AHCCCS Direct Care Worker Testing Records Online Database
https://dcwrecords.azahcccs.gov
User Guide

INTRODUCTION

The online database was created to support Direct Care Worker (DCW) Agencies and Approved DCW Training and Testing Programs (Approved Programs) to comply with AHCCCS policies and standards for the DCW Training and Testing initiative. DCW and DCW Trainer testing records are portable or transferrable from one employer to another. For more information about the AHCCCS policies and standards for DCW training and testing, please visit www.azahcccs.gov/dcw.

Access and utilization of the database is based upon the role an individual plays within their organization (Employer, Trainer or both) and the type of organization they represent (DCW Agency or Approved Program).

Type of Program	Employer Role Responsibilities	Trainer Role Responsibilities
DCW Agency	▪ Add DCWs to and manage an employee listing ▪ Search for testing records of prospective/new DCW employees	
Approved DCW Training and Testing Program	▪ Add Trainers to and manage an employee listing ▪ Search for testing records of prospective/new Trainer employees	▪ Input DCW or Trainer testing records into the database

Operational Guideline:

AHCCCS requests DCW Agency and Approved Program administrators to identify and assign user roles to individuals within the organization to serve as online database users. Organizations are asked to keep the number of assigned users to a minimum to support data management and security. DCW Agencies and Approved Programs are responsible for keeping a record of database users associated with their organization. AHCCCS must be notified via E-mail (DCW@azahcccs.gov) when a user account should be deleted or rendered inactive. For example, AHCCCS must be notified when an online database user no longer works for the organization.

Users are strongly encouraged to review the User Guide prior to entering or reviewing any information in the online database. The User Guide is available for reference under the "Help" tab in the menu on the left-hand side of the page in the online database. If you are having trouble accessing or using your account, please call or E-mail the help desk (602-417-4401 or DCW@azahcccs.gov).

Table of Contents

STEP ONE Activate an Account: Create an Account

Click Here

ENTER: https://dcwrecords.azahcccs.gov/ in your web browser
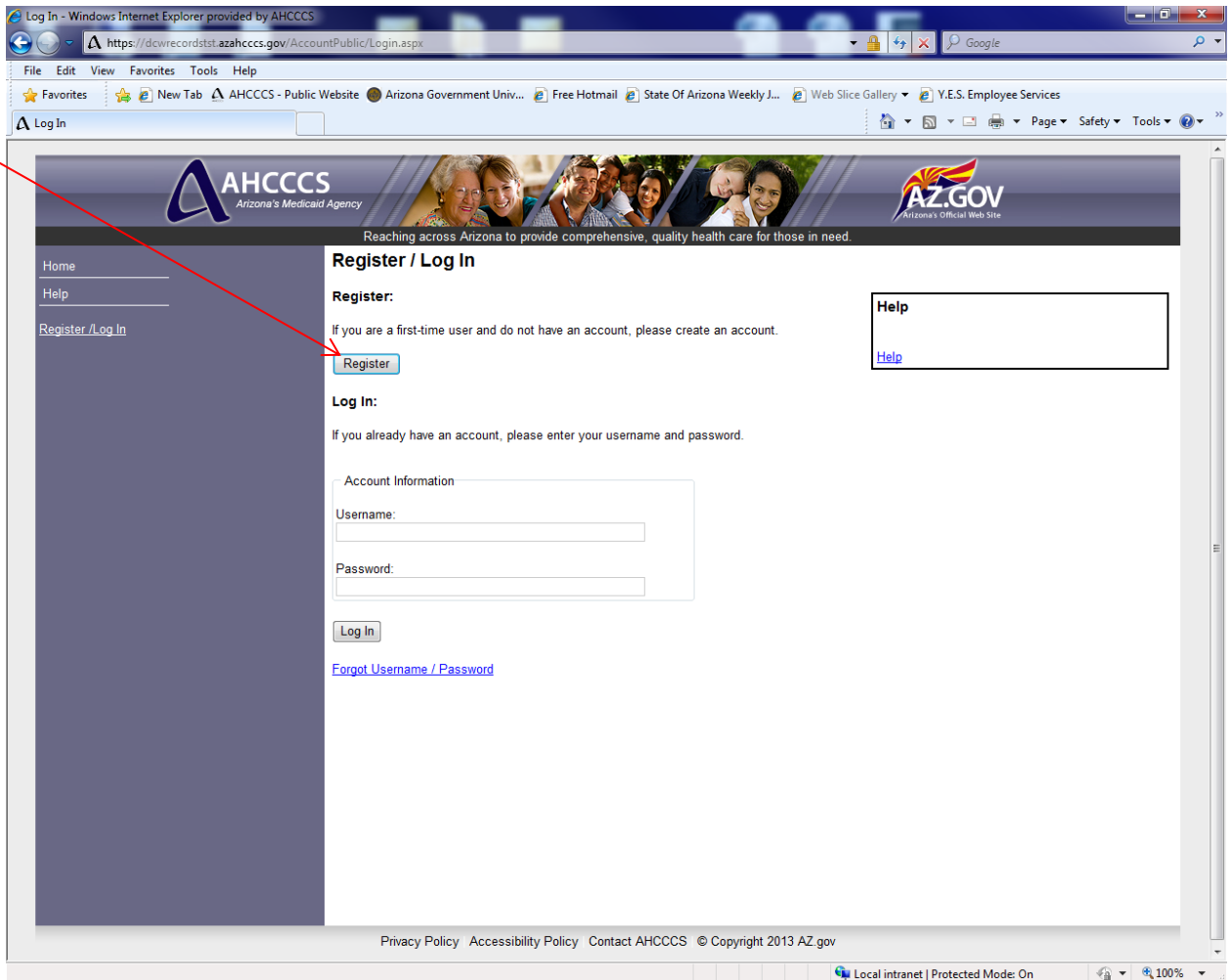
CLICK: "Register/Log In," in the menu bar on the left-hand side of the page, to create an account
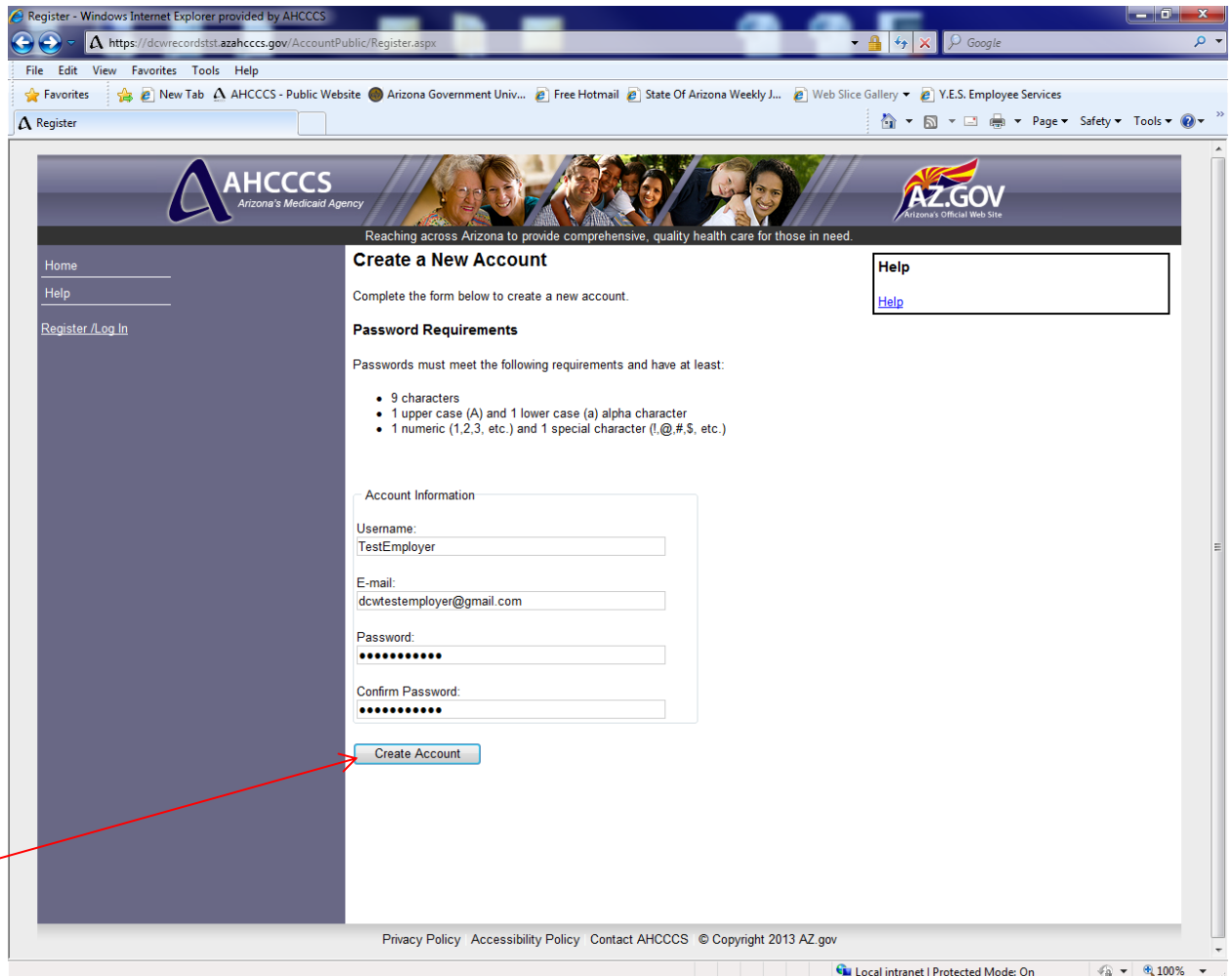
STEP TWO Activate an Account: Create an Account

Click Here

CLICK: "Register" to create an account for a first time user

STEP THREE Activate an Account: Create an Account

Click Here

ENTER: Username *(Note: The Username should not be an E-mail address)*

ENTER: Business E-mail Address *(Note: Each user must have their own, unique E-mail address)*

ENTER: Password twice

Passwords must meet the following requirements and have at least:
- 9 characters
- 1 upper case (A) and 1 lower case (a) alpha character
- 1 numeric (1,2,3, etc.) and 1 special character (!,@,#,&, etc.)

Note: Make sure to keep your Username and Password. The information will be required in order to proceed with activating the account.

CLICK: Create Account

STEP FOUR Activate an Account: Create an Account
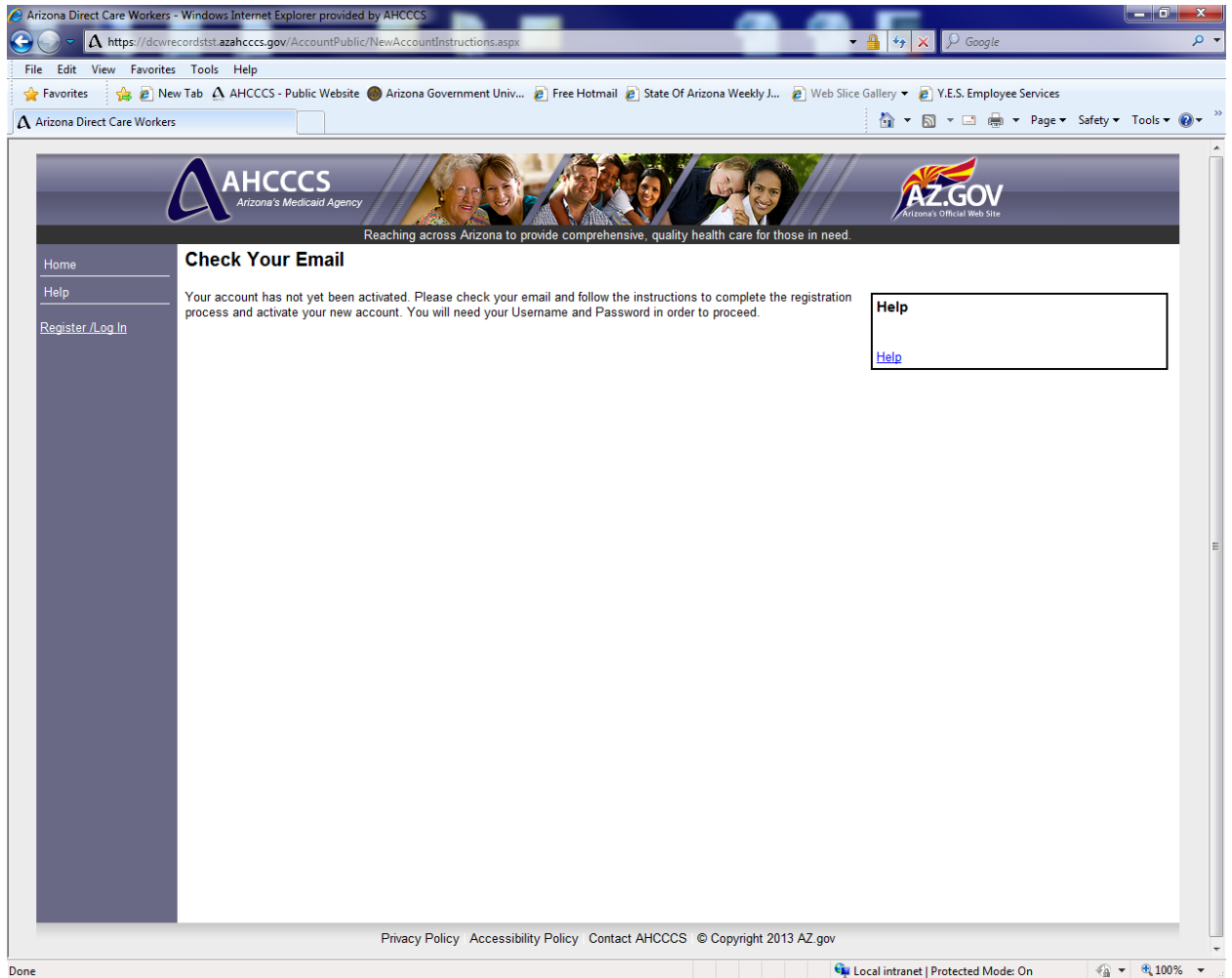
NOTE: *Check your E-mail inbox. If the E-mail was not received from DCW@azahcccs.gov, check your SPAM folder.*
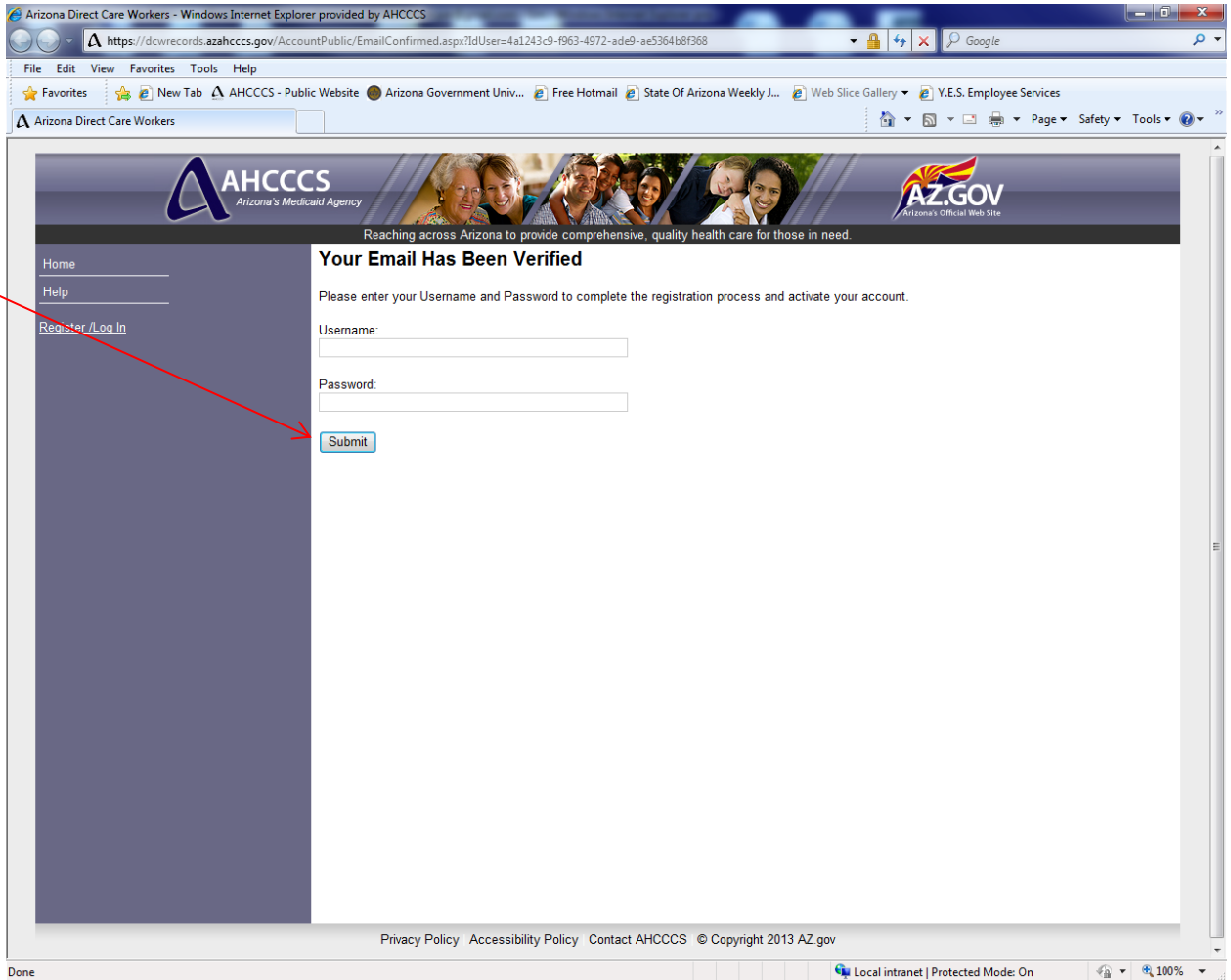
STEP FIVE Activate and Account: Create an Account
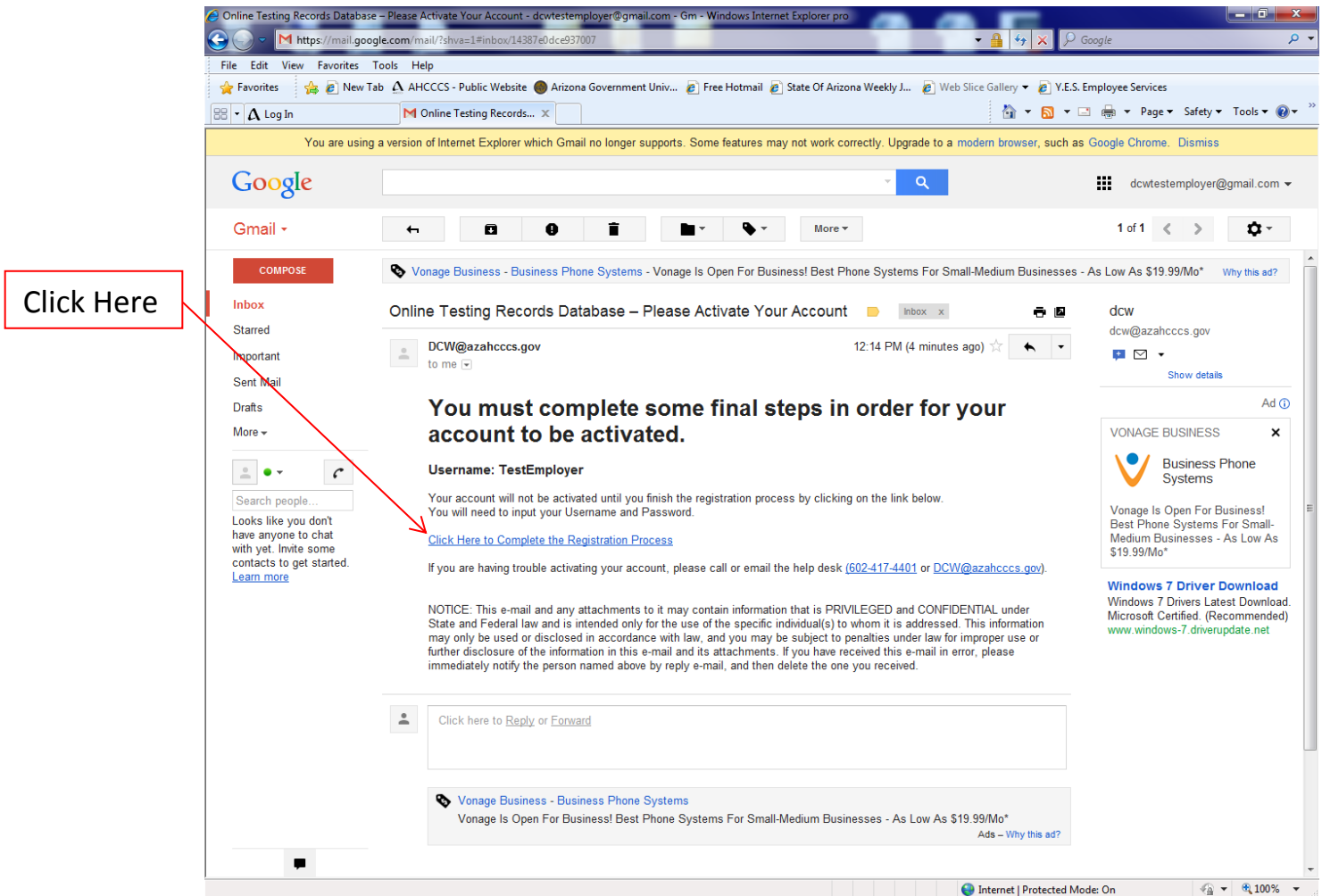
Click Here

