

Attached is the information for home care agencies contracted with the state to provide Medicaid Personal Care. – Peter Nazzal

Home Care Agency Training Overview: All training has same aspects. See following:

#1 - RFOC is required for all our workers, so everyone who gets any of training will have taken RFOC or will be required to take RFOC

#2 - on sheet

#3 - An agency supervisor provides training

#4 - Caregivers - we don't use 'outcomes'

#5 - None of the training articulates

#6 - There is no funding - we do so within the current vendor rate. There are no charges for users (the users are our staff).

Most Home Care agencies contracted to provide Medicaid services also provide services to private pay clients. Agencies require the same training standards for workers who serve private pay clients as those who serve Medicaid clients.

Home Care Agencies offer/require a variety of training over and above the state mandated training:

Orientation – the state pays for two hours of orientation. Most home care agencies provide 4 hours of orientation. The additional two hours is spent predominantly in safety and worker comp training for which home care agencies are not reimbursed (the IP system pays for this additional two hours). This is mandatory.

Initial On-the-job – most agencies will provide about one hour of training to new home care workers at the home of their first client. This training involves going over the service plan and modeling how one works with the client to meet her/his needs. This is mandatory.

ESL & Citizenship – these classes are offered by some home care agencies. This is voluntary.

Voluntary In-Service – many agencies offer voluntary in-services. Attendance is reported as very low.

Post-Injury Training – many agencies offer re-training after injuries. As an example, one large agency uses instructional material and testing which is graduated based on the number/severity of injuries. This re-training is usually ½ hour and is mandatory.

Mentoring – some agencies use other care givers as mentors to new caregivers. This varies widely. This is not mandatory.

On-the-job Hoyer lift - training is done by many Agencies. This is done at the clients home. It is for workers who are not able to get into a training class yet, but desire to learn the task. It lasts ½ hour and is mandatory.

Re-orientation – most agencies provide this for workers with performance issues. This typically lasts 2 hours and is madatory as part of a disciplinary action.

All of the above training is done by a trainer (Supervisor or Trainer) and is for current home care workers. None of the above counts towards another degree or certification.