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Website: [www.youraccessadvocates.org](http://www.youraccessadvocates.org)

Hello,

Your Access Advocates has established a volunteer-based Consumer Advisory Board for the MassHealth Personal Care Attendant (PCA) Program. The formation of this board is a requirement of Your Access Advocates' contract with MassHealth and reflects our commitment to supporting and strengthening the PCA Program.

The Consumer Advisory Board is comprised of consumers, surrogates, administrative proxies, fill-in members, and caregivers of individuals enrolled in the PCA Program. This diverse representation ensures that the voices and experiences of those directly involved in the program are meaningfully included.

The role of the Consumer Advisory Board is vital. The board provides valuable feedback on specific challenges faced by Your Access Advocates within the PCA Program and offers recommendations for improvement. This includes guidance on enhancing the quality and performance of key functions such as intake and orientation, functional skills training, evaluations and reevaluations, and overall service delivery.

In addition, the board advises on ways to improve training for consumers, surrogates, and administrative proxies, ensuring that all training is delivered in a manner that is consistent, clear, culturally responsive, and linguistically appropriate.

If you are interested in the Consumer Advisory Board at Your Access Advocates, please contact PCM Program Manager Denise Morales @ [dmorales@youraccessadvocates.org](mailto:dmorales@youraccessadvocates.org)

A resource and advocacy center for independent living serving people with disabilities and the Deaf & hard of hearing in Central Massachusetts.



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Hola,

Access Advocates ha establecido una Junta Asesora de Consumidores de carácter voluntario para el Programa de Asistentes de Cuidado Personal (PCA) de MassHealth. La creación de esta junta es un requisito del contrato de Your Access Advocates con MassHealth y refleja nuestro compromiso de apoyar y fortalecer el Programa PCA.

La Junta Asesora de Consumidores está compuesta por consumidores, representantes sustitutos, apoderados administrativos, miembros suplentes y cuidadores de personas inscritas en el Programa PCA. Esta representación diversa garantiza que las voces y experiencias de quienes participan directamente en el programa sean incluidas de manera significativa

El papel de la Junta Asesora de Consumidores es fundamental. La junta proporciona comentarios valiosos sobre los desafíos específicos que enfrenta Your Access Advocates dentro del Programa PCA y ofrece recomendaciones para mejorar. Esto incluye orientación para fortalecer la calidad y el desempeño de funciones clave como la admisión y orientación, la capacitación en habilidades funcionales, las evaluaciones y reevaluaciones, y la prestación general de servicios

Además, la junta asesora sobre maneras de mejorar la capacitación dirigida a consumidores, representantes sustitutos y apoderados administrativos, asegurando que toda la formación se ofrezca de manera consistente, clara, culturalmente apropiada y lingüísticamente adecuada.

Si usted está interesado en formar parte de la Junta Asesora de Consumidores de Your Access Advocates, por favor comuníquese con el/la Gerente del Programa Denise Morales @ [dmorales@youraccessadvocates.org](mailto:dmorales@youraccessadvocates.org)

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