



Executive Office of Health & Human Services

Personal Care Attendant New Hire Orientation

Massachusetts PCA Quality Workforce Council

PCA Handouts

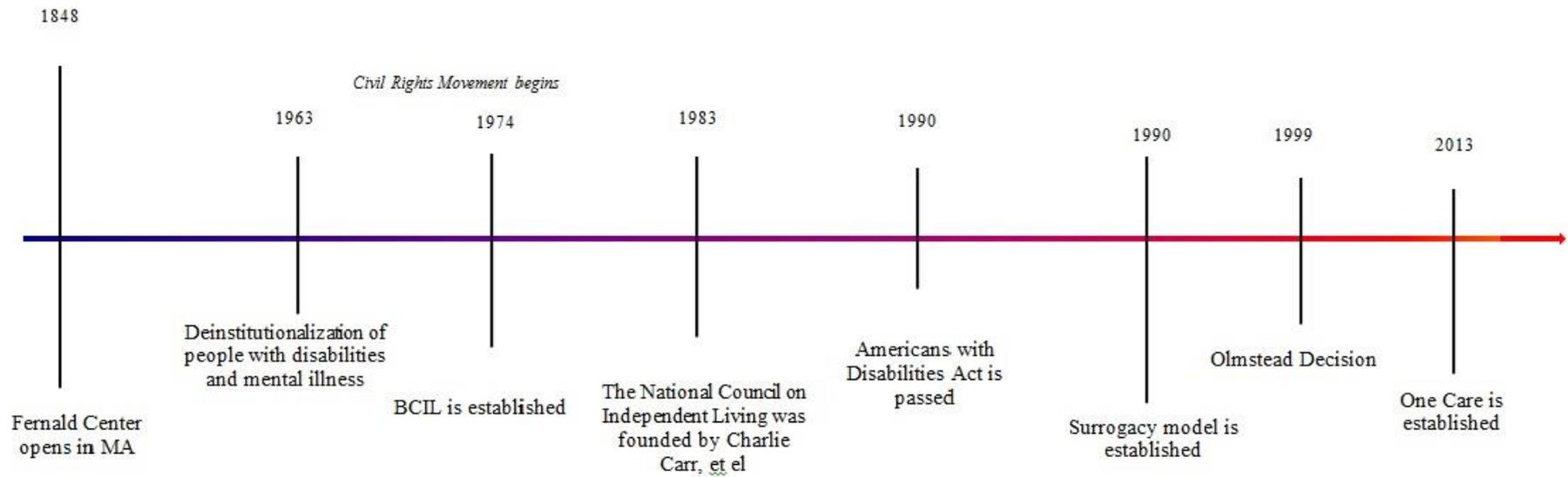
The goal of the PCA New Hire Orientation is to support PCA workers in their positions, support the integrity of the PCA program in the state, and increase communication between the consumer and PCA workers following hire.

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Independent Living Timeline

A SHORT HISTORY OF INDEPENDENT LIVING



Understanding Independent Living Principles

In the MassHealth PCA Program the Consumer, person with the disability, is the employer. S/he hires the PCA, determines schedules, trains the PCA, defines job tasks, supervises and evaluates the PCA's performance, and may ultimately fire the PCA. The PCA works for the person with the disability (consumer).

PCAs should avoid using terms such as "*client*" or "*patient*". A PCA does not "*take care of*" someone; rather, a PCA assists another person to live independently.



Image courtesy of www.dol.gov

Personal Care Attendant's Responsibilities

The consumers Service Agreement lists approved tasks as an ADL or IADL. In order to be eligible for the PCA program, a consumer must need assistance with at least two ADLs. The Service Agreement is an agreement between the consumer and MassHealth. PCAs should talk with the consumer about what their job should entail and request a job description so that they can do their job well. PCAs must receive training from the consumer or surrogate in all PCA activities. Most commonly, these activities include:

Activities of Daily Living (ADLs)

Involve the physical body

- Bathing and grooming
- Dressing and undressing
- Eating
- Toileting and continence
- Transferring and mobility
- Transfers – physically assisting the person in and out of bed, a chair, or a wheelchair (includes lifting)
- Mobility – physically assisting the person to ambulate or move their wheelchair from one point to another

Instrumental Activities of Daily Living (IADLs)

Important activities to support daily functioning

- Shopping
- Laundry
- Housework
- Transportation; such as to/from a medical appointment
- Preparing food and clean up

Boundaries: There may be times when the consumer asks the PCA to do additional tasks that will enable the consumer to live independently within the community.

