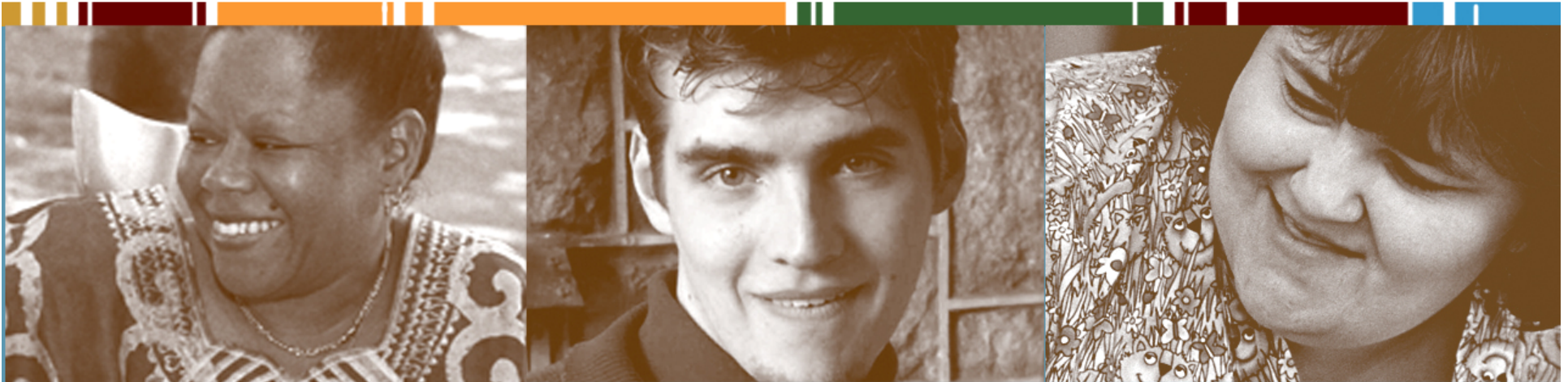




Building CLASS Infrastructure: The Role of Matching Services

*CLASS Policy Roundtable Webinar
The SCAN Foundation, May 25, 2011*



Quality Care THROUGH Quality Jobs

CLASS policy breakthrough!



