

# The Michigan Community- Integrated Personal Assistance Services and Support Project



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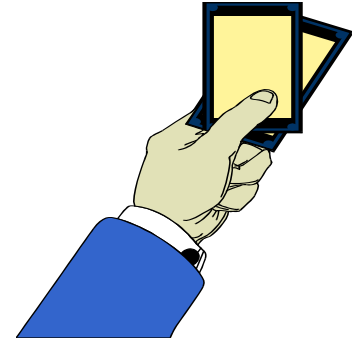
Detroit, Michigan



# Purpose of CMS-PASS grant

To build on existing system strengths to achieve radical systems change that will optimize community integration and quality of life for children and adults in Michigan by offering maximum consumer control.

# Medicaid Funded Personal Care Programs in Michigan



- Home Help
- MI Choice Waiver for Elderly and Disabled
- Children's Waiver
- Michigan Habilitation Supports Waiver
- Michigan Community Mental Health Services-Freedom of Choice Waiver



# Key Elements of MI PASS Project

- Consumer Task Force (CTF): consumers, service providers, advocates & representatives from programs
- Major Activity of Project: 3-phase needs assessment
- Target population: individuals who are, were, or will be eligible for the 5 CMS programs



# Three Phase Needs Assessment

- Surveys: mailed, internet-based, direct distribution via project partners
- Focus Groups: targeted localities throughout Michigan
- Information collection: demographics, satisfaction, issues of consumer-control, issues of PA workforce



# Consumer Surveys (N=202)

- 61% of respondents were female
- type of consumers
  - 56% direct consumer
  - 32% guardian of an adult
  - 7% parent of a child <18 years old
- 2/3 of direct consumers were between ages of 18-64 years
- Level of education
  - 38% < High school
  - Only 3% had completed college



# Consumer Satisfaction

- Consumers reported high levels of satisfaction
- Factors that interfere with Consumer control
  - Low wages (54%)
  - Shortage of PAs (44%)
  - Not enough benefits to offer PAs (41%)
  - Lack of choice re: amount of service (36%)
  - Lack of choice re: types of services I use (36%)



# Personal Assistant Surveys (N=154)

- 91% of respondents were female
- 3/4 aged 25-54
- 76% had completed high school or had some college
- Employment
  - Two-thirds work as full-time PA
  - One-third work more than one job
    - half of 2<sup>nd</sup> jobs are PA positions
    - average # of hours at 2<sup>nd</sup> job: 22 hrs.



# Professional Personal Assistants

- Length of service
  - 72% had > 3 years experience
  - more than one-third had > 10 years experience
- # of years plan to work in direct care
  - 30% permanent career
  - *only* 5% intended to work 2 years or less

# Career Choice vs. Daily Choice

<b>Reasons I choose to be a PA</b>	<b>Reasons for remaining a PA</b>
1. To help others (76%)	1. Rewards of caring for people (82%)
2. To care for a family member	2. I need the job/money
3. Flexible work hours	3. Flexible work hours



# Factors that interfere with PAs doing their jobs

- Lack of time
- Lack of career path
- Paperwork
- Lack of respect
- Lack of training



# Most important working conditions

- Wages
- Health insurance
- Job stability
- Respect
- Paid sick leave
- Paid vacations
- Training opportunities



# Focus Groups

- Were conducted to supplement the surveys
- 3 focus groups with consumers (N=16)
- 1 focus group with PAs (N=40)
- Provided converging data



# Conclusions

- Be careful when evaluating consumer satisfaction
- Provide training to Consumers and Personal Assistants