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ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

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**DATE:** October 24, 2011

**TO:** Direct Care Workforce Committee

**CC:** Tom Betlach  
Kari Price  
Carol Sanders  
P.J. Schoenstene  
John Black  
ALTCS Program Contractors – Chief Executive Officers, Compliance Officers,  
Case Management Administrators  
Interested Stakeholders

**FROM:** Jami Snyder

**SUBJECT:** Extension of Timelines for the Training of Direct Care Workers

In response to a request from community stakeholders, AHCCCS will implement the following revisions to the timelines established for the training of Direct Care Workers (DCWs):<sup>1</sup>

- DCWs hired on or before **September 30, 2012** will not be required to meet the training and testing requirements if they remain employed with the same provider agency.<sup>2</sup>
- All DCWs hired on or after **October 1, 2012** will be required to meet the training and testing requirements before they can provide care to members.
- On-site visits for the purpose of issuing continuing program approval to DCW Training and Testing Programs will begin on **October 1, 2012**.

Related timelines outlined in the AHCCCS Contractor Operations Manual policy “*Direct Care Worker Training and Testing Program Policy*” and the AHCCCS Medical Policy Manual Section 1240-B, “*Direct Care Services (Attendant Care, Personal Care, and Homemaker)*” will also be revised on or before December 1, 2011, as necessary, to ensure consistency in the training and testing requirements.

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<sup>1</sup> See AHCCCS Medical Policy Manual Section 1240-B, “*Direct Care Services (Attendant Care, Personal Care, and Homemaker)*” for the definition of Direct Care Worker. The policy can be found at [www.azahcccs.gov/dcw](http://www.azahcccs.gov/dcw).

<sup>2</sup> See AHCCCS Contractor Operations Manual policy “*Direct Care Worker Training and Testing Program Policy*” and AHCCCS Medical Policy Manual Section 1240-B, “*Direct Care Services (Attendant Care, Personal Care, and Homemaker)*,” for a listing of requirements. Note: Revisions to the timelines outlined in both policies will be made and posted on the DCW webpage on or before December 1, 2011. Both policies can be found at [www.azahcccs.gov/dcw](http://www.azahcccs.gov/dcw).

Over the course of the next eleven months, AHCCCS will take the following steps in an effort to prepare for the full implementation of the DCW training and testing initiative on October 1, 2012:

- Establish a centralized database for the tracking of DCWs that have been trained and have successfully passed the knowledge and skills tests.
- Establish standardized reporting mechanisms to ensure the participation of all DCW agencies.
- Work collaboratively with providers to explore the development of web-based training courses, using the Principles of Caregiving curriculum, and schedule at least one large scale testing session, thus creating an alternate mechanism for providers to train and test DCWs.
- Communicate with stakeholders on a bi-weekly basis via e-mail regarding DCW training initiative developments and requirements.

AHCCCS would like to extend its appreciation to the members of the Direct Care Workforce Committee and to community stakeholders for providing input on the revision of the established timelines.

Should you have any questions regarding the changes that have been made, please do not hesitate to contact me at [Jami.Snyder@azahcccs.gov](mailto:Jami.Snyder@azahcccs.gov) or 602.417.4614.

Thank you.