

Maine Direct Service Workers: A Guide to Job Titles

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For

The Office of Aging and Disability Services

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GLOSSARY

ACT	Assertive Community Treatment
ADL	Activities of Daily Living
CFR	Code of Federal Regulations
CIPSS	Certified Intentional Peer Support Specialist
CNA	Certified Nursing Assistant
CNA-M	Certified Nursing Assistant -Medications
CPR	Cardiopulmonary Resuscitation
CRMA	Certified Residential Medication Aide
DHHS	Maine Department of Health and Human Services
DLC	Maine Division of Licensing and Certification
DSP	Direct Support Professional
HHA	Home Health Aide
IADL	Instrumental Activities of Daily Living
IPS	Intentional Peer Support
ISS	Independent Support Services
MBM	MaineCare Benefits Manual
ME	Maine
MHRT-1	Mental Health Rehabilitation Technician-1
MHSS	Mental Health Support Specialist
MRS	Maine Revised Statutes
OBH	Maine Office of Behavioral Health

OADS	Maine Office of Aging and Disability Services
PNMI	Private Non-Medical Institution
PSS	Personal Support Specialist
RCS	Residential Care Specialist

Introduction

This report focuses on the job titles of several types of direct service workers in Maine who provide supportive services to older adults, adults with physical, intellectual, or developmental disabilities, autism, or mental illness. This report does not include categories of direct service workers who primarily provide services to children.

Most of these categories of direct service workers obtain certification through the Maine Department of Health and Human Services (DHHS) and provide services reimbursed under publicly funded programs such as MaineCare, Maine’s Medicaid program.

The USM Muskie School team researched federal and state laws, regulations, policies, and guidelines to identify requirements for direct service worker training, job descriptions, and populations served. Key managers across DHHS provided valuable information and insight on the contents of the document.

It is important to note the limitations of this report as a “static” document. The requirements and policies for Maine’s direct service workers are undergoing change and this report is a snapshot of available information current as of June 2022. It provides a general overview and is intended only as informal guidance.

Certified Intentional Peer Support Specialist (CIPSS)

Worker Description	
Job Functions, ADLS/ IADLS Assistance	<p>Guided by the Intentional Peer Support model, a relational trauma-informed approach, CIPSS engage in mutually supportive relationships while creating opportunities and knowledge for sustaining and creating community and natural supports.</p> <p>To become a CIPSS, individuals must identify as having lived experience with mental health challenges and be willing to self-identify as such when in that role.</p> <p>CIPSSs do not assist with ADLS/ IADLS.</p>
Populations Served	<p>Individuals living with impact of trauma, mental illness and/or substance use. Services provided by a CIPSS can be covered by MaineCare under Chapter II of the MaineCare Benefits Manual (MBM) Section 92 (Behavioral Health Homes).</p>
Settings	<p>CIPSSs may work in a variety of settings: Maine’s Intentional Peer Support Warmline, Emergency Departments (patients ages 16+), Behavioral Health Homes, State Psychiatric Hospitals, Assertive Community Treatment (ACT) teams, Crisis Programs and Peer Centers. Various agencies throughout Maine are also open to have their Peer Support Specialists trained in Intentional Peer Support.</p>
Supervision	<p>Determined by contract, within agency, by agency.</p>
Training	
Oversight of Training Content	<p>ME DHHS Office of Behavioral Health (OBH)</p>

<p>Training Prerequisites</p>	<p>One of the following is needed before applying to take CIPSS training program:</p> <p>Peer Support 101: a 3-hour class offered to anyone interested in learning more about peer support.</p> <p>OR</p> <p>Healthy Connections: Four day-long sessions that use the four tasks of Intentional Peer Support to address topics such as listening differently, challenging conversations, conflict, and crisis situations. Attendance must include the session when the certification process is explained.</p> <p>Individuals who are interested in participating in the CIPSS Program must supply three personal references when applying for training. If the applicant is working or volunteering, at least one of these references must be from a supervisor. Each reference should complete the form, seal it in an envelope, sign his/her name across the seal outside the envelope, and return it to the applicant so it can be included in one package with the application. Because space in the training program is limited, Recovery Supports/OBH is not always able to accept all applicants. Applicants who are not accepted to the program initially are welcome and encouraged to reapply, and Recovery Supports/OBH will provide information on additional opportunities for skills development and work towards recovery.</p>
<p>Course Hours, Training Requirements</p>	<p>Eight-day training: Cannot miss days I or II, nor more than five hours total. At the conclusion of the training, trainees take the CIPSS Course Content Exam. After passing this multiple-choice test, the trainee is provisionally certified and begins field work. After a year of field work, and the completion of the CIPSS Skills Certification Exam, trainee is fully certified. Field work includes co-reflection (one per quarter after Core training), continuing education (two per year after Core training), and Intentional Peer Support practice.</p> <p>Dependent upon contracts, some peer support staff may work in a CIPSS role without CIPSS certification for the first nine (9) months of hire, and will be given certain requirements to follow along with applying for and successful completion of the CIPSS training within the timeframe.</p>
<p>Behavioral Intervention Training</p>	<p>None required</p>