The PCA should consider refusing to do additional tasks if:

- The task poses a health or safety risk for the PCA
- PCA is not comfortable or confident in their ability of performing the task
- The task might be illegal
- PCA is asked to do something that may be considered fraudulent (see Module 3)
- The PCA is asked to provide supports for someone other than the consumer.

MassHealth PCA Program: Helps people with permanent or chronic disabilities keep their independence, stay in the community, and manage their own personal care

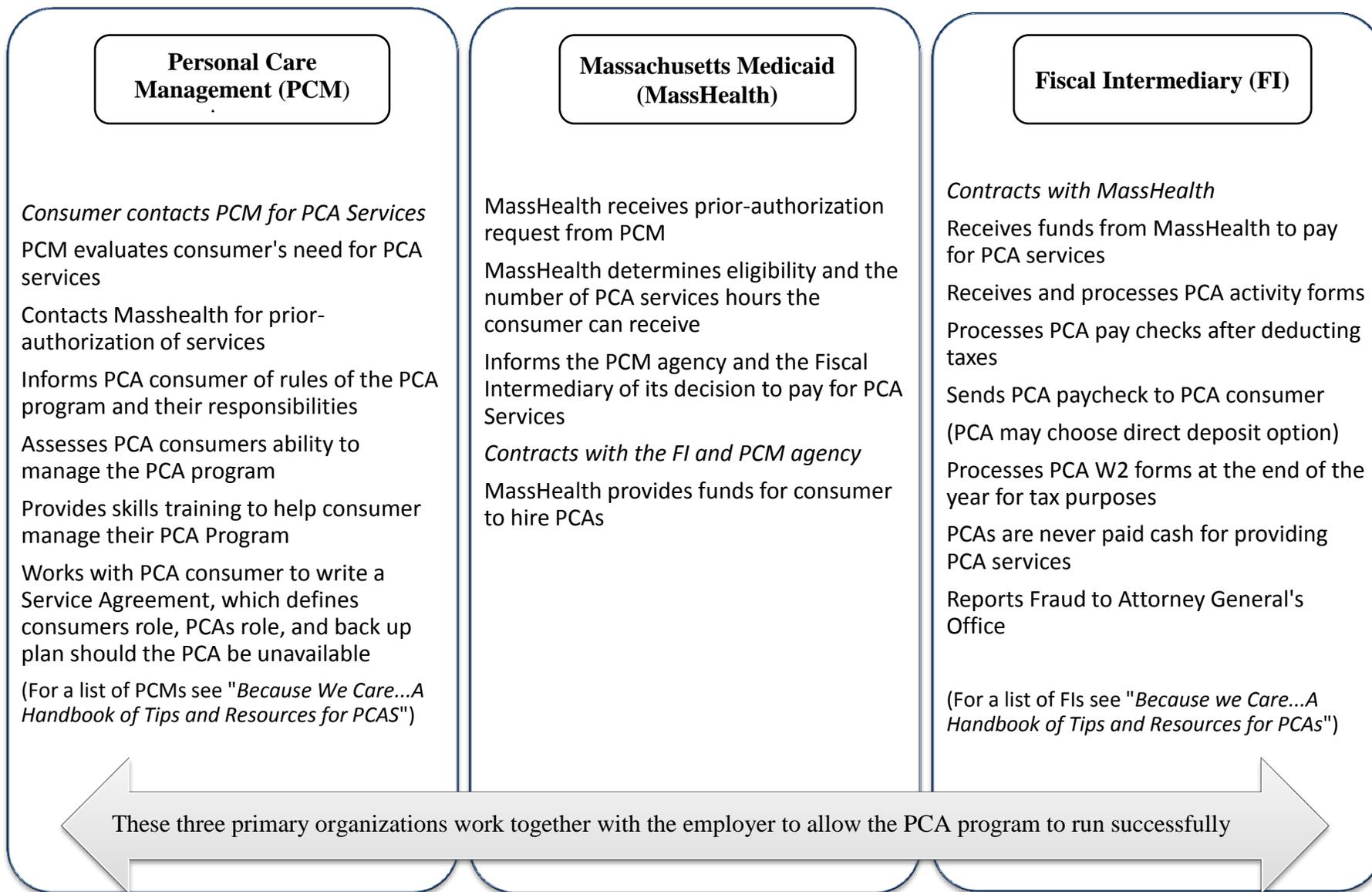


Figure 1

PCAs DO NOT work for an agency (PCM, FI or MassHealth). A PCA works for the Consumer

Wages and Benefits Information

1. PCA salaries are determined through collective bargaining agreements. During collective bargaining, the PCA is represented by the 1199 SEIU, consumers are represented by the PCA Quality Workforce Council. The current salary is \$ 13.38 per hour.
2. Listed below is the payment information for PCAs

Daytime wages – PCAs are paid regular wages for work performed between 6 am to midnight.

Night time wages – PCAs are paid for 2 hours for approved time worked between midnight and 6 am only.

Overtime wages – PCAs are entitled to overtime wages (time and a half) when they work more than 40 hours per week for a single consumer. The consumer *must* inform MassHealth of their attempts to reach other PCAs and then request overtime before receiving prior approval by MassHealth for overtime PCA services.

- Without prior approval, MassHealth will only pay the regular rate, not overtime rates. Therefore, the consumer is liable for the difference.

Holiday wages – PCAs are paid 1.5 times the regular pay rate when they work on New Year's Day, July 4th, Thanksgiving Day, and Christmas Day.

- The consumer must be approved for holiday hours and must also have adequate holiday hours remaining on their prior authorization.