CLICK: Click Here to Complete the Registration Process

STEP SIX Activate an Account: Create an Account

ENTER: Username

ENTER: Password

CLICK: Submit

STEP ONE Activate an Account: Add Business Contact Information

Read

Click Here

NOTE: *Read instructional paragraph*

CLICK: Step One: Add/Edit Business Contact Information

STEP TWO Activate an Account: Add Business Contact Information
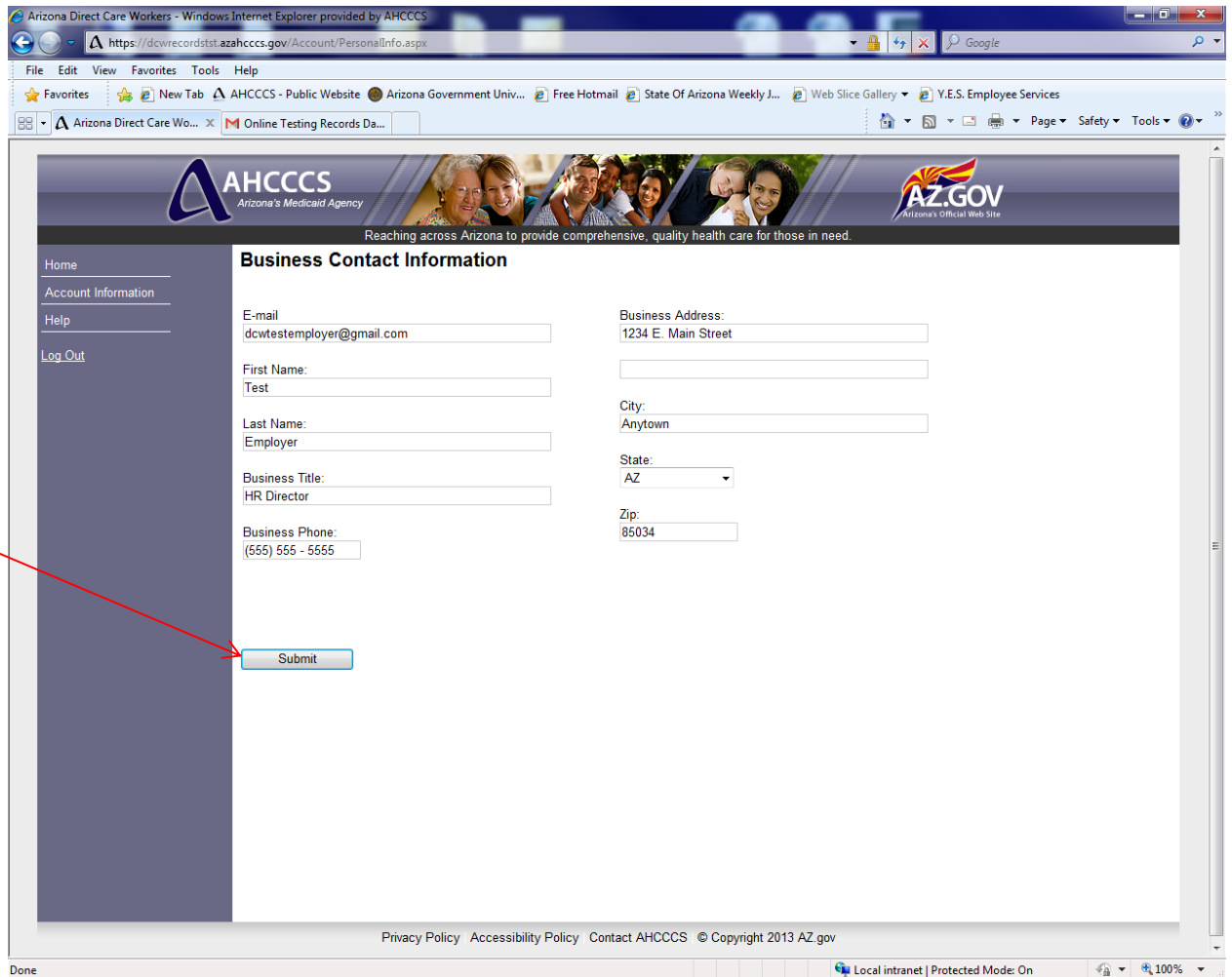
ENTER: Business E-mail address *(Note: This should already be populated and show up automatically)*

ENTER: First Name

ENTER: Last Name

ENTER: Business Position Title
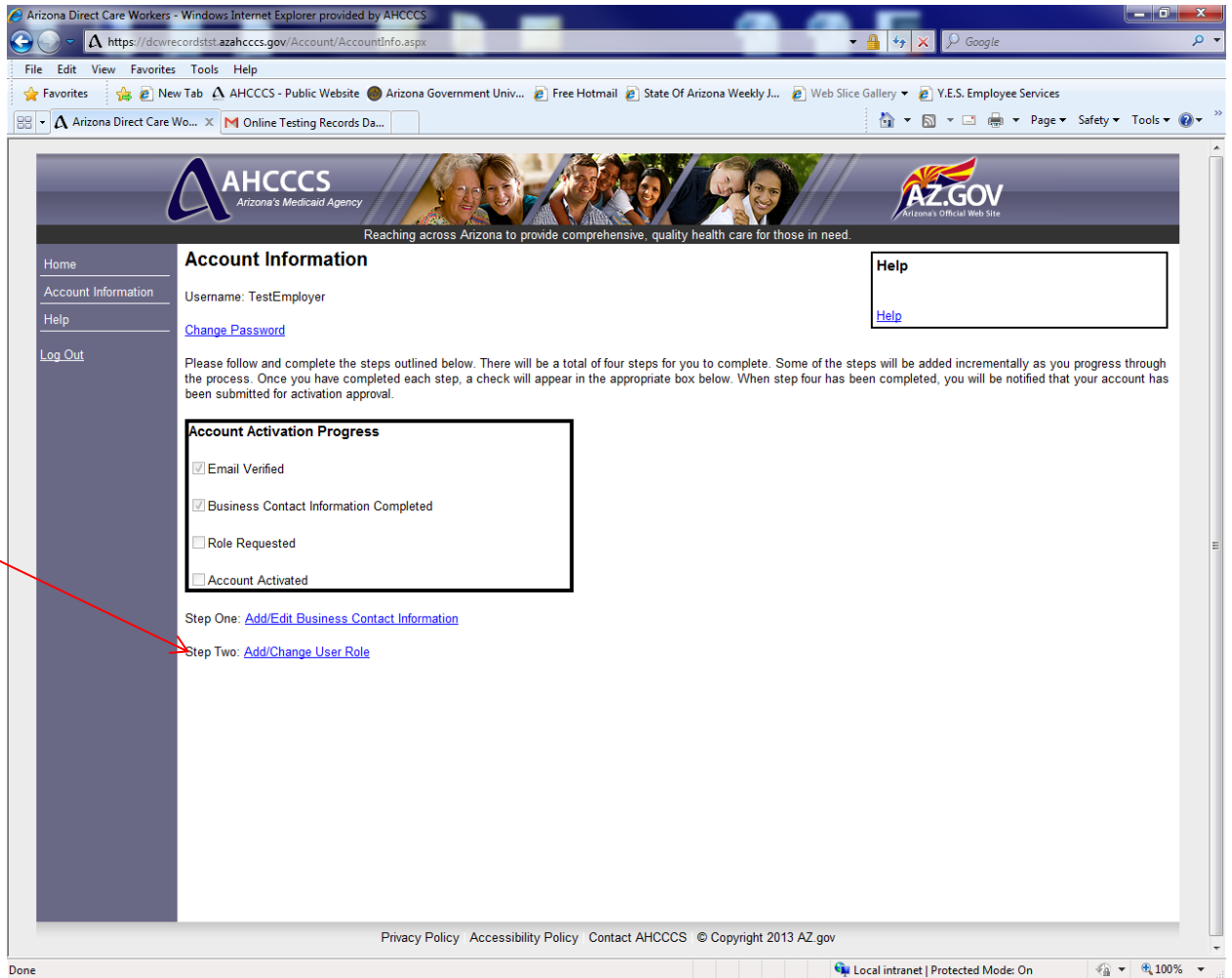
ENTER: Business Phone Number

ENTER: Business Address, City, State, Zip Code

CLICK: Submit *(Note: "Submit" changes to "Update" when the information has been submitted)*

CLICK: "OK" to go back to the "Account Information" page

STEP ONE Activate an Account: Designate User Role

CLICK: Step Two: Add/Change User Role

STEP TWO Activate an Account: Designate User Role: <u>Employer Role User</u>

Read

Click Here

NOTE: *Read instructional paragraph and chart. A user can choose to serve in the capacity of both user roles. In that instance, simply click both user roles and proceed to associate the account to a DCW Agency or Training Program or both.*

CHECK: Employer

NOTE: *In the next step, the user will be required to associate the account to either a DCW Agency or Training Program or both. The chart on the webpage can help a user determine whether or not to associate the account to a DCW Agency or Training Program. Identify which responsibilities the user will be performing within the database. If the responsibilities are located on the "DCW Agency" row on the chart, the user must associate the account to a DCW Agency. If the responsibilities are located on the "Approved Training and Testing Program" row, the user must associate the account to a Training Program. Lastly if the user will be performing responsibilities outlined in both rows, the user will associate the account to both entities.*

CLICK: Submit

CLICK: "OK" to go back to the "Account Information" page

STEP TWO Activate an Account: Designate User Role: <u>Trainer Role User</u>

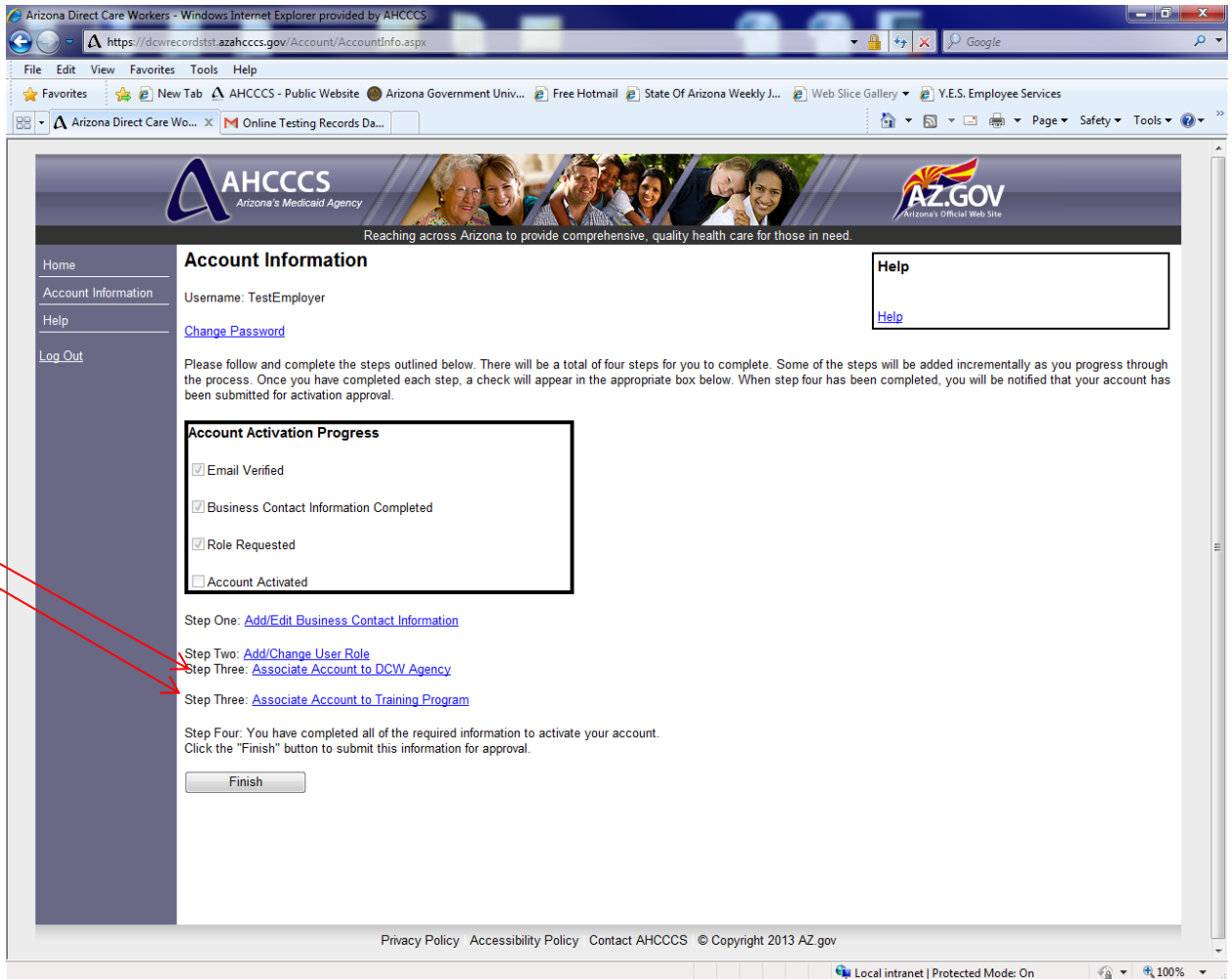|		
NOTE:	*Read instructional paragraph and chart. A user can choose to serve in the capacity of both user roles. In that instance, simply click both user roles and proceed to associate the account to a DCW Agency or Training Program or both.*	
CHECK:	Trainer	
NOTE:	*In the next step, the user will be required to associate the account to either a DCW Agency or Training Program or both. The chart on the webpage can help a user determine whether or not to associate the account to a DCW Agency or Training Program. Identify which responsibilities the user will be performing within the database. If the responsibilities are located on the "DCW Agency" row on the chart, the user must associate the account to a DCW Agency. If the responsibilities are located on the "Approved Training and Testing Program" row, the user must associate the account to a Training Program. Lastly if the user will be performing responsibilities outlined in both rows, the user will associate the account to both entities.*	
CLICK:	Submit	
CLICK:	"OK" to go back to the "Account Information" page	

STEP ONE Activate an Account: Associate Account: DCW Agency


NOTE: *Users associating themselves to a DCW Agency, will need the AHCCCS Provider ID number in order to proceed. The AHCCCS Provider ID number is different than the tax ID number and typically is a six-digit number. It is important to note, DCW Agencies can have multiple Provider ID numbers (i.e. DCW Agency with regional offices). If there are multiple users from the same DCW Agency who will be charged with co-managing an employee listing, it is important that each user associate their respective account to the DCW Agency with the same Provider ID. Otherwise the users will not have shared access to an employee listing.*

CLICK: Step Three: Associate Account to DCW Agency

STEP TWO Activate an Account: Associate Account: <u>DCW Agency</u>
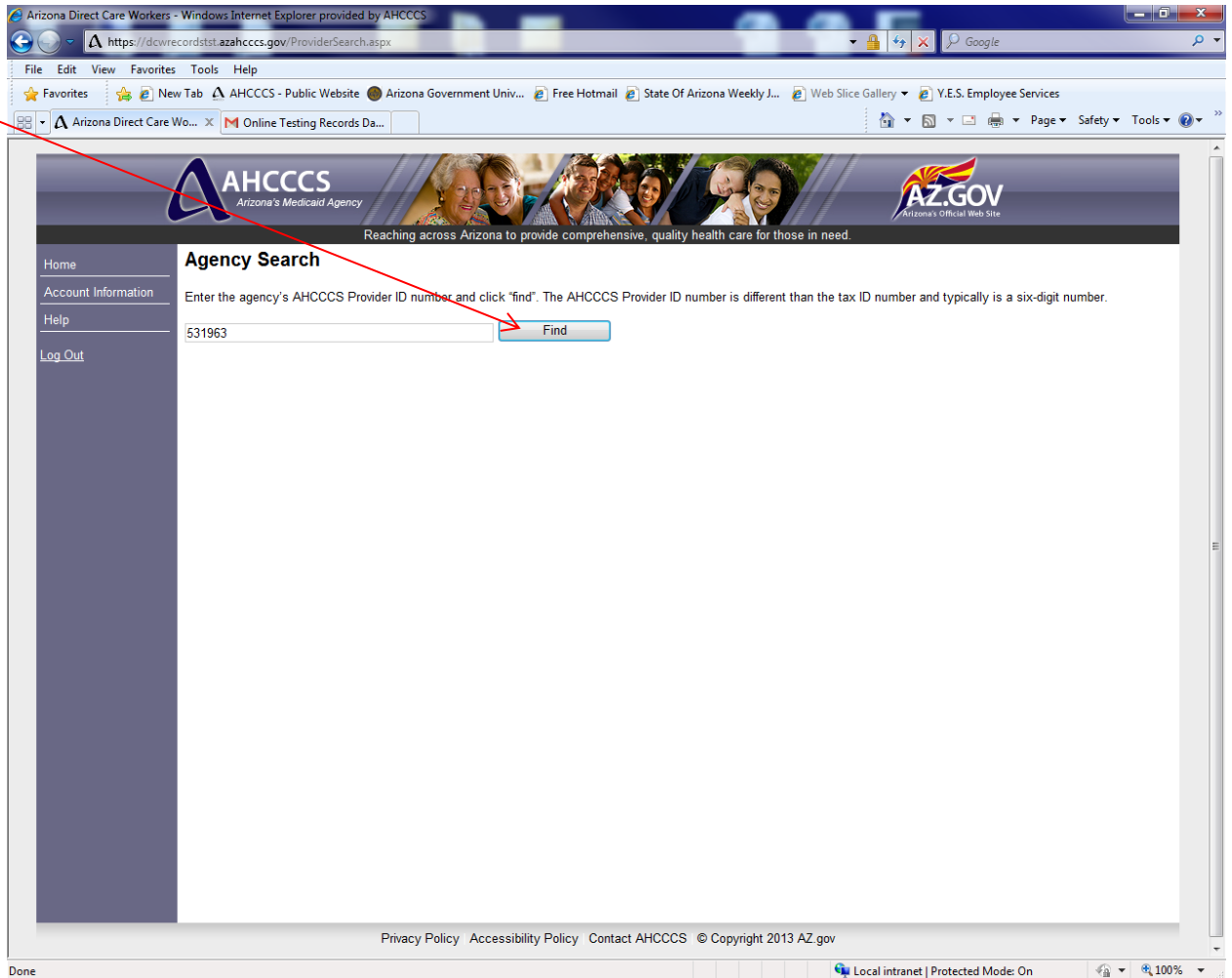
Click Here

