



PCA Workforce Council

Become a Personal Care Attendant **Work Where and When You Want!**

What is the Personal Care Attendant (PCA) program?

The Personal Care Attendant (PCA) program is delivered by MassHealth. MassHealth pays consumer-employers (people with disabilities) to hire PCAs to assist with activities of daily living.

What does a PCA do?

A PCA is a person recruited and hired by a consumer-employer to physically assist in performing tasks, known as activities of daily living, such as:

- bathing and dressing
- denture care
- help with toileting
- meal preparation and feeding
- housekeeping and shopping
- help with ambulation and transfers



Who is the PCA employer?

Consumer-employers are responsible to hire, train, manage, and, if needed, terminate the PCA. The consumer-employer is listed as the employer on the I-9 and W-4. PCAs are not independent contractors, taxes are withheld. Consumer-employers are evaluated and eligible for PCA services if they need support with two or more activities of daily living. Consumer-employers are given an annual allotment of hours based on need.

What is required to be a PCA in Massachusetts?

- PCAs must be legally able to work in United States
- PCAs must be able to understand and carry out instructions from the consumer-employer
- PCAs must be 14.5 years of age or older
- PCAs must complete a 4-hour New Hire Orientation training

How do people find PCA jobs?

- Visit the PCA Workforce Council's PCA referral directory at www.MassPCAdirectory.org to register and complete an application for employment and search the job data bank. If you need phone support for the directory, call 888-MassPCA (627-7722) and speak to an operator Monday-Friday from 9am-5pm.
- Attend a Meet & Greet event. Visit <https://www.mass.gov/orgs/personal-care-attendant-workforce-council> for the current calendar and send an email to pcacouncil@state.ma.us to get the e-newsletter.

What should be considered to become a PCA in Massachusetts?

- It is at each consumer-employer's discretion to check references and run a CORI, SORI or drug test

- Each consumer-employer has preferences for worker experience, certifications, or education level, etc.

What are the benefits for PCAs?

PCAs are members of the 1199SEIU labor union and have access to the following employment benefits:

- Paid family medical leave
- Wage of \$15.75/hour
- 50 hours of earned paid time off per year
- Healthcare Navigator to improve healthcare access
- Unemployment Insurance
- Workers Compensation Insurance
- College tuition vouchers (eight credits/year) after a year of employment for classes in credit-bearing or degree programs in the information technology, health care or education fields
- PCAs are eligible to enroll in a Certified Nurse Aide program after completing a year of at least part-time employment
- Free training opportunities through [Home Care Training Benefit \(1199 SEIU\)](#), which include a 13-week ESOL course and an 8-week computer course
- Free, one-day workshops include:
 - ✓ Adult CPR/First Aid
 - ✓ Alzheimer's and Dementia
 - ✓ Bloodborne Pathogens
 - ✓ Body Mechanics and Transferring
 - ✓ Communication and Boundary Setting
 - ✓ Emergency Preparedness
 - ✓ Fundamentals of Care
 - ✓ Medication Safety
 - ✓ Nutrition and Diabetes
 - ✓ Stress Management

Are there any restrictions on who can be hired as a PCA?

Consumer-employers cannot hire their spouse, parent/foster parent, or surrogate.

What is required after the PCA is hired?

PCAs are required to complete a mandatory, 4-hour new hire orientation. PCAs who need to complete this required orientation will be notified through their consumer-employer with information needed to register. The letter will come from the fiscal intermediary.

The consumer-employer will decide either to send their PCA to a group session or to deliver the new hire orientation themselves. PCAs are paid to attend the new hire orientation, which needs to be scheduled during non-work hours.

Commonwealth Medicine at UMass Medical School is supporting the recruitment efforts of the PCA Workforce Council.

For additional questions, contact:

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