- PCAs should confirm with their consumer about the availability of holiday hours prior to working a holiday. If there are no holiday hours remaining, then the PCA will be paid at the regular day rate by the FI, the consumer is liable for the difference.

Paid time off (PTO) wages – Twice a year, PCAs who work 100 hours or more per month for 3 months will receive a PTO bonus equal to five hours of paid work.

- The process for payments is - the Fiscal Intermediaries will review PCA work hours twice a year, In July and February.
- Workers who had 100 or more hours per month for the months of April, May and June would qualify for five hours of PTO in July. The same procedure would be used for the months of November, December and January for five hours of PTO in February.

3. There are two types of insurance the PCA receives through the MassHealth PCA Program.

Unemployment Insurance: Unemployment insurance is a temporary income protection program for workers who have lost their job through no fault of their own, but are able to work, available for work, and looking for work. In certain circumstances, PCAs may be eligible to collect unemployment benefits from the Department of Unemployment Assistance.

- If the PCAs consumer employer is hospitalized for 2 or more weeks, the PCA can apply for unemployment insurance

The Consumer should supply the PCA with unemployment information; otherwise, PCAs can access unemployment information by phone at (877) 626-6800 or (617) 626-6560. More information, including forms can be accessed online at www.mass.gov/dua

Workers' Compensation Insurance: PCAs are covered by Workers' Compensation Insurance, which benefits PCAs who are injured on the job.

The Workers' Compensation Insurance Company is located at:

Atlantic Charter
25 New Chardon St.
Boston, MA 02114

The PCA should contact Atlantic Charter Insurance Company if s/he is injured while working for the PCA consumer. The number to call is (617) 488-6500.

The 1199 SEIU PCA Handbook contains information about wages and benefits.

