

**910, ATTACHMENT B, CONTRACTOR MONITORING OF DIRECT CARE WORKER (DCW) TRAINING AND TESTING STANDARDS**

**CONTRACTORS ARE REQUIRED TO MONITOR ORGANIZATIONAL PROVIDER'S DIRECT CARE SERVICES TO ENSURE COMPLIANCE WITH DIRECT CARE WORKER (DCW) TRAINING AND TESTING STANDARDS AS DIRECTED IN AMPM POLICY 910 AND OUTLINED IN THIS ATTACHMENT.**

**FOR ORGANIZATIONAL PROVIDERS WHO OUTSOURCE DIRECT CARE WORKER TRAINING AND TESTING, THE CONTRACTOR SHALL VERIFY:**

STANDARD	DOCUMENTATION	INSTRUCTIONAL COMMENTS/NOTES
<b>CONTRACTS OR AGREEMENTS</b>	The organizational provider has a contract(s) or agreement(s) with at least one Approved DCW Training and Testing Program to train and test DCWs.	The Approved DCW Training and Testing Programs must be on the listing provided on the AHCCCS website ( <a href="http://www.azahcccs.gov/dcw">www.azahcccs.gov/dcw</a> ).
<b>INDIVIDUAL RECORDS</b>	<p>Individual training and testing records include the following information:</p> <ol style="list-style-type: none"> <li>1. Identifies the services provided by the DCW.</li> <li>2. Identifies if the DCW is exempt from the training requirement</li> <li>3. Documentation of the hire date and when the training period concluded</li> <li>4. Form used to obtain permission from employees to access testing records in the online database</li> <li>5. Testing transcript sent by an Approved DCW Training and Testing Program that outlines testing modules and scores or completed Verification of Direct Care Worker Testing form sent by previous employer.               <ol style="list-style-type: none"> <li>a. Test type,</li> <li>b. Test Date(s),</li> <li>c. Test Modules,</li> <li>d. Test Scores (written and skills).</li> </ol> </li> <li>6. Continuing Education               <ol style="list-style-type: none"> <li>a. Annual timeframe for continuing education,</li> <li>b. Hours,</li> <li>c. Topics,</li> <li>d. Delivery method.</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. DCW must pass competency tests within 90 days of hire.</li> <li>2. If the test was a challenge test, the employer must document the educational and work experience that makes the DCW eligible for a challenge test.</li> <li>3. For individuals who were employed prior to 9/30/12, the annual timeframe is October 1 – September 30. The annual timeframe for individuals hired on or after 10/01/12, is the date of hire to anniversary date. The training completed in the first year to become a qualified DCW can be counted towards the required six hours of continuing education during the first year of hire.</li> </ol>

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STANDARD	DOCUMENTATION	INSTRUCTIONAL COMMENTS/NOTES
<b>DCW DATABASE</b>	<p>The organizational provider has:</p> <ol style="list-style-type: none"> <li>1. Procedures for maintaining a list of organizational users of the online database and notifications sent to AHCCCS requesting a user account must be terminated or suspended.</li> <li>2. Procedures for adding employees into the employee listing who will be or have been sent by the employer for training/testing including updating status changes of employees (hired, terminated, resigned) within 30 days of the status change.</li> <li>3. Procedures for, in the event testing records are not yet available in the online database, sharing current/former employee testing results upon request from another organization using <i>Verification of Direct Care Worker Testing</i> form.</li> </ol>	<ol style="list-style-type: none"> <li>1. Contractor shall verify the employee listing in the online database is consistent with the number of individuals employed by the agency. Additionally, the Contractor shall pull a sampling of employee records to verify the information in the database is consistent with hard copy personnel records.</li> <li>2. The organizational provider should retain copies of testing verification requests from other agencies. The Contractor shall ask to view copies of the completed requests.</li> </ol>
<b>FOR ORGANIZATIONAL PROVIDERS WHO CONDUCT DIRECT CARE WORKER TRAINING AND TESTING IN HOUSE, THE CONTRACTOR MUST VERIFY:</b>		
STANDARD	DOCUMENTATION	INSTRUCTIONAL COMMENTS/NOTES
<b>INDIVIDUAL RECORDS</b>	<ol style="list-style-type: none"> <li>1. Continuing Education               <ol style="list-style-type: none"> <li>a. Annual timeframe for continuing education</li> <li>b. Hours</li> <li>c. Topics</li> <li>d. Delivery method</li> </ol> </li> </ol>	<p>For individuals who were employed prior to 9/30/12, the annual timeframe is October 1 – September 30. The annual timeframe for individuals hired on or after 10/01/12, is the date of hire to anniversary date. The training completed in the first year to become a qualified DCW can be counted towards the required six hours of continuing education during the first year of hire.</p>