



Champions of Homecare

## **Accra Business Overview**

Accra is a nonprofit organization that provides individualized homecare services to people with disabilities and older adults, most of whom are Medicaid enrollees. Accra operates in all counties throughout Minnesota and has offices across the state, providing a familiar presence in local communities. Our mission is to improve lives by providing individualized homecare services and support to people living at home.

Our self-directed services support the independence of children, adolescents and adults with disabilities, chronic diseases, behavioral diagnoses and mental illnesses who need assistance with personal care in the home. Our person-centered philosophy focuses on treating each person as a unique individual, helping them lead fuller lives. We offer Minnesotans the following services:

### **Personal Care Assistant (PCA) Choice**

The state of Minnesota established the Personal Care Assistance (PCA) program in 1978 to help older adults and people living with a disability lead more fulfilling lives in their own homes. The PCA program is administered by the Minnesota Department of Human Services and is available to individuals of all ages with special healthcare needs.

Self-directed Personal Care Assistance Choice services are available to children and adults with disabilities, chronic diseases, behavioral diagnoses and mental illnesses who need assistance with personal care in their homes. These services are funded through government health care programs to help people who are unable to fully care for themselves, allowing them to stay in their homes rather than institutional settings or hospitals. To receive PCA Choice services through Accra, individuals must either be eligible for medical assistance, MN Care, a medical assistance waiver or the Alternative Care program.

Personal Care Assistance can help with “activities of daily living” (ADLs), such as dressing, grooming, eating, bathing, transfers, mobility, positioning and toileting for children and adults, as well as light housekeeping, laundry, and meal preparation for adults.

In the PCA Choice program, clients independently recruit, hire and train the PCAs who provide their care. The PCA Choice option gives clients a greater level of responsibility in managing their care, while Accra assists in handling the employment and management-related functions of their PCA.

A PCA Choice agency (like Accra) bills the state for PCA services; provides qualified professional supervision; bills the state for qualified professional supervision; pays and withholds taxes for personal care assistants and qualified professionals; facilitates criminal background checks for staff; maintains written agreements with clients, personal care assistants, qualified professionals and responsible parties; and assures that staff has completed all required training.

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## **Financial Management Services (FMS)**

Accra's **Financial Management Services (FMS)** support individuals with long-term care needs or disabilities to employ caregivers under the Consumer Directed Community Supports (CDCS) program or the Consumer Support Grant (CSG). In each of these programs, Accra helps participants directly employ caregivers and purchase other supports that they need for living in the community. Accra also helps clients determine how their program budget is used, receive approval from their county case manager, hire their employees and choose their service vendors. Accra then handles all required employer and employee paperwork, payroll, vendor payments, reimbursements, claims processing, tax filings and workers' compensation on behalf of the individual.

With FMS, Accra also maintains records and advises participants on the various rules and regulations for their specific services, so they can direct how and when they wish to receive those services and only pay for what they need.

## **245D Waivered Services**

Accra is a **Basic 245D** licensed provider of Individualized Home Supports (IHS) without training, respite, homemaker, night supervision and Individual Community Living Support (ICLS) Services. In each service, the person or family selects a trusted, qualified worker suited for their homecare needs. Accra then assigns a 245D Accra Service Coordinator to work with the client and their county case manager to set up and administer Basic 245D Waivered Services, while ensuring that all workers are properly trained.

In 2022, Accra began offering Individualized Home Supports (IHS) with training, which is an **Intensive 245D Service**. IHS with Training provides support and training to adults who require assistance in at least one community living services category. These service categories include community participation, health and wellness, household management and adaptive skills. Accra matches each client with a fully trained and qualified IHS Designated Coordinator who helps them achieve their stated outcomes and goals. Basic 245D and Intensive 245D Services are both available in all 87 counties throughout Minnesota.

## **Home Health Care**

**Home Health Care** consists of medical and health-related services and assistance with day-to-day activities in the home. Accra primarily provides Home Health Care services to people requiring continuing care for chronic needs. These services are also sometimes offered on a short-term basis to assist with recovering from an illness or injury when transitioning from a hospital or rehabilitation center back to the home.

