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Profile of Employment of Direct Service Workers in Maine Department of Health and Human Services Programs

Explanation of this table: *A search of the Maine Department of Health and Human Services (DHHS) benefits policy and rule-making manuals was conducted to identify programs that list personal care-type services, such as Activities of Daily Living, as a covered service and/or reference the employment of personal care/support worker/unlicensed assistive personnel. These selected programs were scanned to identify the entry-level (no college-level credential required) personal care/support job titles, their responsibilities/job functions, and when noted, their qualification requirements. Notation: Job titles requiring college-level credentials are not listed. The programs are grouped as MaineCare, Medicare, Office of Elder Services, and Mental Health and Mental Retardation, Office of Substance Abuse, and Department of Education, Psychiatric Institutions/Hospitals. A glossary of abbreviations is listed at the end of the document. This table was last updated in November 2009.*

Maine DHHS Service Programs	Direct Service Worker Titles Employed	Worker Responsibilities/ Job Functions	Worker Qualifications *(see Glossary for defined requirements)*
1. MaineCare: Section 2, Adult Family Care Services			
This benefit provides coverage for members in the Assisted Housing Programs: Level III and IV Residential Care Facilities.	• CNA • CNA-M • Unlicensed Health Care Assistive Personnel • Unlicensed Assistive Personnel/Medications and Treatment	• Personal Care Services • ADLs • IADLs • Personal supervision • Protection from environmental hazards • Diversional and motivational activities • Dietary services and care management • Medication assistance (CNA-M) • Other Responsibilities, with consumers: - ensure and promote health & safety - Provide prompts for activities of daily living or for important appointments - assisting with adjusting to facility residence - arranging transportation and appointments - reporting deviations of consumers' normal appearance, behavior or state of health - arranging or providing motivational and diversionary activities (individual or group) that focus on social interaction to reduce isolation or withdrawal and to enhance communication and social skills)	• CNA: standard training • CNA-M: standard training • Unlicensed Health Care Assistive Personnel: standard training • Unlicensed Assistive Personnel/Medications and Treatment: standard training; treatment duties are client-specific; medical needs may require training that is unique, and is provided by the employer

Maine DHHS Service Program	Direct Service Worker Titles	Worker Responsibilities/ Job Functions	Worker Qualifications *(see Glossary for defined requirements)*
2. MaineCare: Section 6, Assisted Living Services			
This benefit provides coverage for clients residing in private apartments in buildings that include a common dining area, either provided directly by the provider or indirectly through contracts with persons, entities, or agencies.	• CRMA • PCA • PSS • RCS (see revised title in glossary, below) • Untitled other staff	• Personal Care Services • ADLs • IADLs • Other (medication administration and nursing services within an assisted living facility) • supervision of, or assistance with, obtaining, storing and administering prescribed medication (CRMA) • Personal supervision, meaning general awareness of a member's whereabouts, giving general consideration to the nature of the living arrangement, and observation and assessment of the member's functioning or behavior to enhance his or her health or safety or the health or safety of others • Diversional or motivational activities that respond to member's interests and which stimulate social interaction, reduce isolation or withdrawal and enhance communication and social skills	• CRMA: standard training • PCA: standard training • PSS: standard training • RCS: standard training • Other staff: demonstrating evidence of training/education/experience on file that they are qualified to perform assigned tasks, such as assistance with laundry, household chores, and meal preparation
3. MaineCare: Section 12, Consumer-Directed Attendant Services			
This benefit provides coverage for members wishing to self-direct services. "Self-Direct" means the member trains his/her attendant(s) and directs the provision of attendant services. The member's ability to self-direct must be documented on the Medical Eligibility Determination Form as defined in this Section.	• Attendant	• Personal Care Services • ADLs • IADLs	• Attendant: standard requirements, plus completion of consumer instruction and performance evaluation

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Maine DHHS Service Programs	Direct Service Worker Titles Employed	Worker Responsibilities/ Job Functions	Worker Qualifications *(see Glossary for defined requirements)*
4. MaineCare: Section 17, Community Support Services			
This benefit provides coverage for members with cognitive disorders, neurological conditions and substance abuse or dependence, or anti-social personality disorders, who are18 or over in home and community settings.	• CRMA • CIPSS • Employment Specialist • MHRT-1 • MHRT/C	• Daily Living Support Services • Medication assistance (CRMA) • Community Support Services • Skills Development Services	• CRMA: standard training • CIPSS: standard training • Employment Specialist: standard training • MHRT-1: standard training • MHRT/C: standard training
5. MaineCare: Section 19, Home and Community-Based Benefits for the Elderly and for Adults with Disabilities (Waiver)			
The Home and Community-Based Waiver for Elders and Adults with Disabilities covers two home and community benefits (HCB) populations: elderly members and members who are adults with disabilities in their own residence.	• PSS • HHA • CNA	• Personal Care Services • Homemaker Services • IADLs	• PSS: standard training • HHA: standard training • CNA: standard training
6. MaineCare: Section 21, Home and Community Benefits for Members with Mental Retardation or Autistic Disorder (Waiver)			
This benefit is offered in a community-based setting as an alternative for members who qualify to live in an Intermediate Care Facility for Persons with Mental Retardation (ICF/MR).	• CNA-M • DSP • DSP/CRMA • Employment Specialist • MHRT/C	• Direct Support Services • Home Support • Work Support • Community Support • Crisis Intervention • Medication assistance (CNA-M, CRMA)	• CNA-M: standard training • DSP: standard training • DSP/CRMA: standard training • Employment Specialist: standard training • MHRT–C: standard training
7. MaineCare: Section 22, Home and Community Benefits for the Physically Disabled (Waiver)			
This benefit is offered in home and community-based settings to MaineCare members who are physically disabled and age eighteen (18) and over.	• PCA • Attendant	• Personal Care Services • IADSs • ADLs	• PCA: standard training • Attendant: standard requirements, plus completion of consumer and/or agency instruction and performance evaluation

