



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

### DIVISION OF DEVELOPMENTAL DISABILITIES

*Sent on Behalf of DES/DDD Business Operations*

*Please do not reply to this message*

**TRANSMITTAL DATE: April 30, 2015**

**Attention: Qualified Vendors providing Attendant Care and/or Homemaker services.**

**All other Qualified Vendors may disregard this notice.**

**TOPIC: Announcing: DCW Testing Records Online Database Full Scale Implementation**

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The Division is transmitting this notification at the request of AHCCCS to Direct Care Service agencies (Qualified Vendors) that provide Attendant Care and Homemaker services and/or Direct Care Worker Training and Testing Programs.

Information and updates on the AHCCCS Direct Care Worker (DCW) Online DCW Testing Records Database will be provided through email dissemination. In order to make sure you receive all forthcoming notices about the online database, please visit the AHCCCS DCW Training and Testing Program webpage ( [www.azahcccs.gov/dcw](http://www.azahcccs.gov/dcw) ) and follow the instructions to subscribe to the ListServ.

[http://listserv.azahcccs.gov/ListImages/AHCCCS-DCW-L/Full\\_Scale\\_Implementation\\_Notice\\_April\\_2015.docx](http://listserv.azahcccs.gov/ListImages/AHCCCS-DCW-L/Full_Scale_Implementation_Notice_April_2015.docx)

#### **Online Database**

The primary purpose of the online database is to serve as a tool to support the portability or transferability of DCW or DCW Trainer testing records from one employer to another employer. A secondary purpose of the database is to support DCW Agencies in monitoring compliance with the AHCCCS DCW training and testing initiative.

The online database is an electronic version of what is being done in practice to share testing records of DCWs and DCW Trainers. The online database is role-based with users designated as either an "Employer," "Trainer," or both, and have responsibilities and access to data appropriate for their user role.

- Employer Role Users from DCW Agencies or Approved Training and Testing Programs will use the online database to manage a list of employees and search for testing records of prospective/new/current employees.
- Trainer Role Users of Approved Training and Testing Programs will use the online database to input DCW and DCW Trainer testing records.

DCW agencies with employees who provide attendant care or homemaker services, and Approved Training and Testing Programs are required to incorporate the online database into everyday business practices.

The Online Database can be found at <https://dcwrecords.azahcccs.gov> .

### **Helpful Resources**

AHCCCS has developed three resources to support your initial and ongoing utilization of the online database. AHCCCS encourages DCW Agency and Approved DCW Training and Testing Program Administrators to review all of the resources noted below to support you in developing internal processes to implement the online database into your day-to-day business practices.

1. FAQ document provided under the “help” menu tab on the left-hand side of the page.
2. User Guide provided under the “help” menu tab on the left-hand side of the page.
3. Computer-Based Training Modules provided under the “training” menu tab on the left-hand side of the page.

Please Note: In order for a user account to be approved, AHCCCS requires proof the account user has completed the two Computer-Based Training (CBT) Modules. Each CBT will provide you with instructions on how to print out and submit the certificates of completion to AHCCCS.

### **Data Entry**

Once your account is activated, you can start entering data. Account users with a designated “Employer” role will enter employee listing data. Account users with a designated “Trainer” role will enter testing records data. The chart below outlines in more detail what data should be entered.

#### **Employer Role Users    Trainer Role Users**

Employer Role Users will enter employees into their employee listing who will be or have been sent by the employer for training/testing, beginning 10/01/12, and meet the following criteria. It is important to note data must be entered for employees previously and currently employed.

- Employees who are required to comply with the AHCCCS requirement because they provide attendant care, personal care or homemaker services
- Employees who are DCW Trainers
- Employees who are exempt from the AHCCCS requirement, but nevertheless have been trained and tested according to AHCCCS standards
- Employees who do not provide services to ALTCS members (i.e., private pay), but nevertheless have been trained and tested according to AHCCCS standards    Trainer Role Users will enter scores for tests administered beginning 10/01/12.

### **Important Notice for Employer Role Users**

An import function is available for selected users needing to enter large amounts of data. The import function is only available for Employer Role Users to add new employees or update employee information.

In the future, AHCCCS will create an import function for Trainer Role Users to be able to import testing records.

AHCCCS will only allow selected users to utilize the import function. Users who are interested in accessing and using the import function must send an email request to AHCCCS ([DCW@azahcccs.gov](mailto:DCW@azahcccs.gov)). The request must include the justification for the need to import data versus manually entering data. For example, a user may be entering large volumes of employee data due to the size of the organization. AHCCCS may choose to grant the user permissions to import data one time or import data on an ongoing basis.

### **Approved DCW Training and Testing Program Audit**

AHCCCS has updated the audit tools and instructions to include the requirements of use for the online database. Approved DCW Training and Testing Programs are encouraged to review the audit tools and instructions to assess and ensure compliance with standards pertaining to the online database. The updated audit tools and instructions may be found on the AHCCCS website ([www.azahcccs.gov/dcw](http://www.azahcccs.gov/dcw)).

### **Technical Support**

Please consult the User Guide for any technical support prior to contacting AHCCCS. If your question is not answered within the User Guide, please contact the Help Line at 602-417-4401. It is preferable for you to call the Help Line, but you may also send an email to [dcw@azahcccs.gov](mailto:dcw@azahcccs.gov) with your request for assistance.

### **AHCCCS Website Updated**

The format of the AHCCCS website has been updated to better access information on the DCW Training and Testing Initiatives including tools to help individuals from DCW Agencies or Approved DCW Training and Testing Programs with their respective roles and responsibilities.

Questions related to this communication may be sent to: [DDDPolicy@azdes.gov](mailto:DDDPolicy@azdes.gov)