Rethinking the Role of the Worker in HCBS: Lessons from a Model that Engages the Home Care Aide and Technology in Care Management and Coordination
Panel Members

• Carol Rodat – PHI
• Sara Joffe – PHI
• Regina Martinez-Estela – ICS
• Latifa Beato – CHCA and ICS
Context

• New York’s Medicaid Redesign
• Structure of Home Care
• BIP Funding
• Advancement for Home Care Workers
The Affiliated New York City Home Care System

PHI
NYC/national development nonprofit

Cooperative Home Care Associates
CHCA
Largest home care cooperative – home care services & training program
2500 employees

Independence Care System
ICS
NYC 501 (c)(3) – Medicaid managed long term care program
6,241 consumer members
Independence Care System

• ICS Overview
• Care management model
• Why interested in CCSA
• Preferred Provider Network and selection for project
• Selection of ICS members for pilot
Role of the CCSA

• Three key roles
• CCSA selection
• CCSA Training (hours, content, type, frequency)
• Benefit of role
Role of the Clinical Manager

- Background
- Traditional communication with plans vs. CCSA pilot
- Support for CCSAs
- Data collected
- Value of pilot
What We Learned

• Sara – Home Care Workers and CCSAs
• Latifa – Home Care from LHCSA perspective
• Regina – Outcomes and plans for future
Questions?
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