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Maine DHHS Service Programs	Direct Service Worker Titles Employed	Worker Responsibilities/ Job Functions	Worker Qualifications *(see Glossary for defined requirements)*
8. MaineCare: Section 26, Day Health Services			
Day health services are those services provided outside the member's residence at a site licensed by the Bureau of Elder and Adult Services, on a regularly scheduled basis. The ongoing service may include, based on individual needs: monitoring of health care, supervision, assistance with activities of daily living, nursing, rehabilitation, health promotion activities, exercise groups, counseling, Noon meals and snacks are provided as a part of day health services.	• CNA • Other service aides and assistants who provide day health services appropriate to their level of training under the supervision of a licensed professional	• Personal Care Services	• CNA: standard training
9. ***MaineCare: Section 29, Community Support Benefits for Members with Mental Retardation and Autistic Disorder***			
The Community Support Benefit is for members with Mental Retardation and Autistic Disorder who continue to live either with their families or on their own. The Community Support Benefit is also designed to support members in the workplace.	• CNA-M • DSP • DSP/CRMA • Employment Specialist • HHA	• Personal Care Services • Home Support • Work Support • Community Support • Medication assistance (CNA-M, CRMA)	• CNA-M: standard training • DSP: standard training • DSP/CRMA: standard training • Employment Specialist: standard training • HHA: standard training
10. ***MaineCare: Section 40, Home Health Services***			
This benefit provides home health services.	• HHA	• Personal Care Services • ADLs	• HHA: standard training
11. MaineCare: Section 41, Day Treatment Services			
This benefit provides day treatment services to children as part of an integrated educational program.	• OQMHP-Day Treatment	• Daily living services • Community integration services • Interpersonal functioning services	• A Relevant Bachelor's Degree, and current training in First Aid, CPR, and non-aggressive techniques of intervention, OR, • OQMHP-Day Treatment: Standard Training • Certification as an Ed Tech

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Maine DHHS Service Programs	Direct Service Worker Titles Employed	Worker Responsibilities/ Job Functions	Worker Qualifications *(see Glossary for defined requirements)*
12. ***MaineCare***: Section 43, Hospice Services			
This benefit provides hospice services to the terminally ill and to that person's family.	• HHA • CNA	• Personal Care Services • Homemaker Services	• HHA: standard training • CNA: standard training
13. ***MaineCare: Section 67, Nursing Facility Services***			
Nursing Facility Services means services that are primarily professional nursing care or rehabilitative services for injured, disabled, or sick persons; needed on a daily basis and as a practical matter can only be provided in a nursing facility; ordered by and provided under the direction of a physician; and less intensive than hospital inpatient services	• CNA • CNA-M	• ADLs • General care of nursing home residents under supervision for personal care, mobility, nutrition, quality of environment • Medication assistance (CNA-M)	• CNA: standard training • CNA-M: standard training • Alzheimer's/ Dementia care providers must also document 6 hours of classroom training on Alzheimer's and other dementia for all licensed staff, CNA, social work, activities and housekeeping staff. In addition, 4 of the 12 contact hours required for CNA certification in-service must be in the area of managing residents with cognitive impairments. Training shall be provided by individuals qualified by education or experience.
14. ***MaineCare: Section 96, Private Duty Nursing and Personal Care Services***			
These benefits are provided to individuals under age 21 and are eligible for Level IV and individuals of any age eligible for all other Levels of care.	• PCA • HHA • CNA • CNA-M • Family Services Provider	• Homemaker Services • Personal Care Services • ADLs • IADLs • Medical assistance • Medical services as authorized • Family Provider Services	• PCA: standard training, plus 1) option to hire untrained staff with requirement for immediate 8-hour orientation; 2) completion of approved training and examination within 6 months of hire date; and/or 3) specialized training as needed by clientele • HHA: standard training • CNA: standard training • CNA-M: standard training • Family Provider: no training defined

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Maine DHHS Service Programs	Direct Service Worker Titles Employed	Worker Responsibilities/ Job Functions	Worker Qualifications *(see Glossary for defined requirements)*
15. ***MaineCare: Section 97, Private Non-Medical Institution (PNMI) Services***			
This benefit covers personal care services provided in residences for people with mental illness and mental retardation, residential child care facilities, substance abuse treatment facilities, and community residences for persons with mental illness.	• "PNMI provider" is identified in the manual as the personnel performing personal care services to avoid duplication of services: "personal care services delivered by the *PNMI provider* and not by a CNA, HHA or personal care assistant as otherwise allowed." • MHRT-1 are employed in these programs but are not listed in the policy manual. • OQMHP-PNMI • ADCA	• Personal Care Services • ADLs • Medication administration • Personal supervision or being aware of the member's general whereabouts, observing or monitoring the member while on the premises to ensure their health and safety, reminding the member to carry out activities of daily living, and assisting the member to carry out activities of daily living, and assisting the member in adjusting to the group living facility • OQMHP-PNMI: Provide short-term out of home treatment to stabilize child and treatment focused on returning the child home as soon as clinically possible. The focus is on safety and treatment needs.	• PNMI provider: PNMI personal care staff must complete 40 hours of orientation and training in personal care. • MHRT I: standard training • OQMHP-PNMI: A relevant Bachelor's degree or standard training