Reciprocity/ Testing Out Availability	An individual who has been trained and/or certified in Intentional Peer Support in a state outside of Maine may contact OBH about the possibility to schedule a written and oral exam in lieu of taking the full core training. If an applicant from out of state meets the minimum score on these exams, they will be provisionally certified and must begin the field work requirements outlined above under Course Hours, Training Requirements.
Incumbent Workers/ Grandfathering	No
Certification Length	Certificates are issued annually, with dates based upon the month training was successfully completed (for example, July 1st-June 30th.). Certification is only annually renewed if the CIPSS has met the yearly requirements (see requirements below).
Continued Ed. Requirements	Field work includes co-reflection (1 per quarter), continuing education (2 per year after Core training), and Intentional Peer Support practice.
Trainer Qualifications	<p>The steps to become an Intentional Peer Support (IPS) Organizational Trainer are outlined below:</p> <ol style="list-style-type: none"> 1) Complete an IPS Core Training 2) Practice IPS for at least a year 3) Submit a Train-the-Trainer application 4) Complete and IPS Train the Trainer Course 5) Become designated as IPS Organization Trainer after demonstrating IPS tasks and principles, strong communication skills, and willingness to self-reflect 6) Regularly engage in co-reflection 7) Complete IPS Refresher Course every two years <p>Maine OBH must approve trainers to offer trainings in the state of Maine.</p>
Trainee Costs	State of Maine funds training, which will reimburse mileage as well and/or help find ride shares/ carpools.

Certified Nursing Assistant (CNA)

Worker Description	
Job Functions, ADLS/ IADLS Assistance	<p>CNAs work under the supervision of a registered professional nurse, and perform a variety of nursing tasks after they have satisfactorily demonstrated their ability to do so, e.g., taking temperature and pulse, monitoring food intake, urine output, changing bed linens, etc. See Rules for State Board of Nursing (Ch.2, Sec. 380), Ch. 5.</p> <p>CNAs assist with ADLS and IADLS.</p>
Populations Served	Persons of all ages, with varying needs, including those with physical disabilities and health conditions.
Settings	Hospital; nursing facility; residential care facility, assisted living facility, adult day, home care, and other healthcare settings.
Supervision	CNAs must work under the supervision of a registered professional nurse. See Maine 10-144 CMR CH 128.
Training	
Oversight of Training Content	Training is prescribed by Maine State Board of Nursing. See Title 32 MRS §2104 (4); Rules for State Board of Nursing (Ch.2, Sec. 380), Ch. 5.
Training Prerequisites	<p>Individuals must be at least 16 years old and have completed 9th grade; high school diploma or high school equivalency diploma is preferred. CNA applicants must read and write English as demonstrated on the Test of Adult Basic Education (TABE), Competency Adult Student Assessment System (CASAS). See Rules for State Board of Nursing (Ch.2, Sec. 380), Ch. 5.</p> <p>Training programs are required to ensure participants pass background check. Certain types of convictions may prohibit employment as a CNA.</p>

	Hospital/ facility regulations often require physical exam and current immunizations.
Course Hours, Training Requirements	<p>Effective 9/1/2021, Maine's approved CNA training program is 130 hours including 70 hours of classroom instruction, 20 hours of skilled laboratory and work, and 40 hours of correlated, supervised clinical practice. See Rules for State Board of Nursing (Ch.2, Sec. 380), Ch. 5.</p> <p>Federal regulations establish minimum curriculum requirements for CNA training. Guidelines can be found here: 42 CFR Chapter IV §483.152</p> <p>All CNAs must be listed on the Maine Registry of Certified Nursing Assistants and Direct Care Workers (CNA Registry) administered by the Division of Licensing and Certification (DLC). See Title 22 MRS 1812-G and 10-144 Code of Maine Rules Ch. 128.</p>
Behavioral Intervention Training	None required.
Reciprocity/ Testing Out Availability	For CNAs trained in other states wanting to work in Maine, the CNA must have passed a nationally certified CNA testing process that includes evaluation of theory and clinical competence, and the CNA has graduated from a certified nursing assistant program outside the State of Maine within the last year or has been employed as a CNA outside the State of Maine for the last two years. See Rules for State Board of Nursing (Ch.2, Sec. 380), Ch. 5.
Incumbent Workers/ Grandfathering	No
Certification Length	Certificate of training does not expire, but to remain eligible for employment, CNAs need to continue their “active” status on CNA Registry which expires every two years, per Division of Licensing and Certification rules. To remain “active” on the Registry, CNAs must submit a registry renewal form and documented proof of qualified employment for monetary compensation for a minimum of eight hours within the last 24 consecutive months under the supervision of a registered professional nurse in a qualified health care setting, in the capacity of a CNA on a full or part-time basis.