ENTER: The six-digit AHCCCS Provider ID

CLICK: Find

STEP THREE Activate an Account: Associate Account: <u>DCW Agency</u>

Click Here
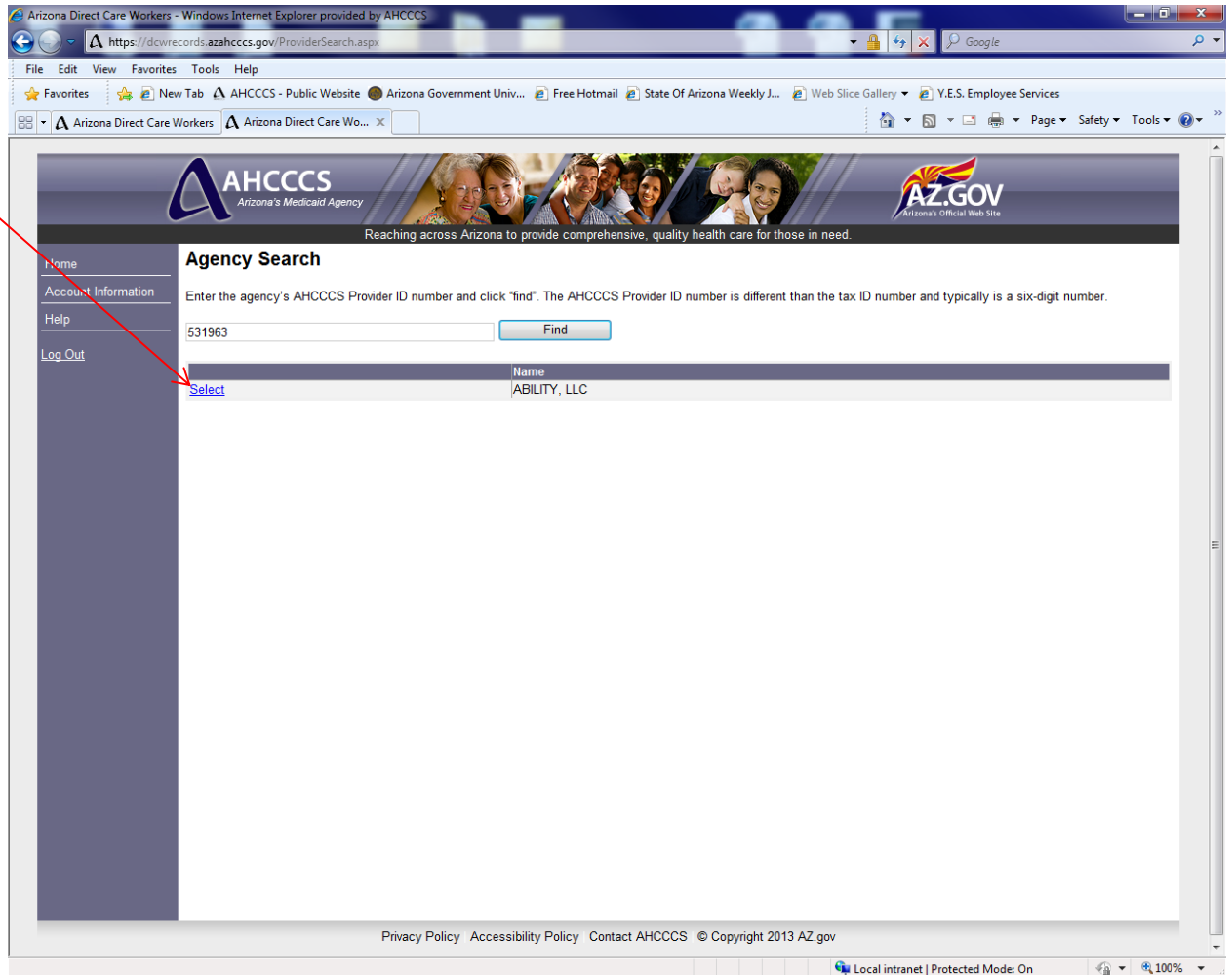
CLICK: "Select" if the correct DCW Agency name is displayed. Otherwise, hit the back button and re-enter the AHCCCS Provider ID.

STEP FOUR Activate an Account: Associate Account: <u>DCW Agency</u>

CLICK: "Associate" if the information is correct. If the information is not correct, double check and re-enter the DCW Agency's Provider ID number and click "Find."

CLICK: "OK" to go back to the "Account Information" page

NOTE: *The user can view the updated account information by selecting the "Account Information" from the menu on the left-hand side of the page and clicking on "Add/Edit Business Contact Information."*

STEP ONE Activate an Account: Associate Account: <u>Training Program</u>

CLICK: Step Three: Associate Account to Training Program

NOTE: *Users only need to associate the account to a Training Program if the user is going to be performing responsibilities (of either an Employer or Trainer) associated with a Training Program. <u>DO NOT associate a Training Program to the user account to simply identify the Training Program that has been delegated to train and test employees of the DCW Agency.</u>*

STEP TWO Activate an Account: Associate Account: Training Program

Click Here

FIND: Name of the Approved DCW Training and Testing Program in the listing.

CLICK: Select

STEP THREE Activate an Account: Associate Account: <u>Training Program</u>

Click Here

CLICK: "Associate" if the information is correct. If the information is not correct, re-select the name of the training and testing program from the list.

CLICK: "OK" to go back to the "Account Information" page

NOTE: *The user can view the updated account information by selecting the "Account Information" from the menu on the left-hand side of the page and clicking on "Add/Edit Business Contact Information."*

STEP ONE Activate an Account: Account Activation
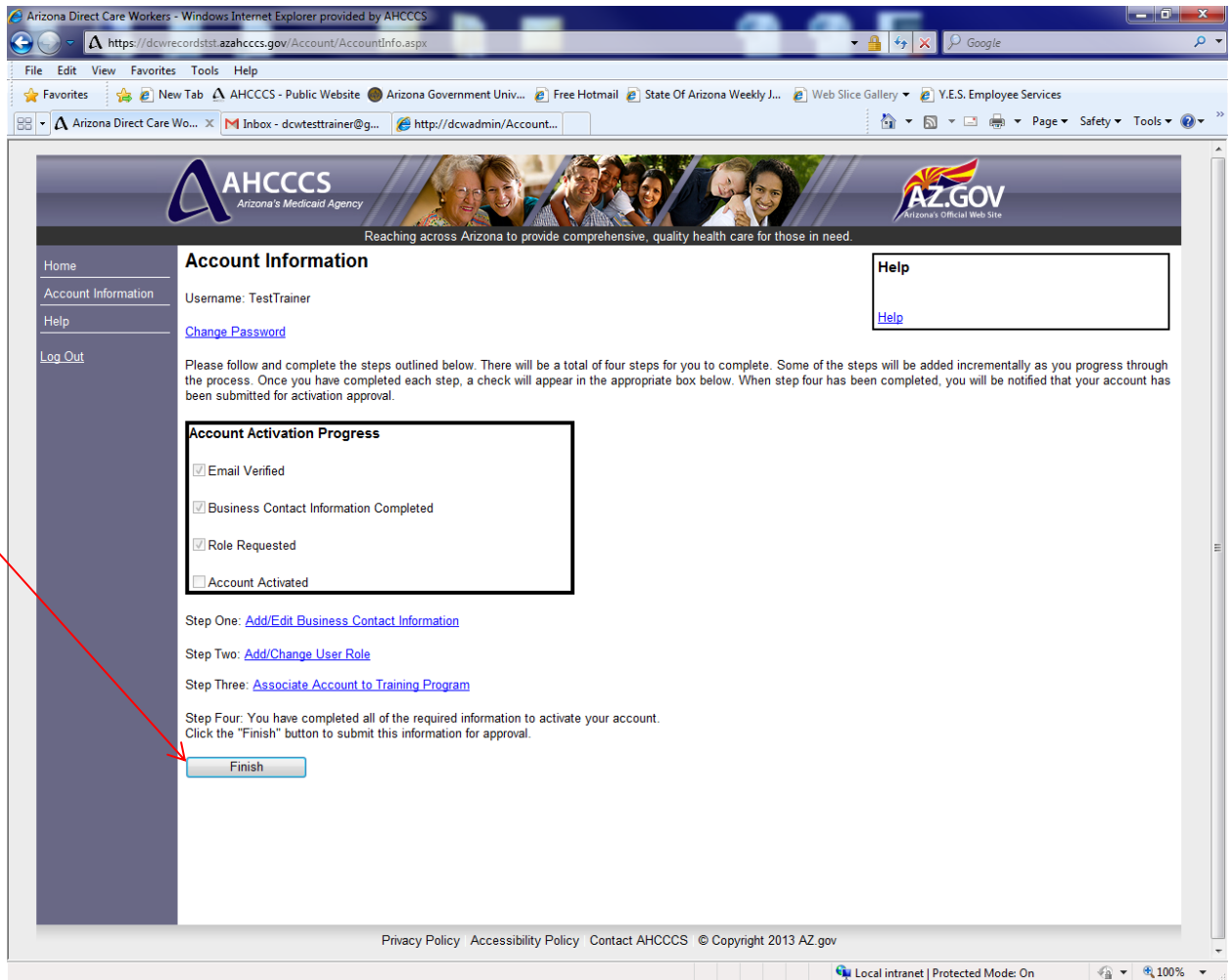
CLICK: "Finish", to complete the registration process and request the activation of your account.

NOTE: *Once you click "Finish" the User will be notified the request for account activation has been submitted. AHCCCS may take 3-5 business days to activate the account. Once activated, the user will receive E-mail notification along with instructions on how to proceed in using the online database.*

CLICK: OK

STEP ONE Account Maintenance: Log In to an Existing Account

Click Here
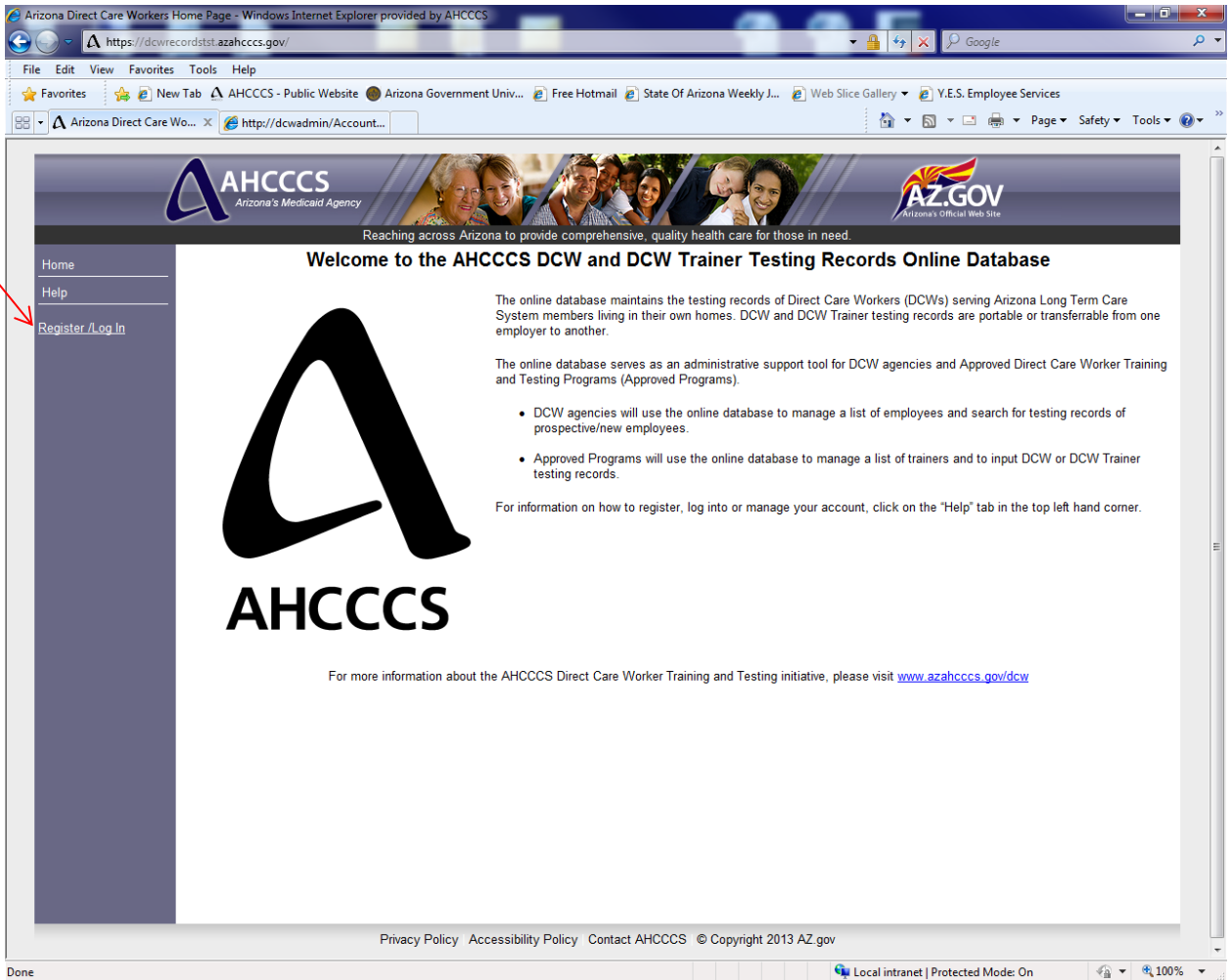
ENTER: https://dcwrecords.azahcccs.gov in the search line of your internet browser

CLICK: Register/Log In

STEP TWO Account Maintenance: Log In to an Existing Account

Click Here

ENTER: Username

ENTER: Password

CLICK: Log In

STEP THREE Account Maintenance: Log In to an Existing Account
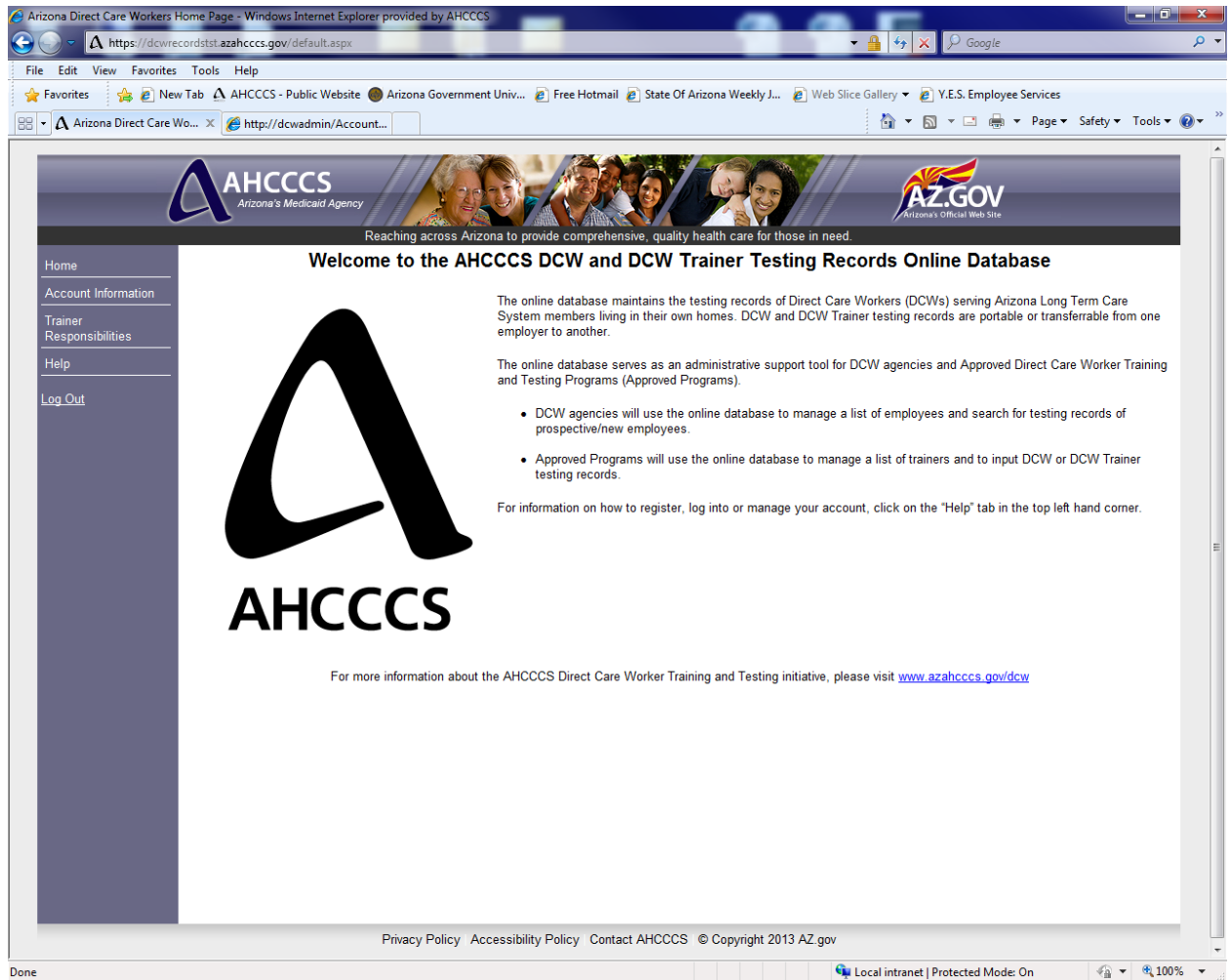
NOTE: *On the left-hand side of the page, note a tab entitled "Account Information" and a tab reflecting the designated responsibilities(s) of the user within their organization as it pertains to the use of and access to the online database.*

