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To: All Consumers in the PCA Program  
From: Whitney Moyer, Chief, Office of Long-Term Services and Supports  
Date: July 29, 2019  
Re: Collective Bargaining Changes

Several changes to the Personal Care Assistance (PCA) Program recently went into effect or will soon go into effect. The purpose of this memo is to notify you of these important changes and to explain how they affect you and your PCAs.

1. Effective July 1, 2019, the PCA gross wage rate increased to \$15.40 per hour.
2. Effective July 1, 2019:
  - a. All PCA accrued sick time was converted to Paid Time Off (PTO);
  - b. PCAs may accrue up to 50 hours of PTO; and
  - c. PCAs leaving employment after July 1, 2019 from all PCA Program consumers are eligible for a pay-out of unused, accrued PTO.

Details regarding PTO can be found in the attached PCA Earned Paid Time Off document.

3. Effective September 1, 2019, consumer-employers and PCAs will be able to access PCA pay advice information electronically on your Fiscal Intermediary's website.
4. Paystub information will default to electronic access; however, PCAs who wish to opt out of this option may receive paystub information via standard mail. Consumers will no longer receive paystub forms via standard mail; however, they will continue to receive a payroll register and cover sheet via standard mail. MassHealth OLTSS will provide the effective date of this change once it is finalized.
5. PCA New Hire Orientation updates effective September 1, 2019:
  - a. A PCA must complete New Hire Orientation within 9 months of the start of PCA employment or will be subject to a \$1.00 per hour payroll deduction until the PCA completes orientation;
  - b. Consumer-employers may determine the method for New Hire Orientation (consumer-taught or group session) within the first 3 months of a PCA's employment;
  - c. PCAs who have not completed New Hire Orientation within the first 3 months of employment must complete group New Hire Orientation within the remaining 4-9 months; and
  - d. PCAs will not be refunded New Hire Orientation sanctions.

**PLEASE SHARE THIS IMPORTANT INFORMATION WITH YOUR PCAS**