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Maine DHHS Service Programs	Direct Service Worker Titles Employed	Worker Responsibilities/ Job Functions	Worker Qualifications *(see Glossary for defined requirements)*
16. Medicare			
Medicare is health insurance for people age 65 or older, under age 65 with certain disabilities, and any age with permanent kidney failure requiring dialysis or a kidney transplant. Medicare covers certain medical services and items in hospitals and other settings. Medicare Part A helps to cover inpatient care in hospitals and skilled nursing facilities. It also helps cover hospice and home health care. Most people automatically get Part A coverage without having to pay a monthly payment. Medicare Part B helps cover medical care like doctors' services, outpatient care, some preventive services and other items and services. Part B is optional and you pay a monthly premium for this coverage.	• CNA • CNA-M • HHA	• Short-Stay Hospitals: CNA • Hospital Outpatient Services: CNA • Skilled Nursing Facilities: CNA, CNA-M • Hospice Services: CNA • Physician and Supplier Services • Home Health Services: HHA	• CNA: standard training • CNA-M: standard training • HHA: standard training
17. ***Office of Elder Services; 10.149, Chapter 5, Section 61, Adult Day Services***			
This is a licensed program that receives funding assistance from Bureau of Elder and Adult Services for consumers who require assistance in paying for this service.	• PCA	• ADLs • Provision of snacks and a meal while in attendance at adult day service program • Provision of activities, socialization and stimulation • Transportation services	• PCA: standard requirements

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Maine DHHS Service Programs	Direct Service Worker Titles Employed	Worker Responsibilities/ Job Functions	Worker Qualifications *(see Glossary for defined requirements)*
18. ***Office of Elder Services; 10.149, Chapter 5, Section 62, Congregate Housing Service Program***			
Independent Housing with Services Program means a comprehensive program of supportive services, serving three or more consumers at a site, including meals, housekeeping and chore assistance, service coordination/care management, personal care services, emergency response and other services that are delivered on the site of an Independent Housing and Services Program, assist occupants to manage the activities of daily living and the instrumental activities of daily living.	• PCA	• ADLs • IADLs • Homemaker services • Transportation services	• PCA: standard training
19. ***Office of Elder Services; 10.149, Chapter 5, Section 63, In-Home and Community Support Services for Elderly and Other Adults***			
These benefits cover a State-funded program for In-Home and Community Support Services for Elderly and Other Adults, hereinafter referred to as Home Based Care (HBC), to provide long term care services to assist eligible consumers to avoid or delay inappropriate institutionalization.	• PCA/PSS • HHA • CNA • CNA-M • Family Services Provider • Handyman/Chore • Unlicensed Assistive Personnel	• Homemaker Services • ADLs • IADLs • Assisted Living Services • Medical assistance (CNA-M) • Medical services as authorized • Handyman/Chore Services • Home Health Services • Additional activities include, but are not limited to, catheterization, ostomy care, preparation of food and tube feedings, bowel treatments, administration of medications, care of skin with damaged integrity, occupational and physical therapy activities such as assistance with prescribed exercise regimes. Services required by an adult with long-term care needs to achieve greater physical independence, in accordance with the authorized plan of care.	• PCA/PSS: standard training, plus 1) option to hire untrained staff with requirement for immediate 8-hour orientation; 2) completion of approved training and examination within 6 months of hire date; and/or 3) specialized training as needed by clientele • HHA: standard training • CNA: standard training • CNA-M: standard training • Unlicensed Assistive Personnel: standard training

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Maine DHHS Service Programs	Direct Service Worker Titles Employed	Worker Responsibilities/ Job Functions	Worker Qualifications *(see Glossary for defined requirements)*
20. ***Office of Elder Services; 10.149, Chapter 5, Section 68, Respite Care for People with Alzheimer's or Related Disorders***			
These services are provided to individuals on a short-term basis, because of the absence of, or need for relief of, the caregiver. This service may be provided in the home, in a licensed Adult Day program, or in an institutional setting.	• None specified	• Not specified	• No title specified. "Employ staff qualified by training and/or experience to perform assigned tasks and meet the applicable policy requirements".
21. ***Office of Elder Services; 10.149, Chapter 5, Section 69, Homemaker Services***			
This program assists individuals with household or personal care activities that improve or maintain adequate well-being. Homemaker services may be provided for reasons of illness, disability, absence of a caregiver, or to prevent adult abuse or neglect. State homemaker funds shall be used to purchase only the covered services that will foster restoration of independence, consistent with the consumer's circumstances and the Authorized Plan of Care. Major service components include homemaker services, chore services, home maintenance services, incidental assistance with personal hygiene and dressing and household management services.	• Unlicensed Assistive Personnel • Attendant	• Personal Care Services • ADLs • IADLs • Homemaker Services • Transportation services	• Unlicensed Assistive Personnel: standard training
Office of Elder Services; 10.149, Chapter 5, Section 73, Consumer-Directed (replaced by Labor; refer to MaineCare Section 12)			
(replaced by Labor; refer to MaineCare Section 12)			