Continued Ed. Requirements	For CNAs working in a nursing facility setting: Maine licensing rules require that a facility to provide 12 hours per year of in-service education. Maine 10-144 DHHS Chapter 110 - Skilled Nursing & Nursing Facilities Regulation.
Trainer Qualifications	<p>Trainer must be an RN currently licensed to practice in Maine or hold a current RN multistate license issued by a state that has adopted the Nurse Licensure Compact in which the licensee legally resides. Federal regulations require the trainer have a minimum of two years' experience, one year of which must be in long-term care services and have completed a course in teaching adults or have experience in teaching adults or supervising nurse aides.</p> <p>Federal regulations: 42 CFR Chapter IV §483.152</p>
Trainee Costs	<p>Costs vary by setting and provider of the training.</p> <p>For the most recent information for availability of training funds, refer to information on the Health Training for ME website.</p> <p>For nursing facilities, federal requirements for CNA training costs and reimbursement apply. An individual who is employed by, or who has received an offer of employment from, a nursing facility on or before the date the individual begins a CNA training program or competency evaluation, may not be charged for any portion of the program (including any fees for textbooks or other required course materials). A CNA who becomes employed by, or receives an offer of employment from, a nursing facility not later than 12 months after satisfactory completion of a CNA training program or competency evaluation, may be eligible for reimbursement by the nursing facility for costs incurred for the training program or competency evaluation. Federal regulations: 42 CFR Chapter IV §483.152</p>

Certified Nursing Assistant - Medications (CNA-M)

Worker Description	
Job Functions, ADLS/ IADLS Assistance	<p>CNA-Ms perform all functions of a CNA; additionally, CNA-Ms provide selected non-injectable medication administration performed under the direction and on-site supervision of a registered professional nurse.</p> <p>Under supervision of a registered professional nurse, CNA-Ms perform a variety of nursing tasks after they have satisfactorily demonstrated their ability to do so, e.g., taking temperature and pulse, monitoring food intake, urine output, changing bed linens. They may also administer selected non-injectable medications to patients 4 years of age or older. See Rules for State Board of Nursing (Ch.2, Sec. 380), Ch. 5.</p> <p>CNA-Ms assist with ADLS and IADLS.</p>
Populations Served	<p>Persons ages 4 and over, with varying needs, including those with physical disabilities and health conditions.</p>
Settings	<p>Settings are limited to nursing facilities, state mental health institutions, county jails and state correctional facilities, and assistive living settings. See Rules for State Board of Nursing (Ch.2, Sec. 380), Ch. 5.</p>
Supervision	<p>CNA-Ms must work under the supervision of a registered professional nurse. (Maine 10-44 CMR Ch. 128, State Board of Nursing rules).</p>
Training	

Oversight of Training Content	CNA-M Standardized Medication Course is approved by Maine State Board of Nursing.
Training Prerequisites	Training applicants must meet the following requirements: CNA-M must be active on the CNA Registry; been employed as a CNA for equivalent of one year full-time, cumulatively; and demonstrate 10 th grade competency level on the test of Adult Basic Education (TABE) or other competency assessment mechanisms approved by ME State Board of Nursing. See Rules for State Board of Nursing (Ch.2, Sec. 380), Ch. 5.
Course Hours, Training Requirements	CNA-M training consists of one hundred twenty (120) hours of instruction: sixty (60) hours of classroom instruction, twenty (20) hours of skills laboratory, and forty (40) hours of correlated, supervised clinical practice.
Behavioral Intervention Training	None required
Reciprocity/ Testing Out Availability	No
Incumbent Workers/ Grandfathering	No
Certification Length	No expiration
Continued Ed. Requirements	There is no specific medication continuing education requirement for CNA-M beyond the requirements for a CNA. Per Rules for State Board of Nursing (Ch.2, Sec 380, Ch. 5 Section 4 Part F), it is recommended that 4 hours of continuing education annually be devoted to topics pertinent to medication administration. See Rules for State Board of Nursing (Ch.2, Sec. 380), Ch. 5.
Trainer Qualifications	Trainer is required to be an RN currently licensed in Maine, have at least two years of clinical experience, and previous teaching experience. Evidence of continuing education and/or a baccalaureate degree is recommended. See Rules for State Board of Nursing (Ch.2, Sec. 380), Ch. 5.

