



April 16, 2025

Statement of Support for the Proposed Changes to Personal Care Agency Licensing Rules

We, Majesty Home Care, strongly support the proposed changes to the Personal Care Agency Licensing Rules as outlined in LD 1442 by the Maine Association of Personal Care Agencies (MAPCA).

These amendments reflect a thoughtful approach to modernizing regulations in a way that balances the needs of personal care agencies, staff, and clients throughout Maine.

The proposed changes will ensure the continued delivery of high-quality, client-centered care while addressing the operational realities of our industry.

The Health and Human Services Committee's efforts to license and legitimize Personal Care Agencies are commendable and necessary to protect consumers and elevate standards. However, as MAPCA has highlighted, some aspects of the existing rules do not account for the unique and evolving nature of the work we do. The proposed amendments are practical, cost-conscious, and client-focused, and we urge their adoption.

Key Reasons for Our Support:

1. Modernizing Operational Requirements (Item 1):

The removal of the requirement for agencies to maintain a physical office space in Maine is a necessary step in reducing unnecessary expenses. Personal care agencies operate primarily in clients' homes, often across a wide geography. As such, maintaining a physical office does not enhance care delivery. Eliminating this requirement allows agencies to allocate resources more effectively, ensuring those funds are spent on improving client care rather than overhead costs.

2. Flexibility in Training Requirements (Items 2, 4, 5):

We're in support of requesting that DHHS add the DSW training to the list of approved courses and delay implementation of the training requirements until the DSW curriculum is offered (expected to be 2025 via DHHS). This will ensure that our new staff are being trained with the most appropriate and current standards of quality care.

4. Recognizing Experienced Staff (Item 3):

We support adding a provision that allows staff who have been working for more than 5 years in personal care services the ability to be granted licensure with successful demonstration of skills competency in alignment with the DSW or PSS training topics. This approach maintains high standards while respecting the expertise of long-time caregivers, ensuring their valuable skills are not overlooked or undervalued.

5. Practical On-Site Supervision Standards (Item 6):

Adjusting the on-site supervision requirements to allow flexibility after the first month is a common-sense solution that reflects the realities of client care. Staff schedules and client needs often vary and range from very early morning to late at night. The requested change ensures supervision remains effective without unnecessary logistical challenges, all while maintaining quality oversight.

6. Culturally Appropriate and Trauma-Informed Supervision (Item 7):

The clarification that supervision should occur in a culturally appropriate and trauma-informed manner is critical. The care provided by PCA staff is personal and occurs within the confines of the client's home. Having additional individuals observing very intimate care is often uncomfortable for the client and this amendment prioritizes the dignity, privacy, and rights of clients while maintaining professional oversight.

Conclusion

The proposed changes to the Personal Care Agency Licensing Rules, as outlined in LD 1442, are a necessary step toward supporting Maine's personal care agencies, staff, and clients. These amendments reflect the realities of our industry, ensure practical and effective care standards, and allow agencies to operate more efficiently without compromising the quality of care.

We urge the 132nd Legislature to adopt these thoughtful and measured amendments. By doing so, Maine can continue to lead in providing accessible, high-quality care to those who need it most, while also supporting the vital workforce that delivers these essential services.

Thank you for your consideration. We stand ready to support this effort in any way necessary.

Sincerely,

A handwritten signature in blue ink, appearing to read "PAUL REID", with a stylized circular flourish above the name.

Paul Reid
President
Majesty Home Care