

DIRECT CARE WORKER (DCW) TRAINING AND TESTING REQUIREMENTS
Frequently Asked Questions – April 2012

Question #	Question	Response	Reference
1.	When do the training and testing requirements go into effect?	<p>October 1, 2012</p> <ol style="list-style-type: none"> 1. DCWs hired on or before September 30, 2012 <u>will not</u> be required to meet the training and testing requirements if they remain employed with the same provider agency. 2. All DCWs hired on or after October 1, 2012 <u>will be</u> required to meet the training and testing requirements 3. DCW agencies are allowed a 90-day period from the date of hire in which to train their workers. It is permissible for workers to provide care during the training period. 	<p>Except where noted, references found at www.azahcccs.gov/dcw</p> <p>AHCCCS Contractor Operations Manual, Ch. 400, Section 429, III.3.1 and m.</p> <p>AHCCCS Medical Policy Manual, Ch. 1200, Section 1240, A.5.c and d.</p>
2.	Where can I find information about the DCW training and testing requirements?	The AHCCCS DCW website contains all the information and links necessary to answer questions about the requirements and the training curriculum. The policies will not be incorporated into the applicable manuals until the requirements are implemented.	“Policy and Support Documents” section
3.	What do I have to do to offer the DCW training?	<ol style="list-style-type: none"> 1. Your organization needs to become an approved training program. The application to be approved by AHCCCS is available at the DCW website listed above. 2. Your trainers need to complete testing themselves. The qualifications for trainers are described in AHCCCS policy. You can also see an overview on the AZ Direct Care website. 	<p>“Forms” section</p> <p>AHCCCS Contractor Operations Manual, Ch. 400, Section 429, III.A.2.</p> <p>http://www.azdirectcare.org/Trainers - Qualification.html</p>
4.	When / how do I get the tests?	An entity that wants to train and test DCWs must become an Approved Training and Testing Program. Tests will only be sent to agencies approved as training and testing sites by AHCCCS. Therefore, your agency must be an Approved Training and Testing Program prior to requesting tests. Individual trainers will not be given the tests.	AHCCCS Contractor Operations Manual, Ch. 400, Section 429, III.A.5.

Question #	Question	Response	Reference Except where noted, references found at www.azahcccs.gov/dcw
5.	Can I charge a fee to train/test caregivers?	If you charge a fee to individual DCWs for training/testing, you will need a Postsecondary Education license. For information on licensure requirements, please contact the AZ Board of Post Secondary Education.	
6.	Do CNAs need to take the DCW tests?	CNAs with current Arizona certification are not required to take the training or complete the DCW test. In order for a CNA to train DCWs however, s/he must take the tests and pass at the level required for trainers.	AHCCCS Medical Policy Manual, Ch. 1200, Section 1240, A.5.a.
7.	What is the passing rate for tests?	DCWs must achieve and pass with a rating of 80% on written tests and 100% on the skills test. Trainers must achieve a passing rate of 92% on the written tests and 100% on the skills test.	AHCCCS Contractor Operations Manual, Ch. 400, Section 429, III.A.3.1. AHCCCS Contractor Operations Manual, Ch. 400, Section 429, III.A.2
8.	What are the qualifications for trainers?	<p>Trainers must meet the following qualifications:</p> <ol style="list-style-type: none"> a. Have passed both the knowledge and skills tests for any curriculum modules they will teach, at the required minimum score and received a letter from the approved training/testing program (not the trainer's employing agency) attesting to that. b. Has the hands-on experience as a caregiver of at least one year. Note: If the trainer employed by the approved program has passed both the knowledge and skills tests but does not have the minimum one year of experience, they must obtain at least 40 hours of hands-on experience within 3 months of the agency receiving its notification as an approved program. The trainer is not eligible to train until the hands-on experience requirements have been met. This provision is only allowable until the full scale implementation date of 10/01/2012. c. Have at least one year of experience teaching groups of adults (any field) or three months (100 plus hours) preparation to become an instructor in direct care. <p>Approved training programs must verify and maintain evidence that each trainer meets these qualifications. In order to remain a qualified trainer, these individuals must also teach at least two (2) DCW training classes per year.</p>	AHCCCS Contractor Operations Manual, Ch. 400, Section 429, III.A.2.

