

PCA/CFSS Training Test Instructions

Access the PCA/CFSS Training modules and test using this link:

<https://registrationcourses.dhs.state.mn.us/PCACourse/cfss/training.html>

Disclaimer: This training contains information that specifically pertains to providing PCA/CFSS services in a disabled person's home. Providing PCA services in the school is slightly different, yet this training is still a requirement from DHS.

Please follow guidance from the student's case manager.

1. Click the link below to begin the training.

[Certification](#) [Training](#) [More Information](#) [Contact Us](#)

Personal Care Assistance (PCA) and Community First Services and Supports (CFSS) Training



Click the link below to begin the training.

PCA and CFSS Workers Training

Personal care assistance (PCA) and Community First Services and Supports (CFSS) workers are required to pass a certification test. This training will prepare you to take the exam. You may take the training as often as needed. The training and certification exam are both free for you to take. Click the above link to begin training.

Determine which training below you need to take.

The transition of PCA agencies to [Community First Services and Supports \(CFSS\)](#) agencies will begin this year.

Current PCA agency owners, managers and qualified professionals who will continue in their role in CFSS need to take the [CFSS transition training for PCA agencies](#). After completing the training, register for and pass the test. Your certification email will contain instructions on your next steps. All owners, managers and QPs at an agency need to pass the test separately.

Qualified professionals who have not yet completed Steps for Success must take the [PCA qualified professional training](#) in order to serve as the QP for someone still using PCA.

DHS is using the qualified professional training as the pre-training until CFSS rolls out.

2. Choose your language.

 DEPARTMENT OF HUMAN SERVICES 

[Certification](#) [Training](#) [More Information](#) [Contact Us](#)

Personal Care Assistance (PCA) and Community First Services and Supports (CFSS) Training



Click on your language below to begin the training course.

[English](#)

[Hmong/Hmoob](#)

[Somali/Soomaali](#)

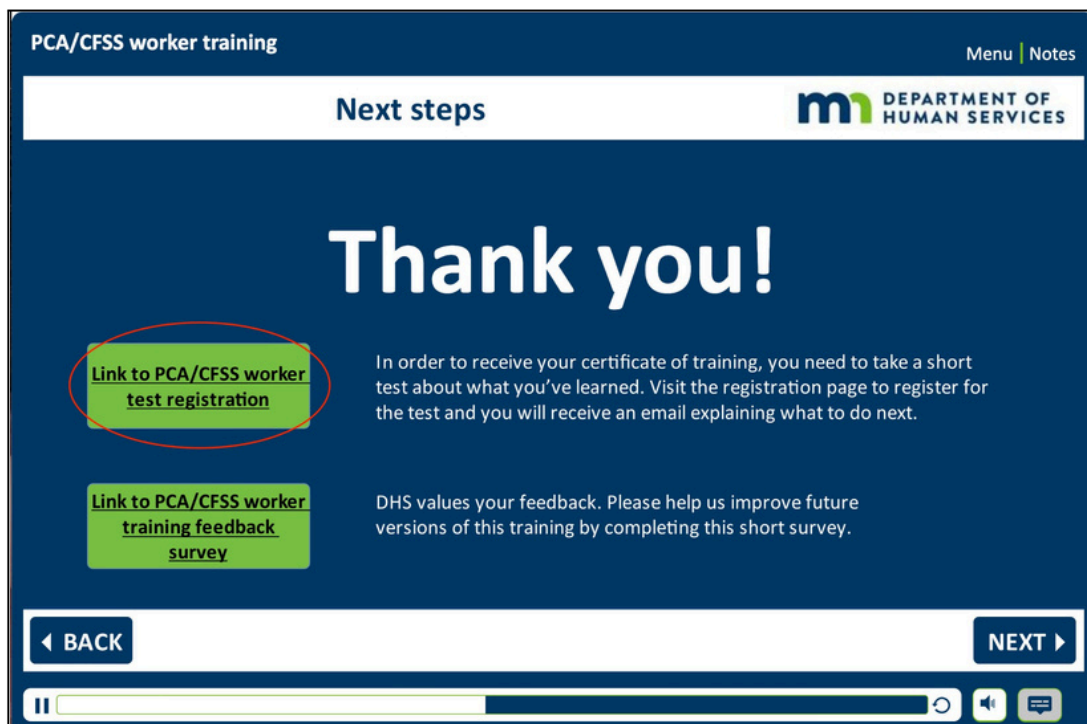
[Spanish/Español](#)

3. Click **Start Course**



4. The training is broken into different sections with practice questions at the end of each section that you must answer in order to continue. After you complete all of the sections, you will get to the Thank you! Page.

