

## Direct Care Worker Training and Testing Program

*Frequently Asked Questions – March 2015*

**PLEASE NOTE: The information provided in the FAQ document is derived from the following references. These sources may be consulted for additional information.**

- AHCCCS Medical Policy Manual, Chapter 1200, Section 1240-A  
<http://www.azahcccs.gov/shared/MedicalPolicyManual/MedicalPolicyManual.aspx>
- AHCCCS Contractors Operations Manual, Chapter 400, Section 429  
<http://www.azahcccs.gov/shared/ACOM/Chapter400.aspx>
- AHCCCS Direct Care Worker Training and Testing Program Website  
[www.azahcccs.gov/dcw](http://www.azahcccs.gov/dcw)
- AHCCCS DCW and DCW Trainer Testing Records Online Database  
<https://dcwrecords.azahcccs.gov/>

	<b>Question</b>	<b>Response</b>
1	<b><i>When did the training and testing requirements go into effect?</i></b>	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 (e.g. Registered Nurse, Licensed Practical Nurse and Certified Nurse Aide). A direct care service agency has discretion whether or not to allow the DCW to provide care during the 90- day training period.
2	<b><i>What do I have to do to offer the DCW training?</i></b>	<p>An entity that wants to train and test DCWs must become an Approved Training and Testing Program (Approved Program). <b>PLEASE NOTE:</b> <i>Direct care service agencies can decide 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"> <li>▪ An AHCCCS registered agency that provide Direct Care Services</li> <li>▪ A private vocational program</li> <li>▪ An educational institution (e.g., high school, college or university)</li> </ul>
3	<b><i>Can I charge a fee directly to individuals (e.g. DCWs or DCW Trainers) for training and testing?</i></b>	<p><b>No entity (e.g. Approved Program or DCW Agency) can charge a fee to an individual/employee unless they have a license from the Arizona State Board for Private Postsecondary Education.</b> The following are examples of scenarios prohibited by an entity without a license.</p> <ul style="list-style-type: none"> <li>▪ <u>DCW Agencies can't</u> require an individual to pay up front for the training and get reimbursed for the training by their employer once they have exceeded 90 days of employment</li> <li>▪ <u>DCW Agencies can't</u> charge an individual for the release of testing records</li> <li>▪ <u>Approved Programs can't</u> charge members of the general public (i.e. individuals not employed by a DCW Agency), willing to pay for training and testing.</li> <li>▪ <u>Approved Programs can't</u> even provide the training and testing for free to the general public.</li> </ul>

	Question	Response
		<p><b>NOTE:</b> 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 (<a href="http://www.azahcccs.gov/dcw">www.azahcccs.gov/dcw</a>).</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 Testing Records Database (<a href="https://dcwrecords.azahcccs.gov/">https://dcwrecords.azahcccs.gov/</a>). If the record is not found in the online database, the Fax Verification form must be sent and received by the current employer to the previous employer.</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>
6	<p><i>What is the passing rate for tests?</i></p>	<p>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.</p>
7	<p><i>How often do DCWs have to test?</i></p>	<p>Testing is only required one time 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, testing must be repeated.</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 Agencies are required to issue and monitor continuing education requirements. This is not a responsibility of an Approved DCW Training and Testing Program. DCW Agencies are required to maintain documentation of the annual timeframe, hours, topics and delivery methods for continuing education.</p> <p>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><b>PLEASE NOTE:</b> <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"> <li>▪ CPR and first aid training cannot count toward the six hour requirement for continuing education.</li> <li>▪ 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.</li> <li>▪ It can be offered in many forms, including in-service, video/DVD, written materials, attendant as a class or conference, etc.</li> <li>▪ 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.</li> </ul>

