



THE STATE EDUCATION DEPARTMENT / THE UNIVERSITY OF THE STATE OF NEW YORK ALBANY, NY 12234

OFFICE OF ADULT CAREER AND CONTINUING EDUCATION SERVICES

Curriculum Unit

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MEMO TO THE FIELD

To: All School Directors with Personal Care Aide (PCA), Home Health Aide (HHA) and Nurse Aide Training Programs

From: BPSS Curriculum Unit

RE: NYS DOH mandated Cultural Competency training

New York Home Health Aide training programs, Personal Care Aide training programs, and Certified Nurse Aide training programs are required to include training regarding working with patients or residents of diverse sexual orientations and gender identities or expressions. This direction is issued in conjunction with the recently issued Dear Administrator Letter HCBS #24-04/ NH #24-17 regarding Affirming Care for Older LGBTQIA+ Individuals Training. This new training module is required for certification or recertification, as applicable, of home health aides, personal care aides, and certified nurse aides, and is applicable to training programs approved by the New York State Department of Health ("Department") and/or the New York State Education Department.

The requisite Cultural Competency training has been developed at a literacy level that complies with the requirements of 10 NYCRR § 415.26, as suggested in the Guide to Operation of a Home Health Aide Training Program and Guide to Operating a Personal Care Aide Training Program. Schools must implement this requirement beginning April 1, 2025.

How to Complete the Training Requirement

This training is available on the **New York Learns Public Health Learning Management System** at <https://www.nylearnsph.com/Public/Default.aspx>.

- 1) Students may take the training on their own and provide a copy of their certificate to the school. Registered learners can locate Course #OALTC-603 under the Course and Program Catalog by conducting a Catalog Query and typing "Affirming" in the search function. After completing the course, the registered user will receive a confirmation certificate that must be retained in the student record. BPSS cannot provide technical assistance with the NYLEARNS system.

-OR-

- 2) The school/ instructor can show this training video in the classroom setting. Schools must be sure that each student gets a certificate of completion or that it is indicated on their training record. It is the responsibility of the school to make their own certificate of completion. BPSS does not provide this certificate, as it is a Department of Health Requirement. Therefore, schools should refrain from including any references to New York State Education Department or BPSS on the certificate of completion for Cultural Competency training.

For technical assistance, please see Department of Health publications DAL NH # 24-09 and DAL ACF # 24-19 which has email contact information.

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