Trainee Costs

For the most recent information for availability of training funds, refer to information on the [Health Training for ME](#) website.

Employer/ Agency may fund training for CNAs to become CNA-M.

Certified Residential Medication Aide (CRMA)

Worker Description	
Job Functions, ADLS/ IADLS Assistance	<p>The legal and ethical responsibilities of a CRMA include the following: 1) administering medications in a safe, proper, and accurate manner, 2) recording and documenting administration of medications, 3) reporting incidents, 4) being aware and knowledgeable of Resident Rights, 5) maintaining patient confidentiality, and 6) administering drugs according to duly authorized, licensed practitioner's orders. (10-44 DHHS CH 113, Section 7, Rules Regulating Assisted Housing)</p> <p>CRMAs do not assist with ADLs/ IADLs.</p>
Populations Served	<p>CRMAs work with adults of all ages, including adults with physical disabilities, developmental disabilities, and persons with mental illness.</p>
Settings	<p>CRMAs work in settings that include residential care and assisted living facilities, and in adult day. It is a regulation requirement for Level III and Level IV Residential Care Facilities, Level III and Level IV PNMI, and Assisted Living Facilities to have workers trained in Medication Administration to administer medications in these settings. See 144 Chapter 113: Regulations Governing the Licensing and Functioning of Assisted Housing Programs.</p>
Supervision	<p>While CRMAs generally do not require RN supervision, CNAs who complete the CRMA course and are working in the home health agency in their capacity as a CNA can only perform tasks as delegated by his/her RN Supervisor. See DHHS CRMA materials and manual</p>
Training	
Oversight of Training	<p>ME DHHS Division of Licensing and Certification (DLC)</p>

Content	
Training Prerequisites	<p>The following are recommended for individuals but not required:</p> <ul style="list-style-type: none"> High school graduate or equivalent 18+ years of age 10th Grade or higher Reading Level (TABE Test) Speak, read, and write English Free of communicable diseases <p>A background check is required. A person may be prohibited from employment as a CRMA for certain types of convictions or a substantiated finding of abuse or neglect or misappropriation of property of a client, patient, or resident that is listed on the Certified Nursing Assistant and Direct Care Worker Registry.</p> <p>See DHHS CRMA materials and manual</p>
Course Hours, Training Requirements	<p>Depending on the setting and program rules, CRMA training consists of a 24-hour curriculum or a 35–45-hour curriculum.</p> <p>Certain Level IV facilities whose primary purpose is to care for persons with intellectual and developmental disabilities may be approved to have alternative training. See DHHS CRMA overview</p>
Behavioral Intervention Training	None required
Reciprocity/ Testing Out Availability	CNAs on Maine Registry, or who hold certificate of training from a Maine board-approved CNA-M program, can test out and obtain a CRMA credential without having to take the entire CRMA course.
Incumbent Workers/ Grandfathering	No
Certification Length	2 years
Continued Ed. Requirements	8 hours every 2 years; can get re-certified with competency-based exam.

Trainer Qualifications	Trainers must be active RN and complete 3-day “train the trainer” DHHS course and be approved as a trainer by DHHS Division of Licensing and Certification. See DHHS CRMA materials and manual
Trainee Costs	For the most recent information for availability of training funds, refer to information on the Health Training for ME website. Training costs may be covered by employer or directly by trainee.

Direct Service Professional (DSP)

Worker Description	
Job Functions, ADLS/ IADLS Assistance	Direct Service Professionals support adults with intellectual or developmental disabilities, brain injury or other related conditions who need personal care and other assistance in order to be as self-sufficient and independent as possible. DSPs may assist with ADLS/ IADLs.
Populations Served	Persons ages 18+ with intellectual or developmental disabilities, autism, brain injury or other related conditions. DSPs primarily serve people whose services are reimbursed through MaineCare. See MaineCare Benefits Manual (MBM): Section 18, 20, 21 and 29.
Settings	Homecare, facility, community, and employment settings.
Supervision	Provider agency
Training	
Oversight of Training Content	ME DHHS Office of Aging and Disability Services (OADS)
Training Prerequisites	Must be 18 years of age and have a high school diploma or high school equivalency diploma. Those without must request a written exemption from DHHS (MBM Sections 21 & 29). A background check is required, which includes an adult protective and child protective record check. A person may be prohibited from employment for certain criminal convictions or findings substantiated by DHHS of abuse or neglect or misappropriation of property of a client, patient, or resident.

Course Hours, Training Requirements

OADS contracts with the College of Direct Support Program for training. See [Maine College of Direct Support](#)

Individuals must successfully complete the Direct Support Professional curriculum as adopted by DHHS or demonstrate proficiency through DHHS' approved "Assessment of Prior Learning," or successfully complete the curriculum from the Maine College of Direct Support within 6 months of date of hire (MBM Sections 18, 20, 21 & 29).

