



EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES  
**COMMONWEALTH OF MASSACHUSETTS**  
OFFICE OF MEDICAID  
ONE ASHBURTON PLACE, BOSTON, MA 02108



**MAURA T. HEALEY**  
GOVERNOR

**KATHLEEN E. WALSH**  
SECRETARY

**KIMBERLEY DRISCOLL**  
LIEUTENANT GOVERNOR

**MIKE LEVINE**  
ASSISTANT SECRETARY  
FOR MASSHEALTH

December 2024

Dear Direct Care Worker,

You are receiving this letter because you provide Waiver personal care services to individuals who self-direct in the MassHealth Moving Forward Plan Community Living (MFP-CL) Home and Community Based Services Waiver.

Due to a change in state law, Direct Care Workers like you who are employed by individuals in the MFP-CL Waiver are now part of a Collective Bargaining Agreement, or CBA. This CBA is a written legal contract between the State and the Union that represents the Personal Care Attendant Workforce, known as 1199 SEIU. This contract determines worker wages and benefits.

**Here are some changes you can expect:**

Paid Holidays

If you provide self-directed Waiver personal care services to an individual in the MFP-CL Waiver on a holiday between the hours of 6AM – midnight, you will be paid at a premium rate (equal to the applicable rate at time-and-a-half) for time providing self-directed Waiver personal care on that holiday. The paid holidays are New Year's Day, Martin Luther King, Jr., Day, Juneteenth, Independence Day (July 4th), Thanksgiving Day, and Christmas Day. You must work on the holiday to receive holiday pay.

This change began on December 4, 2023. If you worked one of these holidays since that date, you will receive retroactive holiday payment.

New Hire Orientation

You are now required to complete a New Hire Orientation. You will be paid for the 4-hour session. If you have already taken New Hire Orientation as a Personal Care Attendant (PCA), you do not need to take it again. To sign up for New Hire Orientation, you may call (877) 409-8283 or go to <http://bit.ly/pcanho>.

If you do not complete New Hire Orientation, you may not be eligible for certain rate increases in the future. Specifically, beginning on April 1, 2025, payment rates for PCAs and DCWs providing self-directed Waiver personal care services will be based on your experience as a PCA and DCW providing self-directed Waiver personal care services. But you will not be eligible for these seniority-based rate steps and may not be eligible for other rate increases until you complete New Hire Orientation.

### Training Opportunities

You now have access to Skills Training Workshops on a variety of topics such as Adult First Aid/CPR, Medication Safety, and Alzheimer's and Dementia Care. These sessions are free and voluntary.

Find out more information here: <https://www.mass.gov/info-details/uniontraining>  
To register for a session, call 877-409-8283 or email [infoMA@1199funds.org](mailto:infoMA@1199funds.org)

### Union Membership

You are eligible to join 1199 SEIU. Click here to learn more about Union membership and how to sign up: <https://www.1199seiu.org/join>

You may receive information directly from the Union about the added benefits of joining.

If you have any questions, please reach out to your Waiver Participant Employer, who can ask their Waiver Case Manager.