**NOTICE
TO
EMPLOYEES**



**NOTICE
TO
EMPLOYEES**

**The Commonwealth of Massachusetts
DEPARTMENT OF INDUSTRIAL ACCIDENTS**

600 Washington Street, Boston, Massachusetts 02111
617-727-4900 - <http://www.mass.gov/dia>

As required by Massachusetts General Law, Chapter 152, Sections 21, 22 & 30, this will give you notice that I (we) have provided for payment to our injured employees under the above-mentioned chapter by insuring with:

Atlantic Charter Insurance Company 617-488-6500

NAME OF INSURANCE COMPANY

25 New Chardon Street, Boston, MA 02114

ADDRESS OF INSURANCE COMPANY

POLICY NUMBER

EFFECTIVE DATES

HUB International, 229 Ballardvale St., Wilmington, MA 01887 978-657-5100

NAME OF INSURANCE AGENT

ADDRESS

PHONE #

EMPLOYER

ADDRESS

EMPLOYER'S WORKERS' COMPENSATION OFFICER (IF ANY) DATE

MEDICAL TREATMENT

The above-named insurer is required in cases of personal injuries arising out of and in the course of employment to furnish adequate and reasonable hospital and medical services in accordance with the provisions of the Workers' Compensation Act. A copy of the First Report of Injury must be given to the injured employee. The employee may select his or her own physician. The reasonable cost of the services provided by the treating physician will be paid by the insurer, if the treatment is necessary and reasonably connected to the work related injury. In cases requiring hospital attention, employees are hereby notified that the insurer has arranged for such attention at the

Nearest Hospital to Consumer's Home

NAME OF HOSPITAL

ADDRESS

TO BE POSTED BY EMPLOYER

Figure 2

Completing a Timesheet

- Timesheets must show actual hours worked; e.g., if the PCA worked from 9 am to 1 pm, then the timesheet must say 9 am to 1 pm
- Timesheets should not be signed ahead of time
- PCAs can be paid only for the hours worked on the day their consumer is hospitalized and the hours worked on the day s/he is discharged. A PCA cannot be paid for any *full days of hospitalization*
- PCAs cannot be paid for any days on which either the PCA or the consumer is incarcerated
- PCAs are never paid to be “on call”
- The consumer must not endorse, deposit, or cash the PCA paycheck
- PCAs sign their timesheets under pain and penalty of perjury that they have provided MassHealth PCA services to the consumer and that the information is correct. This means if the information on the timesheet is not true, the Attorney General’s Office can prosecute the PCA and the consumer charging them with Fraud

Mistakes that can delay a PCA paycheck from being issued:

- Not signing a timesheet
- Putting in the wrong time (for example putting in 12:00am instead of 12:00pm)

- -----
- -----
- -----

Exceptions that can impact the PCA wages

- Consumers use up the allotted holiday pay allowance before the end of the year
- Consumers use up the allotted PCA allowance before the end of the year

- -----
- -----
- -----

Nonpayment Complaint

The steps a PCA should follow for non-payment of wages are:

1. If the PCA has not been paid, s/he should first contact the FI with the consumer. If the issue is not resolved by the FI, then
2. The PCA should call the PCM, if the issue is still unresolved,
3. The PCA should call the 1199 SEIU Union.
4. As a last resort, **the PCA should contact the Attorney General's Office** to file a non-payment of wages complaint form.

If the PCA believes they are due wages or overtime pay and their employer is refusing to pay, they can file a **Non-Payment of Wage and Workplace Complaint Form** with the Attorney General. If the request is urgent, or the PCA needs assistance filling out the form, s/he should call:

Attorney General Fair Labor Hotline at (617) 727-3465

Before processing a complaint, the Attorney General's Office must receive full and complete information from the PCA; otherwise the form will be rejected as incomplete.

In addition, the PCA should also attach the following information with their form:

- Copies of pay stubs;
- Any additional information clarifying their claim.

It's important for PCAs to be aware that the e-forms can be accessed online at <http://www.mass.gov/ago/doing-business-in-massachusetts/labor-laws-and-public-construction/file-a-wage-complaint.html> .