STEP ONE   Account Maintenance: Forgot Username/Password
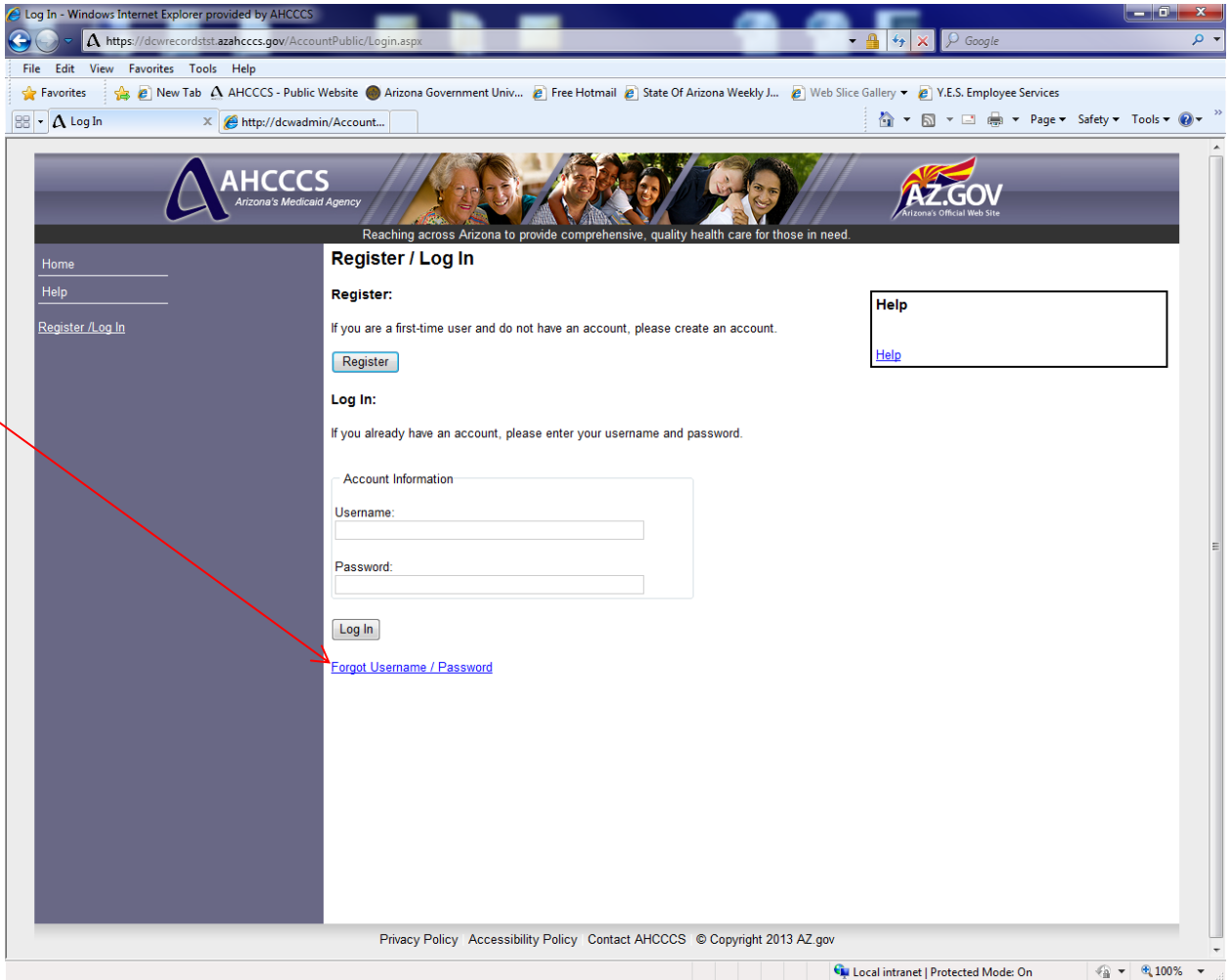
CLICK: Forgot Username/Password

STEP TWO Account Maintenance: Forgot Username/Password

Click Here
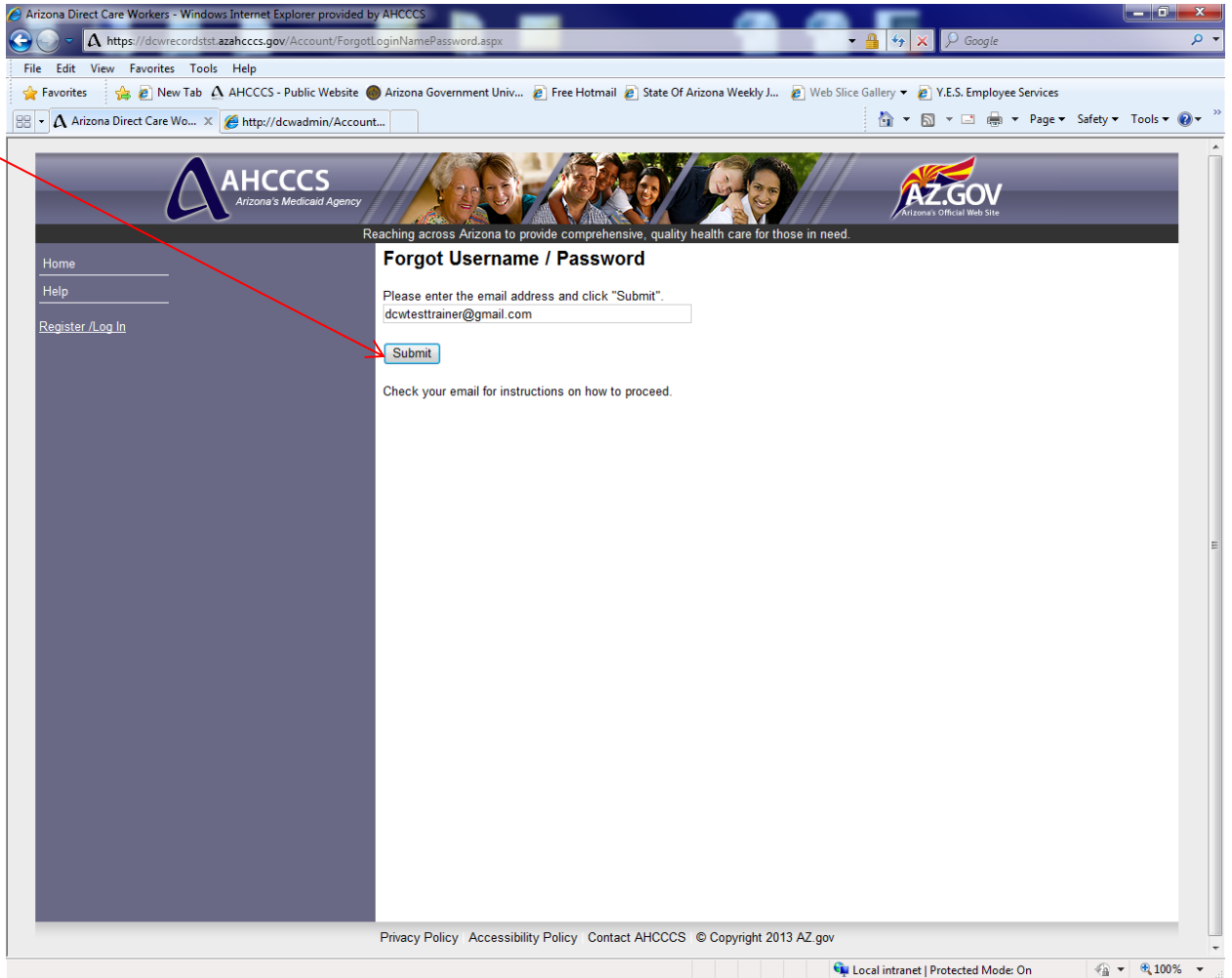
ENTER: E-mail address for the user account

CLICK: Submit

NOTE: *Check your E-mail inbox. If the E-mail was not received from DCW@azahcccs.gov, check your SPAM folder.*

STEP TWO Account Maintenance: Forgot Username/Password

CLICK: Click Here to Change Your Password

STEP THREE   Account Maintenance: Forgot Username/Password
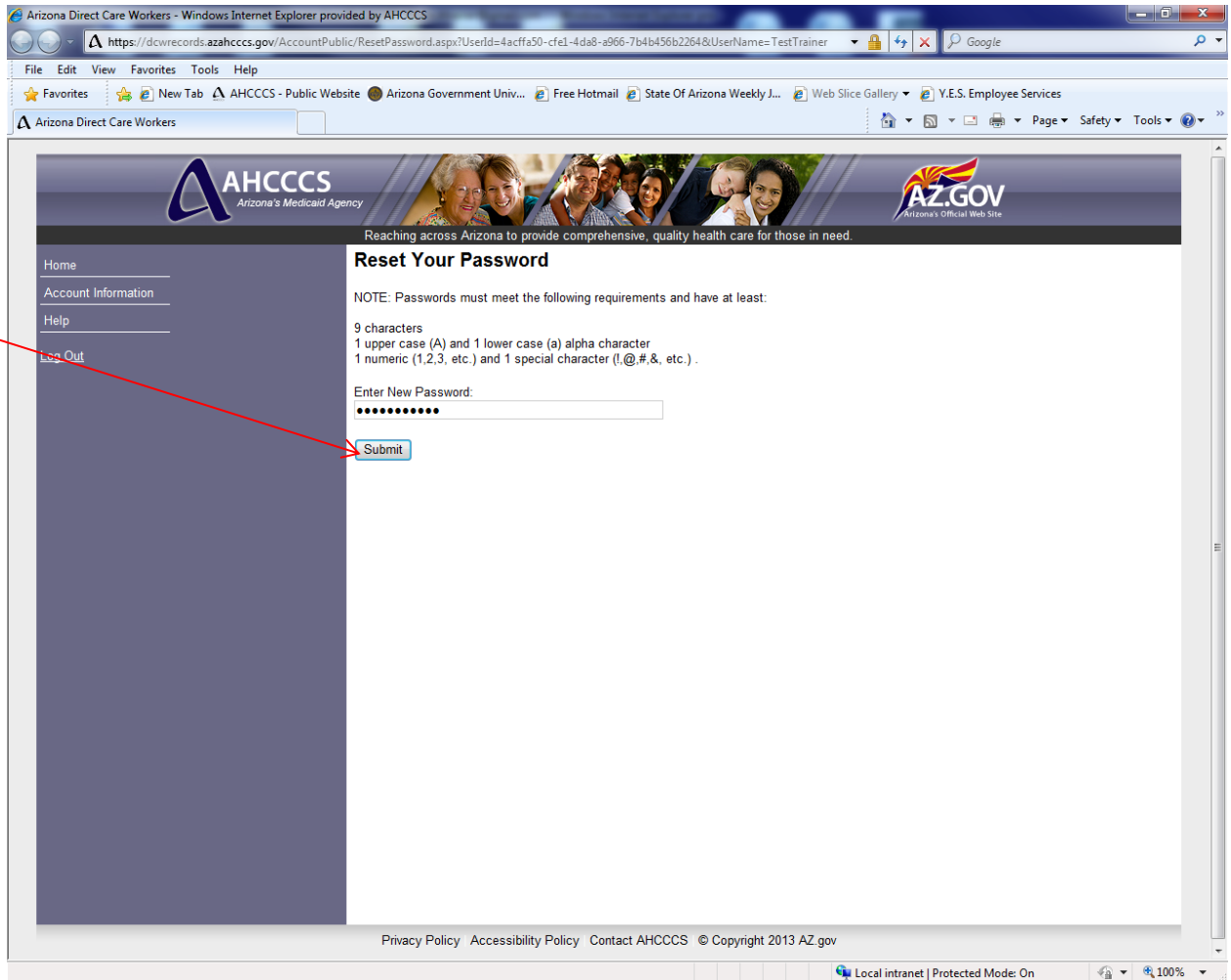
ENTER: New password

CLICK: Submit

CLICK: Ok

STEP ONE   Account Maintenance: Update Account Information
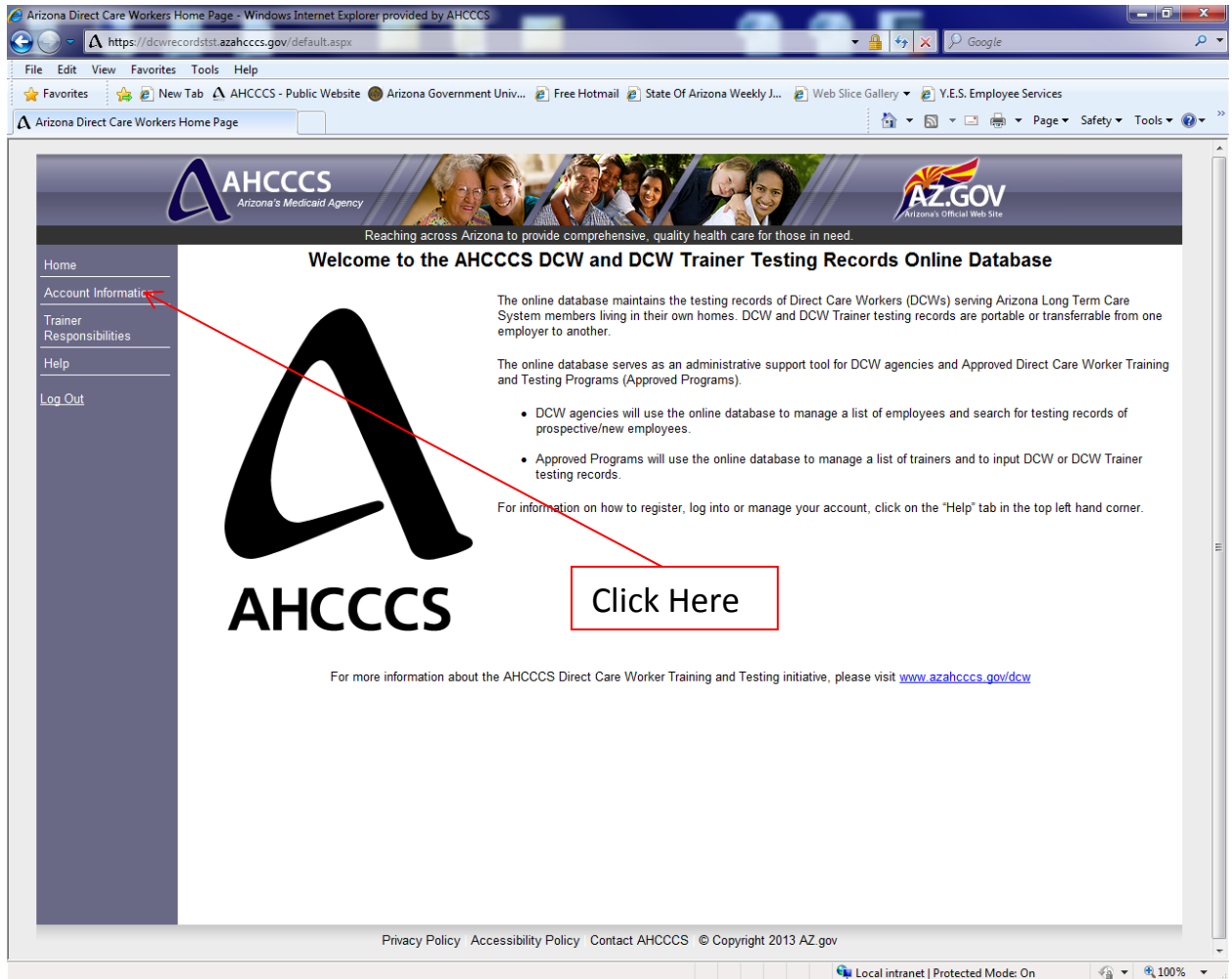
CLICK: Account Information

NOTE: *All account information including contact information, user role(s) and account associations can be modified/updated.*

STEP TWO Account Maintenance: Update Account Information

NOTE: Reference the "Activate an Account" section of the User Guide for information on how to update/add account information

CLICK: "Add/Edit Business Contact Information" to review all information relative to the user account and edit business contact information. *(Note: Users may view this screen to review a summary of all primary account information.)*

CLICK: "Add/Change User Role" to modify an existing user role(s) or add a user role.

CLICK: "Associate Account to DCW" or "Associate Account to Training Program" to modify an existing association or to add an association to the user account.

STEP ONE Account Maintenance: Create a New Password
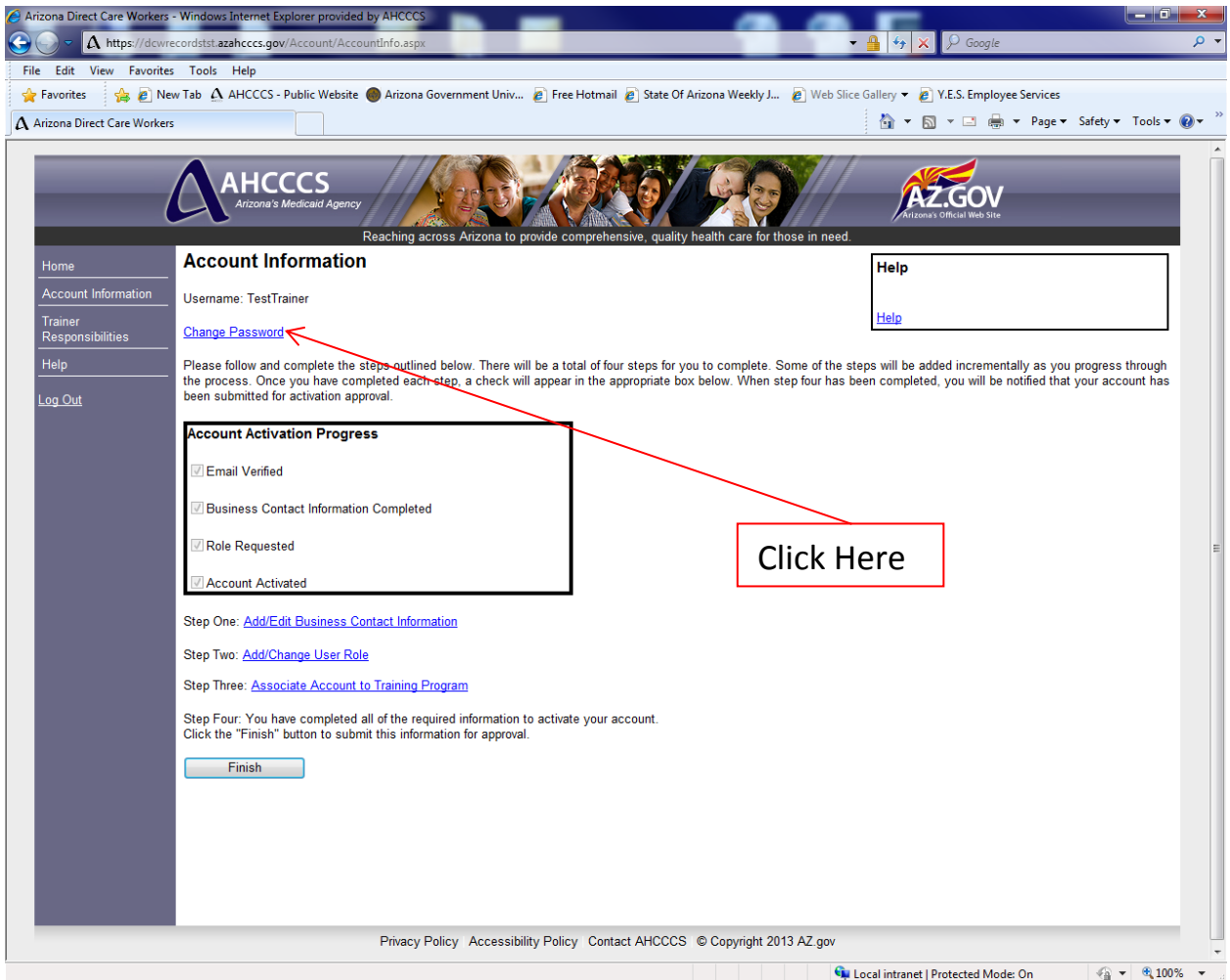
CLICK: Change Password

NOTE: *Users will need to know the current password in order to change the password. If the current password is unknown, reference the "Account Maintenance: Forgot Username/Password" section of the User Guide.*

