

P.S.S. -
Please Fax
information to
me (and give me
your fax #.)
R.

To: CELEBRATION HRA! Steering Committee

From: Rosalie Wells

Re: Next steps

Date: July 20, 1995

Many thanks to those of you who made it to the meeting last week. We got a lot done. Congratulations!

My notes say that these folks are taking the leadership in these areas:

1. Sales: Jerry Hipple
2. Honorees: Jennie Dycus
3. Publicity: Bonnie Shively
4. Tickets: Nellie Harrell, assisted by Jennie Dycus.

We agreed to: keep the evening simple, with no auctions or give-away's.

help at the Mayor's Breakfast on July 16.

work with candidates for table sales, letting Jerry know where we might be effective.

The next step is to be sure the Mayor's Breakfast is well attended. Rudy provided basic information about strong folks in Arlington. To that I have added additional invitees from some of you and other folks.

Tasks:

1. Please review the list, add any names and address and FAX the information back to me. I have committed to have the addressees to Lynda by July 25th for mailing of the invitations by August 1, 1995.
2. Please study the enclosed materials about HRA. The information is pretty detailed, but should let delightful data come tripping off your tongues, thereby persuading the assembled eagles that we all know what we are doing.
3. Be sure you are at the breakfast, July 16 at 7:30 (yes, that's a.m.). We will have "HOST" badges for us to wear.

P.S. Thanks a lot. Next meeting probably not until after Aug. 16 - suggest August 22, 4:00 at HRA. See be calling you.
Rosalie

These are suggestions for whom I have sketchy information:

Please add information if you have it and FAX back. I can generally find addresses, however, may not have organizational affiliation right or spelling.

League of Women Voters (Arlington) Ruth Ann Geer

Lynn Hale (AISD)

Carlton Lancaster

Tom Cravens

O.K. Carter, Star Telegram

American Association of University Women, Marsha Abston

Charles Clawson, City of Arlington, Director of Community Development

Arlington Daily News

Council of Governments, Mike Eastland

Mac Tulley, Star Telegram

Bank of America (S. Bowen Road Branch Manager is Kay McGee)

Bill Duncan, Arlington Waste Disposal

University of Texas at Arlington. Shirley M. will know some and John Dycus when the car show is finished. Anybody else?

J. Gilligans

12 Chamber of Commerce Directors

Six Flags/ Wet and Wild

new Mercedes Dealer

Robert M. Marx, Regional Director Texas Rehabilitation Commission

Joanna Howard, new Social Security Arlington office Director

David Simpson, Executive Director, Chamber of Commerce

Buzz Post (supporter through Car Show)

Texas Rangers Organization

Women's Shelter, Inc., Mary Lee Hafley

Boys and Girls Clubs of Arlington, Don Kromer

Spring Creek Barbeque

Others (following) are in pretty good shape.

Fact sheet about services of Handicapped Resource Association.

HRA has provided services to adults with disabilities for eighteen years, maintaining a home base in Arlington. Currently, services are provided under one large State of Texas contract in both Tarrant and Dallas Counties. Other services are concentrated in Arlington.

The service provided is Personal Care.

The person providing the service is a PCA (Personal Care Assistant).

There are several different programs and the name of the service may vary with each program:

Client Managed Personal Attendant Service

Personal Assistant Service

Personal Care Assistant

Nonetheless, Personal Care is the generic term. Costs for care may be subsidized through State and Federal funds. In some cases the service can be paid for in full or part by the client.

The people who receive services are called clients or consumers.

The office staff is called Support Staff.

Personal care includes:

help with bathing, dressing, grooming, routine hair/skin care, exercise, feeding, toileting, transfer, ambulation, cleaning laundry, meal preparation, escort, shopping, assistance with medications and limited special tasks upon doctor's orders.



Handicapped Resource Association

HISTORY OF HANDICAPPED RESOURCE ASSOCIATION

Handicapped Resource Association, Inc. was incorporated in 1977 as Arlington Handicapped Association, Inc. Sam Provence and a group of friends were the founders. The name changed when services were offered in the broader metroplex area.

HRA is unique in Texas. It is the only free standing non-profit Personal Care organization that gives all its emphasis to Personal Care and other non-medical services to adults with disabilities.

Over the years HRA has provided:

----attendants on a shared basis, allowing individuals to complete programs of rehabilitation, training and college education.

----an Independent Living Center, which provided recreation, physical therapy, occupational therapy, speech therapy, referral services and counseling to adults who were mobile.

----since 1980, Personal Care has been provided to almost 1000 adults with disabilities.