Personal Reference List

Contact	Phone	Reference
Consumer 1. 2. 3.	Tel:	All questions about personal care Initial questions about payroll related issues To request a schedule change Concerns about other PCAs
Surrogate 1. 2. 3.	Tel:	In accordance to the surrogates individually defined role, as appropriate: All questions about personal care Initial questions about payroll related issues To request a schedule change Concerns about other PCAs
Fiscal Intermediary (FI) 1. 2. 3.	Tel:	Unanswered questions by consumer regarding payroll and reported work time To request replacement W-2 tax information
Personal Care Management Agency (PCM) 1. 2. 3.	Tel:	If the PCA is a victim of abuse or harassment by the consumer Suspicion of fraud
1199 SEIU	Tel: (617) 474-7140	Unresolved issues or concerns related to your job
Attorney General's Office	Tel: (617) 727-3465	If the PCA wants to file a non-payment of wages complaint with the Massachusetts Attorney General
Unemployment Office	(877) 626-6800 or (617) 626-6560	If the PCA qualifies for unemployment insurance
Worker's Compensation	Tel: (617) 488-6500	If the PCA is injured on the job

Fill in this list with up-to-date contact information related to your situation

Resolving Disputes

Different organizations and people that comprise the PCA program: Consumer, Surrogate (in some cases), PCA, MassHealth, FI, PCM, and the Union. It may be difficult to determine who to contact in situations of uncertainty.

Scenario 1: Your pay does not arrive in your account when expected (you have direct deposit). What should you do?

Scenario 2: The consumer (who has a surrogate) calls and asks you to come in two hours early for your shift. You then get a call from his surrogate telling you to come in at the regular time. When you arrive at the regular time, your consumer yells at you for not coming in early as he had requested. When you explain that his surrogate said not to come in early the consumer says: “Scheduling is up to me. You’re fired!” What should you do?

Scenario 3: The consumer has asked you to do a task that you feel is unrelated to PCA work. What should you do?

Understanding Medicaid Fraud

Fraud is a "deception deliberately practiced in order to secure unfair or unlawful gain." In other words, it's knowingly submitting a false claim (often a timesheet) to MassHealth in order to gain something of value, usually money or property.

PCAs should be on the alert for signs of fraud by others and also avoid doing anything fraudulent themselves



Image courtesy of www.fbi.gov

Recognizing Fraud

Introduction:

Sasha has been working for Ben for over a year, providing 20 hours of PCA services a week. She works four days a week Wednesday – Saturday from 7 am to 12 pm each day. Two months ago Sasha told Ben that she would be going on vacation for four days. She will be leaving on Monday and coming home on Friday, so she will be back at work the following day, Saturday. Ben told Sasha he would schedule a substitute PCA to fill in for her while she is away. Sasha leaves for vacation in three days. In the meantime, Ben’s doctor has scheduled a surgery for Ben during the time Sasha is on vacation. Ben will be admitted to the hospital on Monday (the same day that Sasha leaves for vacation); he expects to be home by from the hospital on Thursday. Sasha is not aware Ben will be in the hospital.

Ben (consumer): “Sasha, I need to find someone to fill in for you while you’re on vacation, do you know of anyone who might be available?”

Sasha (PCA): “How about your wife? I know she can’t be your PCA, but it’s only a few days so it’s not a big deal.”

Ben: “OK, you’re right, technically she can’t be my PCA, but no one needs to know. I will talk to her about it. Also, before you go, I need you to sign your timesheets. I left them over there on the table.”

Sasha: “No problem. Did you want me to fill them in for 20 hours each and sign them both?”

Ben: “Sure. When the checks come I will keep the second one, for the week my wife is covering for you.”

Sasha: “OK, that’s fine, except I will be coming to work on Saturday, so how will I get paid for that day?”

Ben: “After I deposit your check, I will pay you for the day. The only thing is on Saturday you won’t need to come here, you should plan on being *on call*; I will call you if I need you.”

Sasha: “OK, so long as I get paid for the time I’m on call.”

Ben: “Of course! Have fun and I will see you when you get back.”

Discussion: Can you identify the six areas of Fraud?

1.

2.

3.

4.

5.

6.