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Maine DHHS Service Programs	Direct Service Worker Titles Employed	Worker Responsibilities/ Job Functions	Worker Qualifications *(see Glossary for defined requirements)*
22. ***Mental Health and Mental Retardation: 14.193, Section 6A, Licensing of Mental Health Facilities: PNMI***			
PNMI services may include supported housing, residential programs, or intensive in-home supports or community residences for persons with mental illness for the integrated treatment of persons with dual disorders, which provide mental health and substance abuse treatment services to individuals with coexisting disorders of mental illness and substance abuse.	• Qualified mental health staff • Qualified personal care service worker	• Personal Care Services	• Qualified mental health staff • Personal care service staff may be considered qualified for purposes of this rule if they perform personal care services and have met minimum training requirements set by the Department for the provision of personal care services in community residences for people with mental illness
23. ***Mental Health and Mental Retardation: 14.197, Section 14, Chapter 11, Consumer-Directed Personal Assistance Services***			
The Consumer-Directed Personal Assistance Services program (also referred to as Consumer-Directed Home Based Care) is a state-funded program to provide long-term care services to assist eligible consumers to avoid or delay inappropriate institutionalization.	• PCA	• Personal Care Services • ADLs • IADLs • Other activities include catheterization, ostomy care, preparation of food and tube feedings, bowel treatments, administration of medications, care of skin with damaged integrity, ventilator care, occupational and physical therapy activities such as assistance with prescribed exercise regimes	• PCA: standard training, plus completion of consumer and/or agency instruction and performance evaluation
24. Department of Health and Human Services, Office of Substance Abuse			
OSA provides services in Substance Abuse prevention, intervention and treatment. The goal is to enhance health and safety of individuals with substance abuse issues.	• ADCA	• Facilitate individual counseling • Facilitate group counseling • Write treatment chart notations • Supervise non-clinical activities	• ADCA: Standard Training

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Maine DHHS Service Programs	Direct Service Worker Titles Employed	Worker Responsibilities/ Job Functions	Worker Qualifications *(see Glossary for defined requirements)*
25. Department of Education			
The Department Education provides policy leadership that promotes the Maine Public School System. The Maine State Board of Education makes recommendations to the legislature for the efficient conduct of schools and establishes requirements for approval and accreditation of elementary and secondary schools. (Maine State Board of Education: www.maine.gov/education/sb/responsibilities.html)	• Ed Tech I	• Reinforce learning • Prepare curriculum materials • Monitor large groups • Introduce new learning material with teacher or Ed Specialist • Teaches or supervises small groups in the community	• Ed Tech: Standard Training
26. Psychiatric Institutions/hospitals			
Psychiatric Institutions in Maine provide care and treatment to people with serious, persistent mental illness and co-occurring substance abuse disorders. Treatment is provided to voluntary and court committed inpatients, and outpatients.	• Mental Health Worker-1 • Psychiatric Technician-1	• Implement programs in treatment or education of people with mental illness • Provide patient care • Maintain resident areas • Work as a group leader	• Mental Health Worker: Standard Training • Psychiatric Technician –see glossary

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Glossary

Term	Definition
ADLs (Assistance with Activities of Daily Living)	ADLs include bathing, dressing, eating, toileting, ambulation, transfers, changing positions in bed, personal hygiene, and grooming (shaving, oral care, shampooing, and nail care), bladder and bowel requirements, routine catheter care and routine colostomy care.
Assisted Living Services	Assisted living services include assistance with activities of daily living and instrumental activities of daily living, personal supervision, protection from environmental hazards, diet care, care management, diversional or motivational activities, medication administration and nursing services within an assisted living facility.
Attendant/Personal Assistant	An attendant assists with bathing, dressing, health maintenance, transfer, locomotion, walking, grocery shopping, laundry, housekeeping, meal prep, personal hygiene. An Attendant must be at least 17 years old and have the ability to assist with activities of daily living. Attendants must also pass a background check which includes the following requirements: an attendant cannot be an individual who has a notation on the Maine Registry of Certified Nursing Assistants of (a) any criminal convictions, except for Class D and Class E convictions over ten (10) years old that did not involve as a victim of the act, a patient, client, or resident of a health care entity; or (b) any specific documented findings by the State Survey Agency of abuse, neglect or misappropriation of property of a resident, client or patient.
ADCA (Alcohol and Drug Counseling Aide)	An Alcohol and drug counseling aide is an individual who is registered by the board to engage in an apprenticeship for the purpose of acquiring knowledge and experience in the performance of alcohol and drug counseling services, including but not limited to knowledge of ethical standards. An Alcohol and Drug Counseling Aide works under clinical supervision to facilitate individual and group counseling, write treatment chart notations, and supervise non-clinical activities. The requirements are that an ADCA must be at least age 18, have a high school diploma or equivalent, and must be agency employed with supervision by a certified clinical counselor. 12 contact hours of continuing education must be completed once every two years to maintain licensure. (Office 32, 62.12)
CNA (Certified Nursing Assistant)	A CNA provides hands-on care and performs routine tasks under the supervision of nursing and medical staff. Specific tasks vary, with CNAs handling many aspects of a patient's care. They often help patients to eat, dress, and bathe. They also answer calls for help, deliver messages, serve meals, make beds, and tidy rooms. CNAs are sometimes responsible for taking a patient's temperature, pulse rate, respiration rate, or blood pressure. Provides assistance with ambulation and movement from bed to chairs, and may providing skin and oral care. Some CNAs help other medical staff by setting up equipment, storing and moving supplies, and assisting with some procedures. CNAs observe patients' physical, mental, and emotional conditions and report any change to the nursing or medical staff. CNAs employed in nursing care facilities often are the principal caregivers, having far more contact with residents than other staff. Required Qualifications: A CNA must be at least 16 years old, speak and write English, high school diploma or GED, and successfully complete the Maine State Board of Nursing-approved curriculum (150 hours/ 180 hours effective 1/12010) and exam, and be listed by the Maine CNA Registry. Continuing education requirements are 12 hours/year. CNAs with a lapse of registry status due to a non-completion of the required employment (8 hours over 2 years) in a health care

	institution/supervised by an RN, may choose to take the competency-based examination.

