



Texas Association for
Home Care & Hospice
Leading ★ Advancing ★ Advocating

Administrator Program

Wednesday, November 19, 2025

10:45am-11:45am

CC3. Unlocking Regulatory Success: Mastering Functional Assessments for Personal Assistance Services

Presented by:

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Mastering Functional Assessments for Personal Assistance Services

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Session Agenda

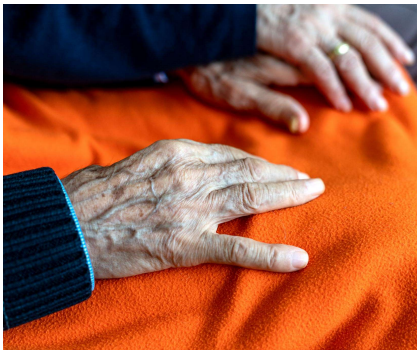
- The Critical Role of Functional Assessments in PAS Agencies
- Regulatory Requirements for Functional Assessments in Texas
- Staff Competency Alignment and Assignment Based on Assessment Results
- Distinguishing Agency Assessments From Community Services Case Manager Evaluations
- Practical Strategies for Compliance and Quality Enhancement

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The Critical Role of Functional Assessments in PAS Agencies

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Defining Functional Assessment



Systematic Evaluation

Functional assessment involves a structured and comprehensive evaluation of a client's abilities, supports, and needs

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Functional Assessment and Its Purpose



Personalized Care Planning

Assessment results guide the creation of tailored care plans to effectively support client independence.

Ensuring Safety and Independence

The purpose of functional assessment is to promote client safety while maximizing their independence.

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Overview of Home and Community Support Services Agencies (HCSSAs)



Essential Personal Assistance Services

HCSSAs offer crucial personal care services that support independent living at home for individuals.

Regulated Quality Standards

These agencies operate under strict state regulations to ensure high-quality, safe, and reliable personal assistance.

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How Functional Assessments Guide Service Planning and Staff Assignment



Customized Individualized Service Plans (ISPs)

Assessment results help develop personalized care plans tailored to each client's unique needs and circumstances.



Skill-Based Staff Assignment

Staff are assigned based on their skills and expertise to meet client needs effectively and enhance service quality.



Optimizing Outcomes and Satisfaction

Aligning client needs with appropriate services and staff improves outcomes and client satisfaction significantly.

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Regulatory Requirements for Functional Assessments in Texas

§558.293 CLIENT LIST AND SERVICES

§558.281 CLIENT CARE POLICIES

§558.301 CLIENT RECORDS

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Essential Elements Mandated by Texas State Licensing Standards

Client Functional Status

Evaluation of the client's physical and cognitive abilities for proper care planning.

Environment Assessment

The client's living environment is evaluated to ensure safety and suitability for care delivery.

Care Needs Evaluation

Assessment of the client's care requirements ensures appropriate services and support are provided.



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Documentation and Frequency of Assessments

Assessment Frequency

Regulations define the required frequency for conducting assessments to ensure care plans remain current.

Documentation Requirements

Proper documentation is essential for regulatory compliance and maintaining accurate care records in HCSSAs.

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Comparison with Standards in Other States



Texas' Rigorous Requirements

Texas enforces detailed and frequent assessments, setting a high benchmark for compliance and safety standards.

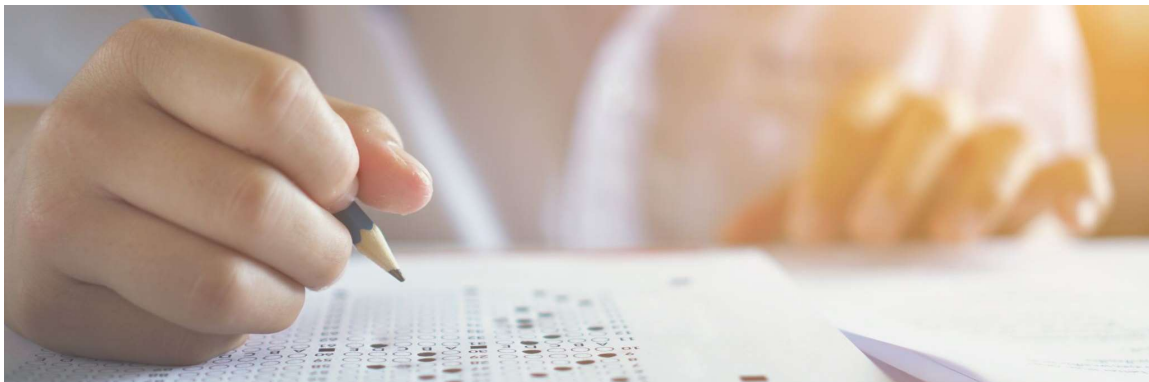
Variation Among States

Other states have different levels of assessment detail and frequency, reflecting diverse regulatory approaches.