5. Click on the **link to PCA/CFSS worker test registration**.



6. Select the test you need: **PCA/CFSS support workers: Individuals who help people with daily tasks in either PCA or CFSS**

7. Click Next - Register

Take the test you need

There are three different tests for the three roles listed below, so please register for the test that fits your role. Select the correct test from the dropdown menu below. After you register, you will receive an email with the link to the training and the exam.

☐ PCA/CFSS support workers: Individuals who help people with daily tasks in either PCA or CFSS

☐ PCA Qualified Professional: Individuals hired by a PCA agency to serve as a QP during the transition year. DHS is also using this as the pre-training to register for the November PCA steps for success training.

☐ CFSS transition test for PCA agencies: Current PCA agency owners, managers and Qualified Professionals(QPs) who will continue in those roles in CFSS

Next - Register

8. Enter your information and be sure to use your **school email address**.

Click **"I understand the terms of this agreement"**

Click **Submit**

Personal Care Assistance (PCA) and Community First Services and Supports (CFSS) Training and Test

Complete the form below and click Submit.

Event: PCA/CFSS support workers: Individuals who help people with daily tasks in either PCA or CFSS

First Name: *

Last Name: *

Phone: *

Email Address: *

Confirm Email Address: *

By submitting this registration, I understand the following:

- This system is the property of the State of Minnesota.
- The information provided on this registration is accurate, complete and truthful.
- By continuing to use this system, I am representing myself as an authorized user.

☐ I understand the terms of this agreement.

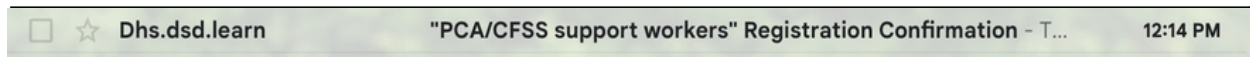
Submit **Cancel**

9. You will get this message: "Thank you for registering, Please check your email for your next steps."

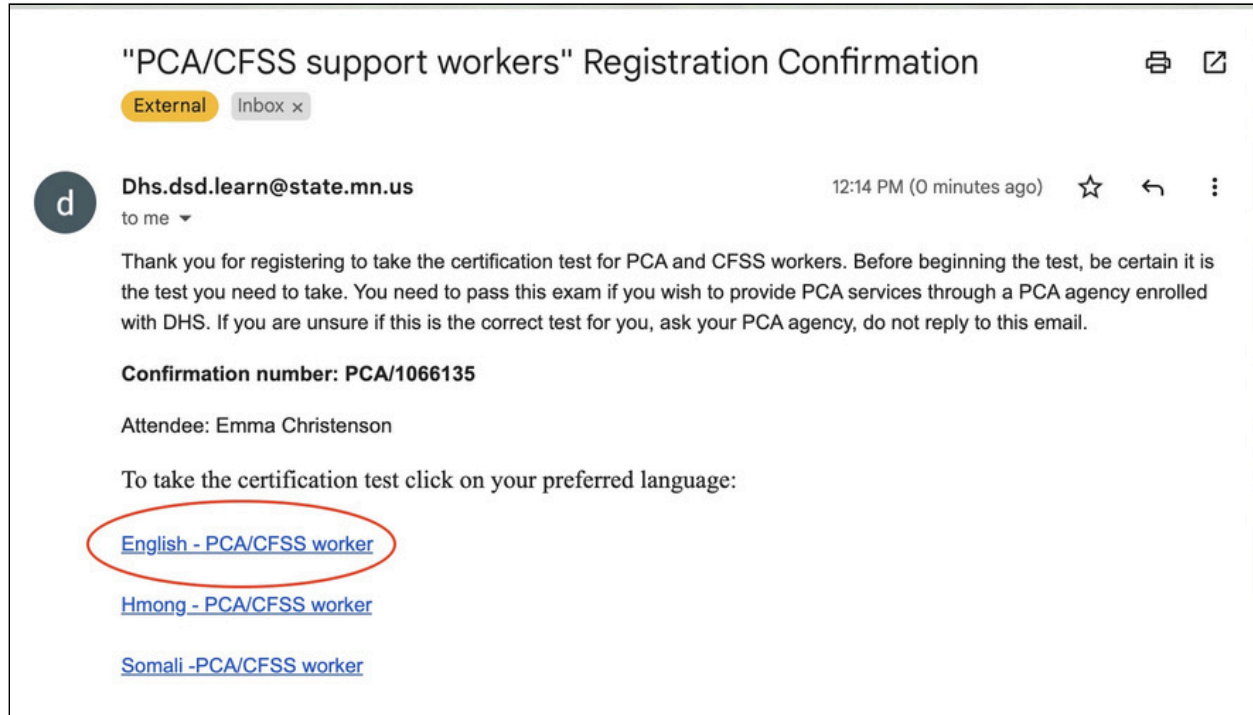
Personal Care Assistance (PCA) and Community First Services and Supports (CFSS) Training and Test