Term	Definition
CRMA (Certified Residential Medication Aide)	A CRMA is authorized to pass medications in the following assisted housing programs: Level III and Level IV Residential Care Facilities; Level III and Level IV PNMIs and Assisted Living Facilities; and certain Level IV facilities whose primary purpose is to care for persons with severe mental illness or mental retardation. The CRMA must be at least 18 years of age, have a high school diploma or equivalent, and have a criminal background check. The CRMA program is a 24 hour curriculum for the Level III and Level IV residential facilities that are served by the Office of Adults with Cognitive and Physical Disabilities. The CRMA 35-45 hour (35 minimum hours and 45 maximum) curriculum is for all other level III and Level IV facilities. A clinical component is taught by DHHS-approved trainers. An 8 hour re-certification has been developed by DHHS for staff with prior training. The continuing education requirement is 8 hours over 2 years.
CNA-M (Certified Nursing Assistant/Medications)	A CNA-M is a CNA with at least 1 year work experience who has satisfactorily completed the Maine State Board of Nursing-approved standardized medication course for CNAs, a 120 hours including 40 hours 1:1 work with instructor in a clinical setting administering medications, certificate of completion stating Board of Nursing approval. Continuing ed requirements: Training 12 hrs/year (at least 4 hrs focused on medication administration) plus active CNA Registry status.
CIPSS (Certified Intentional Peer Support Specialist)	A CIPSS is a peer who serves on the Multidisciplinary Team. A CIPSS works on the Maine Warmline, in emergency departments, in state hospitals, and on some ACT teams. A CIPSS must be 18 years of age, identify self as having received services for a serious mental health issue, and demonstrate a commitment to successfully completing all of the certification requirements. A CIPSS has completed the DHHS Office of Adult Mental Health Services (OAMHS) curriculum for CIPSS and receives and maintains certification. Topics of the curriculum include: Creating Learning Environments, First Contact, Language, Listening Differently, Challenging Situations, and Working in the System.
Community Support	Community Support is direct support provided by a Direct Support Professional (DSP) in order to increase or maintain a member's ability to successfully engage in inclusive social and community relationships and to maintain and develop skills that support health and well-being. This is a habilitative service with a focus on community inclusion, personal development, and support in areas of daily living skills if necessary. Community Support is intended to be flexible, responsive, and is provided to members consistent with his or her personal plan.
Community Support Service	Community Support Service is a rehabilitative service that is provided in the context of a supportive relationship, pursuant to an individual support plan that promotes a person's recovery, and integration of the person into the community, and sustains the person in his or her current living situation or another living situation of his or her choice. These services are performed by a MHRT/C.

Term	Definition
Daily Living Support Services	Daily Living Support Services are designed to assist a member to maintain the highest level of independence possible. The services provide personal supervision and therapeutic support to assist members to develop and maintain the skills of daily living. The services help members remain oriented, healthy, and safe. Without these supportive services, members likely would not be able to retain community tenure and would require crisis intervention or hospitalization. These services are provided to members in or from their homes or temporary living quarters in accordance with an individual support plan. Support methods include modeling, cueing, and coaching and are provided by an MHRT-1.
Day Habilitation Provider	A day habilitation provider offers support around behavior modification/management and physical and social development to promote self maintenance, physical fitness, self awareness, self motivation, and to address sensory, motor, and psychological needs of persons with mental retardation or autism.
Developmental Training	Developmental Training provides skills training for members in ADLs, communication, physical and behavioral skill training, and vocational skills training to build work/supported employment abilities (see MaineCare Section 50).
Direct Support Services	Direct support services cover personal assistance (guidance with self-care-ADLs, health and well-being, risk identification and intervention, plus administration of non-prescription medications that are ordinarily self-administered; administration of prescription medication, when provided by a person legally authorized to assist with the administration of medication); and Home Support, Community Support, and Employment Specialist Services or Work Support. The emphasis and purpose of the direct support provided may vary depending on the type of service and can extend to teaching and modeling for the members' self-care and self-management skills, physical fitness, behavior management; sensory, motor and psychological needs; interpersonal skills to cultivate supportive personal, family, work and community relationships; resources and opportunities for participation in activities to promote social and community engagement; participation in spiritual activities of the member's choice; motivating the pursuit of personal development and opportunities; teaching or modeling informed choice by gathering information and practicing decision making; and learning to exercise.
DSP (Direct Support Professional)	A DSP supports people with intellectual or developmental disabilities who need personal care and other assistance in order to be self-sufficient. DSPs provide this support to people in their homes, at their jobs, and in their neighborhoods and communities. They provide Home Support (personal assistance, self care, self-management, and activities that support personal development and well-being), Work Support, Community Support, and/or Crisis Intervention. A DSP has successfully completed the 45-hour Direct Support Professional curriculum as adopted by DHHS, or demonstrated proficiency through DHHS's approved Assessment of Prior Learning; has a background check consistent with Section 21.10-5; has an adult protective and child protective record check; is at least 18 years of age; and has graduated from high school or acquired a GED. Persons without a high school diploma or a GED who are currently providing the services must request a written exemption from DHHS. Staff or subcontractors currently providing this service must obtain the DSP certification or demonstrate proficiency through DHHS's approved Assessment of Prior Learning within 1 year (2080

	hours) of actual employment from date of hire, or 3 calendar years, whichever is less.

