



SUMMER 2014

IN THIS ISSUE
DIRECT CARE
WORKER PROGRAM

MANDATORY DAY
PROGRAM MONITORING
Effective July 24, 2014

FINGERPRINT CARDS
DPS Card Status Verification
Site Available

CARE FOR PRESSURE
ULCERS
During Hotter Summer Months

SUMMER HEAT
HAZARDS
Everyone's Responsibility

The Safety Net

A QUALITY ASSURANCE BULLETIN

DIRECT CARE WORKERS

WHO ARE THEY? • BECOMING ONE? • TRAINING?

Did you know that there are over 30,000 Direct Care Workers in Arizona, and the number is growing? The U.S. Bureau of Labor Statistics reports that home and personal care jobs will increase forty-one (41%) percent in the next ten (10) years. Source: <http://www.azdirectcare.org/>

—Jan Nickerson
HCBS COMPLIANCE OFFICER
QUALITY ASSURANCE UNIT

What is a Direct Care Worker (DCW)?

Direct Care Workers provide hands-on care for the elderly and individuals with disabilities. They enable individuals to participate in activities that enhance their quality of life by preparing meals, assisting with bathing and dressing, and other activities of daily life that many of us take for granted. Not only do DCWs make a huge difference for the individuals for whom they provide care, their work is vital to the well-being of thousands of Arizona families as well as our communities.

How Do I Become a DCW?

AHCCCS instituted new training and testing requirements for DCWs who provide Attendant Care, Personal Care, and Homemaker (housekeeping) services to Arizona Long-Term Care Services (ALTCS) members residing in their own home. All DCWs employed to provide services after September 30, 2012, are required to meet the new training and testing standards within ninety (90) days of hire. DCWs hired prior to that date are considered "grandfathered" and are not required to meet these new standards while they remain employed with the same agency. Other exemptions from DCW requirements include:

- Self-Directed Attendant Care Providers
- Independent AHCCCS Registered Care Providers
- Registered Nurses
- Licensed Practical Nurses
- Certified Nurse Aide



How Do I Get Trained to be a DCW?

- Contact an Approved Training and Testing Program listed on the AHCCCS website at <http://www.azahcccs.gov>.
- You can also send an email to DDDCW@azdes.gov to request information.
- You may also choose to take the required courses at a local community college or an entity that is licensed as a Private Vocational Program by the Arizona Board of Post-Secondary Education.

How Do I Become an AHCCCS Approved Training and Testing Program?

Check out the AHCCCS website at www.azahcccs.gov/dcw or www.azahcccs.gov/commercial/dcw/. These websites list all the information necessary to make an informed decision about becoming an approved program. The application is available in the following link: **Policy and Support Documents**. For additional information on DCWs, refer to DDDCW@azdes.gov.

Equal Opportunity Employer/Program

Under Titles VI and VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability.

The Department must make a reasonable accommodation to allow a person with a disability to take part in a program service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible.

To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at (602) 542-0419 or 1-866-229-5553 (outside Maricopa County); TTY/TTD Services: 7-1-1. TTY/TTD Services: 7-1-1.



DDD FRAUD HOTLINE
1-877-822-5799

DCS HOTLINE
1-888-767-2445

APS HOTLINE
1-877-767-2385



DAY PROGRAM MONITORING

Mandatory Monitoring Effective July 24, 2014

51st Legislature, 2nd Regular Session

House Bill 2007 (Now: Developmental Disability Services;

Service Providers) • Chapter 128

OVERVIEW OF THE BILL

The legislation requires the Department of Economic Security's (Department) contracts for day program or employment services to provide for mandatory monitoring by the Department for health, safety, contractual, programmatic and quality assurance standards at least once every six (6) months, unless the Department has granted deemed status to the service provider. Providers which have been granted deemed status shall be monitored on an annual basis.

The Department retains the authority to enter on or into the service provider's premises at any reasonable time for the purpose of determining the state of compliance with the Department's programmatic, contractual and quality assurance requirements.