STEP TWO Account Maintenance: Create a New Password
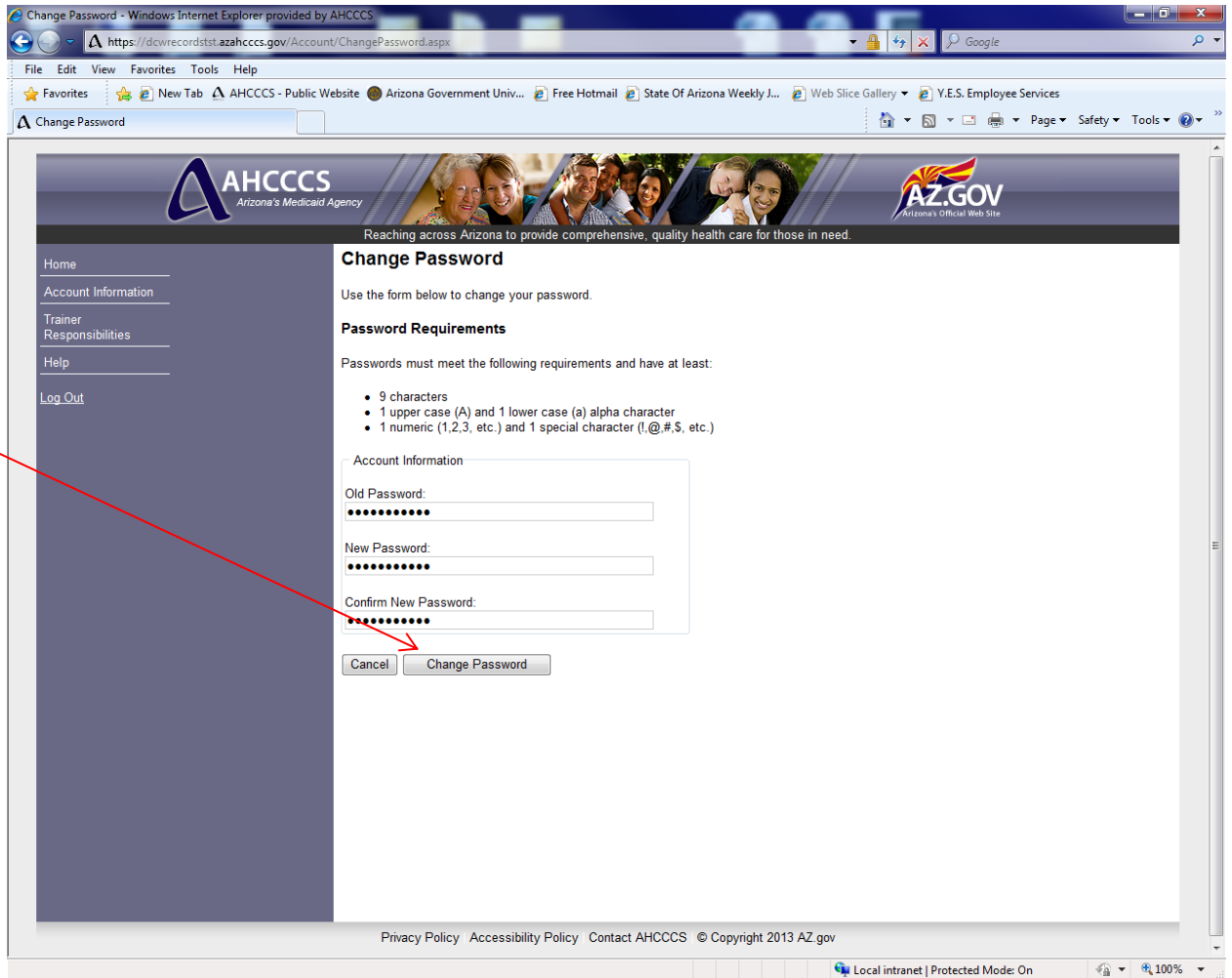
ENTER: Old Password

ENTER: New Password twice

Passwords must meet the following requirements and have at least:
- 9 characters
- 1 upper case (A) and 1 lower case (a) alpha character
- 1 numeric (1,2,3, etc.) and 1 special character (!,@,#,&, etc.)

CLICK: Change Password

STEP THREE Account Maintenance: Create a New Password
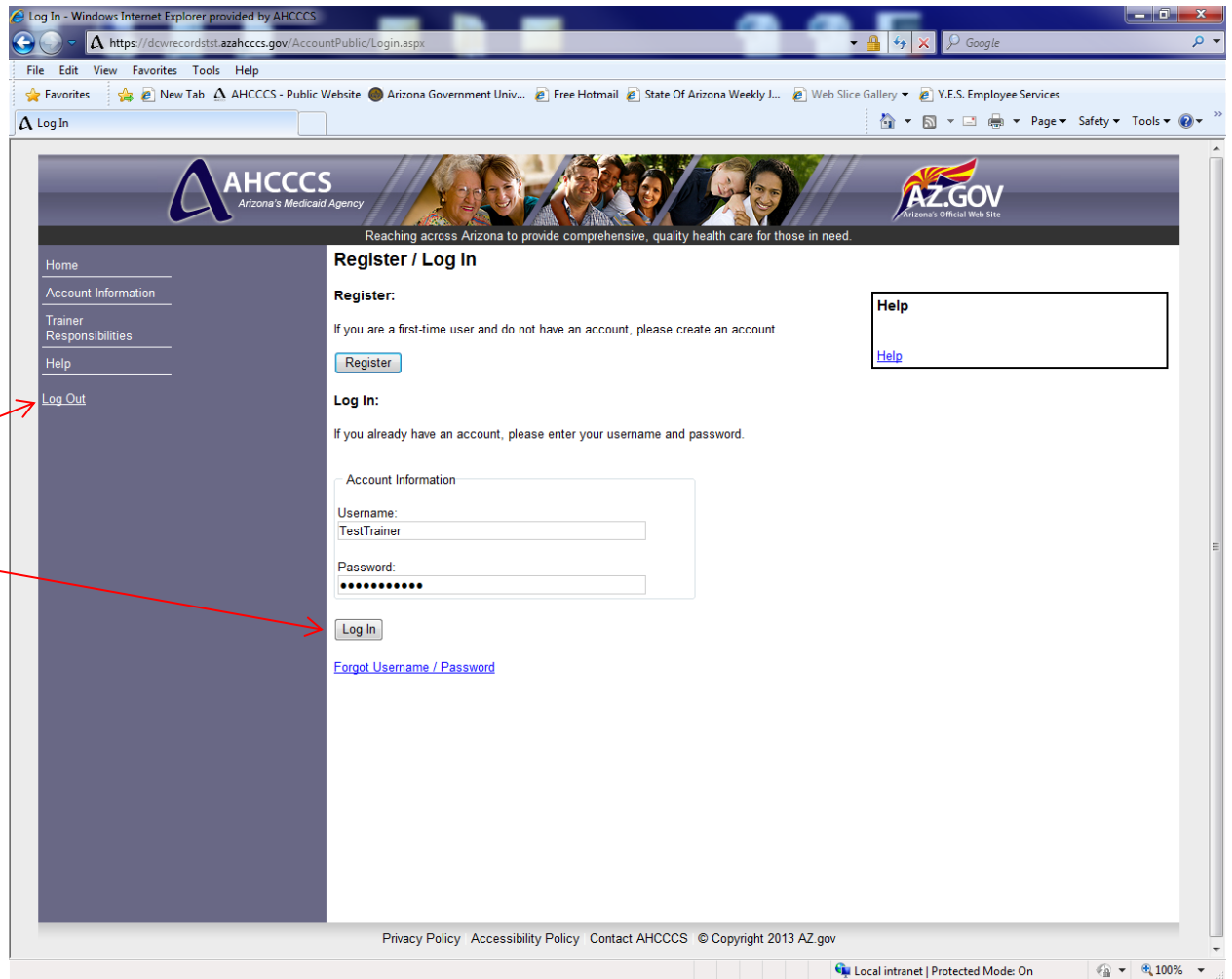
Click Here

NOTE: *Users will be referred back to the Log In page. Users may follow procedures to Log In <u>or</u> Log Out of the online database.*

STEP ONE Employer Role: Introduction

Click Here
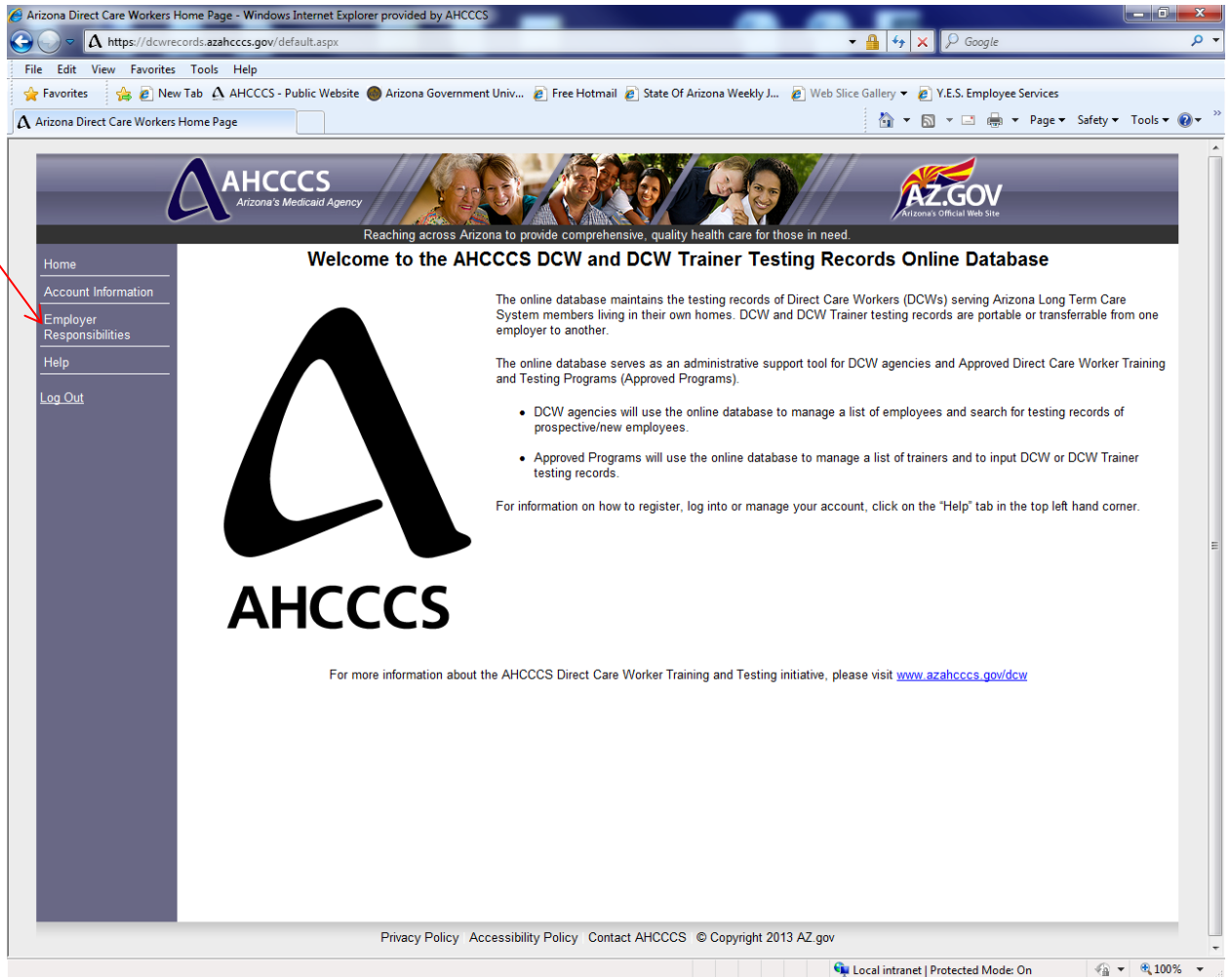
CLICK: "Employer Responsibilities"

STEP TWO   Employer Role: Introduction

Review
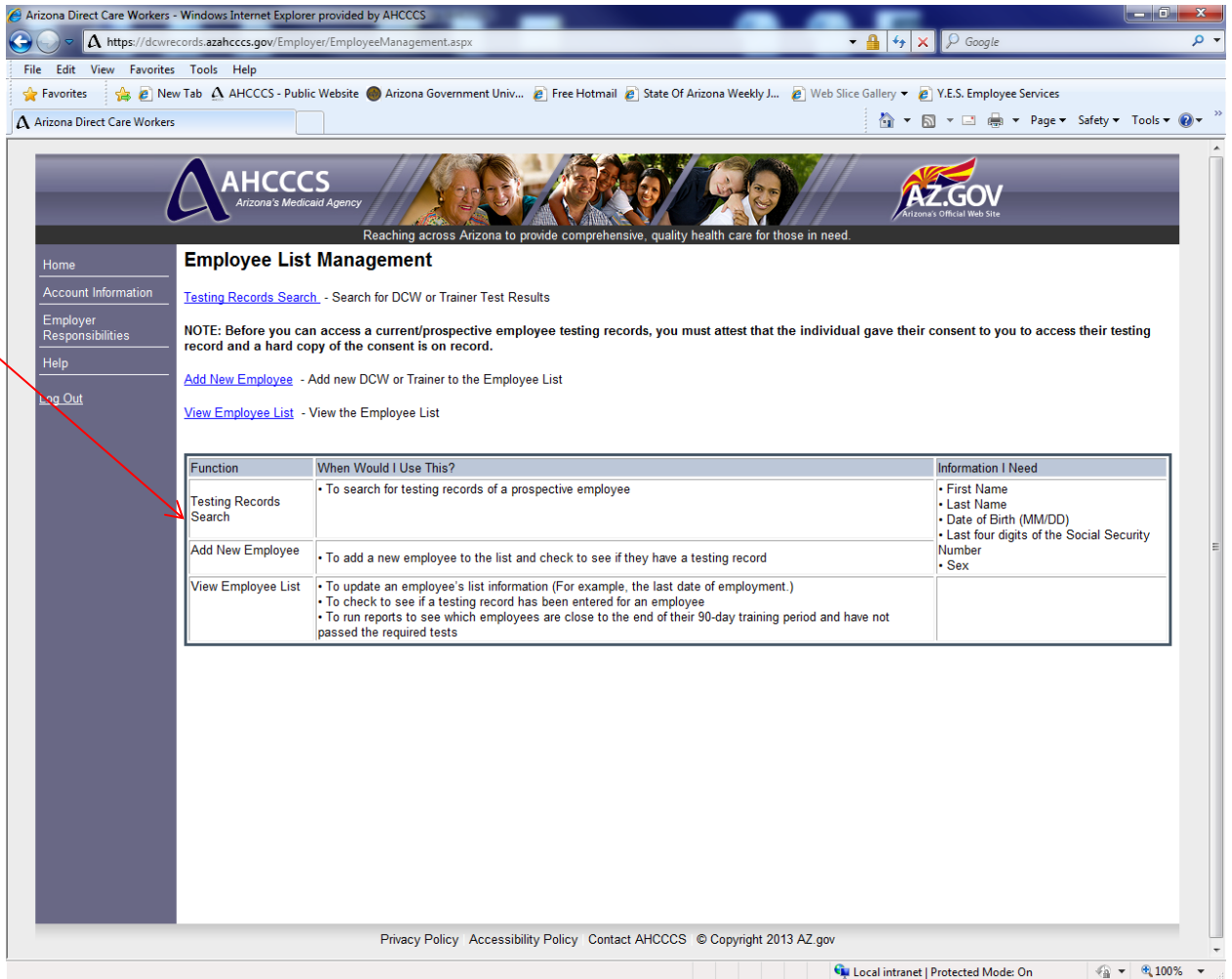
REVIEW: The matrix of operational guidelines on the following page.

Function	When Would I Use This?	Information I Need
Testing Records Search	• To search for testing records of a prospective employee	• First Name • Last Name • Date of Birth (MM/DD) • Last four digits of the Social Security Number • Sex
Add New Employee	• To add a new employee to the list and check to see if they have a testing record	
View Employee List	• To update an employee's list information (For example, the last date of employment.) • To check to see if a testing record has been entered for an employee • To run reports to see which employees are close to the end of their 90-day training period and have not passed the required tests	

STEP TWO   Employer Role: Introduction

Employer Role User Operational Guidelines	Testing Records Search	Add New Employee	View Employee List
Users will be automatically prompted, when searching for a testing record, to agree to an attestation statement regarding the integrity and security of the testing records search. Furthermore, users must have permission to view/retrieve the testing record of a prospective/current employee. Verification of the permission must be documented in either an electronic or hard copy filing system. AHCCCS has created a template form and it can be found in the Appendix of the User Guide (*Testing Records Search Authorization Form*).	X		
Users will need the following information to either search for a testing record and/or add a new employee to their listing. ▪ First Name ▪ Last Name ▪ Month (MM) and Day of Birth(DD) ▪ Last four digits of the Social Security Number ▪ Sex (Male or Female)	X	X	
Data must be updated within 30 days. Users must update the employee listing within 30 days of an employee status change (hired, resigned or terminated)		X	X
Users must have back-up documentation retained for a minimum period of 6 years for all entered data in either an electronic or hard copy filing system.	X	X	X

STEP ONE   Employer Role: Testing Records Search

Click Here

PURPOSE: To search for testing records of a prospective employee

CLICK: Testing Records Search

STEP TWO Employer Role: Testing Records Search
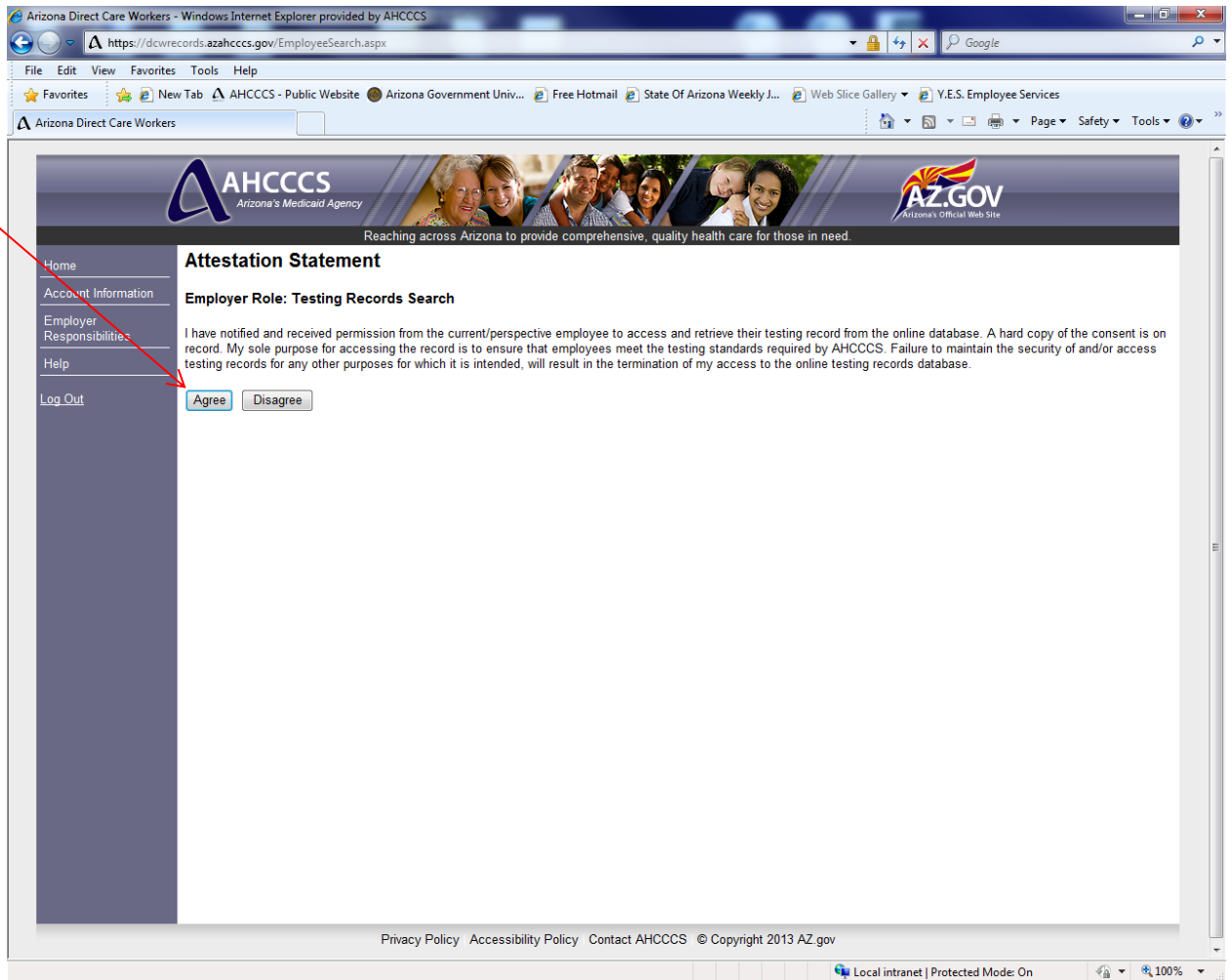
READ: The attestation statement regarding the integrity and security of the testing records search.