Thank you for registering. Please check your email for your next steps.

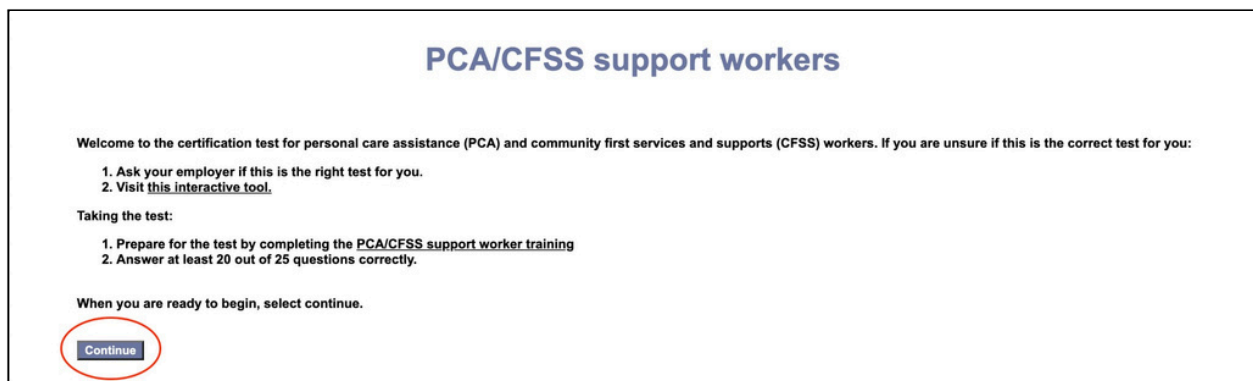
10. Go to your **school email** - the email will come from Dhs.dsd.learn



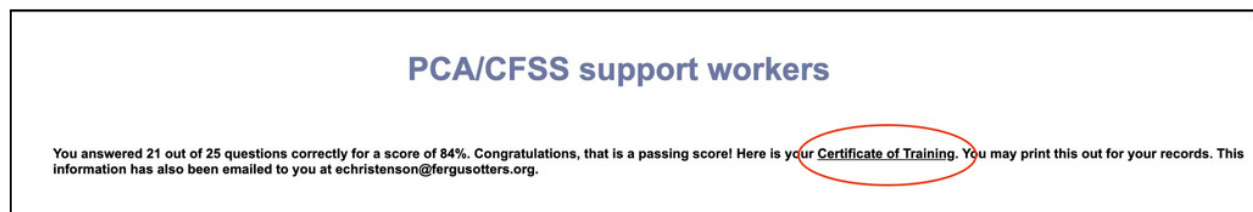
11. In the email, click the language link to navigate to the training.



