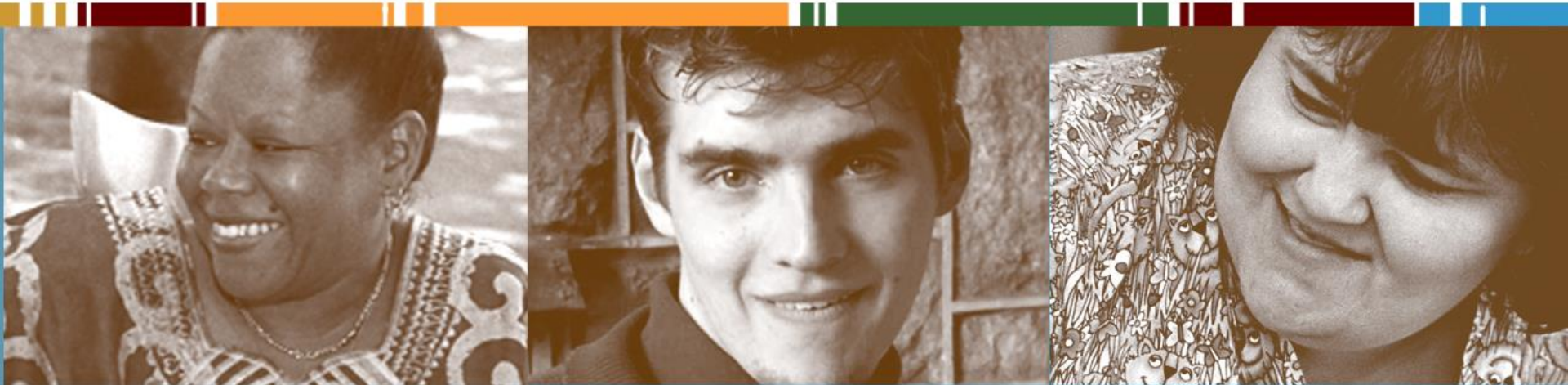




Rethinking the Role of the Worker in HCBS: Lessons from a Model that Engages the Home Care Aide and Technology in Care Management and Coordination



Quality Care THROUGH Quality Jobs

Panel Members

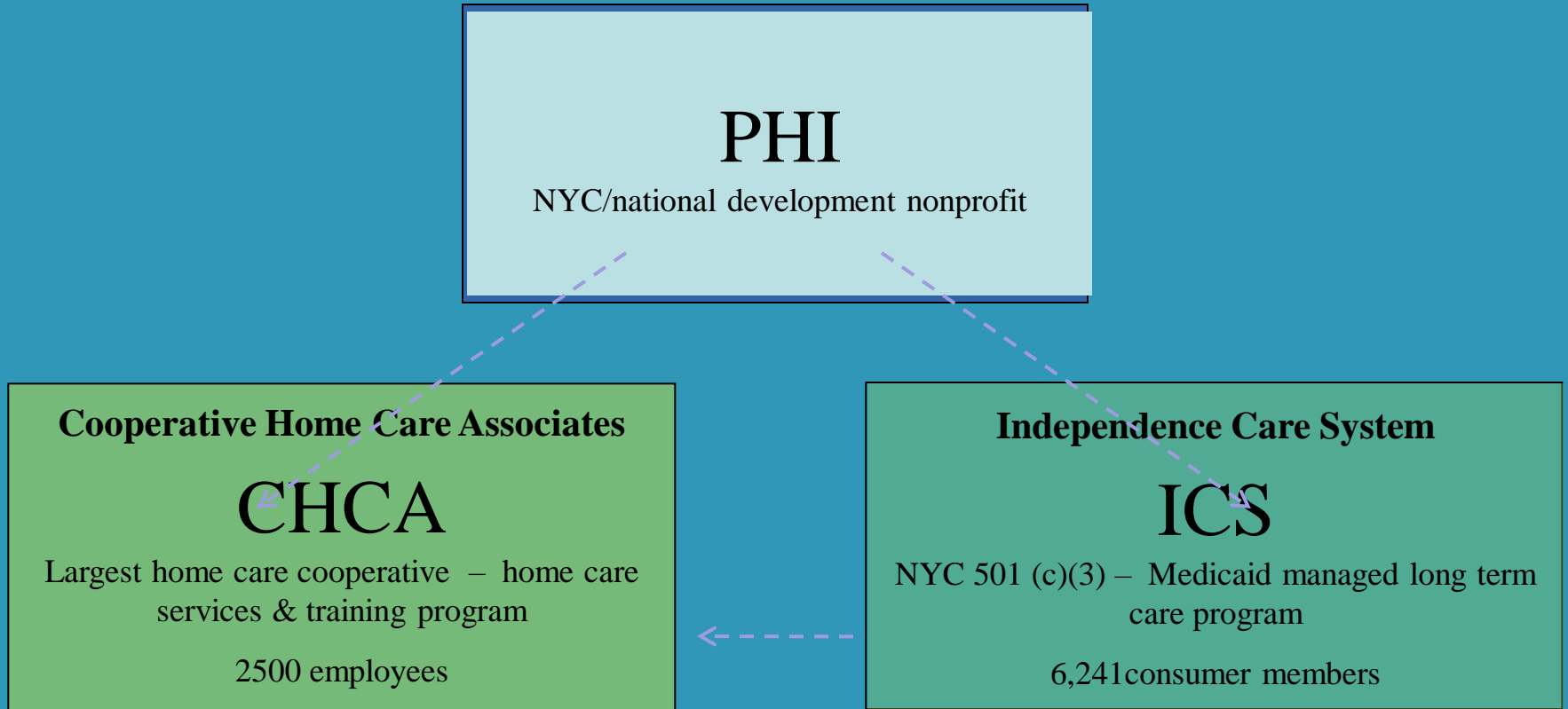
- Carol Rodat – PHI
- Sara Joffe – PHI
- Regina Martinez-Estela – ICS
- Latifa Beato – CHCA and ICS

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



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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