CLICK: Agree, and the user <u>can</u> proceed with the testing records search

CLICK: Disagree, and the user <u>cannot</u> proceed with the testing records search

Operational Guideline:

Users must have permission to view/retrieve the testing record of a prospective/current employee.
Verification of the permission must be documented in either an electronic or hard copy filing system.
AHCCCS has created a template form and it can be found in the Appendix of the User Guide (*Testing Records Search Authorization Form*). The template form contains the information users will need to search for a testing record:

- First Name
- Last Name
- Month (MM) and Day of Birth (DD)
- Last four digits of the Social Security Number
- Sex (Male or Female)

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STEP THREE   Employer Role: Testing Records Search: Employee Not Found

Click Here

ENTER: The following information of the prospective employee

- First Name
- Last Name
- Month (MM) and Day of Birth (DD)
- Last four digits of the Social Security Number
- Sex (Male or Female)

CLICK: Find

RESULT: *Employee not found.* If a prospective employee's testing record is not found in the online database, the following may apply:

- There is no testing record
- The first/last name may not match the records in the online database
  [Contact the AHCCCS Help Desk to research the correct spelling of the first/last name]
- The Approved Training and Testing Program may not have yet entered in the testing record
  [While awaiting the testing record to be entered, send the fax verification form to the previous employer.]
  Fax Verification Form

NOTE: *If the user employs the individual, the individual must be entered into the employee listing using the "add new employee function."*

STEP THREE   Employer Role: Testing Records Search: Employee Found

ENTER: The following information of the prospective employee
- First Name
- Last Name
- Month (MM) and Day of Birth (DD)
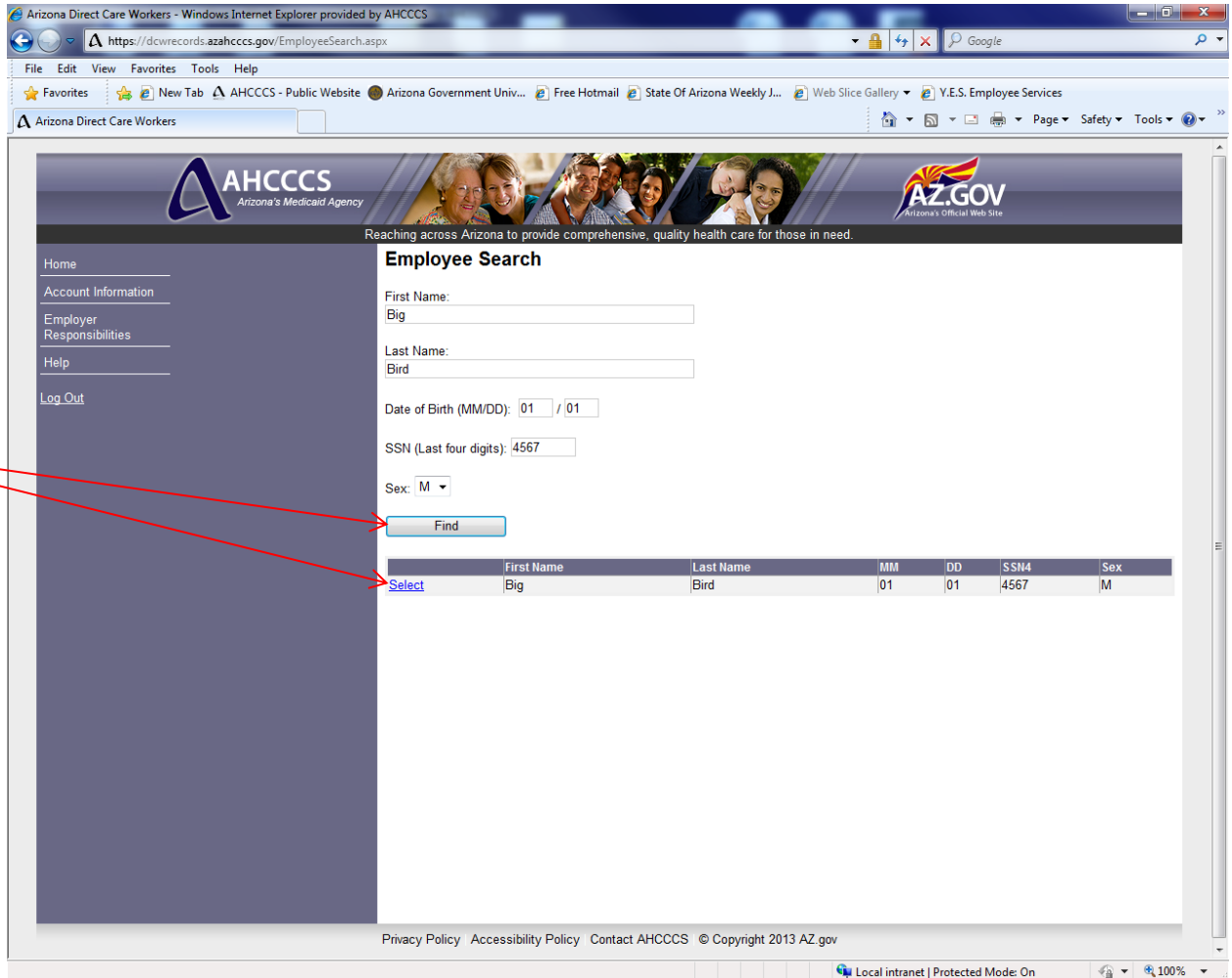- Last four digits of the Social Security Number
- Sex (Male or Female)

CLICK: Find

RESULT: *Employee found.*

CLICK: "Select" if the correct information for the individual is displayed.

STEP FOUR   Employer Role: Testing Records Search: Employee Found

NOTE: *The "Overall Progress" section provides information on the tests that have been successfully completed. The check marks are automatically generated by the system. A check mark next to the specified test denotes the test(s) completed successfully. For example, a check mark next to the Level 1 Fundamentals - Skills Tests denotes that all skills have been passed for the Level 1 Fundamentals Module. It is important to note:*

- *An individual DCW or Trainer may have taken more than one written/skills tests to successfully pass the tests and, therefore, demonstrate they meet the competencies*
- *Users should click on the "View Detailed Testing History" to see if any tests have been taken because the employee may have taken tests, but simply not passed the written tests or skills tests.*

CLICK: "View Detailed Testing History" to view the testing history including testing dates and written and skills testing outcomes.

CLICK: "Add Individual to Employee List" at the point in time the individual becomes employed with the DCW Agency/Approved Program.

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STEP FIVE   Employer Role: Testing Records Search: Employee Found

Click Here

ENTER:	"Employed From" date, date of hire *(Note: Date training initiated for "Trainee" status employees)*
ENTER:	"Employed To" date if applicable. (*Note: Leave the field blank if the individual is currently employed. Enter date testing was completed for "Trainee" status employees.*)
SELECT:	"Employee Type" from the drop down menu. Choices include:

- **DCW** - *A direct care worker that provides services to individuals residing in their own home*
- **Trainer** - *An individual who is employed by an Approved DCW Training and Testing Program and qualified to train direct care workers*
- **Both –** *An employee that serves in both capacities as an direct care worker and trainer*
- **Trainee –** *An individual who is a prospective employee and not yet employed by a DCW Agency*

SELECT: "Exempt Reason" from the drop down menu. Choices include:

- **Not Exempt** - Individuals providing attendant care, personal care or homemaker services and not otherwise exempt
- **Exempt – General** – Individuals that do not provide one of the required services noted above (i.e. respite or habilitation) and/or provide privately paid services
- **RN** - Registered Nurses
- **LPN** - Licensed Practical Nurses
- **CNA** - Certified Nursing Assistants
- **Family Member – Level 2 Exempt** - Individuals only providing care to family members
- **Grandfathered** - Individuals employed by the DCW Agency prior to 09/30/12.

NOTE: *All trainers should be designated as "not exempt" because they are required to pass the written and skills tests, at the level required of a trainer, regardless of their exempt status as a DCW.*

CLICK: "Save" *(Note: "Save" changes to "Update" when the information has been saved and the employee has been added to the employee listing.)*

STEP ONE Employer Role: Add New Employee

Click Here
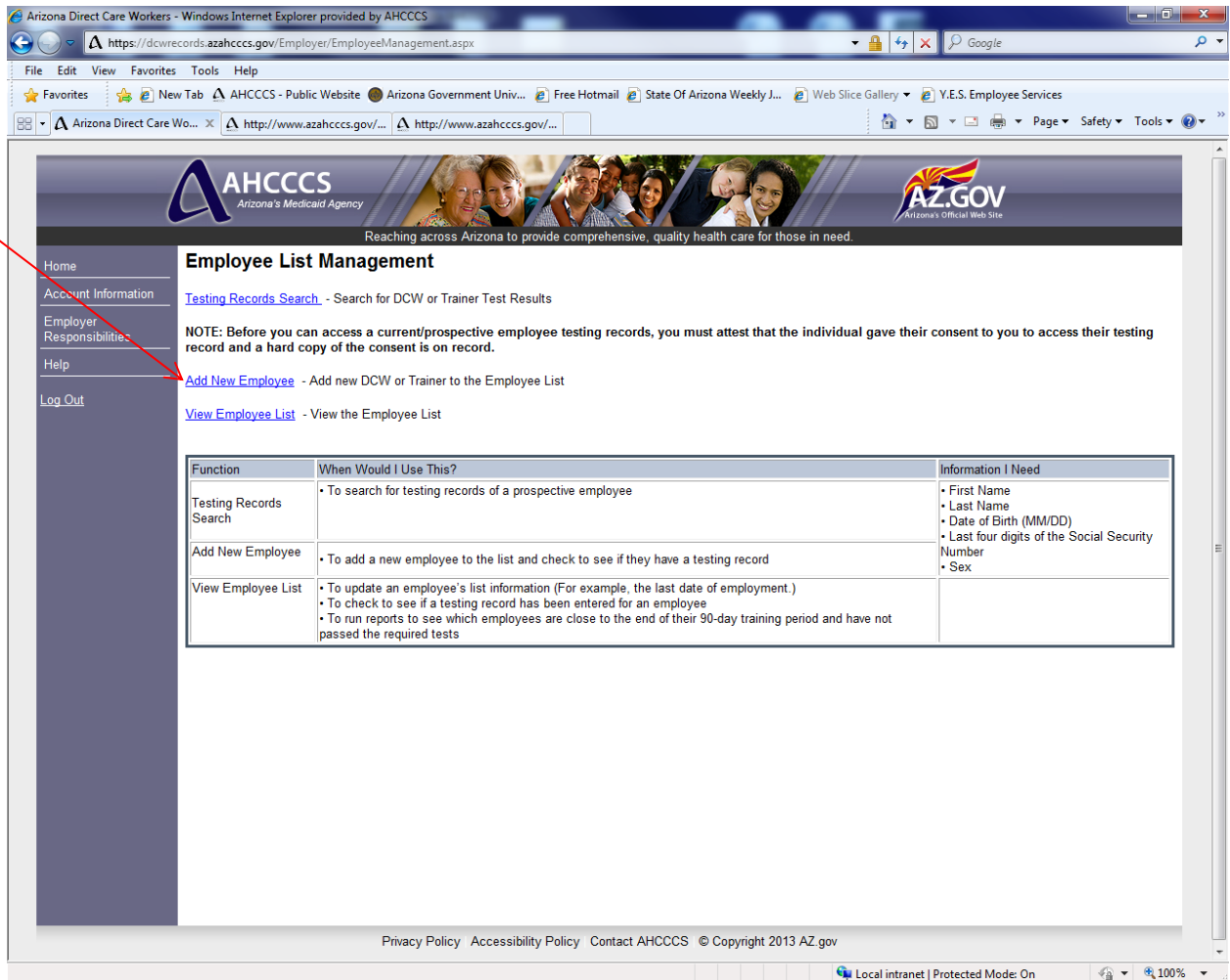
PURPOSE: To add a new employee to the list and check to see if they have a testing record.

CLICK: "Add New Employee"

Operational Guideline:

Users add employees in the employee listing <u>who will be</u> or <u>have been sent by the employer</u> for training/testing (including employees who are no longer working for the organization) and meet the following criteria:

- Employees who are required to comply with the AHCCCS requirement because they provide attendant care, personal care or homemaker services *[This would include prospective employees who are not yet employed by a DCW Agency]*
- 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

STEP TWO Employer Role: Add New Employee

ENTER: The following information of the employee

- First Name
- Last Name
- Month (MM) and Day of Birth (DD)
- Last four digits of the Social Security Number
- Sex (Male or Female)

NOTE: _Do not_ *enter middle initials/names into the database (i.e. Cookie (Nice) Monster or Cookie N. Monster). Simply enter the first and last name.*

CLICK: "Save" *(Note: A confirmation will be displayed stating that the new employee has been created)*

CLICK: "Add Individual to Employee List"

Operational Guideline:

Data must be updated within 30 days. Users must add a new employee to the employee listing in the online database within 30 days of hire.

STEP THREE   Employer Role: Add New Employee

ENTER: "Employed From" date, date of hire *(Note: Date training initiated for "Trainee" status employees)*

ENTER: "Employed To" date if applicable. (*Note: Leave the field blank if the individual is currently employed. Enter date testing was completed for "Trainee" status employees.)*

SELECT: "Employee Type" from the drop down menu. Choices include:

- **DCW** - *A direct care worker that provides services to individuals residing in their own home*
- **Trainer** - *An individual who is employed by an Approved DCW Training and Testing Program and qualified to train direct care workers.*
- **Both –** *An employee that serves in both capacities as an direct care worker and trainer*
- **Trainee –** *An individual who is a prospective employee and not yet employed by a DCW Agency*

SELECT: "Exempt Reason" from the drop down menu. Choices include:

- **Not Exempt** - Individuals providing attendant care, personal care or homemaker services and not otherwise exempt
- **Exempt – General** – Individuals that do not provide one of the required services noted above (i.e. respite or habilitation) and/or provide privately paid services
- **RN** - Registered Nurses
- **LPN** - Licensed Practical Nurses
- **CNA** - Certified Nursing Assistants
- **Family Member – Level 2 Exempt** - Individuals only providing care to family members
- **Grandfathered** - Individuals employed by the DCW Agency prior to 09/30/12.

NOTE: *All trainers should be designated as "not exempt" because they are required to pass the written and skills tests, at the level required of a trainer, regardless of their exempt status as a DCW.*

CLICK: "Save" (*Note: "Save" changes to "Update" when the information has been saved and the employee has been added to the employee listing.)*

STEP ONE   Employer Role: View Employee List

Click Here
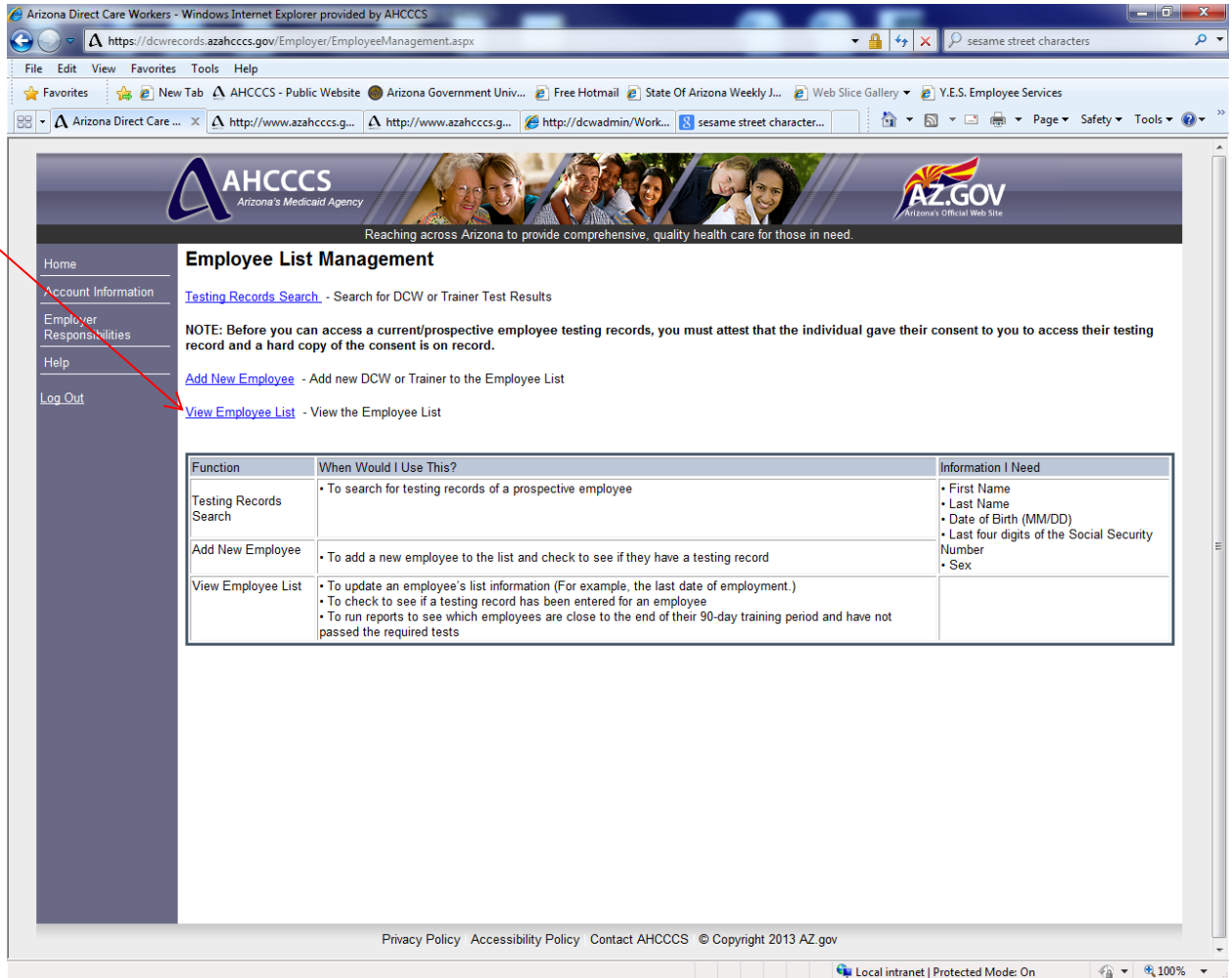
PURPOSE: The following are instances when you might use the "View Employee List" function:

- To update an employee's list information (For example, add the last date of employment)
- To check to see if a testing record has been entered for an employee
- To run reports to see which employees are close to the end of their 90-day training period and have not passed the required tests

Operational Guidelines:

Data must be updated within 30 days. Users must update the employee listing within 30 days of an employee status change (hired, resigned or terminated).

Users must have back-up documentation retained for a minimum period of 6 years for all entered data in either an electronic or hard copy filing system.

STEP TWO Employer Role: View Employee List

Read

READ: The attestation statement regarding the integrity and security of the testing records search.