**“Workforce”
is NOT an
afterthought**

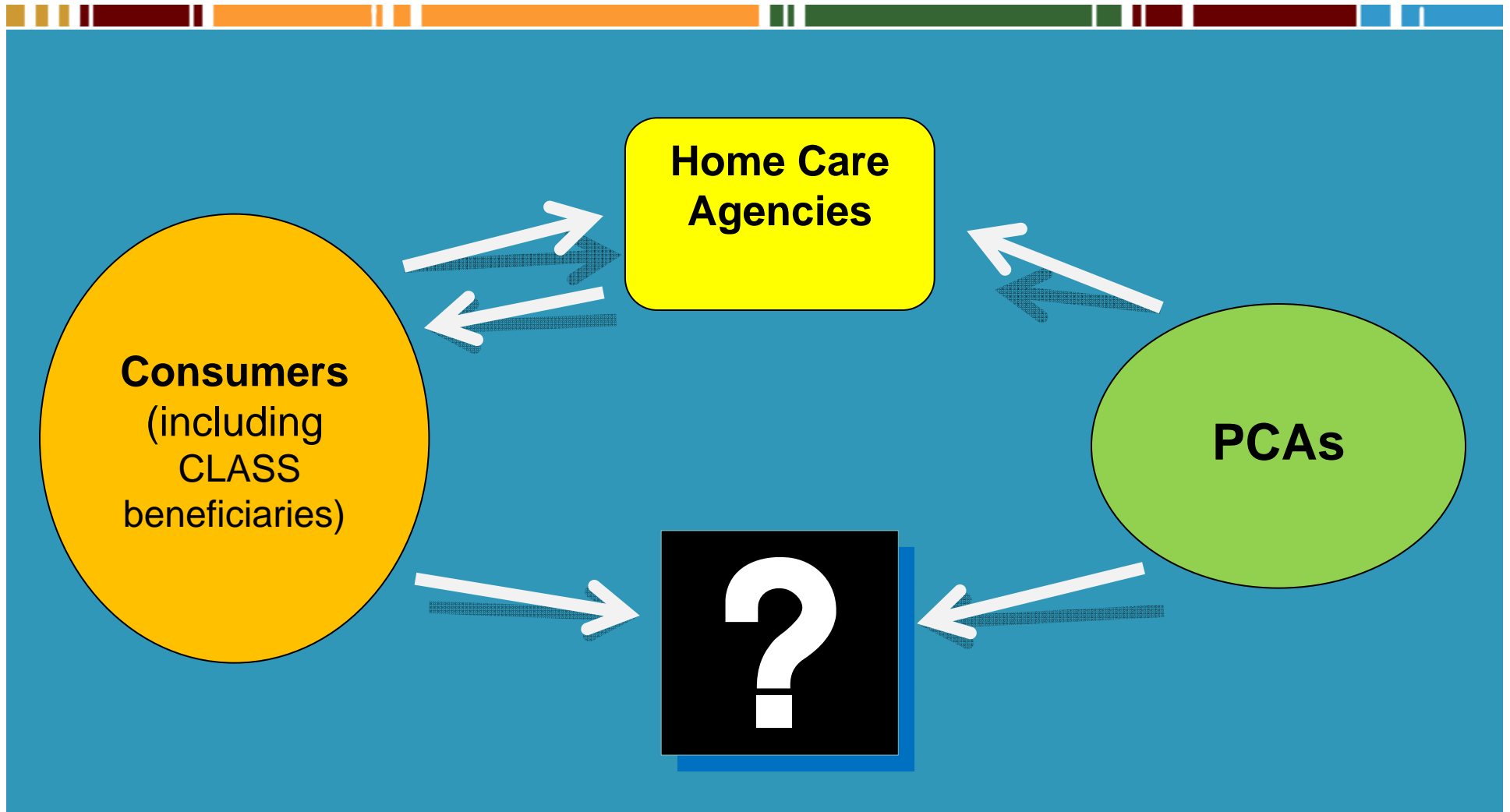
CLASS provisions re: workforce

- Assure “adequate infrastructure”
- Create “sufficient supply”
- “Alleviate family caregiving burden”
- PCA Workforce Advisory Panel

The nation's PCA workforce

- About 2 million strong
- Provides essential daily supports and services
- One of largest, fastest growing workforces
- But instability and poor job quality can impede recruitment and retention

The “infrastructure” challenge



What are “matching service registries”?

“Dynamic” referral services that:

- Gather info about consumers’ needs/ preferences AND workers’ availability/ skills / preferences
- Help match consumers and workers

Skip Navigation

User: AS174740
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EMPLOYER PROFILE

- Personal Info
- Preferences
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- City or Area
- Transportation
- Language
- HCW Availability
- Services
- Schedule
- HCW Training
- Employer Request
- HCW Summary
- OTHER**
- Glossary



Registry and Referral System

Employer Preferences

User ID: AS174740

* Indicates Required for Referral

Terms in bold and underlined text can be found in the Glossary

Previous Update Continue

| HCW Gender* | |
|------------------------------------|-----------------------|
| Which gender do you prefer? | |
| Female | <input type="radio"/> |
| Male | <input type="radio"/> |
| Either/No Preference | <input type="radio"/> |

| HCW Smoking* | |
|---------------------------------|--|
| Smoking requirements: | |
| Can the HCW be a smoker? | <input type="radio"/> Yes <input type="radio"/> No |

| Employer Conditions | |
|--|--------------------------|
| Do you need a <u>HCW</u> who can provide services to someone who: | YES |
| Has Alzheimer's or dementia ? | <input type="checkbox"/> |
| Has a behavioral disorder ? | <input type="checkbox"/> |
| Is terminally ill? | <input type="checkbox"/> |
| Has a pet? | <input type="checkbox"/> |



Arkansas Direct Service Workers Registry

Frequently Asked Questions

Contact Us

Brief Online Survey



Consumer Direction

Video

Booklet

ADDITIONAL LINKS



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* Indicates a required field

Username *:

Password *:

MassHealth PCA participants can find PCAs - free

The Massachusetts PCA referral directory, sponsored by the Personal Care Attendant (PCA) Quality Home Care Workforce Council, offers a comprehensive and current list of people in Massachusetts who are ready to provide personal care. It is a service of Rewarding Work Resources, Inc.

This program is free for residents of Massachusetts who receive PCA services through MassHealth.


The directory will enable PCA users in Massachusetts to receive the support they need to live independently.

You can get names, contact information, and availability of PCAs for full- or part-time work, review their experience, and learn if they are available to work mornings, days, evenings, or weekends.

[Click to find out how it works.](#) **IMPORTANT! NOW You will only need to enter your MassHealth number once.**


[Click here for Tips on using the Mass. PCA Directory.](#)

If you do NOT receive PCA services from MassHealth, [click here](#).



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- Personal Assistant Finders Helpline**
- AIM Training Department
- Referrals
- Forms
- AIM & Social Networking



PERSONAL ASSISTANT FINDERS HELPLINE

Personal Assistants Finder's Help Page

Welcome to the AIM CDPAS Personal Assistant Finders Help Page. This site is designed to provide you, the Consumer, with a Personal Assistant who is ready, willing and able to provide Personal Care Services. Please complete the form below to obtain a list of potential Personal Assistants. You will still be required to contact, interview and select your Personal Assistant based on your needs.

Matching service registries: The future?

Potential

- Overcome “market imperfections”
- “More than a list” needed
- One-stop efficiencies and functions

Challenges

- Connecting to referral points
- Serving both private and public pay
- Financing

For more information, contact:

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Learn more about the PHI Matching Service Project at
www.PHInational.org/policy



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