and get it signed again.

In CFSS and PCA, workers cannot work more than 275 hours per month.

If you as the worker cannot make it to your shift you should notify whoever is listed on the plan.

## FRAUD

Because fraud requires intent, nothing bad will happen if you make a mistake. This is not true, you still could have money taken away if you make a mistake on your time card.

If DHS discovers you made an unintentional error on your time card, the law requires DHS to take the money back from the provider.

15 minutes falsely claimed by a PCA or CFSS worker is considered a crime.

The difference between a time card error and fraud is that it can only be fraud if it's intentional.