NOTE: *You do not have authorization to delete an individual from your employee list. Individuals with an end date of employment will continue to remain on your employee list. To inquire about removing an individual from your employee list, please call or email the help desk (602-417-4401 or DCW@azahcccs.gov)*

STEP ONE Employer Role: View Employee List: Update Employee Information
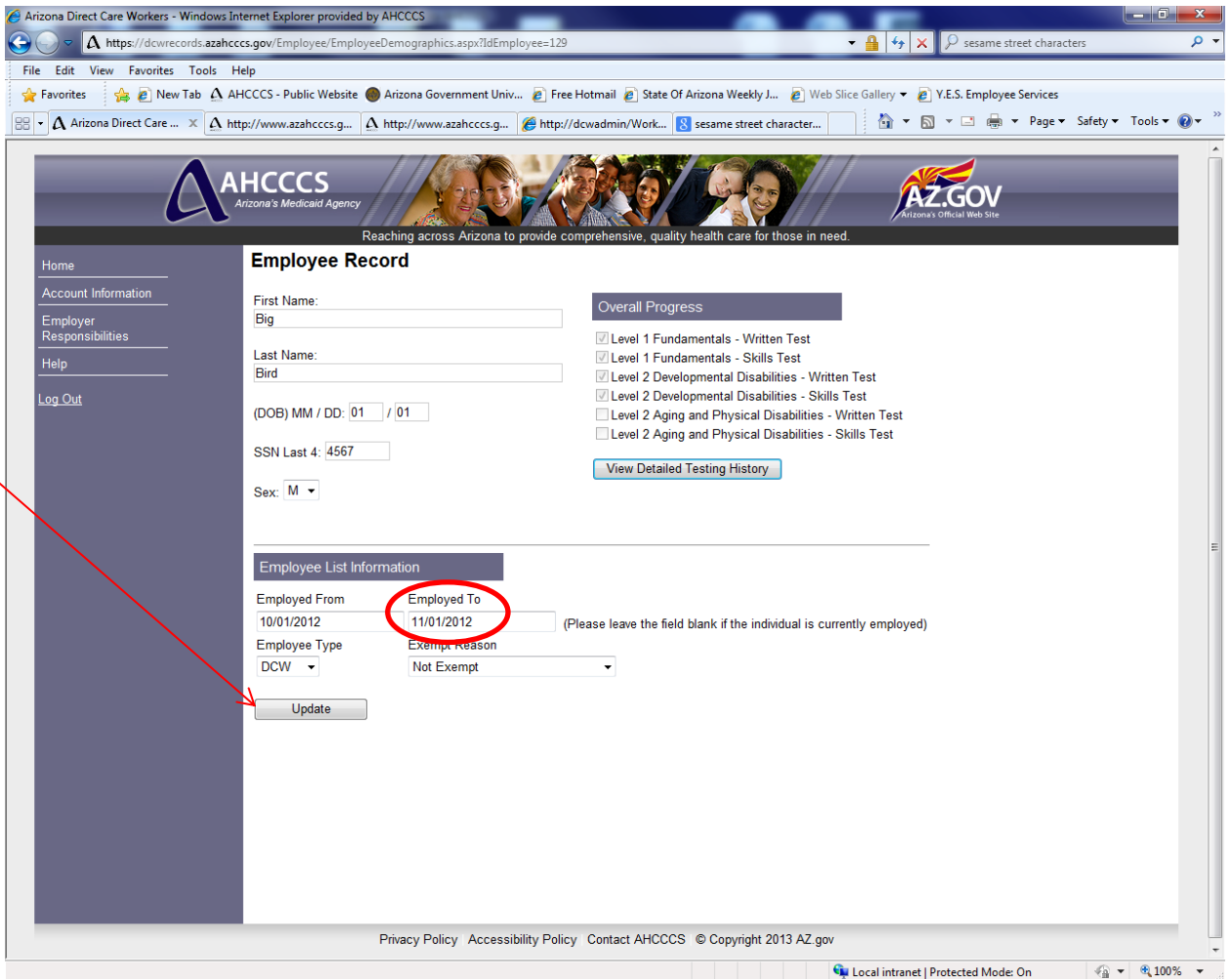
Click Here

CLICK: "Select" next to the employee for which information needs to be updated.

STEP TWO Employer Role: View Employee List: Update Employee Information

Click Here

EXAMPLE: Enter a date in the "Employed To" field because the employee either resigned or was terminated from employment. Another example would be to enter the date testing was completed for "Trainee" status employees.

NOTE: *Any of the "Employee List Information" fields can be updated.*

CLICK: "Update" *(Note: A confirmation will be displayed stating the employee information has been updated.)*

STEP ONE Employer Role: View Employee List: Check Testing Record

CLICK: "Select" next to the employee in order to check to see if a testing record has been entered

STEP TWO Employer Role: View Employee List: Check Testing Record

EXAMPLE: View the testing record of an employee. In this example, the DCW is exempt from Level 2 testing. So, the employer would only be looking for check marks in the Level 1 Fundamentals written and skills tests categories. The "Overall Progress" indicates that the individual has not yet passed the Level 1 Fundamentals tests. That said, the user must check the "View Detailed Testing History" to see if tests have been taken and not passed.

NOTE: *The "Overall Progress" section provides information on the tests that have been successfully completed. The check marks are automatically generated by the system. A check mark next to the specified test denotes the test(s) completed successfully. For example, a check mark next to the Level 1 Fundamentals - Skills Tests denotes that all skills have been passed for the Level 1 Fundamentals Module. It is important to note:*

- *An individual DCW or Trainer may have taken more than one written/skills tests to successfully pass the tests and, therefore, demonstrate they meet the competencies*
- *Users should click on the "View Detailed Testing History" to see if any tests have been taken because the employee may have taken tests, but simply not passed the written tests or skills tests.*

CLICK: "View Detailed Testing History" to view the testing history including testing dates and written and skills testing outcomes.

STEP ONE Employer Role Special Feature: Import Function

Note: *AHCCCS has created an import function which will allow selected users to import data into the online database versus manually entering data. Currently, 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 enter testing results. 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 to AHCCCS (DCW@azahcccs.gov) justifying 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 within the system to import data one time or import data on an ongoing basis.*

NOTE: *The link to the import function will only be visible and accessible once AHCCCS grants permission to the user. The import function allows Employer Role Users to import new employees or update employee information by uploading a document into the database.*

CLICK: Upload Employee File

STEP TWO Employer Role Special Feature: Import Function
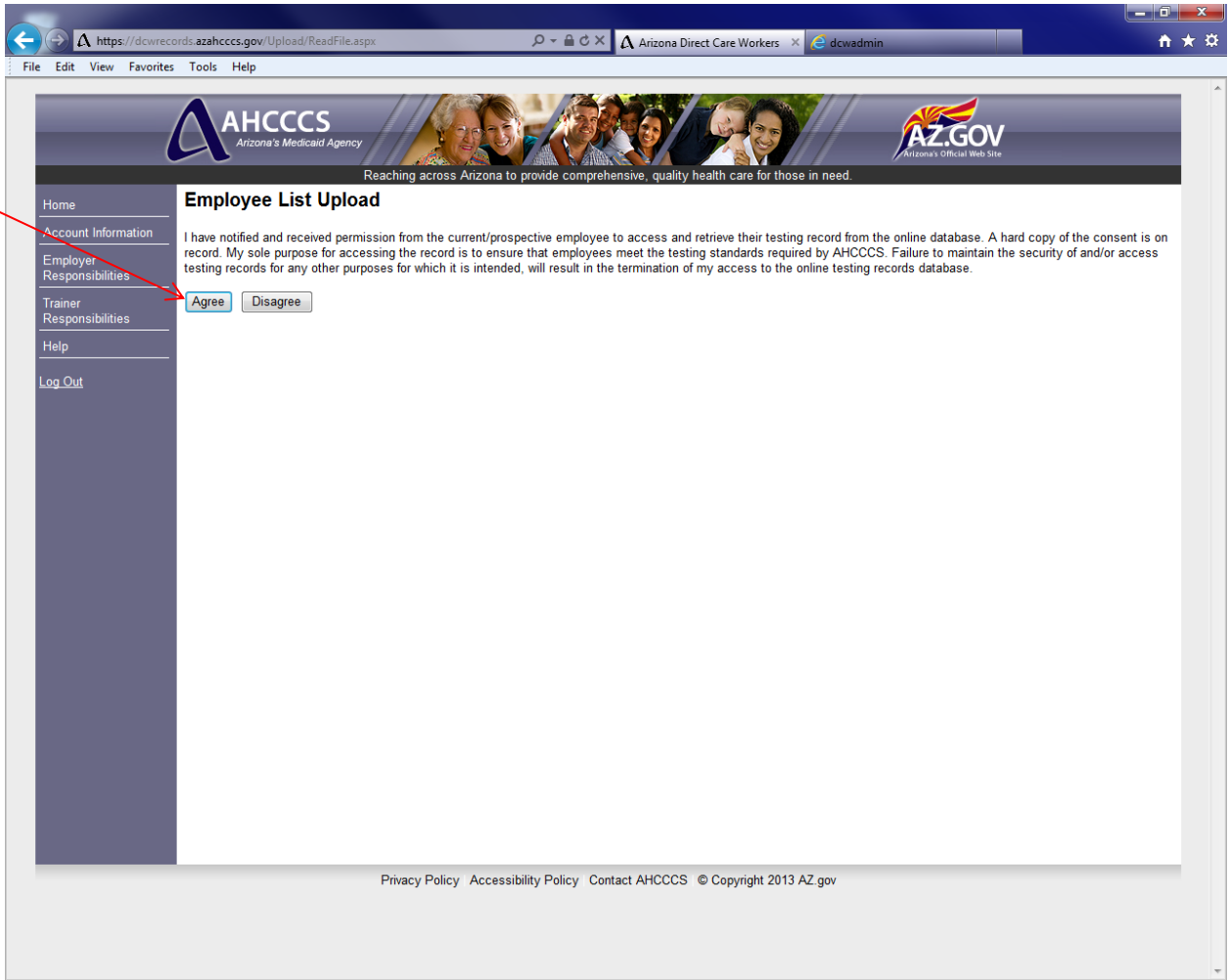
Click Here

READ: The attestation statement regarding the integrity and security of the testing records search.

CLICK: Agree, and the user <u>can</u> proceed with uploading the employee file

CLICK: Disagree, and the user <u>cannot</u> proceed with uploading the employee file

STEP THREE   Employer Role Special Feature: Import Function: Prepare Data

A user would use the import function to:

- Add a new individual to the employee listing that <u>is not</u> already in the database
- Add a new individual to the employee listing that <u>is already</u> in the database
- Update information for an individual that is currently listed in the employee listing

It is important to note that a user's account is associated to a DCW agency by the AHCCCS Provider ID. This association occurred during the account creation and activation process. Therefore, a user can only import the data noted above for individuals that are employees of the DCW agency that is associated to the user's account.

The data and file must meet the following conditions. If there are errors in any part of the file, no data will be imported. Only files with no errors will be imported. A sample of a data file is provided for reference.

	A	B	C	D	E	F	G	H	I	J
1	Frank	Smith	9	29	1234	M	10/2/2000	12/4/2001	DCW	Not Exempt
2	Mary	Johnson	3	23	7689	F	2/8/2013	12/8/2013	Trainer	Family Member - Level 2 Exempt
3	Barb	Jones	8	24	2567	F	10/24/2013	12/23/2013	DCW	Not Exempt
4	John	Brown	2	12	2456	M	11/10/2013	1/1/1900	DCW	Family Member - Level 2 Exempt
5	George	Jones	11	5	4975	M	11/4/2013	1/1/1900	DCW	Not Exempt
6	Susie	Brown	4	4	2346	F	11/4/2013	1/1/1900	DCW	Family Member - Level 2 Exempt
7	Bob	Smith	2	4	1111	M	11/2/2013	1/1/1900	DCW	Not Exempt
8	Ann	Johnson	9	7	2222	F	11/11/2013	1/1/1900	DCW	Family Member - Level 2 Exempt
9	Mark	Adams	6	13	4545	M	11/1/2013	1/1/1900	DCW	Not Exempt
10	Amy	Brown	7	5	2323	F	11/1/2013	1/2/1900	DCW	Family Member - Level 2 Exempt
11	Sharon	Brown	8	4	1212	F	11/1/2013	1/2/1900	DCW	Not Exempt
12	Barbie	James	11	4	2537	F	10/14/2013	1/2/1900	DCW	Family Member - Level 2 Exempt
13	Stacy	Glass	2	14	7825		11/1/2013	1/2/1900	DCW	Not Exempt
14	Steve	Brothers	9	6	5237	M	11/1/2013	1/2/1900	DCW	Family Member - Level 2 Exempt
15	Joe	Cool	10	4	2323	M	11/1/2013	1/2/1900	DCW	Not Exempt
16	Diana	Peters	8	6	4242	F	11/1/2013	1/2/1900	DCW	Family Member - Level 2 Exempt
17	Matthew	White	12	13	2424	M	11/1/2013	1/2/1900	DCW	Not Exempt
18	Carmen	Black	1	4	3232	F	11/1/2013	1/2/1900	DCW	Family Member - Level 2 Exempt
19	Bob	Franks	10	4	7766	M	11/1/2013	1/2/1900	DCW	Not Exempt
20	Tracey	Long	8	2	3333	F	11/1/2013	1/2/1900	DCW	Family Member - Level 2 Exempt

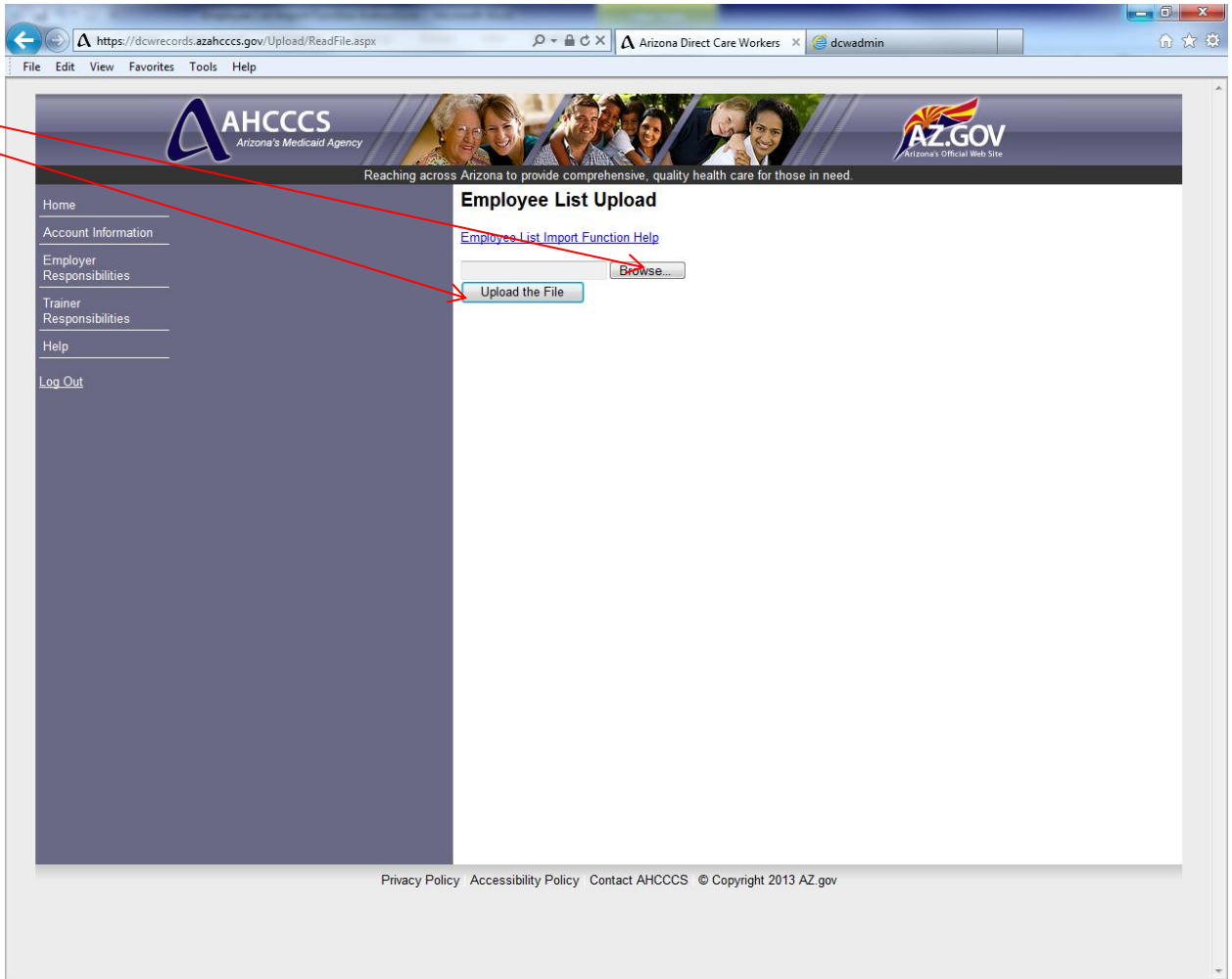# STEP THREE   Employer Role Special Feature: Prepare Data

Column	Description	Data Requirements/Limitations
A	First Name (FirstName)	Text Format: Must be equal to or less than 50 characters
B	Last Name (LastName)	Text Format: Must be equal to or less than 50 characters
C	Month of Birth (MM)	Text Format: 2 Digits: Must be a number between 1-12
D	Day of Birth (DD)	Text Format: 2 Digits: Must be a number between 1-31
E	Last 4 of SSN (SSN4)	Text Format: 4 Digits: Must be a number between 0-9
F	Sex	Text Format: Must be either M of F
G	Hire Date (EmployedFrom)	Date Format: Must be a valid date (Example: 10/01/2012)
H	Employment End Date (EmployedTo)	Date Format: Must be a valid date (Example: 10/01/2012) or left blank if the individual is still employed
I	Employee Type (EmpType)	Text Format: Must be only one of the following: DCW Trainer Both Trainee
J	Exempt Reason (ExemptReason)	Text Format: Must be only one of the following: Not Exempt Exempt – General RN LPN CNA Family Member – Level 2 Exempt Grandfathered

General Data Requirements:

- Enter data exactly how it is outlined above in an excel spreadsheet
- Do not enter spaces in the data fields unless it is required. For example the following exempt reasons require a space.
  - Exempt – General
  - Family Member – Level 2 Exempt
- All data should be entered using the proper case. A combination of upper and lower case letters are required with the exception of abbreviations (DCW, RN, LPN, CNA).
- Only include individuals in the excel spreadsheet that are either new employees or employees that have information that needs to be updated. The demographic information for an employee that had been previously entered into the system cannot be updated, only columns G – J can be updated for existing employees.
- Save the prepared excel spreadsheet as a (.csv) file and include the date for the import in the file name.

STEP FOUR   Employer Role Special Feature: Import Function

Click Here

CLICK   "Browse" and locate the file

CLICK   Upload the File

STEP FIVE   Employer Role Special Feature: Import Function: No Errors

NOTE: *The demographic information for an employee previously entered into the system cannot be updated.*

NOTE: *The data file was imported successfully with no errors. The following is a breakdown of the results of the data file import.*

Results Finding	Definition of Finding
Rows Read	Number of rows on the spreadsheet that included data or the number of employees on the spreadsheet
EmployeeInsert	Number of new employees entered into the database for the first time. Data on these individuals did not previously exist in the database.
RosterUpdate	Number of employees for which data was updated
Roster Insert	Number of new employees that previously existed in the database and are now associated to the user's DCW Agency

STEP FIVE Employer Role Special Feature: Import Function: Errors Detected

Click Here

NOTE   *The data file was not imported because there were errors detected during the upload process.*
            The error report will inform the user of the row (RowID) and column (ErrorMsg) for each error.
            It is possible for a row to have more than one error or a column to have more than one error.

