

interChange Provider Important Message

Attention: Home and Community Based Service (HCBS) Providers

RE: Required Personal Care Assistants (PCA) Training Frequently Asked Questions (FAQs)

Below are Frequently Asked Questions (FAQs) regarding the Standardized Personal Care Assistants (PCA) training modules for HCBS agency-based PCA staff. Please carefully review the FAQ along with all provider bulletins and any other documents posted on the CMAP Web site, www.ctdssmap.com. Please check back periodically for updates, as additional guidance may be added as necessary.

1. **Can the PCA training be conducted virtually, or is the training required to be completed in person?**

Response: This training is only provided paper based. There is no on-line version. You have the option to administer the training virtually via Zoom. However, some aspects of the training regarding lifts, medications, etc., may need to be in person with a licensed health care professional.

2. **If the training is provided in-house, can it be conducted under the supervision of our Registered Nurse, or does it need to be conducted under the supervision of our HR team?**

Response: The majority of the training is self-paced, however certain aspects of the training may require oversight by a licensed health care professional.

3. **Is there a specific qualification, license, or credential required for the person who conducts the in-house PCA training?**

Response: It should be a licensed health care professional to evaluate for competency.

4. **Does the agency need to use the standardized PCA training modules exactly as provided by DSS/CMAP?**

Response: Yes, agencies should use the free standardized PCA training modules provided by DSS/CMAP. You may use additional modules or trainings as a supplemental to this training, as needed.

interChange Provider Important Message

5. Is there a specific format or official form that the agency must use to administer the PCA Certification Exam, or can the agency use the exam provided with the standardized PCA training materials?

Response: Agency should use the exam provided. The test should be printed off from CT DSS Map website and administered to employees. The agency may choose to administer additional training for their record as they deem necessary.

6. What documentation should the agency maintain in the employee's personnel file as proof of training completion?

Response: There is a certificate of completion provided on the CT DSS Map website.

7. Are there any additional requirements, forms, enrollment, credentialing, or authorization needed from DSS/CMAP before an agency can provide the PCA training in-house?

Response: No.

8. Once our agency completes the training and certification process, is there any requirement to notify DSS/CMAP or submit the training records, or should the records simply be maintained in the employee's personnel file?

Response: Test and certificate of completion with the passing score should be maintained in the employee's personnel file and available for inspection/audit or on request. Minimum record retention is 7 years.

9. Are Certified Nursing Assistants and privately paid PCAs required to take the training?

Response: No. However, providers may use this training for any staff members.

10. Are Assisted Living communities PCA staff required to complete training?

Response: Yes.