Question #	Question	Response	Reference Except where noted, references found at www.azahcccs.gov/dcw
9.	Where can trainers take the test?	All approved programs can offer the test to trainers from other agencies. Trainers may not be tested at their own agency. Approved programs are posted on the AHCCCS website at www.azahcccs.gov/dcw . Agencies need to make their own arrangements for training.	
10.	How long does the test take to administer?	The written testing can take 1-2 hours. The skills test takes approximately 45-60 minutes.	
11.	Can the tests be taken in an alternate format?	Yes. If an individual is unable to take a written test they may request to take an oral knowledge test. An approved training and testing program may also offer the tests to a student in a language other than English. If an oral knowledge test is provided it must be read from a prepared text in a neutral manner.	AHCCCS Contractor Operations Manual, Ch. 400, Section 429, III.A.3.e.
12.	Can a student “test out” of any portion of the training requirement?	Yes, an approved program may offer a “challenge” test <u>once</u> to an employee if they have education and/or work experiences similar to what is required for DCWs. The educational and work experiences must be verified. The challenge test cannot be repeated. Anyone who takes the challenge test and fails must go through the training and pass the knowledge and skills test in order to become a DCW.	AHCCCS Contractor Operations Manual, Ch. 400, Section 429, III.A.3.g.
13.	Can students take the tests more than once if they do not pass?	If a test is failed, the student must retake that portion of the test. If one or more skills are failed, the specific skills can be retested. Trainers will provide additional training as needed before retesting.	AHCCCS Contractor Operations Manual, Ch. 400, Section 429, III.A.3.h.
14.	Where can my caregivers be tested?	To get caregivers tested, you can send them to any approved agency. The list of approved agencies is available on the AHCCCS DCW website at www.azahcccs.gov/dcw . Arrangements for training will be the responsibility of the individual agencies.	

Question #	Question	Response	Reference
15.	What if a hire a DCW who has completed the training and testing requirements?	<p>The training and testing is portable between DCW agencies - new employers can verify completion of training/testing with the fax verification form found on the website. Approved training programs shall share test results upon request of a DCW agency, with permission of the DCW.</p> <p>Employers are responsible for verifying that the DCW has the skills needed for their current assignments. Employers may choose to require additional training or testing.</p>	<p>Except where noted, references found at www.azahcccs.gov/dcw</p> <p>AHCCCS Contractor Operations Manual, Ch. 400, Section 429, III.A.5.b.</p> <p>“Forms Section”</p>
16.	How often do DCWs have to test?	<p>Testing is only required one time as long as the DCW continues working as a caregiver. If a DCW has not worked as a caregiver for 2 years, testing has to be repeated.</p>	<p>AHCCCS Medical Policy Manual Ch. 1200, Section 1240, A.5.d.</p>
17.	Do family attendant care workers have to take both Level 1 & Level II when they care for a family member only?	<p>No – see AMPM Policy 1240 below for clarification</p> <p>Level I – Introduction to and Fundamentals of Caregiving</p> <p>Level I must be completed by all DCWs, including family caregivers, prior to providing direct care services to ALTCS members (except as noted in 1240 A).</p> <p>Level II – Specialized Modules (Developmental Disabilities or Aging and Physical Disabilities.)</p> <p>Level II must be successfully completed by all attendants and personal care providers (excluding family caregivers who provide care to family members only).</p>	<p>AHCCCS Medical Policy Manual Ch. 1200, Section 1240, E.2.a and b.</p>
18.	Do DDD independent caregivers employed through DDD have to meet the Direct Caregiver Training requirements?	<p>Direct Care Workers training and testing are not applicable to the Self Directed Attendant Care Services (SDAC) or to the DDD independent Caregivers employed through the DES/DDD.</p>	<p>AHCCCS Medical Policy Manual Ch. 1200, Section 1240, A.6.</p>

Question #	Question	Response	Reference
19.	Do respite caregivers need to be trained and tested as DCWs?	<p>Per current AHCCCS policy, respite services may include, but are not limited to:</p> <ul style="list-style-type: none"> • Supervision of the member • Provision of services during the respite period which are within the respite provider's scope of practice • Providing activities and services to meet the social, emotional, and physical needs of the member <p>As such, it is anticipated that the provision of respite care to an ALTCS member may necessitate the provision of the types of care outlined in AHCCCS policy as Direct Care Services (Attendant Care, Personal Care and Homemaker services):</p> <ul style="list-style-type: none"> • General supervision • Homemaker tasks including cleaning, laundry, food preparation and essential errands such as grocery shopping, securing medical supplies and household items • Personal care including bathing, skin care, oral hygiene, toileting, ambulation, grooming, dressing, nail care, use of assistive devices, caring for other physical needs and feeding, as necessary • Assistance with recreational/socialization skill development and training in activities of daily living <p>DCWs who solely provide respite care are not currently required to meet the new training and testing standards. That being said, it is advisable for DCW agencies to consider internally making this a requirement due to the fact that the provision of respite care is closely aligned with the provision of the attendant care, personal care and homemaker services.</p>	<p>Except where noted, references found at www.azahcccs.gov/dcw</p> <p>AHCCCS Medical Policy Manual Ch. 1200, Section 1250, E.</p> <p>AHCCCS Medical Policy Manual Ch. 1200, Section 1240, F.</p>