Term	Definition
Ed Tech (Educational Technician)	**An Ed Tech reinforces student learning, prepares curriculum materials, monitors large groups (Ed Tech I); introduces new learning material with teacher or Ed Specialist (Ed Tech II) and teaches or supervises small groups in the community (Ed Tech III). An Ed Tech I must have a high school diploma or GED. An Ed Tech II must have two years of post-secondary education or 60 hours of approved study in a related area. An Ed Tech III must have three years post secondary education or 90 credit hours of approved study in a related area.**
Employment Specialist	**An Employment Specialist is a person who provides Employment Services or Work Support. They may work either independently or under the auspices of a Supported Employment Agency. An Employment Specialist has successfully completed Maine's "Employment Curriculum for Employment Support Personnel" (approved only if taken by January 1, 2010.) The following courses have also been approved as meeting the training requirement to work as an Employment Specialist (under Vocational Rehabilitation, Developmental Services and Mental Health): The New England TACE (Technical Assistance and Continuing Education) Center; USM, Vocational Counseling and Placement in Rehabilitation; and University of Maine at Farmington, Counseling & Placement in Rehabilitation. The following web-based trainings have been approved: Virginia Commonwealth University Supported Employment Certificate; Virginia Commonwealth University Supported Employment for Individuals with mental illness (for OAMHS only); and University of Georgia Job Coach/Employment Specialist Certification. If taken by 8/1/2003 the following courses are approved: University of Hartford CRP RCEP Certification, Southern Maine Community College Employment Specialist course, BDL Employment Specialist course, and Goodwill Employment Specialist Course. An Employment Specialist has graduated from high school or acquired a GED. Persons without a high school diploma or a GED who are currently providing the services shall have 3 years to obtain the minimum educational requirements. An Employment Specialist also has a background check performed by the agency and has worked for a minimum of 1 year with a person or persons having a disability in a work setting.**
Employment Specialist Services	Employment Specialist Services include services provided at approved work locations to support a member in maintaining employment and documented in a Personal Plan. Services include: (1) periodic interventions on the job site to identify a member's opportunities for improving productivity, minimizing the need for formal supports by promoting natural workplace relationships, adhering to expected safety practices, and promoting successful employment and workplace inclusion; (2) assistance in transitioning between employers when a member's goal for type of employment is not substantially changed, including assistance identifying appropriate employment opportunities and assisting the member in acclimating to a new job.
Family Provider Option	The Family Provider Option is a service provision option that allows an adult, 21 years or older, to register as a Personal Care Agency solely for the purpose of managing the services of no more than two of his/her family members. For purposes of this definition only, family members include individuals related by blood, marriage, or adoption as well as two unmarried adults who are domiciled together under a long- term arrangement that evidences a commitment to

	remain responsible indefinitely for each other's welfare.
Term	**Definition**
Family Services Provider	A Family Services Provider is an adult, 21 years or older, who has registered as a Personal Care Agency solely for the purpose of managing the services of no more than two of his/her family members. For purposes of this definition only, family members include individuals related by blood, marriage or adoption as well as two unmarried adults who are domiciled together under a long- term arrangement that evidences a commitment to remain responsible indefinitely for each other's welfare.
Handyman/Chore Services	Chore services include assisting a consumer with occasional heavy-duty cleaning, raising and lowering of combination screen/storm windows, repairs and similar minor tasks to eliminate safety hazards in the environment.
HHA (Home Health Aide)	An HHA is a Certified Nursing Assistant who has completed an additional 8-12 hours of orientation to work in a Medicare certified home health agency or hospice services for elders . An HHA works under the supervision of an RN and assists with bathing, dressing, transfer, locomotion, walking, grocery shopping, laundry, housekeeping, meal prep, and personal hygiene. Like the CNA, an HHA must successfully complete Board-certified training as required for Medicare services. An HHA must be at least 16 years of age and have a criminal background check. An HHA must also register with the CNA Registry. The duties are comparable to CNA. The continuing education requirement is 12 hours per year.
Home Health Services	Home Health Services assist consumers with health, medical, and ADL needs as identified on the MED form and authorized by the Assessing Services Agency. These include nursing; home health aide and certified nursing assistant services; physical, occupational, and speech therapy; and medical social services, when no other method of third party payment is available. Home Health Services may only be purchased from licensed agencies and shall be reimbursed at an hourly rate.
Home Support	Home Support is direct support provided by a DSP to improve and maintain a member's ability to live as independently as possible in his or her home and includes primarily habilitative training and/or personal assistance (self-care, self management), development and personal well-being.
Homemaker Services	Homemaker services include personal care services plus chore services including, but not limited to: occasional heavy-duty cleaning, raising and lowering of combination screen/storm windows, repairs and similar minor tasks to eliminate safety hazards in the environment, lawn mowing or snow shoveling; assistance with incidental personal hygiene, such as: combing hair, brushing teeth, shaving, applying makeup, and washing/drying back and feet; incidental help with dressing that includes assisting a person to put on, fasten, and take off all items of clothing, including stockings and socks; transportation services necessary to access MaineCare covered services described in a member's plan of care, such as medical appointments.
IADLs (Instrumental Activities of Daily Living)	IADLs include the performance of incidental household tasks essential to the activities of daily living or to the maintenance of a member's health and safety within the assisted living facility, such as meal preparation, laundry, bed-making, dusting and vacuuming of the member's unit.