How to Report MassHealth PCA Fraud

MassHealth Fraud Hotline: (877) 437-2830

MassHealth Hotline hours are Monday through Friday, 9 am to 5 pm, to speak to a person. At all other times, you can leave a voicemail.

Anyone can use the hotline to report MassHealth member fraud, identification theft, or any other concern about misuse of MassHealth benefits and services.

Or

Bureau of Special Investigations - Reporting Fraud to State Auditor's Office

BSI Fraud and Waste Hotline: (617) 727-6771

Public Assistance Fraud Reporting Form: Complainant Information
(Optional)

Is available online: www.mass.gov/auditor



Image courtesy of Fraud.goodfellow.af.mil

Reporting Abuse and Neglect

Anyone can report abuse.

If you, or someone you know, is being abused or in danger of being abused, you should report it. Some people are required by law to report abuse, but anyone who believes someone is suffering or has died as a result of abuse can and should report the abuse.

The Disabled Persons Protection Commission¹ (DPPC) investigates cases of suspected abuse/neglect of people with disabilities aged 18 through 59. The DPPC will also refer complaints made on behalf of people younger than 18 or older than 59 to the proper agencies for investigation. The DPPC can be contacted 24 hours a day at:

DPPC Emergency Hotline: (617) 426-9009

Or

The Executive Office of Elder Affairs² has established 22 designated Protective Services (PS) agencies throughout the Commonwealth to respond to reports of elder abuse. The goal of protective services is to remedy or alleviate the abusive situation and to prevent the reoccurrence of abuse.

**Elder Abuse Hotline
1-800-922-2275 (V/TDD)**

¹ <http://www.mass.gov/dppc/docs/brochure-mandated-reporting.pdf>

² <http://www.massresources.org/elder-protective-services.html>

Worker Rights

Scenario 1

John is 63 years old and is prescribed oxygen for impaired lung function due to multiple sclerosis (MS). He depends on Kim, his PCA to keep his house clean and dust free. Every six months Kim climbs onto a step ladder, removes the drapes from his windows, washes them in hot water, dries them, and hangs them back up.

Today is the six-month mark, so Kim climbs onto the step ladder; however, when she is coming down, she misses a step, falls and twists her ankle. She is able to get up and drive herself to the emergency room.

Kim tells John that the medical tests reveal that she has torn her ACL and will be unable to return to work for at least six months. The case worker at the hospital explained to Kim that the injury happened at work, so she is entitled to workers' compensation. Kim was unaware that she had workers' compensation insurance and when she asks John about this, he mentions that she isn't covered because she was injured because she was clumsy not because of her job. What should Kim do?

Scenario 2

Jose is 26 and uses a motorized wheelchair. He depends on his PCAs for nearly all of his ADLs and IADLs. He hired Doris three months ago. This is Doris' first PCA job. Jose has begun calling her "honey" and introduced her to his family as his "girlfriend". He also has begun scheduling Doris almost exclusively for those shifts when the PCA is responsible for bathing him. Doris is feeling uncomfortable about all of this. What should Doris do?

Scenario 3

Donna is 32 years old and has been working for Sharon, her consumer, for 2 years. Sharon is 78 years old, has chronic neuropathy, dementia, and limited vision resulting from diabetes. She was approved for 20 PCA hours a week. Donna works six days a week for three hours a day and another two hours on Sundays. On Sunday, Donna arrives at Sharon's house at 8:30 am. She helps Sharon to get ready for church, then using her own car, drives Sharon across town to her place of worship. In addition to driving Sharon to and from church on Sunday, Donna also drives her to her weekly appointments. In some situations, Donna must also pay highway tolls and parking.

All in all, Donna drives about 48 miles per week; however, her car is old and is not good on gas. Typically she gets about 12 miles per gallon, which means that Donna uses about 4 gallons of gas per week. Donna recently shared with Sharon her concern for the rising gas prices and how much it is costing her in gas, but Sharon told her it was part of the job and the gas money is included in her pay. What should Donna do?

