

PLEASE NOTE: The information provided in this document is derived from the following references, which can be consulted for additional information.

- AHCCCS Medical Policy Manual, Chapter 1200, Section 1240-A
www.azahcccs.gov/shared/MedicalPolicyManual/index.html
- AHCCCS Contractors Operations Manual, Chapter 400, Section 429
www.azahcccs.gov/shared/ACOM/
- Direct Care Worker Training and Testing Program Website
www.azahcccs.gov/dcw
- AHCCCS DCW and DCW Trainer Testing Records Online Database
dcwrecords.azahcccs.gov/

	Question	Response
1	<p><i>When did the training and testing requirements go into effect? Updated March 2022</i></p>	<p>Beginning October 1, 2012, all AHCCCS provider agencies of direct care services (attendant care, personal care or homemaker services) must utilize DCWs who have passed the required competency tests within 90 days of hire unless otherwise exempt from the training and testing requirements. Individuals exempt from passing the competency tests include DCWs who are also a Registered Nurse, Licensed Practical Nurse or Certified Nursing Assistant, or an Assisted Living Facility Caregiver that has successfully completed an approved assisted living facility training program. A direct care service agency has discretion whether or not to allow the DCW to provide care during the 90-day training period.</p>
2	<p><i>What do I have to do to offer the DCW training to direct care worker and trainer employees?</i></p>	<p>An entity that wants to train and test DCWs must apply to become an Approved Training and Testing Program (Approved Program). The application shall be accompanied by the following documentation which demonstrates competency and preparedness to conduct training and testing of DCWs:</p> <ol style="list-style-type: none"> 1) Policy and procedures for the training program structure, test administration, and verification and the use of the Online Database, 2) Access to necessary space to conduct training and testing, 3) Access to necessary equipment and supplies, and 4) Verification of qualified trainers. <p><u>PLEASE NOTE:</u> <i>Direct care service agencies can decide or choose whether or not to become an Approved Program or delegate the responsibility of training and testing DCWs to an Approved Program through a contractual agreement.</i></p> <p>Entities that can become Approved Training and Testing Programs are:</p> <ul style="list-style-type: none"> ▪ An AHCCCS registered agency that provides Direct Care Services ▪ A private vocational program

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		<ul style="list-style-type: none"> ▪ An educational institution (e.g., high school, college or university)
3	<p><i>Can I charge a fee directly to individuals (e.g. DCWs or DCW Trainers) for training and testing? Updated March 2022</i></p>	<p>An entity (e.g. Approved Program or DCW Agency) is allowed to charge a fee to an individual/employee if the training program is less than 40 hours and cost less than \$1,000. Otherwise, the entity must have a license from the Arizona State Board for Private Postsecondary Education per A.R.S. §32-3021.</p> <p>NOTE: Approved Programs <u>can</u> charge a DCW Agency or an Approved Program to train and test their employees through a contractual or fee-for-service agreement.</p>
4	<p><i>Where can a DCW or Trainer be trained and tested?</i></p>	<p>Only Approved Programs can train and test DCWs or Trainers. A list of the Approved Programs is updated regularly on the AHCCCS website.</p>
5	<p><i>What if I hire a DCW or Trainer who has completed the training and testing requirements?</i></p>	<p>Testing records are portable or transferrable from one employer to another. The testing records may be retrieved from the DCW Online Database. If the record is not found in the online database, the Fax Verification Form must be sent by the current employer to the previous employer to obtain copies of testing records or request the previous employer enter the Testing History into online database for verification.</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 as necessary to determine competency.</p>
6	<p><i>What is a passing tests score?</i></p>	<p>DCWs must achieve a score of 80% on written tests and 100% on the skills test. Trainers must achieve a test score of 92% on the written tests and 100% on the skills test.</p>
7	<p><i>How often do DCWs have to test?</i></p>	<p>Testing is only required once as long as the DCW continues to work in the field. If a DCW has not worked in the field for a period of two years, re-testing must be completed. If a DCW fails a test, they cannot retest on the same day.</p>
8	<p><i>How do I know which Level II specialized module is appropriate for my staff?</i></p>	<p>The Level II specialized module (Aging and Physical Disabilities or Developmental Disabilities) selected should be appropriate and correlate to the population the DCW will serve. If the DCW will serve both populations, they will be required to pass both Level II module tests.</p>
9	<p><i>What are the continuing education requirements?</i></p>	<p>DCW Employers are required to provide and monitor continuing education requirements. This is not a responsibility of an Approved DCW Training and Testing Program. DCW Employers are required to maintain documentation of the annual timeframe, hours, topics and delivery methods for continuing education. Six (6) hours of continuing education are required annually. For DCWs hired prior to October 1, 2012, the yearly timeframe is from October to September. For DCWs hired after October 1, 2012, the yearly timeframe is the anniversary of their date of hire.</p> <p>PLEASE NOTE: <i>The training completed in the first year to become a qualified DCW can be counted towards the required six hours of continuing education.</i></p> <p>Continuing Education shall meet the following conditions.</p> <ul style="list-style-type: none"> ▪ CPR and first aid training cannot count toward the six-hour requirement for continuing education. ▪ It shall include training on additional curriculum modules and relevant topics. It is not the intent of continuing education to repeat the same topics year after year.

