

Helping Consumer-Employers Use the



The Mass PCA Directory is the referral site for consumer-employers in the MassHealth PCA Program. It matches PCA jobs with job seekers based on location, schedule, experience level, and language. Users communicate via a secure internal messaging system that supports anonymous conversations until both parties feel comfortable about sharing their contact information.

Here's what you need to know to support consumer-employers in recruiting PCAs using the Mass PCA Directory.

WEBSITE

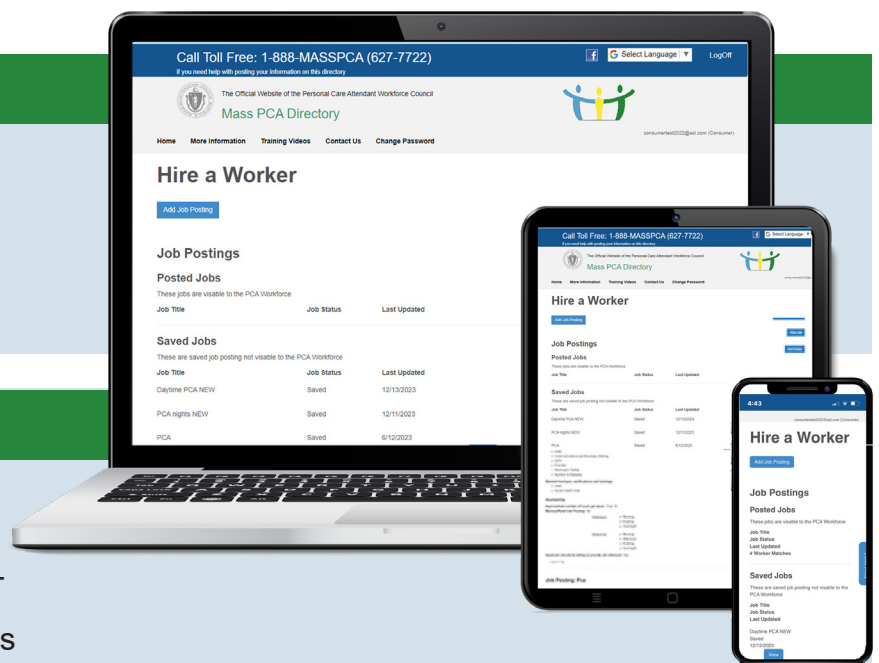
[MassPCADirectory.org](https://www.masspcadirectory.org)

HELPLINE

888-627-7722

Monday - Friday, 9:00 am to 5:00 pm EST
The Mass PCA Directory Helpline provides users and skills trainers with:

- Support with login issues
- Password resets
- Information on how to post jobs
- Directions on how to read directory email messages



Other support options:

- Leave a voicemail outside these days and times
- Send an email 24/7 to Helpline staff at: info@masspcadirectory.org
- Helpline operators support all languages



PCA Quality Home Care Workforce Council
1 Ashburton Place, 3rd Floor, Boston, MA 02108
pcacouncil@mass.gov

[MassPCADirectory.org](https://www.masspcadirectory.org)

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COUNSELOR ACCOUNT

PCM skills trainers and staff can support consumer-employers without access to the Mass PCA Directory by using a Counselor Account.

The Counselor Account allows users to generate a list of job seekers in a specific town that can be shared with the consumer-employer.

To request a Counselor Account, email the following information to Pamela.Marble@umassmed.edu:

- Name
- Work email address
- Name of the PCM
- Supervisor's name and email address

You will receive additional instructions after the email is received and reviewed.

ACCOUNT SETUP

Ensure the consumer-employer has a valid email address.

To help a consumer-employer set up an account, direct them to:

1. Visit www.masspcadirectory.org
2. Click on "I need to Hire a PCA"
3. Complete the Account Settings page

JOB POSTS

To help a consumer-employer set up a job post, direct them to:

1. Log into the [Mass PCA Directory](http://MassPCADirectory.org)
2. Click on "Hire a Worker"
3. Click on "Add Job Posting"
4. Click on complete the form, and either:
 - Click "Save my job post for later" to save the information OR
 - Click "Post my job now" to post the job and match with job seekers in their area

Reminder: If you or your consumer-employer need any support call **888-627-7722**.

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