Resource List

If you suspect or you were	Contact	Method
Sexually harassed	Police, PCM, Union Office	In person or phone
Abused (sexual, physical, mental, verbal etc.)	Police, PCM, Union Office	In person or phone
Discriminated against	MA Commission Against Discrimination	www.mass.gov/mcad
Did not receive compensation for all the hours worked	1 st : PCA employer 2 nd : the FI 3 rd : the PCM 4 th : the Attorney General's office	See Reference list AGO: (617) 727-3465
Denied Paid-Time-Off	Fiscal Intermediary	See Reference List
Denied Pay for Jury Duty	Fiscal Intermediary	See Reference List
Injured on the job	Atlantic Charter Insurance Company	(617) 488-6550
Unemployed	Department of Unemployment Assistance's TeleClaim Center	(877) 626-6800
Unresolved conflict with consumer or surrogate	PCA Quality Workforce Council Mediation	pcacouncil@state.ma.us
Accused of abuse or neglect	The 1199 SEIU Union for free or reduced legal services rates for members	(877) 409-7227
Forced to work in unsafe/unhealthy conditions	PCA Union Office or OSHA	(877) 409-7227
Retaliated against for demanding your rights	MA Attorney General's Office	(617) 727-3465 www.mass.gov/ago
Asked to drive consumer in his/her vehicle	Confirm the consumer has adequate insurance, covering the PCA as a driver	Ask consumer to contact their insurance agent
Asked to use PCA vehicle to transport the consumer or do errands on their behalf	Confirm you have adequate insurance on your vehicle to cover work-related driving.	Your insurance agent
Suspect Medicaid Fraud	MassHealth Fraud Hotline or Bureau of Special Investigations	(877) 437-2830 (617) 727-6771
Suspect that the consumer has been abused or neglected	Disabled Persons' Protection Commission or Elder Abuse Hotline	(800) 426-9009 (800) 922-2775
Looking for PCA training	Homecare Training Benefit	(877) 409-8283

1199 SEIU Union

What is a union?

- ✓ A union is all PCAs working together as a group to negotiate and win improvements for ourselves and the consumer employers we care for.

Who is in our Union? 1199 SEIU includes:

- ✓ Nearly 400,000 healthcare workers in MA, NY, NJ, MD, DC, FL
- ✓ Nearly 50,000 healthcare workers including 32,000 PCAs in MA
- ✓ Overall, SEIU includes: 2.4 million members across the country.

How do PCAs win improvements?

- ✓ Bargaining with the PCA Workforce Council
- ✓ Participating in Politics
- ✓ Organizing New Workers to Build a Stronger Union

What have PCAs won with the PCA Union?

- ✓ Higher Wages – 23% increases
- ✓ Homecare trainings
- ✓ Access to Paid Time off Benefit
- ✓ PCA Orientation
- ✓ A Unified Voice to Protect and Improve the PCA Program

Training Opportunities:

- ✓ Adult First Aid/CPR
- ✓ Alzheimer's and Dementia
- ✓ Blood borne Pathogens
- ✓ Body Mechanics and Transferring
- ✓ Communications and Boundary Setting
- ✓ English for Speakers of Other Languages
- ✓ Medication Safety
- ✓ Nutrition and Diabetes
- ✓ Topics in Computers
- ✓ Certified Nurse Assistant Programs
- ✓ Tuition Vouchers for College Classes
- ✓ All paid for by the Homecare Training Benefit 1-877-409-8283

Protecting Homecare is the Union's First Priority

- ✓ 1199SEIU has worked hard as a Union with other advocates to stop budget cuts that would have cut consumer services and PCA jobs

- ✓ 1199SEIU continues to fight for better funding for the PCA program
- ✓ The PCA program is funded by Mass Health and the state of Massachusetts
- ✓ Our Governor and State Legislators are decision makers in our pay and benefits and in whether consumer employers receive adequate hours.
- ✓ As a Union, 1199SEIU PCAs are involved in politics to protect the program and our jobs.

