



**SENIOR & LONG TERM CARE DIVISION
COMMUNITY SERVICES BUREAU**

**COMMUNITY FIRST CHOICE
Policy Manual**

Section: SERVICE REQUIREMENTS

Subject: Training Attendants

Reference: ARM 37.40.1008 and 37.40.1117

PURPOSE

Agency-based provider agencies are responsible for certifying that every personal care attendant (PCA) providing Community First Choice/Personal Assistance Services (CFC/PAS) has successfully completed mandatory training or has had the training waived according to policy. The purpose of this policy is to outline the provider agency requirements for overseeing the training curriculum program and providing certification of each PCA. An approved training program must include basic training, periodic and continuing in-service training, and on-the job instruction and supervision.

BASIC TRAINING

Basic training shall be a total of 16 hours in length and include content related to the following areas:

1. Orientation to the agency, community and services;
2. Body mechanics, transfer, and assisting with consumer mobility;
3. Personal assistance skills;
4. Care of the home and personal belongings;
5. Safety and accident prevention;
6. Food, nutrition, and meal preparation;
7. Health oriented record keeping, including service delivery records;
8. Member's rights (including confidentiality);
9. Communication skills; and
10. Basic human needs to provide PCAs with the knowledge to work with aging and disabled individuals.

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Basic training shall be overseen by a licensed nurse and involve appropriate staff and community resources, such as public health nurses, home economists, physical therapists, and social workers.

Basic training should be interactive and not solely based on self-study guides or video tapes. This training should ensure that a PCA can interact appropriately with elderly and disabled individuals.

Basic training shall include, as an integral part, evaluation of each PCA's competency in the required content. Criteria and methods for determining successful completion of basic training shall be established to determine whether each individual can competently perform required tasks and establish good working relationships with others. Methods of evaluating competency may include written, performance and oral testing, instructor observations of overall performance, or any combination of these and other methods.

Attendance records and evaluation materials for determining each individual's successful completion of basic training shall be maintained.

Every PCA must be given a certificate of completion for their personal records by the training agency. The nurse supervisor must sign the training document certifying the PCA's training. Agencies are encouraged to share this information.

A PCA cannot deliver CFC/PAS services until they have successfully completed the basic training requirements.

IN-SERVICE TRAINING REQUIREMENTS

1. PCAs are required to attend at least eight hours of training annually in order to expand basic knowledge and/or develop specialized skills not included in basic PCA training. This training can be provided by the agency or through community education activities/events.
2. The member has the option of requesting specific skill sets as a part of the person centered planning process. The agency is responsible for providing in-service training options to PCAs according to the member's preference.

WAIVER OF TRAINING REQUIREMENT

The requirement for completion of a basic training program may be waived if the individual providing CFC/PAS can demonstrate competency in the required areas of content included in the basic training.

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A provider agency must ensure a PCA has the following to meet competency requirements:

- a. Documented successful training through another Medicaid enrolled CFC/PAS agency or related training program such as Certified Nurse's Aide or Home Health Aide training programs, or
- b. Documented one year experience as a trained PCA in a community based program such as a licensed developmental disabilities group home or licensed assisted living. Questions regarding PCA qualifications should be directed to the Regional Program Officer (RPO).

Note: Experience in a self-direct CFC/PAS option and experience as an informal caregiver or family caregiver does not qualify.

2. In addition to ensuring PCAs meet the criteria outlined in "Waiver of Requirements" section 2, the provider agency must complete the following in order to waive the mandatory 16-hour basic training requirement:
 - a. Include procedures and instruments for evaluating each PCA's competency. Content of evaluation instruments shall be compatible with required basic training program content and shall assess appropriate skills and understandings of individuals providing personal assistance services;
 - b. Establish the level of competency that must be achieved by the PCA prior to placement in a member's home;
 - c. Include a plan for remedial basic training for a PCA who fails to meet the level of competency established; and,
 - d. Include a mechanism for documenting successful demonstration of competency that is overseen by the nurse supervisor.
3. Documentation to support the waiver of training requirements must be kept in the PCA's personnel record. Individuals receiving a waiver of basic training must complete eight hours of in-service training during the first year of work and annually thereafter.

APPLICATION OF REQUIREMENTS

1. A PCA who requires 16 hours of basic training is exempt from the in-service requirement of eight additional hours until the second year of service. Each subsequent year of employment requires eight hours of in-service training.

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Example: Jane Doe

Hire date	8/1/15
Basic training	8/5/15
First date of work	8/6/15
Initial in-service deadline	8/5/17

- PCAs who have a waiver of basic training are required to complete eight hours of in-service training within their first year of employment and every year thereafter.

Example: Jack Buck, CAN

Hire date	8/1/15
Basic training waived	8/4/15
Frist date of work	8/6/15
Initial in-service deadline	8/6/16

ON-THE-JOB TRAINING

On-the-job training must be provided by the nurse supervisor as needed, to instruct the PCA in a specific skill or technique or to assist the PCA in resolving problems in individual case situations. The nurse supervisor shall be responsible for evaluating and documenting in case notes each PCA's ability to function competently and safely and for providing or arranging for necessary on-the-job training. The time for this training may be billed in addition to the units authorized on the member's Service Profile if appropriate supporting documentation is provided.

ATTENDANT-TO-ATTENDANT TRAINING

In cases where an experienced PCA (or a family member) has extensive knowledge of a member's routine, that person may provide the direct training of another attendant. However, the nurse supervisor is still responsible for overseeing the training and insuring the PCA's ability to function competently and safely in the home. The time for this training may be billed in addition to the units authorized on the member's Service Profile if appropriate supporting documentation is provided.

DOCUMENTATION

The provider agency must document that training was delivered as required and that the PCA passed the competency test. These records must be available upon request by the Department or its designated representative.