	<b>Question</b>	<b>Response</b>
10	<i>What must a DCW Agency do to monitor compliance for the training and testing requirements?</i>	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.
<b>Exemptions</b>		
11	<i>Do RNs, LPNs and CNAs need to take the DCW test?</i>	RNs, LPNs and CNAs with current Arizona licensure/certification are not required to take the training or complete the DCW test. In order for an RN, LPN or CNA to train DCWs however, s/he must take the tests and pass at the level required for trainers as well as meet other requirements to be a qualified trainer.
12	<i>Do DCWs who provide care to family members have to get trained and tested?</i>	Level I – Introduction to and Fundamentals of Caregiving <ul style="list-style-type: none"> <li>▪ Level I must be completed by all DCWs, <b>including family caregivers.</b></li> </ul> Level II – Specialized Modules (Developmental Disabilities or Aging and Physical Disabilities.) <ul style="list-style-type: none"> <li>▪ Level II must be successfully completed by all DCWs (<b>excluding DCWs who provide care to family members only</b>).</li> </ul>
13	<i>What is the definition of a family member?</i>	The AHCCCS Medical Policy Manual defines a family member as the following: <ul style="list-style-type: none"> <li>▪ Adult/Step children of member</li> <li>▪ Son/Daughter-in-law of member</li> <li>▪ Grandchildren of member</li> <li>▪ Siblings/Step Siblings of member</li> <li>▪ Parents/Step Parents of member*</li> <li>▪ Grandparents</li> <li>▪ Mother/Father-in-law</li> <li>▪ Brother/Sister-in-law</li> </ul> <p>*Federal policies prohibit parents providing care to children who are under the age of 18.</p>
14	<i>Do DDD independent caregivers employed through DDD have to meet the Direct Caregiver Training requirements?</i>	DCW training and testing requirements are <b>not</b> applicable to the Self Directed Attendant Care Services (SDAC) or the Division of Developmental Disabilities’ Independent Provider Network member-directed options.
15	<i>Do respite caregivers need to be trained and tested as DCWs?</i>	DCWs that <b>solely</b> 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>Per current AHCCCS policy, respite services may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>▪ Supervision of the member</li> <li>▪ Provision of services during the respite period which are within the respite provider’s scope of practice.</li> <li>▪ Providing activities and services to meet the social, emotional, and physical needs of the member.</li> </ul> <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"> <li>▪ General supervision</li> </ul>

	<b>Question</b>	<b>Response</b>
		<ul style="list-style-type: none"> <li>▪ Homemaker tasks including cleaning, laundry, food preparation and essential errands such as grocery shopping, securing medical supplies and household items</li> <li>▪ 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.</li> <li>▪ Assistance with recreational/socialization skill development and training in activities of daily living.</li> </ul>
16	<b><i>Can a student “test out” of the training requirement?</i></b>	Yes. An approved program may offer a “challenge” test <b>once</b> 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 trained and, then, retake and pass the written and skills tests.
<b>Trainers</b>		
17	<b><i>What are the qualifications for trainers?</i></b>	<p>Trainers must meet the following qualifications:</p> <ul style="list-style-type: none"> <li>▪ Have passed both the knowledge and skills tests for any curriculum modules they will teach, at the required minimum score.</li> <li>▪ Have hands-on experience as a caregiver of at least one year.</li> <li>▪ 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.</li> <li>▪ Teach at least two DCW training classes per year</li> </ul> <p>Approved Programs must verify and maintain evidence that each trainer meets these qualifications prior to training and testing DCWs.</p>
18	<b><i>Where can trainers take the test?</i></b>	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.
<b>Test Administration</b>		
19	<b><i>Are there any time limits on the written or skills testing?</i></b>	Written tests for DCWs are permissible to be an open book test. Students may have a maximum time limit of 1 minute per question. The time 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 testing can take 1-2 hours and the skills test takes approximately 45 minutes to 1 hour.
20	<b><i>Can testing accommodations be made available?</i></b>	<p>Yes. Approved Program shall provide accommodations to students including:</p> <ul style="list-style-type: none"> <li>▪ Alternate language tests and/or the student may be allowed to use foreign language dictionaries as a reference</li> <li>▪ Oral testing in another location separate from other students. The proctor must read from the prepared text in a neutral manner.</li> <li>▪ Additional time to finish the test.</li> </ul>
21	<b><i>Can students take the tests more than once if they do not pass?</i></b>	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.