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		<ul style="list-style-type: none"> It can be offered in many forms, including in-service, video/DVD, written materials, attended as a class or conference, etc. For DCWs providing care to family members only, the continuing education may be specific to the member. Also, consideration should be given to allow family caregivers to complete the materials at home.
10	What must a DCW Agency do to monitor compliance for the training and testing requirements?	The AHCCCS Medical Policy Manual, Chapter 1200, Section 1240-A and Chapter 900, Section 920 outline requirements for monitoring compliance including record maintenance and DCW Online Testing Records Database use requirements.
Exemptions		
11	Do RNs, LPNs, CNAs or Assisted Living Caregivers need to take the DCW test? Updated March 2022	RNs, LPNs, and CNAs with current Arizona licensure/certification or an Assisted Living Facility Caregiver that has successfully completed an approved assisted living facility training program are not required to take the training or complete the DCW test. In order for DCWs with these credentials to train DCWs however, s/he must score a 92% on the written test and 100% on the skills test, as well as meet other requirements to be a qualified trainer.
12	Do DCWs who provide care to family members have to get trained and tested?	<p>Level I – Introduction to and Fundamentals of Caregiving</p> <ul style="list-style-type: none"> Level I must be completed by all DCWs, including family caregivers. <p>Level II – Specialized Modules (Developmental Disabilities or Aging and Physical Disabilities.)</p> <ul style="list-style-type: none"> Level II must be successfully completed by all DCWs (excluding DCWs who provide care to family members only).
13	What is the definition of a family member?	<p>The AHCCCS Medical Policy Manual (AMPM Chapter 1200 Section 1240A) defines a family member as the following:</p> <ul style="list-style-type: none"> Spouse Adult/Step children of member Son/Daughter-in-law of member Grandchildren of member Siblings/Step Siblings of member Parents/Step Parents/Adoptive Parents of adult member Grandparents Mother/Father-in-law Brother/Sister-in-law
14	Do DDD independent caregivers or DCWs serving members under the Self-Directed Attendant Care program have to meet the Direct Caregiver Training requirements?	DCW training and testing requirements are not applicable to the Self Directed Attendant Care Services (SDAC) member-directed option or DCWs serving under the Division of Developmental Disabilities' Independent Provider Network.

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15	<i>Do respite caregivers need to be trained and tested as DCWs?</i>	<p>DCWs that solely provide respite care are not currently required to meet the training and testing requirements. 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>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.
16	<i>Can a student “test out” of the training requirement?</i>	<p>Yes. An approved program may offer a “challenge” test once 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. A student who takes the challenge test and fails (either written or skills tests or both) must be take the training and, then, retake and pass the written and skills tests.</p>
Trainers		
17	<i>What are the qualifications for trainers?</i> <i>Updated March 2022</i>	<p>Trainers must meet the following qualifications:</p> <ul style="list-style-type: none"> ▪ Have passed both the knowledge and skills tests for any curriculum modules they will teach, at the required minimum score. ▪ Have hands-on experience as a caregiver of at least one year. ▪ 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. ▪ Teach at least two DCW training classes per year. If the trainer is unable to meet this requirement as a result of low demand for DCW training and testing by the Approved Program, the trainer shall engage in documented activities to stay current with the curriculum including, but not limited to, coaching a DCW in their work environment, co-teaching with another qualified trainer, attending classes conducted by another qualified trainer, and reviewing instructional materials. <p>Approved Programs must verify and maintain evidence that each trainer meets these qualifications prior to training and testing DCWs.</p>

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18	<i>Where can trainers take the test?</i>	It is permissible for Approved Programs to train their trainers, but it is not allowable for them to test their own trainers. Approved Programs must make arrangements for their trainers to get tested by another Approved Program.
Test Administration		
19	<i>Are there any time limits on the written or skills testing?</i>	Written tests for DCWs are permissible to be an open book test. Students may have a maximum time limit of 1 minute per question. Tests must be proctored to ensure the time limit has not been exceeded. Trainers are not permitted to take open book tests. There are no other time limitations for testing. Generally, the written test can take 1-2 hours and the skills test takes approximately 45 minutes to 1 hour.
20	<i>Can testing and training accommodations be made available?</i> <i>Updated March 2022</i>	Yes. Approved Program shall provide accommodations to students in accordance with Americans with Disabilities Amendments Act. Approved Programs are responsible for taking reasonable steps to ensure that individuals with Limited English Proficiency have an equal opportunity to participate in the training and testing. Such steps may include, but are not limited to the following: <ul style="list-style-type: none"> ▪ Alternate language tests and training material and/or the student may be allowed to use foreign language dictionaries as a reference ▪ Oral testing in another location separate from other students. The proctor must read from the prepared text in a neutral manner. ▪ Provide additional time to finish the test. ▪ Use of a qualified and competent interpreter
21	<i>Can students take the tests more than once if they do not pass?</i>	Retesting is permitted if the student has been trained. If the knowledge test is failed, the student must retake the entire test. If one or more skills are failed, only the failed skills(s) must be retested. Retesting cannot occur the same day the failed tests were administered.