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Term	Definition
Medication Assistance	Specialized training is required for direct service staff to assist with the administration of non-prescribed or prescribed medication. The Certified Nursing Assistant-Medications (CNA-M); and Certified Residential Medication Aide (CRMA) are DHHS-approved training programs.
Mental Health Worker I	A Mental Health Worker I implements programs in the treatment or education of people with mental illness. They provide patient care and maintain resident areas. They act as a group leader or primary aide over assigned groups of clients. A Mental Health Worker I must have a high school diploma or equivalent and have a current valid certification as a Certified Nursing Assistant (CNA) as issued by the Maine Department of Education and Maine Board of Nursing. Preferred but not required - Mental Health Rehabilitation Technician (MHRT-1) certification and/or psychiatric experience. (Riverview Psychiatric Center: (source of information: Career Opportunities Index). Mental Health Worker title has 6 levels. Levels 2-6 are higher level and require college education/training.
MHRT-1 (Mental Health Rehabilitation Technician-1)	An MHRT- I provides daily Living support services that are designed to assist individuals to maintain the highest level of independence possible. The services include personal supervision and therapeutic support to assist individuals to develop and maintain the skills of daily living. The services help individuals remain oriented, healthy, and safe. They provide support through modeling, cueing, and coaching An MHRT-1 must be at least 18 years of age and have a criminal background check. An MHRT-1 has received Mental Health Rehabilitation Technician-1 certification from DHHS-OAMHS when they have successfully completed the Mental Health Support Specialist (See MHSS), Residential Care Specialist DHHS-approved course (completed by or before September 30, 2005; MHSS currently replaces this training), or full MHRT/Community (or MHRT II or III) Certification (effective February 1, 2004). An MHRT-1 must also complete an Intermediate Level Mandt or other DHHS approved behavioral intervention program, CPR, First Aid, and Medication Dispensing (40-hour Certified Residential Medication Aide course provided by the Maine Health Care Association or comparable course, or 8 hour refresher course).
MHRT/C (Mental Health Rehabilitation Technician/Community)	The MHRT/Community Certificate meets the MaineCare "other qualified mental health professional (OQMHP)" requirement for providing specific services to adults with Mental Illness that include community integration, intensive case management, assertive community treatment, skills development, day support services and family psycho-education as outlined in Chapter II, Sections 17 and 65 of the MaineCare Benefits Manual. This does not include Crisis Intervention. The MHRT/C must meet requirements described in the 2008 Procedural Guidelines for MHRT/C certification to begin work. If the individual does not have a full MHRT/C at the time of hire, they must obtain provisional certification and acquire full certification within three years of hire. MHRT/C certification includes taking ten MHRT/C courses (Introduction to Community Mental Health, Psycho-Social Rehabilitation, Interviewing and Counseling, Crisis Identification and Resolution, Cultural Competence/Diversity, Substance Abuse with a Dual Diagnosis Component, Sexual Abuse, Trauma, and Recovery, Case Management, Mental Health and Aging, and Vocational Aspects of Disability.)

Term	Definition
MHSS (Mental Health Support Specialist)	An MHSS works with adults with mental illness in residential settings. Responsibilities include working with individuals on housekeeping, transportation, interpersonal relationships, safety practices, financial management, basic academic skills, management of personal and legal affairs, problem solving and decision making, involvement in the community, recreation, menu planning and meal preparation, communication tools and skills, exploration of meaningful activities including work, education, or other interests. (MHSS curriculum, updated in 2007) The MHSS curriculum is a approximately a 35-hour course and is required of newly hired individuals providing residential services and daily living support services in Maine's adult mental health system. The curriculum includes the following: The Role of MHSS, Understanding Mental Health and Mental Illness, Trauma, Health and Recovery, Communication, Confidentiality, Documentation, Sexuality, Health and Safety, Diversity and Cultural Competence, Maine's Mental Health System, and Being Part of the Community.
NF (Nursing Facility)	An NF is a Skilled Nursing Facility (SNF) in the Medicare program or a Nursing Facility (NF) in the MaineCare program which meets State licensing and Federal certification requirements for nursing facilities and has a valid agreement with the Department of Health and Human Services.
OQMHP – Day Treatment (Other Qualified Mental Health Professional-Day Treatment)	An OQMHP-Day Treatment Center is a structured or developmental or rehabilitative program designed to improve a child's (age 20 or less) functioning in daily living and community living. An OQMHP-Day Treatment certified individual works with students to address emotional and physical capability in daily living, community integration, and interpersonal functioning. The OQMHP-Day Treatment certified individual must meet the following requirements: Have a degree in psychology, social work, rehabilitation, sociology or a related field from an accredited university and complete and current training in First Aid, CPR, and non-aggressive techniques of intervention, OR, or have training in all of the following nine areas: First Aid & CPR, Principles of Child Development and Intervention Techniques, Hazard Management-Fire and Safety, Recipients' rights, Reporting requirements in situation of abuse, Individual service plans and their application, Record-Keeping and reporting requirements, Overview of psychotropic mediations, and Non-aggressive techniques of physical intervention. An OQMHP-Day Treatment professional must also be certified as an Ed Tech. (See Ed Tech)