A.R.S. § 36-595 defines deemed status:

The department shall grant deemed status to a service provider that presents evidence that it maintains a current accreditation from a nationally recognized agency that the Department determines maintains accreditation standards that meet the standards established by the Department.

<http://azleg.gov/FormatDocument.asp?inDoc=/ars/36/00595.htm&Title=36&DocType=ARS>

If you have questions please contact:

- DDDDTA@azdes.gov or
- DDD Quality Assurance Unit @ 602.771.8122.

For House Bill 2007 full details:

http://www.azleg.gov//FormatDocument.asp?inDoc=/legtext/5/leg/2r/laws/0128.htm&Session_ID112

FINGERPRINT CLEARANCE CARD

DPS Website Offers Card Status Verification

The Arizona Department of Public Safety (DPS) has a public link allowing anyone to check on the current status of a Level One Fingerprint Clearance Application or Card. The site is an excellent employment tool for verifying the current status of a card for applicants already having a Level One fingerprint clearance card.

Go to <http://www.azdps.gov/> or

http://webapps.azdps.gov/public_inq_acct/acct/ShowClearanceCardStatus.action

CARE FOR PRESSURE ULCERS

Especially During Hotter Summer Months

It is Arizona summer again — temperatures get very hot! Individuals with pressure sores/ulcers or who are at risk for developing them benefit from a cool, comfortable environment that keeps their skin dry. Excessive dryness and wetness increases the chance for skin issues and skin breakdown. If the air conditioner (A/C) breaks down or there is no A/C, here are some things you can do:

- 1 Check the individual's skin daily.
- 2 Set a medical appointment for any skin breaks, redness, or rashes.
- 3 Encourage the member to drink water/fluids for good hydration.
- 4 Use moisturizers for dry, fragile skin.
- 5 If bedbound, turn every two (2) hours (unless ordered more often).
- 6 Individuals using wheelchairs should be repositioned every hour (unless ordered more often).
- 7 Encourage/provide healthy food options with plenty of fruits and vegetables.
- 8 Follow all orders/directions for care of existing sores or other areas with dressings.
- 9 Keep all dressings clean and dry.

Pressure Ulcers/Sores Defined: Pressure Ulcers/Sores, also called *decubitus*, begin from "unrelieved pressure" on an area of the body, especially over bony areas such as the hip. The pressure prevents blood supply to the affected area which causes soft tissue to die and later slough off.

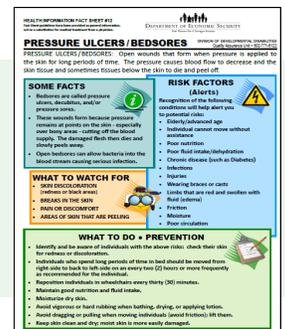
Pressure ulcers form quickly and can cause much damage. The best treatment is prevention.

FOR MORE INFORMATION:

DDD Health Information Fact Sheet #12:

Pressure Ulcers/Bedsore

https://www.azdes.gov/uploadedFiles/Developmental_Disabilities/qafs_ulcersbedsores_12.pdf



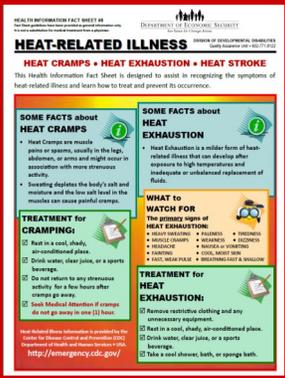
SUMMER HEAT HAZARDS

Everyone's Responsibility!

The Division has issued statewide Vendor Blasts encouraging providers to review the **HOT TOPICS** on "Heat Hazards" and "Dehydration".

These publications and the Division's "Heat-Related Illness" Health Information Fact Sheet #8 are available on the Division's website:

<https://www.azdes.gov/landing.aspx?id=2668>



REMINDERS: CALL 9-1-1 immediately in the event of any emergencies involving members served by the Division or when you see a child or an individual with developmental disabilities unattended in a hot vehicle.