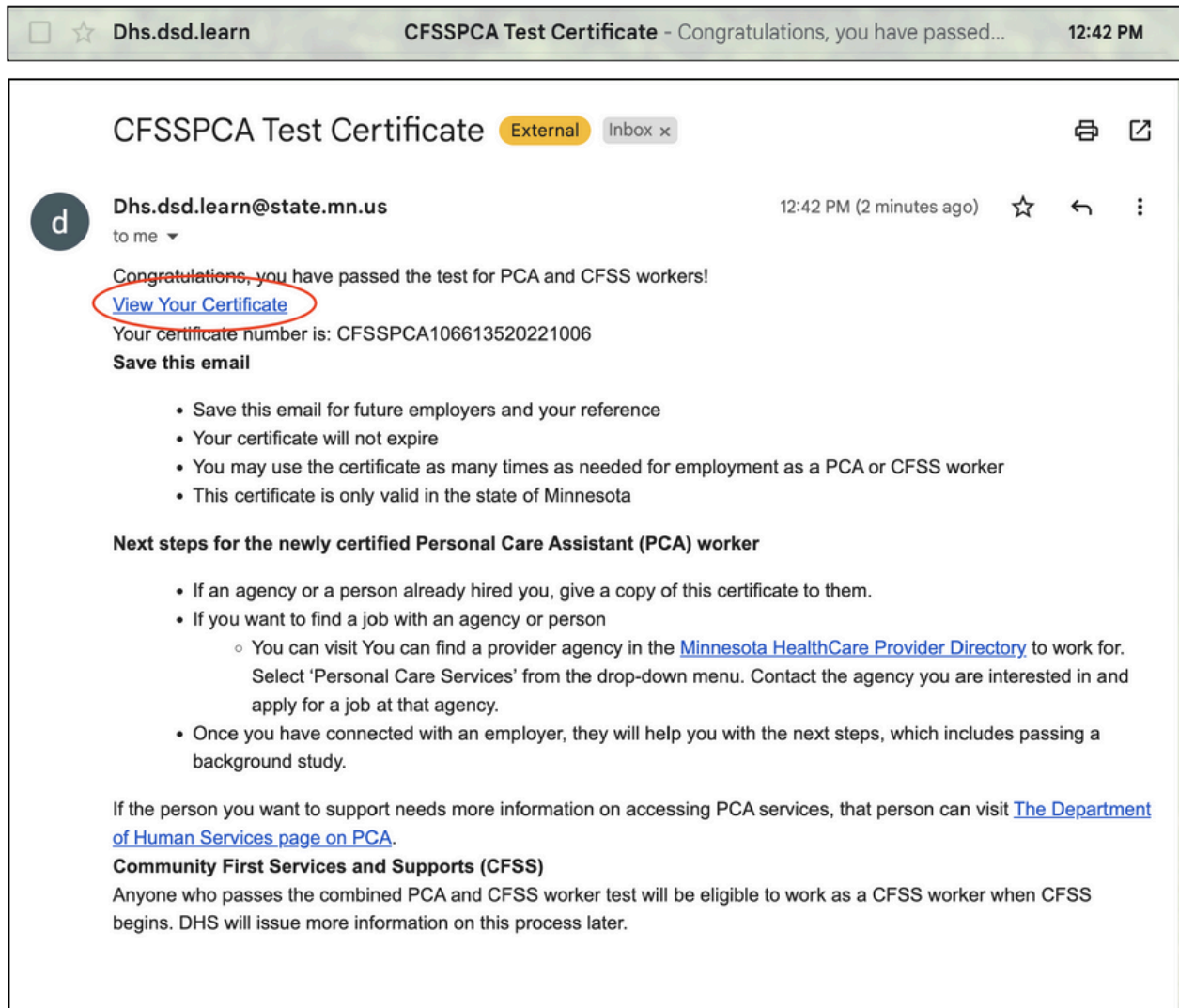
12. Hit **Continue** to get to the test.



13. After you complete the test, click the link to get your **Certificate of Training**



14. You will also get another email where you can view your certificate:



****EMAIL your certificate, you will need to send a PDF of the actual certificate. You cannot just forward the confirmation email.**

Summary of Key points from the training:

This training is geared for people who work in the community as a PCA or CFSS worker. For staff who work with children in the schools, some of the information is relevant but some would not apply or have different procedure methods such as: how staff work with children vs adults, complete time cards, follow safety procedures, manage risks of children, etc. Some of the following points do not include all possible correct answers but include some possible choices.

Hygiene/Infection control : The best ways to limit the spread of infection: stay at home if you are sick, cover cuts with a bandage, and wash your hands.

Effective handwashing has the following important components: water, soap and friction.

You should always take precautions to not spread infections. Infection can be spread by some of the following: blood, mucous, infected air, and eating contaminated food.

Claiming hours/Timecard information : If a person is a patient in the hospital, you as a worker cannot bill for any type of hours during this time.

When you fill out your timecard, you need to indicate the activities you perform and document the time you started and the time you stopped.

Who must sign your time card: you and the person(client).

If you did not work a date, on the time card you should: write date on card and draw a line through the activities.

If DHS discovers you have made an unintentional error on your timecard, the law requires them to take the money back from the provider.