----guidance to the development of the Arlington Mayor's Committee on Disability.

----operated a transportation service for disabled Community College students.

----consultation about implementation of the Americans with Disabilities Act at the local, state and national levels.

----a centralized resource for information about services for the disabled.

----consultation to many state and local organizations about the needs of adults with disabilities and Personal Attendant programming.

----collaborated on the development of transportation for the handicapped in Arlington and participated in program development in Dallas and Tarrant Counties.

MISSION AND PROGRAMS OF HANDICAPPED RESOURCE ASSOCIATION

The mission of HRA is to educate, advocate, enrich and empower adults with disabilities.

HRA programs all are generated by this mission.

Programs priorities of HRA for 1995-1996 are:

Increase the number of Personal Care consumers.

Provide services to support upward mobility for adults with disability.

Professionalize the role of the Personal Care Assistant.

Provide a clearinghouse for disability resources, issues and activities.

Support qualified individuals or groups for short term projects that benefit the disabled.

Partner with the Community through informational programs and volunteer involvement.

Handicapped Resource Association focuses its efforts on providing cost-effective Personal Care at the highest attainable quality.

The primary priority of increasing the number of consumers of Personal Care is being carried by developing programs that are responsive to identified need. Through collaborative ventures with organizations like the Area Agency on Aging and the Texas Rehabilitation Commission, we are finding ways to expand our offerings.

The most daring, and yet appropriate venture, is to develop programs that respond to individuals and their families who do not meet existing program constraints. They are in need of Personal Care but do not qualify for subsidy and cannot afford Private Duty Care. We are piloting a service with a minimum set of 24 hours per week at \$10.50 per hour to evaluate the criteria for service, costs associated with the service and effectiveness of the approach.

HRA provides a Representative Payee service to individuals disabled through Alcohol and Drug Addiction.

Late in 1994, the Congress decreed that individuals drawing Social Security benefits due to substance addiction would not receive their funds directly. A "representative payee" would pay the individual's bills for him or her and help them budget so that their food, shelter and clothing needs were met. The individual must get into treatment for the addiction (when available) and will no longer draw benefits after 36 months of treatment.

We serve these disabled people by working with them as the Congress directed. We go to them to set up their budgets, talk with them at least once a month and see to it that their legitimate bills are paid. We provide a stability that many have never known; we believe that we also protect many from those who would take advantage of them. As counseling services become available, we will work with them to take advantage of treatment opportunities.

A pool of over 200 such disabled individuals resides in Dallas and Tarrant Counties.

Who are the clients of HRA?

In any month, HRA average 75 to 80 clients receiving subsidized services. As of July 1995, there are 215 on the waiting list with an average wait of twelve months.

Obviously, there is no typical client. Services must be tailored to each person. However, statistically, clients can be grouped:

46% are between 18 and 55.

54% are over 56.

40% have multiple disabilities.

The client receiving subsidized services has an average monthly income of \$749.00.

30% are victims of spinal cord injuries.

14% have had a cardiovascular accident.

12% are disabled by diabetes.

10 percent suffer from multiple sclerosis. Others have conditions such as disabling amputations, muscular dystrophy, chronic fracture syndrome, cancers, tumors and emphysema.

This is how Personal Care arrangements are made:

The client is referred or contacts HRA directly. Screening is done to determine if medical care is needed and to assess the method of payment. HRA does not file for insurance. Services are provided under contract, with monthly billing and payment. If subsidization of the service is needed, the client may have to go on a waiting list for as long as twelve months.

HRA does not provide medical services. With physicians orders, we can carry out the same tasks that a loving relative could do (for example, help with toileting programs and limited oral and topical medicating) . If medical services are needed we look to professionals whom the client procures separately.

HRA visits the potential client at home and assess the person's needs. Specific tasks are spelled out with associated time needed to carry them out. Some tasks require a physician's orders.

After clients have selected their Personal Care Assistant (PCA) the new employee goes on HRA payroll. The client begins coaching about how tasks are to be done and sets up a work schedule. The Personal Care Assistant records his work tasks daily. Daily supervision and direction comes from the client.

Once the Personal Assistant is in place, HRA visits again after thirty days to help evaluate how the service is going. Every six months thereafter, we visit to re-assess the needs and evaluate the service with the client. If there is a change in needs or a new Personal Assistant, we stay in contact until we are sure proper care is being given, maintaining a six-month re-assessment schedule as well.

HRA recruits Assistants, provides orientation and training to them, manages their payroll and payment of Federal taxes, Social Security, Medicare and unemployment insurance. We monitor regularly for quality of our services and changes in the disabled persons needs.

