Accessing Personal Care Assistant (PCA) Services
Personal Care Assistants (PCAs) are paid workers who can help me with activities of daily living (ADLs).
What are ADLs?

**DRESSING:** can help me pick out, put on, and change my clothes

**BATHING:** can help me with basic personal hygiene and skin care

**GROOMING:** can help me with haircare, skincare, nail care, and oral care
What are ADLs?

EATING: can help me with hand-washing and feeding

TOILETING: can help with positioning and feminine hygiene

MOBILITY & TRANSFERS: can help me move between positions and use my mobility aids.
Additional PCA Duties

PCAs can also help me with meal preparation, shopping, paying bills, and getting to and from my medical appointments.
What PCAs can't do

PCAs are not able to help me with things like home repairs or medical tasks such as giving injections or determining how much medicine I should take.
To start getting services, I need to call my local county or tribal human services office and ask for a PCA Service Assessment.

Hello, I am calling to schedule a PCA service assessment.
I can find my county's human services office by using the MN County and Tribal Directory.

The next page also has some common counties and the corresponding phone numbers.
After I schedule an assessment, a worker will visit my home. Usually it's a nurse who does the assessment.
The nurse will base my qualification for services by assessing:

1. My ability to give instructions for care
2. My overall health
3. Medications I use
4. Any complex health-related needs
5. Any behaviors I may have
6. ADLs that I may need help with
If you Qualify for PCA Services

If PCA services are right for me, I will be approved based on my needs. I will get information about my home assessment results through a service authorization letter.
What is a Service Authorization Letter?

A Service Authorization letter tells me what services I qualify for, the amount of time I will receive the services, and when they will start.
After Services have Been Authorized

After I have been approved for services, there will have a start date (provided in service authorization letter). That means it's time to find a PCA or agency!
Finding a PCA

There are 2 ways I can find a PCA:

1. PCA CHOICE: You get to choose, hire, and manage your PCAs

2. TRADITIONAL: You choose a PCA agency who will find, hire, and manage your PCAs for you
My County Case Manager can be a great resource to help me choose the right PCA option.

They can give me agency recommendations and assist me in navigating the hiring process.
I can get the PCA services I need!