

July 7, 2026

Attachment C – Community Living and Personal Assistance Services Framework

Purpose

Community living is best achieved through timely access to high-quality Personal Assistance Services supported by enabling technologies, caregivers, and community resources.

Strengthening Community Living

Community living depends on a coordinated system that combines Personal Assistance Services, family caregivers, enabling technologies, transportation, housing supports where appropriate, and community resources. PAS should remain the core service around which complementary supports are organized.

Technology as an Enabler

Assistive technology, remote supports, adaptive equipment, and targeted home modifications should complement—not replace—direct services. These tools can improve participant independence, enhance safety, reduce caregiver burden, and extend workforce capacity when implemented through person-centered planning.

Community Participation and Outcomes

Employment, education, volunteer activities, social engagement, and other forms of community participation should remain central objectives of CHC. Performance measurement should recognize participant-defined goals, sustained community integration, caregiver experience, and long-term independence rather than focusing solely on service utilization.

The above recommendations are intended to supplement the response by providing implementation guidance that can be incorporated into procurement design, contract requirements, and ongoing oversight. The objective is to improve participant outcomes while strengthening provider capacity, promoting operational consistency, and supporting long-term sustainability.