HRA provides 24 hour Beeper accessability and back-up attendants.

What is the unmet need for Personal Care Assistance?

I. The statistics:

At this point, no definitive work has been done to estimate the need for Personal Care Assistance.

We know that on average more than half (54%) of HRA's services go to adults over 56 years of age.

We know that the Arlington population over 56 is expected to increase by 38% by the year 2000.

II. The funding:

We know that supports for human services from the Federal level are eroding. Relatedly, the need and cost for long-term residential care rises with every shift in public and private support. We also know that private insurance to cover home care is out of the reach of most Texans.

We know that the financing of care favors non-institutional services:

---- on average in 1994, the least expensive shared-room in a nursing home exceeded \$1,450 in monthly costs. (\$17,400 yearly)

----- HRA can provide 24 hours per week of Personal Care for \$1040 per month (\$12,480 yearly).

-----for every ten adults we can care for in their homes, families (or the taxpayer) are saving over \$49,000 per year in comparison to institutional residential care.

hraserv.
6/95

III. The HRA approach:

We know that most adults can manage their own Personal Care, directing their activities and determining schedules, living a full and independent life at home in familiar surroundings.

We know (but cannot quantify) that the economic impact of Personal Care is broader than keeping people out of institutional care.

----- Family caregivers can continue employment, knowing that their loved one is in good hands. We believe that families want to care for their loved ones and would, if they had help they could afford.

-----Savings which could improve quality of life for a disabled adult are "spent down" paying for home care with only an institution waiting when the funds are gone.

-----By bringing in a part-time realistically priced helper, many families can work out care schedules and cost sharing that respect the dignity and budgets for all involved.

-----After a major illness or accident which results in insurance coverage for help at home for a time, there are few options when days of coverage run out. The therapists stop coming and most families earn too much to qualify for subsidized care and can't afford Private Duty care.

Many people who are disabled recover from a major illness to find that they are faced with difficulty in getting the basics of life: a clean house and body, regular meals, recreation and proper physical activity..and the right to plan and manage their own lives. These are the basics HRA addresses.

By combining a belief in autonomy and independence with eighteen years of cost-effective non-profit experience, HRA can provide Personal Services for less cost than for-profit or institutional care.

-----compared to Personal Care provided by agencies operating for-profit or to institutional care, the services are almost \$5000 per year cheaper.

After eighteen years of service, HRA knows how to provide care to adults with disabilities. Licensed by the Texas State Department of Health to provide Personal Attendant Services, HRA is piloting a new program:

Personal Assistant Continuing Training (PACT). Historically, Personal Care has been given by a person earning a wage barely above the minimum required by law. Training and career opportunities were minimal. Benefits like health and life insurance did not exist.

Quality care is often provided, but cannot be assured under such circumstances. So, HRA is stepping forward to professionalize the role of the Personal Care Assistant (PCA) at HRA. This means that we are working to develop:

- an organized body of knowledge which can be shared
- a code of ethics to which the PCA subscribes
- a commitment to on-going devevelopment of knowledge and growth of the individual in his/her field.

This translates to a curriculum of required training. If a PCA is to be certified at expertise related levels, participation in quarterly training is necessary. Along with the Personal Caretraining is required CPR and First Aid Training.

At each level of certification by HRA, there are planned increases in wage and benefits.

An advisory group comprised of clients, PCA's staff and professionals in related fields are guiding the development of the curriculum.

The program is to be announced and go into effect in early September, 1995.

Handicapped Resource Association Needs, prioritized.

Automation. HRA is negotiating based on three bids for the best arrangement of equipment, training and maintenance for an interactive system for the agency.

Automation is key to cost-effective functioning that underpins the growth of services. With automation, personnel costs can be cut by about one-third; turn-around time on contracted fee collection can be cut by one-fourth.

The provision of a Clearinghouse for disability resources is totally dependent on automation. Fugitive materials, literature housed in libraries, research findings and other hard and soft bound materials are unusable without codification. Similarly, current status on services available in the metroplex cannot be maintained without automation.

The Executive Service Corps of Tarrant County made a thorough analysis and recommendation earlier this year. Based on their projections, a Lantastic network system linking eight work stations loaded with Word Perfect Office and accompanied by two printers should handle our needs up to double our current size.

The components can be gathered through individual gifts or through a major donation of \$20,000.

A workstation equates to a gift of \$2300.

A printer, 24-pin is \$260.

A printer, Laser, is \$450.

A 486 Computer system with needed memory and modem is 1300.

Seven used 486 Computer systems with needed memory and modem can be obtained for \$6300.

Installation is \$1500.