The following four modules from the College of Direct Support must be completed prior to a DSP providing services to a member alone:

1. Introduction to Developmental Disabilities
2. Professionalism
3. Individual Rights and Choice
4. Maltreatment

A DSP who also provides Work Support- Individual or Work Support-Group must complete the additional employment modules in the Maine College of Direct Support in order to provide services.

A DSP who also provides Career Planning must complete the additional employment modules in the Maine College of Direct Support and an additional 6 hours of Career Planning and Discovery training provided through Maine's Workforce Development System.

A DSP must have current CPR and First Aid certification.

Prior to administering medications, a DSP must be certified as a CNA-M, as a CRMA, be licensed as an RN, or otherwise have been trained through training program specifically for a Family-Centered or Shared living model homes and authorized, certified, or approved by DHHS.

A DSP who provides Assistive Technology Assessment must complete Rehabilitation Engineering Technician training in addition to approved DSP

	<p>certification. MBM Section 18.10-5.</p> <p>There may be additional training requirements based on the reimbursement source for services.</p>
Behavioral Intervention Training	<p>Mandt, NAPPI or CPI may be required depending on the employer. If the workplace is a licensed mental health facility providing Crisis Residential Services, licensing standards mandate that, in addition to the orientation and training required in the core staff development standards, crisis residential staff shall receive nationally recognized training in managing people who act out aggressively. 14-193 CMR Ch. 6 (CRS 8.B.)</p>
Reciprocity/ Testing Out Availability	<p>No</p>
Incumbent Workers/ Grandfathering	<p>People who obtained their DSP Certificate prior to implementation of College of Direct Support training are not required to complete the Maine College of Direct Support training.</p>
Certification Length	<p>DSP training certificate does not expire although CPR, First Aid and other trainings that expire must be current.</p>
Continued Ed. Requirements	<p>As required by agency rules for their employees, as training expires (CPR, First Aid, CRMA and NAPPI, Mandt or CPI), it must be renewed each year as it applies to the area of certification.</p> <p>In addition, every 36 months DSPs must complete</p> <ul style="list-style-type: none"> a) Regulations Regarding Reportable Events, Adult protective Investigations and Substantiation Hearings b) Regulations Governing Behavioral Support, Modification and Management for People with Intellectual Disabilities or Autism in ME. c) Rights and Protections of a Person with an Intellectual Disability or Autism d) Grievance Training <p>There may be additional continuing education training requirements based on the reimbursement source for services.</p>
Trainer Qualifications	<p>Trainers must have completed DSP certification as well as a course for trainers.</p>

Trainee Costs

Most agencies that employ DSPs will reimburse workers for their DSP certificate training.

For the most recent information for availability of training funds, refer to information on the [Health Training for ME](#) website.

Home Health Aide (HHA)

Worker Description	
Job Functions, ADLS/ IADLS Assistance	<p>Home Health Aides are employed by licensed home health agencies and provide medical and personal care to persons in their homes. This is a direct service job title whose services may be reimbursed by Medicare or MaineCare, depending on the person being served and the program under which services are being provided.</p> <p>HHAs assist with ADLS/ IADLS.</p>
Populations Served	<p>Persons of all ages, with varying needs, including those with physical disabilities and conditions.</p> <p>Medicare services are for persons age 65+ as well as younger adults with disabilities. Medicare may pay for home health aide and homemaker services only if the individual requires skilled nursing care or therapy. The individual must also be homebound, have a plan of care that is prepared and signed by a physician, and the services are performed by a Medicare-certified home health care agency. Private long-term care insurance may also pay for health aide services.</p> <p>See: http://www.medicare.gov/Pubs/pdf/10969.pdf.</p> <p>HHAs may provide MaineCare covered services to MaineCare members; services are delivered according to the orders of a licensed physician and an authorized plan of care that certify the need for the Home Health Services (MBM Section 19).</p>
Settings	Home care
Supervision	<p>Medicare: Home health aides work under the supervision of a registered nurse, licensed practical nurse, or therapist to provide health services.</p> <p>MaineCare: Services provided by a certified Home Health Aide are delegated and supervised by a registered nurse (MBM Section 40).</p>

