



Champions of Homecare

Accra Business Overview

Accra is an 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.

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, the Consumer Support Grant (CSG) or the Community First Services and Supports Budget Model (CFSS) program. 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 track spending to ensure funds are used appropriately and within allocated limits; process payroll for employees hired by the client; and provides regular spending summaries to manage spending. Accra handles all required employer and employee paperwork; 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.

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 self-directed option developed by the state of Minnesota to offer people who require home services more choice, control and flexibility with the services and supports needed to live and work in the community. In October 2024, Minnesota started the transition for CFSS to replace the current Personal Care Assistance (PCA) program and the state-funded Consumer Support Grant (CSG) benefit. The full transition is estimated to take at least 15 months.

Accra provides homecare services under the CFSS agency and budget models. In both models, the client or their responsible party directs all care; has a say in selecting their worker, who can be their spouse or a parent if the person who needs care is a minor; writes the plan with assistance from a consultation services provider as desired; and may purchase goods.

In the **agency provider model**, the client selects a provider that serves as the caregiver's employer. DHS uses PCA agencies, including Accra, to deliver these services.

In the **budget model**, the client employs their support workers and has a budget rather than service units. The client is responsible for the recruitment, hiring, training and supervision of their support workers. The client also selects a financial management services (FMS) provider, from a list including Accra, to help comply with applicable laws.

February 2025