Accra offers Home Health Care services to maintain the safety and security of the client in the community. Home Health Care options with Accra include professional nursing, home health

aide, and rehabilitation services. Payment options include Medicare, Medicare Advantage, Medical Assistance and Medical Assistance Waiver programs, Veterans benefits, private insurance, long-term care insurance and private pay. Home Health Care through Accra is only available in select locations.

## **Individualized Mental Health Counseling and Adult Rehabilitative Mental Health Services (ARMHS)**

### **Individualized Mental Health Counseling**

Accra provides individualized mental health counseling to residents of the seven-county Twin Cities metro area and Goodhue and St. Louis Counties. Our licensed counselors provide individual counseling for a variety of mental health issues, including:

- Mental illnesses such as depression, anxiety and PTSD
- Substance use disorders
- Relationship issues
- Men's issues
- Autism
- Abuse/Trauma
- Gender roles
- Working with families who have a child with special needs

Accra provides counseling to adults and children in either an office setting or by mobile health, depending on our client's preference. Counseling services for children are currently only available at Accra's Hibbing location.

### **Adult Rehabilitative Mental Health Services (ARMHS)**

Accra provides adult rehabilitative mental health services (ARMHS) to residents of Hennepin, Ramsey and St. Louis Counties.

ARMHS helps clients manage the symptoms of mental illness, develop independent living skills and lead a more fulfilling life at home. ARMHS enables clients to develop and enhance psychiatric stability, social competencies, personal and emotional adjustment, and independent living and community skills - when the symptoms of mental illness impair these abilities. ARMHS help in areas such as medication education and monitoring; developing symptoms management skills; household management; and employment-related or community living transitions.

Supervised by mental health professionals, ARMHS can be provided in an office or a client's home, based on client preference. Current office settings are available for adults in Minnetonka, Hibbing and Virginia.

### **Senior Assisted Living**

The Accra **High Street House** in Lake City offers a quaint assisted living community with comfortable apartments. At High Street House, Accra partners with each resident to create a personalized plan, tailored for their specific healthcare needs. Our supportive home-like environment provides all residents with a pendant alert system for 24-hour staff assistance

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through our call system; three meals a day served family-style in the dining room; weekly housekeeping and linen change; washing and drying of personal laundry; scheduled activities several times per week; health assessment and monitoring by a registered nurse; and assistance with contacting doctors and arranging appointments for healthcare needs.

Each resident at High Street House completes a detailed interview and assessment with a registered nurse to determine additional service needs for personal and health-related care, such as bathing, treatments and medication assistance. The High Street House is located in a quiet residential setting - just blocks from downtown Lake City - close to churches, parks and beautiful Lake Pepin.

### **Private Pay**

Accra's **Private Pay** program allows people to buy home care services with their private dollars when they are not covered by other payers. Individuals are responsible for finding their own employees and once they do, Accra will assist them with employee paperwork, record keeping and payroll duties.

### **Community First Services and Supports (CFSS)**

Community First Services and Supports (CFSS) is a new self-directed option being developed by the state of Minnesota to offer those who require home services more choice, control and flexibility with the services and supports needed to live and work in the community. CFSS, when implemented, is intended to replace the current Personal Care Assistance (PCA) program and the state-funded Consumer Support Grant (CSG) benefit.

Accra will offer **Consultation Services**, a part of CFSS that will help all participants (or the participant's representative or family member) make informed choices about CFSS. The consultation services provider will support participants by providing instruction on CFSS, the service delivery models and self-directing skills. The provider will also offer guidance in becoming a participant-employer and assist with developing the required service-delivery plan and obtaining approval of the plan when applicable.

As one of the most experienced providers of PCA Choice and FMS in Minnesota, Accra will provide homecare services under both the CFSS **agency** and **budget models**. We will serve clients using whichever model they prefer when CFSS is implemented.

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