Importance of State-Specific Strategies

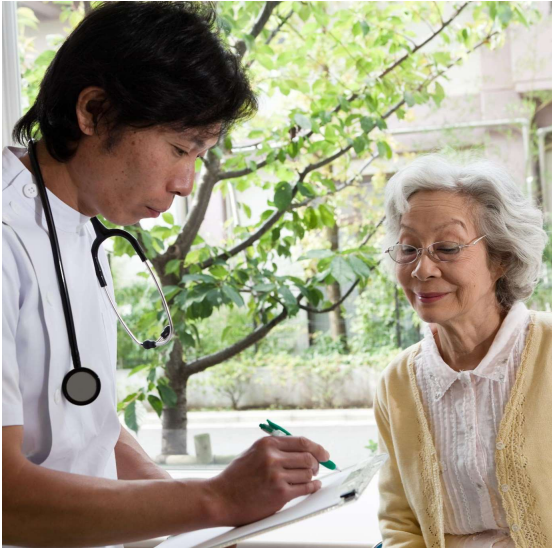
Tailored compliance strategies are essential to effectively meet the unique requirements of each state.

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Staff Competency Alignment and Assignment Based on Assessment Results

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Matching Staff Skills and Experience to Client Needs

Using Assessment Data

Assessment data guides the assignment of staff to clients, ensuring care matches client-specific challenges and preferences.

Matching Competencies to Needs

Staff competencies are aligned with client care requirements to optimize service quality and outcomes.

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Ensuring
Compatibility
and Continuity
of Care

Client-Staff Relationship

Strong client-staff relationships foster trust and enhance overall care quality and client satisfaction.

Consistent Care Providers

Ensuring consistent care providers improves continuity and better health outcomes for clients.

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Training and Supervision Protocols for Quality Assurance

Staff Training Importance

Regular training equips staff with updated skills to deliver quality care and comply with standards.

Effective Supervision

Ongoing supervision ensures care plans are followed and supports continuous improvement in service delivery.

Meeting Client and Regulatory Needs

Training and supervision help agencies adapt to client needs and comply with regulatory requirements effectively.

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Distinguishing
Agency Assessments
From Community
Services
Case Manager
Evaluations

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 TEXAS Health and Human Services		Form 2059 September 2009-E	
Summary of Client's Need for Service			
Client No.:	Client Name:	Action Type:	Assessment Date:
1. Conditions which cause functional limitations:			
2. Why is client unable to perform, or is limited in, activities of daily living?			
3. Description of client's home environment:			
Residence ☐ In town/suburb ☐ Rural area, easily accessible ☐ Rural area, difficult to access ☐ Isolated ☐ No residence ☐ Other:		Adequate ☐ Home equipped with electricity, heat, water, and plumbing Miscellaneous ☐ Special-equipped vehicle for transport Assistive Devices ☐ Ramp ☐ Hospital Bed ☐ Grab bars ☐ Portable toilet ☐ Other:	
Laundry ☐ Washer and Dryer ☐ Neither ☐ Washer only			
Other - Comments			
Explanation of specific problems that impact service delivery:			
Unsafe ☐ Unsanitary ☐ Severe state of disrepair ☐ Other:		Questionable ☐ No water ☐ No telephone ☐ No plumbing/needs major repairs ☐ Other:	
		☐ No electricity ☐ Dangerous pets ☐ No A/C or fan	
4. Client's Living Arrangement:			

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Form 2060 Functional Assessment

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Assessment Examples

Activity	1 = Minimal or Mild Impairment	2 = Extensive or Severe Impairment
1. Bathing	Person can bathe self, but needs supplies laid out. Person can bathe self but needs help drawing and testing the temperature of the water. Person needs standby help for safety, reminding or monitoring. Person needs minimal help getting in and out of tub or shower. Person may accomplish bath for self by using a chair or other adaptive device for assistance.	Person needs extensive help getting in and out of tub or shower. Person needs hands on help with bathing and drying of body. Person must always use adaptive devices and needs help with arranging adaptive devices for the bath. Person can only manage sponge baths due to disabilities. Person requiring a bed bath can help with some part of the task.

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2. Dressing	Person needs occasional help with zippers, buttons or putting on shoes and socks. Person may need help laying out or selecting clothes. Person needs reminding or monitoring for completion of dressing.	Person always needs help with zippers, buttons or shoes and socks. Person needs help getting into garments, that is, putting arms in sleeves, legs in pants or pulling up pants. Person may dress totally inappropriately without help or would not finish dressing without physical assistance.
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3. Exercising	Walking with the Person. Not scored.	
4. Feeding	Person may need standby assistance but only occasional physical help. Person needs verbal reminders or encouragement. Person eats with adaptive devices but requires help with applying and positioning.	Person usually needs extensive hands-on assistance with eating. Person may hold eating utensils but needs continuous help during meals and would not complete meal without continual help. Spoon feeding of most foods is required, but the person can eat some finger foods.

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5. Grooming	Impairment score is based on the highest level of impairment for all grooming tasks.	
5a. Shaving, Oral Care and Nail Care	Person can manage grooming, but needs supplies laid out or handed to them. They need standby for safety and help with grooming tools. Person can accomplish grooming but needs reminding or monitoring.	Person is unable to adequately shave face or underarms and legs because of inability to see well, to reach or to successfully use equipment. Person is unable to adequately brush teeth and perform oral care. Person is unable to adequately care for nails.
5b. Routine Hair and Skin Care	Person can manage hair and skin care but needs supplies laid out. Person needs reminding to do tasks. Person needs help to comb or brush hair. Person needs assistance applying non-prescription lotion to skin.	Person is unable to adequately perform washing hair (shampooing), drying hair or setting (rolling or braiding) hair. Person is unable to adequately wash hands and face or apply makeup.