Training	
Oversight of Training Content	<p>Federal legislation (42 CFR 484.36) requires that Medicare-certified home health agencies employ HHAs who are trained and evaluated through training programs approved by their state. Oversight of training content outlined below is by the Centers for Medicaid & Medicaid Services. The training information provided below on Medicare HHA can be found here under §484.36(a):</p> <p>https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_b_hha.pdf</p> <p>MaineCare: “A certified HHA must have satisfactorily completed a training program for certified nurse assistants, consistent with the rules and regulations of the Maine State Board of Nursing” (MBM Section 40). Curriculum oversight: Oversight of training content resides within the Maine DHHS Department of Licensing and Certification (DLC). See: http://legislature.maine.gov/statutes/32/title32sec2104.html</p> <p>CNA registry oversight by ME DHHS, Office of Licensing and Certification.</p> <p>See CNA for training information.</p>
Training Prerequisites	See CNA
Course Hours, Training Requirements	<p>Medicare: The HHA training program must include classroom and supervised practical training totaling at least 75 hours, with at least 16 hours devoted to supervised practical training.</p> <p>MaineCare: See CNA.</p>
Behavioral Intervention Training	No
Reciprocity/ Testing Out Availability	<p>Medicare: N/A</p> <p>MaineCare: See CNA.</p>
Incumbent Workers/	No

Grandfathering	
Certification Length	
Continued Ed. Requirements	<p>Medicare: The home health aide must receive at least 12 hours of in-service training during each 12-month period. The in-service training may be furnished while the aide is furnishing care to the patient.</p> <p>MaineCare: See CNA.</p>
Trainer Qualifications	<p>Medicare: The training and supervision of home health aides during the supervised practical portion of the training must be performed by or under the general supervision of a registered nurse with minimum of 2 years of nursing experience, at least 1 year of which must be in the provision of home health care.</p> <p>MaineCare: See CNA.</p>
Trainee Costs	<p>Medicare: Worker's employer may pay for training, or individuals may pay for it themselves.</p> <p>MaineCare: See CNA.</p> <p>For the most recent information for availability of training funds, refer to information on the Health Training for ME website.</p>

Homemaker or Independent Support Services (ISS) Specialist

Worker Description	
Job Functions, ADLS/ IADLS Assistance	<p>Homemakers primarily assist with IADLS task such as meal preparation, routine housework, grocery shopping, laundry, and other routine household tasks. Assistance with ADLs is typically limited to incidental personal care tasks.</p> <p>These services are provided under the State-funded Independent Support Services Program, 10-149 Ch. 5 - OADS Policy Manual, Section 69.</p>
Populations Served	Older adults and adults with disabilities.
Settings	Home care
Supervision	Provider agency
Training	
Oversight of Training Content	There is no required standardized DHHS training for this job title.
Training Prerequisites	N/A, although an individual may not be employed as an ISS if they have certain criminal backgrounds or have substantiated finding of abuse or neglect or misappropriation of property of a client, patient, or resident that is listed on the Certified Nursing Assistant and Direct Care Worker Registry.
Course Hours, Training Requirements	N/A

Behavioral Intervention Training	None required
Reciprocity/ Testing Out Availability	N/A
Incumbent Workers/ Grandfathering	N/A
Certification Length	N/A
Continued Ed. Requirements	N/A
Trainer Qualifications	N/A
Trainee Costs	N/A

Mental Health Rehabilitation Technician I (MHRT-I)

Worker Description	
Job Functions, ADLS/ IADLS Assistance	<p>MHRT-Is work with adults living with serious and persistent mental illness to maintain the highest level of independence possible and provide personal supervision and therapeutic support. They assist individuals to develop and maintain the skills of daily living and help individuals remain oriented, healthy, and safe.</p> <p>Daily Living Support Services are provided by an MHRT-I, except when Daily Living Support Services include the administration and supervision of medication, wherein a CRMA must provide that portion of the services. (MBM Section 17)</p> <p>Support methods include modeling, cueing, and coaching and do not include ADL and IADL assistance.</p>
Populations Served	Persons 18+ with serious and persistent mental illness
Settings	In-home, residential provider settings, crisis residential provider settings, and/or in the community.
Supervision	Under MaineCare rule, a Community Support Provider, as part of licensure, must document that supervision by a licensed professional exists. The minimum amount of supervision/consultation required is 1 hour per month
Training	
Oversight of Training Content	ME DHHS Office of Behavioral Health

Training Prerequisites	<p>Individuals must be 18 years old or older and have a high school diploma or high school equivalency diploma. The MHRT-1 has two levels of certification: provisional and full.</p> <p>Upon hire, an individual must complete the Provisional Mental Health Rehabilitation Technician 1 Handbook with a supervisor for provisional certification. An individual has one year after provisional certification to work towards full certification.</p> <p>A background check is required upon employment. A person may be prohibited from employment as a CRMA for certain types of convictions or a substantiated finding of abuse or neglect or misappropriation of property of a client, patient, or resident that is listed on the Certified Nursing Assistant and Direct Care Worker Registry.</p>
Course Hours, Training Requirements	<p>The training required for full MHRT I certification includes the following components:</p> <ol style="list-style-type: none"> 1) MHSS training (approximately 35 hours), 2) CPR, 3) First Aid, and 4) Behavioral Intervention training, including but not limited to NAPPI, Mandt, or CPI. <p>See Center for Learning</p>
Behavioral Intervention Training	<p>Required</p>
Reciprocity/ Testing Out Availability	<p>MHSS Policy as of April 2022:</p> <p>Specific only to the MHSS training and not to other requirements for the MHRT-1, an individual is not required to take the MHSS training if they have one of the following:</p> <ul style="list-style-type: none"> • Residential Care Specialist certification. • Current full Mental Health Rehabilitation/Community (MHRT/C) Certification. • Master’s Degree in Social Work.

