



A Great Career Opportunity!

## Become A Personal Care Attendant (PCA)

The PCA Program provides  
**BENEFITS, TRAINING AND  
CAREER ADVANCEMENT!**

### What is the Personal Care Attendant (PCA) program?

The Personal Care Attendant (PCA) program is delivered by MassHealth. MassHealth pays consumer-employers (individuals with physical, intellectual, or developmental disabilities) to hire PCAs to assist with activities of daily living. Consumer-employers are evaluated and eligible for the PCA program if they need support with two or more 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:

- Meal preparation and feeding
- Housekeeping and shopping
- Help with ambulation and transfers
- Support with walking
- Help with toileting
- Help with bathing and dressing

### Who is the consumer-employer?

Consumer-employers are individuals with physical, intellectual, or developmental disabilities who need assistance with the activities of daily living listed above. Consumer-employers are responsible to hire, train, manage, and, if needed, terminate employment with the PCA. The consumer-employer is listed as the employer on the I-9 and W-4 forms. PCAs are not independent contractors and taxes are withheld.



## What is required to be a PCA in Massachusetts?

- PCAs must be legally able to work in the United States
- PCAs must be able to understand and carry out instructions from their consumer-employer
- PCAs must be 14 years of age or older ([some restrictions apply to PCAs under 18 years of age](#))
- New PCAs must complete a New Hire Orientation training within nine (9) months of their hire date
- [See other requirements in MassHealth regulation at 130 CMR 422.000](#)



## What characteristics should a PCA possess?

Successful PCAs are people that have:

- Compassion for others and a desire to help others live independently
- Ability to work with little direction
- Eagerness to learn new tasks and skills from the consumer-employer
- Willingness to learn on-the-job from the consumer-employer
- Desire to do work that is personally enriching and gratifying

## What qualities do consumer-employers look for in PCAs?

- Strong communication skills
- Honesty
- Dependability
- Trustworthy
- Reliability
- Hard-working
- Patience
- Common sense

## How do people find PCA jobs?

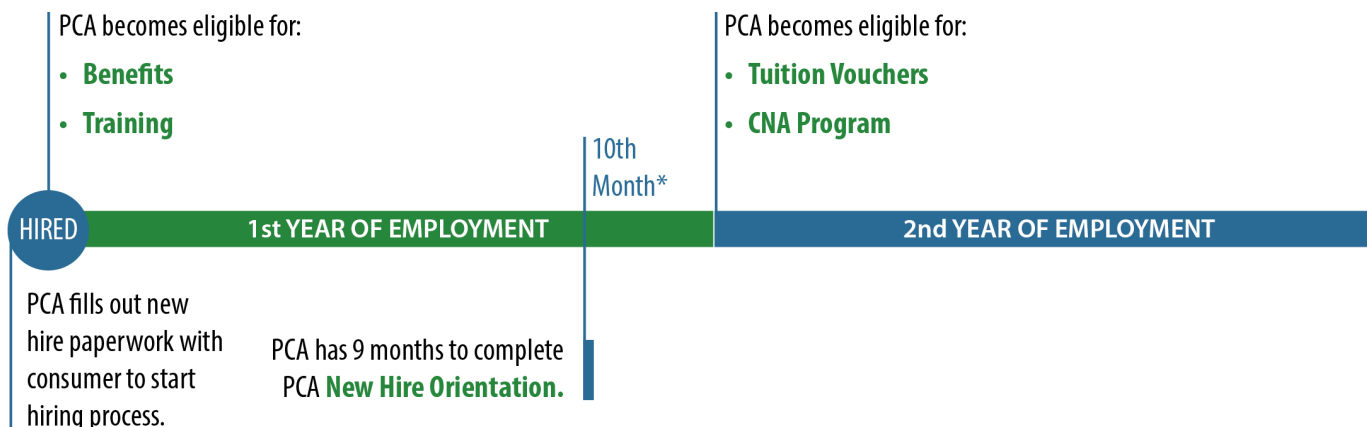
Find PCA jobs by visiting the PCA Workforce Council's PCA Mass PCA Directory at [www.MassPCAdirectory.org](http://www.MassPCAdirectory.org) to register and complete an application for employment and search the job data bank.



If you need phone support for the directory, call 1-888-MassPCA (627-7722) and speak to an operator Monday-Friday from 9am-5pm.



## PCA Employment Timeline



\* If PCA has not attended the New Hire Orientation, pay is docked \$1.00 an hour until PCA attends New Hire Orientation.

**A Great Job Opportunity with Benefits, Free Training & Career Advancement! Build skills in customer service, empathy, flexibility, problem-solving and communication.**

- Flexible schedule: morning/afternoon/evening/overnight/weekday/weekend
- On the job training provided

### FIRST YEAR: PCA Benefits

- \* Hourly wage of \$18.00
- \* Paid family medical leave
- \* Earn up to 50 hours of paid time off
- \* Health Care Navigator
- \* Unemployment eligibility
- \* Worker's compensation insurance

### FIRST YEAR: Training - Free Skills Enhancement Classes

After your first day of PCA employment you can register for several one day and multi-session skills enhancement classes. For more information go to [Skills Enhancement Classes](#).

To register call 1-877-409-8283 or email: [infoMA@1199funds.org](mailto:infoMA@1199funds.org)





## SECOND YEAR: Build your professional credentials

On the first day of the second year of employment, PCAs become eligible for:

- **College tuition vouchers** (eight credits free per year) in credit-bearing or degree programs in the information technology, health care or education fields. For more information go to [College Tuition Vouchers](#).

## Get started today!



Create a worker profile at [www.MassPCADirectory.org](http://www.MassPCADirectory.org) and begin connecting online with people who want to hire a PCA. Potential consumer-employers will learn about your work preferences, qualifications, skills, and training. There are [training videos](#) available to help you learn how to register, complete your profile and search for a PCA job.

To view this document online and get more information visit [www.MADirectCare.com/](http://www.MADirectCare.com/)