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6. Toileting

Person has instances of urinary incontinence and needs occasional help because of this. Fecal incontinence does not occur unless caused by a specific illness episode.

Person may need help with supplies or equipment.

Person needs some help with clothing during toileting.

Person needs standby assistance.

Person may have catheter or colostomy bag, and occasionally needs help with management.

Person often is unable to get to the bathroom on time to urinate or has occasional episodes of fecal incontinence.

Person may wear incontinence products to manage the problem and needs help with them.

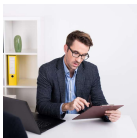
Person usually needs assistance with catheter or colostomy bag.

Person needs help with a bedpan or urinal, or with emptying a catheter bag or changing an external catheter or colostomy bag.

Person needs diapers changed or needs help with feminine hygiene products.

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Limitations of Relying Solely on Community Services Contract Case Manager Assessments



Different Assessment Purpose

Community case manager assessments focus on distinct goals, which may not align with agency service planning needs.



Lack of Detail and Timeliness

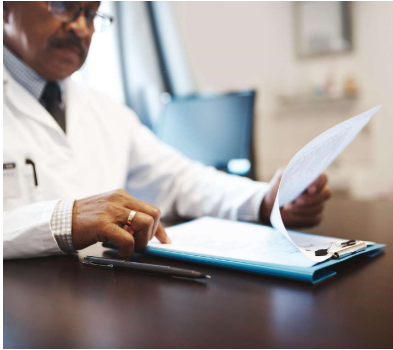
These assessments may lack the necessary detail and are not conducted timely enough for effective agency planning and staff assignment.



Need for Agency-Led Assessments

Agency-led assessments are essential to provide comprehensive, detailed information for proper service planning.

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Agency Responsibilities for Regulatory Compliance

Independent Assessments

HCSSAs are required to independently conduct assessments for each client to meet regulatory standards.

Compliance with Licensing Rules

Agencies must follow licensing regulations to maintain proper care standards and avoid licensing violations.

Compliance with Contracting Standards

Agencies must follow contracting requirements to maintain participation in the program.

Accurate Individualized Service Plans (ISPs)

ISPs must correctly reflect the specific needs of each client to ensure quality care delivery and services the agency can and will provide.

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Protocols to Ensure Thorough, Agency-Led Functional Assessments

Standardized Procedures

Using standardized procedures ensures consistent and thorough agency-led functional assessments across all cases.

Quality Checks/Client Chart Audits

Regular quality checks help maintain accuracy and reliability of assessment results and documentation.

Consistent Documentation

Consistent documentation ensures clear record keeping and supports transparency in agency assessments.

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Practical Strategies for Compliance and Quality Enhancement

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Implementing Effective Assessment and Documentation Processes



Clear Workflow Establishment

Defining structured workflows ensures consistent and thorough assessment procedures.



Utilizing Assessment Tools

Appropriate tools enhance the accuracy and reliability of assessments.



Reliable Documentation

Accurate documentation supports compliance with regulatory standards and audits.

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Actionable Steps for Administrators and PAS Supervisors

Implement a Monitoring System

Develop and maintain a structured, measurable monitoring system to regularly review adherence to assessment guidelines, ensuring timely identification and resolution of any deviations.

Prioritize Staff Training

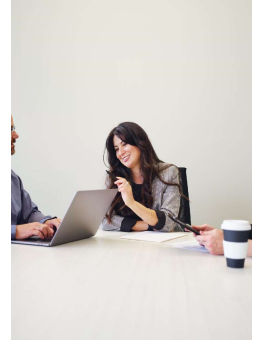
Leadership must ensure ongoing staff training to maintain skills and improve client care quality.

Conduct Regular Audits

Regular audits help verify compliance and identify areas for operational improvements.

Establish Communication Protocols

Clear communication protocols enhance coordination and ensure consistent client care delivery.



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Continuous Improvement and Quality Monitoring



Ongoing Evaluation

Regular assessment of practices ensures continuous improvement and adherence to quality standards across states.

Benchmarking Standards

Comparing outcomes across clientele helps identify gaps and adopt best practices for regulatory compliance.

Adaptation to Changes

Continuous monitoring enables quick adaptation to regulatory changes and sustains excellence over time.

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Conclusion

Importance of Functional Assessments

Functional assessments ensure regulatory compliance and improve care quality in Texas Home and Community Support Services Agencies.

Ensure development of comprehensive individualized service plans.

Staff Competency Alignment

Aligning staff skills with assessment requirements strengthens agency ability to meet care standards effectively.

Enable effective and efficient supervision and oversight.

Increase staff retention.

Implementing Best Practices

Applying best practices in assessments enhances client outcomes and ensures adherence to state regulations.