



TO: Homemaker and Companion Agencies, Home Health Agencies

RE: Required PCA Training

Home-based caregiving has taken on an increasingly central role in the lives of elders and individuals with disabilities to prevent institutional level of care. The Department of Social Services (DSS) Community Options Unit is committed to ensuring quality care for program participants. Through our critical incident system and in discussions with the Association of Connecticut Homecare Agencies, DSS has become increasingly concerned about the overall quality of Personal Care Assistance (PCA) services provided to our waiver participants. In collaboration with the Association of Connecticut Homecare Agencies, DSS identified the need to build consistent skills in the agency-based PCA workforce.

There is a wide range of skills required for PCAs to provide high-quality, person-centered care which is critical for safeguarding the health and welfare of older and disabled adults who choose to stay at home. Attaining this level of skill requires a standardized, comprehensive training. To this end, DSS has developed free Standardized PCA Training Modules for all Companion and Homemaker Agencies to use to train PCA staff.

As of July 1, 2018, the Department is requiring agencies that employ Personal Care Attendants to start training all PCA staff. Existing PCAs will have one (1) year to complete the training which should be completed by July, 2019. New employees are required to complete the training within 90 days of hire. DSS expects that the agencies will make every effort to have new employees complete the training prior to employment. A passing score is required to successfully complete the training.

The test may be taken as often as needed to achieve a passing score of 70%. Allied Community Resources will be checking employee personnel records for evidence that training modules have been completed and is occurring on a timely basis. Allied agency audits indicating that PCA training is not occurring on a timely basis will be referred to DSS for follow up. DSS recommends that recurring training opportunities are available to PCA employees.

A Spanish language version of this training will be available at a later date. Once it is available, new employees will be expected to complete the training within ninety (90) days and existing employees will be expected to complete the training within a year. The free standardized PCA Training Modules are available to download from the following Web sites:

Allied Community Resources

<http://alliedcommunityresources.org/content/provider-information/provider-information>

The Department of Social Services
Community Options

<http://portal.ct.gov/DSS/Health-And-Home-Care/Long-Term-Care/Community-Options>

in the Documents and Forms tab.

CMAP

Go to www.ctdssmap.com. Click on Provider. Click on Provider Services. Scroll down to Provider Training and click on “here”. Under “Materials” you will find the PCA Training Modules.

Please contact Kathy Bruni at (860) 424-5177
if you have questions.