Union Members also have Access to the Following Member-only Benefits:

- ✓ Discounts on cell service, computers and electronics, rental cars
- ✓ Prescription and dental discounts
- ✓ Legal and mortgage services
- ✓ Free life insurance, debit card services, tax preparation and scholarships

The first step to improving our jobs and lifting homecare workers out of poverty is to become a union member.

What is PAC (Political Action Committee)?

- ✓ PCAs' political voice in the decisions that affect us as Personal Care Attendants
- ✓ An investment in our Union's efforts to protect the PCA program
- ✓ A monthly contribution to help support candidates who share our values
- ✓ PAC has helped us win: funding for PCA services, higher wages, homecare training benefit, recognition and respect

Call the union office at 1-877-409-7227 for more information or to get involved.

Glossary of Key Terms & Acronyms

Term	Definition
Activity Sheet	Another term for timesheet
Abuse	An act that causes harm to another. Abuse can take many forms, including physical, emotional, sexual and financial.
Activities of Daily Living (ADLs)	Tasks that a PCA performs that are in direct contact with the PCA-employer.
Centers for Independent Living (CILs) or Independent Living Centers (ILCs)	Non-profit organizations run by a majority of people with disabilities. Many provide PCA-related services.
Consumer Control	The PCA consumer (or their surrogate) is the person who hires, directs, and trains PCAs.
Disabled Persons Protection Commission (DPPC)	The state agency primarily responsible for investigating complaints about abuse or neglect of people with disabilities between 19 and 65 years old.
Employee at will	A worker who can be fired for any reason (or for no reason at all) by their employer.
Fiscal Intermediary (FI)	Organization responsible for the PCAs payroll. An FI receives the timesheets, process payment, take out taxes and perform other payroll functions.
Homecare Training Benefit	A legislatively approved training fund to offer classes to PCAs interested in job training opportunities such as first aid, basic computer skills and universal healthcare precautions. This program is offered through the MA 1199 SEIU Training and Upgrading Fund (TUF)
Medicaid Fraud	A deception deliberately practiced in order to secure unfair or unlawful gain. In other words it's knowingly submitting a false claim (often a timesheet) to MassHealth in order to gain something of value, usually money or property.
Independent Living	The ability to live as one wishes by having the resources one needs and the ability to make decisions about how those resources are used.
Instrumental Activities of daily Living (IADLs)	Tasks that a PCA performs that do not involve direct contact with a PCA-employer.
MassHealth	This is the name of the Medicaid program in Massachusetts. Masshealth pays for PCA services.
Neglect	Not doing something for someone, and it results in them being hurt
Personal Care Attendant/Assistant (PCA)	Individual hired by the PCA consumer to assist the PCA consumer to live independently at home and in the community. According to Massachusetts law, the following people cannot assume the role of PCA for the employer: the

	employer’s spouse, the parent of a minor child including adoptive, guardian, or foster parent, the surrogate, or legally responsible relative of the PCA consumer. A PCA is considered an “Employee at will”.
PCA Employer Evaluation	Evaluation conducted by the PCM registered nurse and occupational therapist to determine the number of PCA service hours the consumer will be granted per year.
PCA Surrogate	A person who supports the PCA consumer in the management of their PCA program. Not all PCA consumers need a surrogate, and surrogates duties vary depending on the needs of the PCA consumer.
Personal Care Management Agency (PCM)	The PCM agency is responsible for assisting consumers in accessing PCA services. They provide intake, assessment, and skills training, and are responsible for annual evaluations. PCMs do not have anything to do with PCA payment issues.
PCA Quality Home Care Workforce Council	The Council was created to make it easier for individuals with disabilities to find and hire PCAs under the MassHealth Personal Care Attendant program.
Service Agreement	A contract between the PCM and the consumer describing the responsibilities of the PCA consumer as the employer, the surrogate (if necessary), the fiscal intermediary, and the personal care management agency as they relate to the management of the member’s PCA
Training and Upgrading Fund (TUF)	Program established to provide trainings for PCAs through the MA Homecare Training Benefit.
1199 SEIU	This is the Union that represents PCAs in Massachusetts