



Department of Health

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Commissioner

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Acting Executive Deputy Commissioner

April 14, 2022

DAL: DHCBS 22-08

Subject: Posting of Home Health Aide and Personal Care Aide Training Programs to DOH Website, Training Program Updates and Reminders

Dear Administrator:

The purpose of this DAL is to inform Personal Care Aide (PCA) and Home Health Aide (HHA) training programs approved by the Department of Health (“Department”) about the listing of training programs to the public website and to provide updates on policy changes as well as clarification regarding policies that are already in place.

Chapter 661 of the Laws of 2021 of New York State requires that the Department of Health post a listing of all Department approved PCA and HHA training programs in order that individuals interested in becoming a home care aide can identify sites for Alternative Competency Demonstration. A listing of training programs with contact information will be posted at https://www.health.ny.gov/facilities/home_care/professional.htm.

DOH-approved training programs are required to provide the following trainings:

- PCA Training Programs offer PCA basic training (minimum 40-hour training) and Alternative Competency Demonstration
- HHA Training programs offer HHA core training (minimum 75-hour training), PCA Upgrade, CNA Transition, and Competency Evaluation

For PCA training programs, the qualifications for an individual to be eligible for the Alternative Competency Demonstration (ACD) were updated in August 2021 and are contained in the guide which can be found on the [Health Commerce System](#).

Access to available training is a critical issue and has a direct impact on the availability of a trained workforce. Training programs are reminded that they cannot deny training to individuals seeking training if an individual meets the minimum requirements. Training programs also cannot require potential trainees to become employees of their agencies or require them to apply for a position at their agency before enrolling in a training class.

Training program staff must be familiar with training policies and procedures as well as the correct use of the Home Care Registry (HCR). Please refer to the Home Care Registry User Manual available on the [Health Commerce System](#) (HCS) and the training program guidance documents for additional information. Training programs are required to assign and maintain all HCR roles and HCR training program roles in the HCS and are also required to periodically

review their training program personnel roster for accuracy. As a reminder, HCR updates must be completed within 10 business days of the change taking place.

Programs are reminded that security protocols should be in place to protect trainee personal information as well as program data and training program records should not be sent via mail or delivery service from the training site to the agency office. Additionally, training programs should avoid sending certificates for completed training via mail or delivery service. If an aide is unable to come to the office to obtain a copy of their certificate and it needs to be mailed, it should be sent via certified mail with return receipt. Every effort must be made to ensure that the aide is the one who receives the certificate.

The following are clarifications regarding policies that are already in place:

- Training programs should follow Covid-19 safety protocols including social distancing, proper PPE use and symptom screenings throughout the training process. Questions regarding COVID guidance can be sent to covidhomecare@health.ny.gov.
- DHCBS DAL 21-01 was issued in January of 2021, granting PCA and HHA training programs 2-year extensions to their end dates for those end dates between 3/1/20 and 12/31/21. Please note that those extension end dates are approaching, and programs will need to request re-approval of their training programs. The re-approval processes have not changed.
- For HHA training programs, all 16 hours of Supervised Practical Training (SPT) can be completed in the lab setting, eliminating the requirement that 8 of the 16 hours be done in a patient care setting that is not a nursing facility.
- For PCA training programs, the qualifications for an individual to be eligible for the Alternative Competency Demonstration (ACD) were updated in August 2021 and are contained in the guide. The Alternative Competency Demonstration for the Personal Care Aide guide can be found on the Health Commerce System.

If you have questions regarding HHA training programs please send them to hhatp@health.ny.gov, and for those regarding PCA training programs, pcatp@health.ny.gov.

Sincerely,

Carol A. Rodat
Director
Division of Home and Community Based Services