	<ul style="list-style-type: none"> • Master’s Degree in Counseling, Community Mental Health or other master’s level education that reflects a counseling concentration. • License as one of the following Master’s Level Clinicians: LMSW; LMSW-CC; LCPC-CC; LCPC; APRN, CCS (Certified Clinical Supervisor); Psy. D/Ph.D. Psychologist; or MD/DO Psychiatrist. See: Center for Learning MHRT-1
Incumbent Workers/ Grandfathering	No
Certification Length	Provisional MHRT-I lasts one year. Full MHRT-I certification does not expire but see Continued Education requirements below.
Continued Ed. Requirements	All required training that expires (CPR, First Aid, CRMA and NAPPI, Mandt, or CPI) must be kept current for MHRT I certification to remain effective. The MHSS training does not expire.
Trainer Qualifications	Trainers must meet requirements for each specific course (CPR, First Aid, and MHSS).
Trainee Costs	<p>Agencies may pay for training, but trainees may also pay directly. Provider agencies that have MHSS trainers on staff can choose to offer the course to people outside their agency, and it is their choice whether they charge a fee.</p> <p>For the most recent information for availability of training funds, refer to information on the Health Training for ME website.</p>

Participant-Directed Personal Care Attendant

Worker Description	
Should we create a regulatory section or a reimbursement one?	<p>Attendants provide services under a participant-directed model of care that is allowed as an option under certain MaineCare and state-funded long-term services and supports programs. This option allows the program participant/member to recruit, hire, train and supervise their own personal attendant(s), as compared to using an agency-model for staffing. Depending on the program regulation, a representative or family member may act on the member's behalf.</p> <p>Attendants generally provide direct contact assistance with personal care, activities of daily living, instrumental activities of daily living, and health maintenance activities.</p> <p>The following program allow for Participant Direction:</p> <p>MaineCare Benefits Manual (MBM), Section 19 (Home and Community-based benefits for the Elderly and Adults with Disabilities)</p> <p>MBM, Section 96 (Private Duty Nursing and Personal Care Services)</p> <p>MBM, Section 12 (Consumer Directed Attendant Services)</p> <p>10-149, Section 63 (State-funded In-home and Community Support Services for Elderly and Other Adults)</p> <p>14-197, Chapter 11 (State-funded Consumer Directed Personal Assistance Services)</p>
Populations Served	Adults with physical disabilities, older adults
Settings	Home care
Supervision	The attendant is supervised by the member receiving services, or when allowed by program regulations, a family member or representative acting

	on the member's behalf.
Training	
Oversight of Training Content	There is no required standardized DHHS training for attendants. Training of an attendant is the responsibility of the member, or when allowed by program regulations, a family member or representative.
Training Prerequisites	Age requirements for attendants vary by reimbursement source and program eligibility: MaineCare Benefits Manual (MBM) Sections 12 and 19: attendant must be at least 17 years of age. MBM Section 96: Age is not specified State- funded Section 63: Age is not specified State-funded Chapter 11: Attendant must be at least 16 years of age Depending on state statute and the specific program regulation, certain convictions and/or substantiations on the Maine Registry of Certified Nursing Assistants and Direct Care Workers may prohibit employment as an attendant.
Course Hours, Training Requirements	Specific regulatory language differs but generally the attendant must demonstrate competency to the member or the member's representative in all required tasks. This job title does not require the worker to be certified as a Personal Support Specialist (PSS).
Behavioral Intervention Training	None required
Reciprocity/ Testing Out Availability	N/A
Incumbent Workers/ Grandfathering	N/A

Certification Length	N/A
Continued Ed. Requirements	N/A
Trainer Qualifications	Program participants, or when allowed by program regulations, a family member or representative, must complete skills training and be able to demonstrate the ability to manage their attendant/s and meet program requirements.
Trainee Costs	N/A

Personal Support Specialist (PSS)