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Term	Definition
OQMHP-PNMI (Other Qualified Mental Health Professional)	An OQMHP-PNMI provides short-term out of home treatment to stabilize child. The treatment is focused on returning the child home as soon as clinically possible. The focus is on safety and clinical needs. An OQMHP-PNMI must meet minimum training requirements set forth by DHHS-Children's Behavioral Health Services for the provision of personal care services in community residences for people with mental illness. The OQMHP-PNMI must have a Bachelor's degree in Psychology, Social work, Child Development, Special Ed, Rehabilitation, Sociology or a related field; **OR** a Bachelors degree in another field and advanced training in one or more of the above disciplines **OR** training in 9 of the following areas: First Aid & CPR, Principles of Child Development and Intervention Techniques, Hazard Management-Fire and Safety, Recipients' rights, Reporting requirements in situations of abuse, Individual service plans and their application, Record-Keeping and reporting requirements, Overview of psychotropic mediations, non-aggressive techniques of physical intervention. OQMHPs must also meet their agency's state licensing requirements.
PCA (Personal Care Attendant)	The PCA title has been replaced with the PSS title by the Department of Health and Human Services.
Personal Care Services	Personal Care Services may include shopping to meet the member's health and nutritional needs, storage of purchased groceries, meal preparation and cleanup, routine housework, which includes sweeping, washing and vacuuming of floors, cleaning of plumbing fixtures (toilet, tub, sink), appliance care, changing of linens, refuse removal, and doing laundry within the residence or outside of the home at a laundry facility.
Personal Support Services (formerly known as Personal Care Assistance)	Personal Support Services are those covered ADL and IADL services provided by a home health aide, certified nursing assistant or personal support specialist which are required by an adult with long-term care needs to achieve greater physical independence, in accordance with the authorized plan of care.
PSS (Personal Support Specialist)	A PSS is an unlicensed assistive direct care worker who provides personal support services including personal care services, covered ADLs, IADLs and health maintenance activities provided in a member's residence in accordance with an authorized plan of care. Qualified PSSs may provide escort and/or transport services necessary to provide covered home and community-based services as described in the authorized plan of care. A PSS must meet the following qualifications: be at least 17 years old; complete the 50-hour DHHS approved training (completed before hire or within 6 months of hire); complete the 8-hour employer-based orientation; and have a background check that includes the CNA Registry. If providing transportation, a PSS must have a valid license and liability coverage. When the nature of the tasks or the condition of the consumer warrant the specialized knowledge and skills of a health professional, as determined by the medical eligibility assessment, the PSS shall be trained by the health professional and satisfactorily demonstrate the skill to carry out the necessary tasks. A PSS must complete 12 hours of in-service continuing education per year.

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Term	Definition
Psychiatric Technician	A Psch Tech is employed in the Psychiatric Hospital setting. The level 1 is an entry position, a non-clinical team member who assists with personal needs and comfort of the patient and assists in maintaining an age appropriate therapeutic environment. Works under the supervision of an RN. Requirements are high school diploma or equivalent, good communication skills, experience and/or education in mental health preferred, not required. Basic Life Support training may be provided during employee orientation. (sources of information- Acadia Hospital position description, National Association of Psychiatric Technicians www.psychtechs.org/cert.shtml)
PNMI	A Private Non-Medical Institution (PNMI) is defined as an agency or facility that is not, as a matter of regular business, a health insuring organization, hospital, nursing home, or a community health care center, that provides food, shelter, and treatment services to four or more residents in single or multiple facilities or scattered site facilities.
RCS (Residential Care Specialist)	See Mental Health Support Specialist.
Skills Development Services	Skills Development Services are teaching-based services that assist members to increase their independence by learning the skills necessary to access community resources, including connecting with natural supports needed to achieve their particular goals. These services are performed by a MHRT/C.
Unlicensed Assistive Personnel / Unlicensed Health Care Assistive Personnel	Unlicensed Assistive Personnel / Unlicensed Health Care Assistive Personnel is the broad title that refers to the direct care workers who do not have a certification or license, such as PSSs, Homemakers, Attendants, and DSPs, as defined in Title 22 MRSA § 1717, who provide hands-on assistance with ADLs to individuals in homes, assisted living programs, residential care facilities, private non-medical institutions, hospitals and other health care settings. For training and background check requirements, see specific job titles.
Unlicensed Assistive Personnel/Medications and Treatment	In addition to completing training and background check requirements for their specific titles, the Unlicensed Assistive Personnel administering medications and/or treatments must successfully complete training approved by the Department. All unlicensed assistive personnel administering medications and/or treatments must complete a Department-approved 8-hour refresher course biennially for re-certification within 2 years of the original certification. Whenever the standards or guidelines of the medication administration course are substantially revised, unlicensed personnel must be re-certified within 1 year of the revision, by a method approved by the Department. An additional exception will be made on a case-by-case basis for persons who only administer dietary supplements and/or minor medicated treatments, shampoos, lotions and creams that could be obtained over the counter without a physician's order.
Work Support	Work Support is direct support provided by a DSP or an Employment Specialist to improve a member's ability to independently maintain productivity and employment. This service is commonly provided after a period of stabilization and encompasses adherence to workplace policies and productivity. It may also include hygiene, self-care, dress code, work schedule and related issues. Work Support is usually provided in a member's place of employment, but may be provided in a member's home in preparation for work if it does not duplicate services already reimbursed as Home Support.

Source Documents for policy and rules:
MaineCare programs and reimbursement rates information:

MaineCare Benefits Manual, DHHS 10.144 Chapter 101: http://www.maine.gov/sos/cec/rules/10/ch101.htm

Maine Board of Nursing: http://www.state.me.us/boardofnursing/

Maine Department of Labor rules: **http://www.maine.gov/sos/cec/rules/12/chaps12.htm**

Maine Department of Education: http://www.maine.gov/education/

Maine DHHS, Division of Licensing and Regulatory Services:: http://www.maine.gov/dhhs/dlrs/

Maine DHHS, Office of Elder Services, DHHS 10.149 http://www.maine.gov/sos/cec/rules/10/chaps10.htm#149

Maine DHHS, Office of Substance Abuse: http://www.maine.gov/dhhs/osa/

MR/DD Reimbursement Rate Method:

http://www.maine.gov/dhhs/OACPDS/DS/published-rates/excel/Demo_Rates-Maineupdated.xls

http://www.maine.gov/dhhs/OACPDS/DS/published-rates/word/2a-Methodology-Discussion-Paper.doc

http://www.maine.gov/dhhs/OACPDS/DS/published-rates/1 Proposed-Rate-Methodology.ppt#256,1,Proposed Rate Methodology

http://www.maine.gov/dhhs/OACPDS/DS/published-rates/home.html