You **cannot** list hours on a timecard even if the following occurs: if you tell the person you will work them later, if you were scheduled to work but the person canceled, or if the agency approves that you can list them.

If you find an error on your timecard, you should complete a new one and get it signed again. The difference between timecard error and fraud is that fraud is intentional.

Workers in both CFSS and PCA may not work more than 275 hours total.

Dates on a timecard should be in consecutive order.

Something bad could happen to you if you make a mistake on your timecard. Fraud does require intent though, so it is best to make sure you have correctly documented your time.

For each date you worked, you should also put your initials next to the activities on the timecard.

Claiming any amount of time that you did not work as a PCA or CFSS is considered a crime, even as little as 15 minutes or less.

Emergency procedures:

The most important thing to reference in the case of an emergency is the person's plan.

In the event of a non-medical emergency, you do not necessarily have to evacuate from the home immediately.

The same situation might be an emergency for one person but may not be for another person.

If you must call 911, after the operator provides instructions, still stay on the line until the operator hangs up.

If you believe the person might harm themselves, call 911 or the mental crisis hotline.

In case of an emergency while working, you should find out what to do as soon as possible.

Privacy:

It is not correct to share any personal information about the person(s) you work for to friends or family. You may only share the fact that you work as a PCA or CFSS worker or other general information.

Private data includes the person's name, their diagnosis, and what services they need help with.

General personal care services:

A person is eligible for PCA or CFSS after the lead agency carries out an assessment process. You should support the person's decisions and what is important to them and for them. The goal of both PCA and CFSS are to help the person remain in the community.

A PCA worker cannot be the following, but due to changes, a CFSS worker can now be the person's spouse, parents of a minor, or even the person themselves.

As a PCA or CFSS worker, you should watch out for the following: changes in the person's health, what is typical for their health, check the plan for what is typical regarding their health and what are changes that cause concern by you, regarding their health.

In the past, workers have tended to focus on doing tasks that are important FOR the person. It is important to find a balance or do tasks that are important TO the person.

There are many things that are influenced by culture including some of the following: food choices, how close people stand to each other, response to anger and how comfortable they are talking to strangers.

When using a person-centered approach and the person uses both a wheelchair and walks in some instances, you should support the person's decision to use a wheelchair as they choose.

If a worker cannot make their shift, they should notify everyone on the plan and as soon as possible.

In PCA, the Qualified professional oversees supervising the worker (monitors and evaluates the worker and ensures the health and safety of the person). In the Agency model of CFSS, one or more agency workers oversee this task. In the Budget model, the person or an individual the person finds someone with training or experience to perform these tasks.

PCA or CFSS services can occur in the home or in the community.

It is only safe for you to lift a person if you have been trained first. Also, important to wear non slip shoes, know where you are lifting the person, and do not pull on their arms, but lift their torso instead.

If you are the worker for a relative and want to borrow something, you can do this if you have an open conversation with the person and let them know it will not affect the care you provide. The person may decide yes or no and it should have no effect on your work relationship.

The PCA and CFSS programs can cover services for self-care like eating or toileting, but do not cover services like babysitting or sterile procedures.

Risks:

It is your person's responsibility to decide what is important to them and you as a worker need to set your opinions aside. For example, they may decide to delay taking their medicine due to being involved in another activity of their choice.

The person, and not the worker, is responsible for balancing the risks of doing something with the benefits of doing it.

Behavior:

The person is demonstrating challenging behaviors, you should try to understand why they are doing it.

It is never ok to provide restraints to a person, even if they are listed in the plan, the person needs them, or you have been trained by an experienced individual.

The best way to interpret a challenging behavior is to see it as an attempt for the person to communicate something.

Many different people can exhibit challenging behaviors including a DHS employee, the PCA or CFSS worker, children, and the person, etc.

Ways to create an environment where a person feels comfortable communicating openly instead of resorting to challenging behaviors include: React calmly to what they say, be honest and follow through on promises, and respect their control over situations.

Health related tasks : Health related tasks are covered only if: the tasks are listed in the plan, an experienced individual train the worker, and the tasks are covered according to laws governing PCA and CFSS. Sterile procedures are never covered under PCA or CFSS.

Abuse:

If you suspect abuse of the person you work for, you should report it immediately. If you do not report maltreatment the following could occur: the person may be harmed, you may not be able to do similar work in the future, or you may be prosecuted.

If you report abuse and a government employee investigates but does not find any abuse, what can happen to you? Nothing unless you lied on purpose about it.