Worker Description	
Job Functions, ADLS/ IADLS Assistance	PSSs generally provide direct contact assistance with personal care, activities of daily living, and instrumental activities of daily living to in a variety of setting.
Populations Served	Adults receiving services from various state and MaineCare service programs. Populations served by PSSs will vary depending on program from which the participant receives services e.g., older adults and adults with disabilities in their own residence (MBM Sections 19, 20, 96), or in-home adult care from a state funded program (OADS Sec 10.149, Ch. 5, Section 63).
Settings	Home care, residential settings, assisted living centers, adult day programs, and other health care facilities.
Supervision	<p>MaineCare and state funded program regulations set forth specific requirements for supervision. The frequency of required supervision varies depending on the program.</p> <p>For example, the Medicaid waiver program requires a provider agency supervisor to make an initial visit to the program recipient’s home prior to the start of the PSS services and to conduct on-site supervisory visits at least quarterly. See Section 19 of the MaineCare Benefits Manual. The state-funded home-based care program requires a provider agency to conduct an initial visit and on-site supervisory visits: on-site visits must be quarterly for individuals requiring higher levels of care (Level III and Level IV) and every six months with quarterly calls for individuals assessed at lower levels of care (Level I and Level II). See Section 63 of the OADS Policy Manual (10-149, chapter 5).</p>

Training	
Oversight of Training Content	ME DHHS Division of Licensing & Certification
Training Prerequisites	<p>Must be at least 16 years old to enroll in PSS course, and 17 to be employed as PSS.</p> <p>A background check is required. A person may be prohibited from employment as a PSS for certain types of convictions or a substantiated finding of abuse or neglect or misappropriation of property of a client, patient, or resident that is listed on the Certified Nursing Assistant and Direct Care Worker Registry.</p>
Course Hours, Training Requirements	<p>Standardized training curriculum of at least 50 hours of formal classroom instruction, demonstration, return demonstration, and examination. Curriculum includes and is not limited to instruction in basic personal support procedures, first aid, handling of emergencies, & review of mandatory reporting requirements.</p> <p>A PSS who is hired without the required training must enroll in certified training program within 60 days of hire and complete training and exam within six months of hire per OADS regulations for state funded programs, and nine months of hire per MaineCare regulations.</p> <p>Any newly hired PSS who does not yet meet the Department’s training and examination requirements must undergo an eight (8) hour orientation by the employing agency that reviews the role and responsibilities of a PSS. For a PSS working in the MaineCare program, job shadowing can count for up to two hours of this job training. The orientation must be completed before the PSS starts delivering services.</p> <p>These training requirements apply primarily to individuals receiving MaineCare or State-funded services. An individual employed by a personal care agency providing services to a private pay client is not required to be certified as a PSS.</p>
Behavioral Intervention Training	None

<p>Reciprocity/ Testing Out Availability</p>	<p>CNA: CNAs are qualified for PSS if they are on Maine Registry, or if they hold certificate of training from ME board-approved CNA program. Lapsed CNAs may pass a competency exam to become qualified PSS without the PSS training. This test includes written and competency skills, but a lapsed CNA does not need to take training hours to test out.</p> <p>DSP: DSPs may test out of PSS training if 1) they have a current Maine DSP certification; 2) take the PSS exam and receive an 80% or better; 3) after receiving an 80% or better score on the PSS exam, attend and pass with 100% score the PSS clinical skills demonstration.</p> <p>Certain Level IV facilities whose primary purpose is to care for persons with severe mental illness or intellectual disability may be approved to have alternative training for PSS. See DHHS Overview of PSS</p>
<p>Incumbent Workers/ Grandfathering</p>	<p>PSSs who completed DHHS-approved curriculum prior to 9/1/2003 are grandfathered as a qualified PSS, (MBM Section 19.08 (b) (4)).</p> <p>Anyone with a PCA certificate may continue to work as a PCA after Sept 1, 2003, and are not required to take the PSS curriculum in the home health care arena.</p> <p>Anyone with a Residential Care Specialist (RCS) I certificate may continue to work in residential care settings after Sept 1, 2003, and are not required to take the PSS curriculum.</p> <p>In order for a PCA to crossover to a residential care facility or for an RCS I to cross over to a home care program, they must successfully complete the PSS curriculum. See DHHS Overview of PSS</p>
<p>Certification Length</p>	<p>N/A</p>
<p>Continued Ed. Requirements</p>	<p>In licensed facilities, a PSS may be required to complete 12 hours training per year, for in-service, based on employee annual performance review. This may vary for certain settings of assisted living (i.e., Level I, II, III, IV), (144 Chapter 113: Regulations Governing the Licensing and Functioning of Assisted Housing Programs).</p>

Trainer Qualifications	Must be on the list of trainers approved by DLC. Depending on curriculum delivered, trainer may be required to be an RN.
Trainee Costs	Agencies employing the PSS may pay for training, but trainees may also pay directly. For the most recent information for availability of training funds, refer to information on the Health Training for ME website.

