

COORDINATED PERSONAL CARE (CPC)

A flexible, person-centered approach to in-home care



WHAT IS CPC?

Coordinated Personal Care (CPC) is a flexible care and service delivery model for tenants who live in close proximity to one another. Clients receive in-home personal care **when they need it**, while keeping individual care plans and hours **unchanged and intact**.

CPC MODEL



Coordinated team of caregivers, building staff, and dedicated case managers available to meet tasks. Caregivers are accessible for extended periods, evenings, and weekends.



Care available to Medicaid clients enrolled in Long-Term Services and Supports (LTSS). Clients live in close proximity to one another to ensure efficiency and availability.



Caregivers can be redirected based on client choice. Schedules can shift for urgency.

KEY ADVANTAGES

- Responsive support for real-time care needs
- Improves communication between partners
- Ensures access to service and continuity of care
- Increases caregiver availability
- Increases both client and caregiver job satisfaction
- Efficiently utilizes caregiver hours

COLLABORATION BETWEEN PARTNERS

Housing Provider	Long-Term Services & Supports Case Manager	Caregiver
<ul style="list-style-type: none">• Support tenant needs• Onsite support for clients, caregivers, & case managers• Access to client care plans	<ul style="list-style-type: none">• Dedicated case manager at each CPC building• Support client enrollment• Authorize in-home LTSS benefits	<ul style="list-style-type: none">• Assists with Activities of Daily Living (ADLs)• Help client retain housing• Tenant relationships• Connected to other providers

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