CLICK   "Cancel" to return to the "Employer Responsibilities" homepage.

STEP ONE   Employer Role Special Feature: Training Period Report

Click Here

NOTE: *The report allows users to filter their employee listing to identify whether or not the employees have successfully completed the testing requirements during the 90-day training period.*

STEP TWO   Employer Role Special Feature: Training Period Report
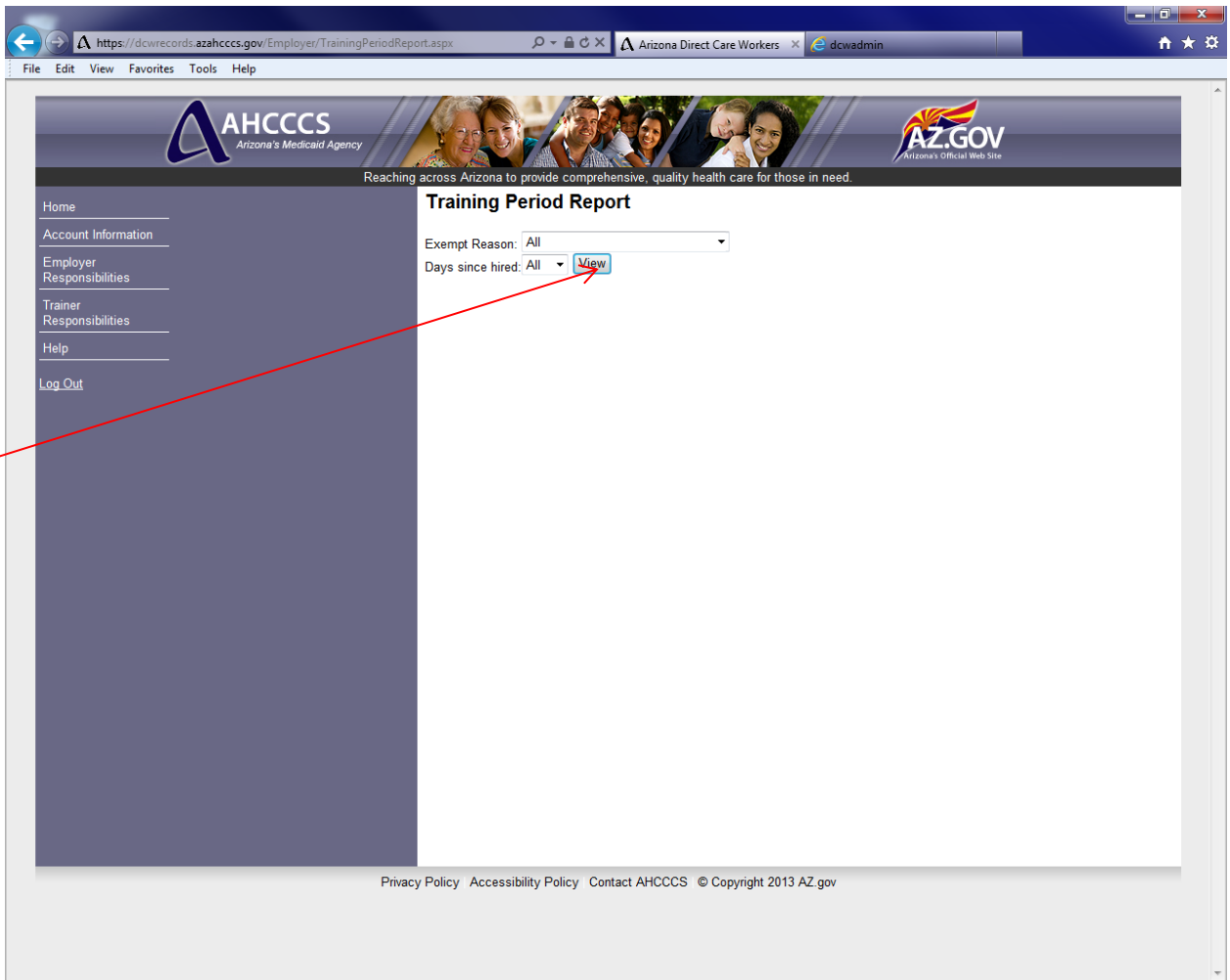
Click Here

SELECT   "Exempt Reason" from the drop down menu. Choices include:
- **All** – All employees regardless of exempt status
- **Not Exempt** - Individuals providing attendant care, personal care or homemaker services and not otherwise exempt
- **Exempt – General** – Individuals that do not provide one of the required services noted above (i.e. respite or habilitation) and/or provide privately paid services
- **RN** - Registered Nurses
- **LPN** - Licensed Practical Nurses
- **CNA** - Certified Nursing Assistants
- **Family Member – Level 2 Exempt** - Individuals only providing care to family members
- **Grandfathered** - Individuals employed by the DCW Agency prior to 09/30/12.

SELECT   "Days since hired" from the drop down menu: Choices include:
- **All** – All employees regardless of hire date
- < 90 – Employees with a hire date <u>less than 90 days</u>
- < 60 – Employees with a hire date <u>less than 60 days</u>
- < 30 – Employees with a hire date <u>less than 30 days</u>

STEP THREE   Employer Role Special Feature: Training Period Report: *(example)*

Click Here

True = Passed Test
False = Failed Test OR Test Not Taken

Total number of days since the date of hire

CLICK: "Select" to view detailed testing history for an employee

STEP ONE Employer Role Special Feature: Transcript Report

NOTE: *The report allows users to view and/or print a report of an employee's testing history. Users may choose to print the report and provide it to employees for their personal records.*

CLICK: View Employee List

STEP TWO Employer Role Special Feature: Transcript Report

CLICK: "Select" to view detailed history for an employee

STEP THREE   Employer Role Special Feature: Transcript Report

Click Here

CLICK: Display Transcript

STEP FOUR   Employer Role Special Feature: Transcript Report

NOTE: *The report can be filtered by testing date(s). The most recent testing date is the default date. If a user selects the most recent testing date, the report will display the most up-to-date testing progress. Users can view and/or print a report of an employee's testing history. Similarly, users may choose to print the report and provide it to employees for their personal records.*

SELECT: Testing date from the menu

CLICK: View

CLICK: "File" and "Print" to print a hard copy of the report.

STEP ONE Trainer Role: Introduction

Click Here
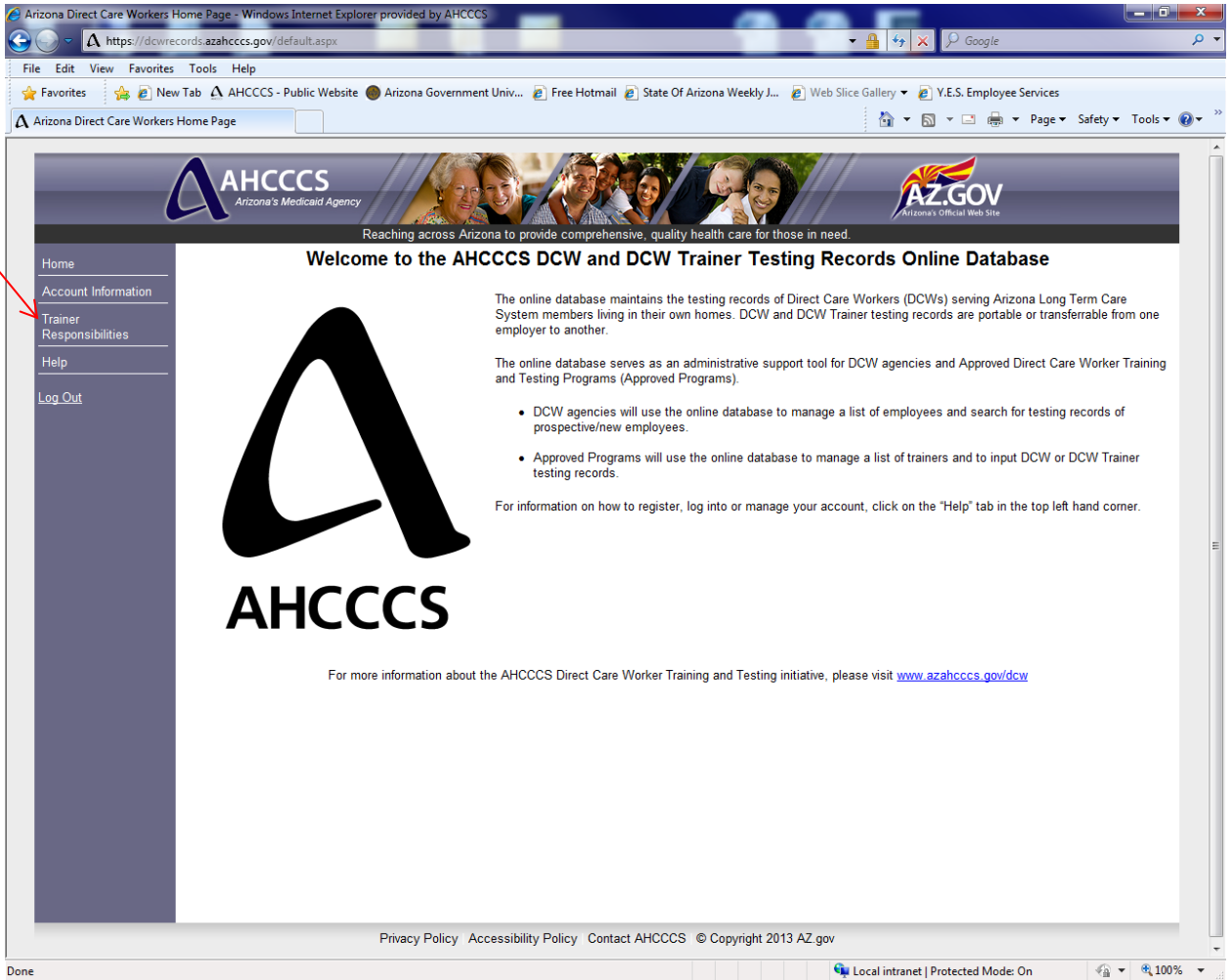
CLICK: "Trainer Responsibilities"

STEP TWO Trainer Role: Introduction

Trainer Role User Operational Guidelines	
Input Testing Record	Trainer role users will need the following information for a DCW or DCW Trainer in order to find a DCW/Trainer in the online database and enter a testing record. Approved Training and Testing Programs should institute practices to obtain the following information from individuals trained/tested or from referring employers. ▪ First Name ▪ Last Name ▪ Month (MM) and Day of Birth (DD) ▪ Last four digits of the Social Security Number ▪ Sex (Male or Female)
Data Entry Deadline	All users must update data within 30 days. Trainer role users must update testing records within 30 days of a testing event (challenge, regular test or re-test)
Back Up Documentation	Back up documentation shall be retained for a minimum period of six years. Back-up documentation includes testing records and back up documentation for any and all entered data. The documentation can be retained in either electronic or hard copy filing system.

STEP ONE   Trainer Role: DCW/DCW Trainer Search

Click Here
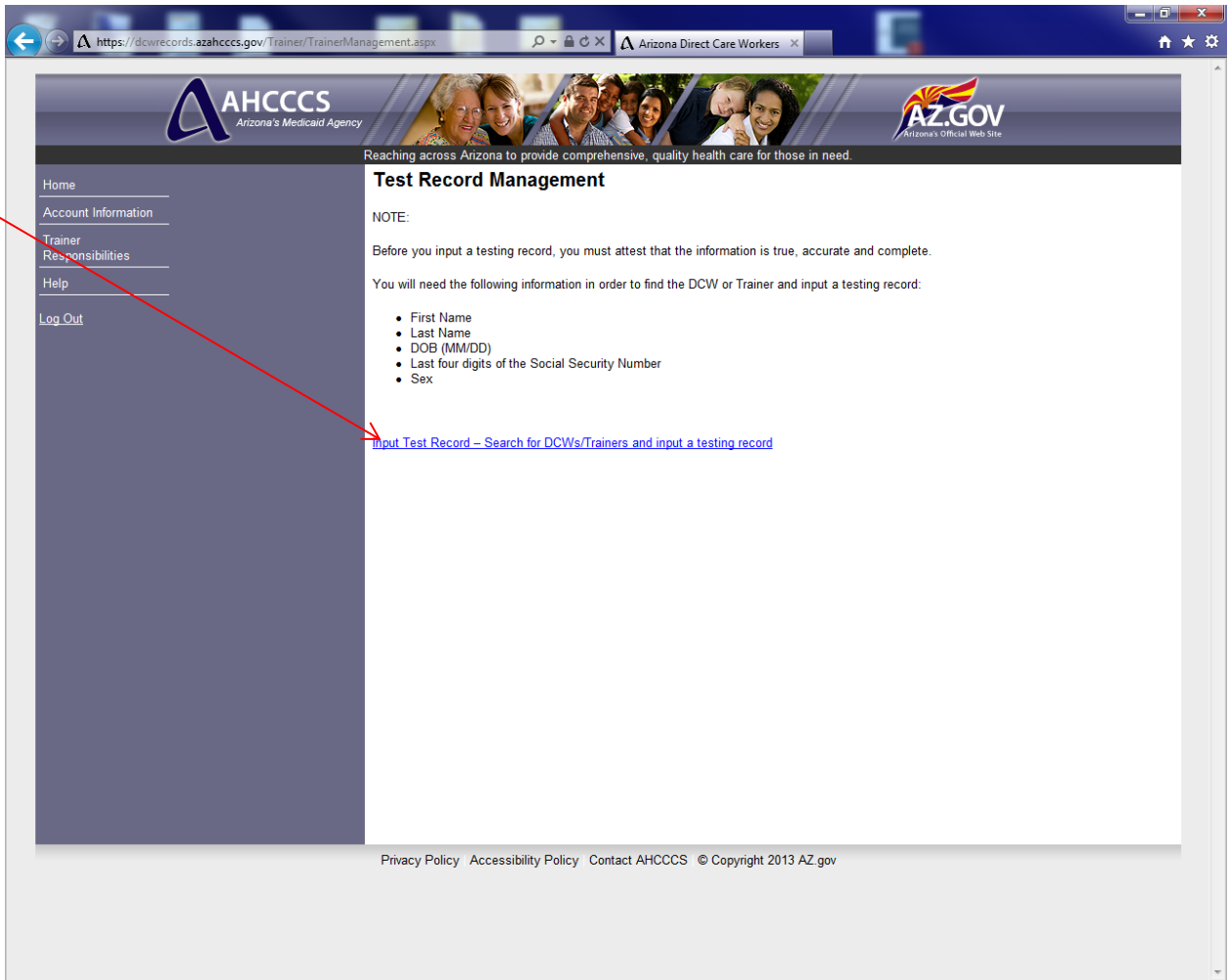
CLICK: "Input Test Record – Search for DCWs/Trainers and input a testing record"

NOTE: *Trainer Role Users enter each testing event into the online database. A testing event equates to testing completed on a given day. Results of testing that occur on the same day are considered one testing event. Results of testing conducted on different days are considered multiple testing events and should be reported separately. The online database calculates the progress of the DCW or Trainer and summarizes if the individual has passed the written or skills testing for each module.*

STEP TWO Trainer Role: DCW/DCW Trainer Search

Click Here

READ: The attestation statement regarding the integrity and security of the testing records.

CLICK: Agree, and the user <u>can</u> proceed with entering the testing records search

CLICK: Disagree, and the user <u>cannot</u> proceed with entering the testing records search

Operational Guideline:

Users need the following information for a DCW/DCW Trainer in order to find a DCW/DCW Trainer in the online database and enter a testing record. Approved Training and Testing Programs should institute practices to obtain the following information from individuals trained/tested or from referring employers.

- First Name
- Last Name
- Month (MM) and Day of Birth (DD)
- Last four digits of the Social Security Number
- Sex (Male or Female)

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STEP THREE   Trainer Role: DCW/DCW Trainer Search

ENTER: The following information of the DCW/DCW Trainer
- First Name
- Last Name
- Month (MM) and Day of Birth (DD)
- Last four digits of the Social Security Number
- Sex (Male or Female)

CLICK: Find

CLICK: "Select" if the correct information for the individual is displayed.

STEP ONE Trainer Role: Enter Testing Record

NOTE: *The "Overall Progress" section provides information on the tests that have been successfully completed. The check marks are automatically generated by the system. A check mark next to the specified test denotes the test(s) completed successfully. For example, a check mark next to the Level 1 Fundamentals - Skills Tests denotes that all skills have been passed for the Level 1 Fundamentals Module. It is important to note:*

- *An individual DCW or Trainer may have taken more than one written/skills tests to successfully pass the tests and, therefore, demonstrate they meet the competencies*
- *Users should click on the "View Detailed Testing History" to see if any tests have been taken because the employee may have taken tests, but simply not passed the written tests or skills tests.*

NOTE: The "View Detailed Testing History" allows a user to view the testing history including testing dates and written and skills testing outcomes.

CLICK: "Add New Testing Record"

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STEP TWO Trainer Role: Enter Testing Record: Regular Test *(example)*

Click Here

ENTER: Test Date

SELECT: The test type from the drop down menu. Choices include:

- **Challenge** – The DCW or DCW Trainer did not participate in a full-scale training sessions **but** has documented education or work experiences similar to that of a DCW.
- **Regular** – The DCW or DCW Trainer participated in a full-scale training session prior to training
- **Re-Test** – The DCW or DCW Trainer participated in a full-scale training session, but did not pass either the written tests and/or some of the skills

SELECT: The score from the drop down menu for each of the applicable modules written tests. Choices include:

- **N/A** – The written test was not administered
- **Pass 80** – The DCW passed the written test at or above 80%
- **Pass 92** – The DCW or DCW Trainer passed the written test at or above 92%
- **Fail** – The DCW or DCW Trainer failed to pass the written test at the level required to meet the competencies for a DCW or DCW Trainer

SELECT: The score from the drop down menu for each of the applicable module skills tests. Choices include:

- **N/A** – The skills test was not administered
- **Pass** – The DCW or DCW Trainer passed the skills test
- **Fail** – The DCW or DCW Trainer failed to pass the skills test

CLICK: Submit and "I have verified the tests results" *(Note: A confirmation will be displayed stating that the record has been saved.)*

STEP TWO Trainer Role: Enter Testing Record: Regular Test *(example)*

Operational Guidelines:

Only successfully completed <u>challenge tests</u> (all required written and skills tests) are entered into the online database.

Knowledge and skills testing may be administered at different times and may be split into smaller units, administered in segments.

- If an Approved Training and Testing Program administers <u>incremental written testing</u>, a cumulative testing record score is entered into the database once all the knowledge based testing is completed.
- If an Approved Training and Testing Program administers <u>incremental skills testing</u>, each separate testing event should be recorded in the database.

STEP TWO Trainer Role: Enter Testing Record: Re-Test *(example)*

Click Here

ENTER:	Test Date
SELECT:	The test type from the drop down menu. Choices include:

- **Challenge** – The DCW or DCW Trainer did not participate in a full-scale training sessions **but** has documented education or work experiences similar to that of a DCW.
- **Regular** – The DCW or DCW Trainer participated in a full-scale training session prior to training
- **Re-Test** – The DCW or DCW Trainer participated in a full-scale training session, but did not pass either the written tests and/or some of the skills

NOTE: *All passed written and skills tests will be highlighted in green. Users only need to update the fields for previously failed tests.*

SELECT: The score from the drop down menu for each of the applicable modules written tests. Choices include:

- **N/A** – The written test was not administered
- **Pass 80** – The DCW passed the written test at or above 80%
- **Pass 92** – The DCW or DCW Trainer passed the written test at or above 92%
- **Fail** – The DCW or DCW Trainer failed to pass the written test at the level required to meet the competencies for a DCW or DCW Trainer

SELECT: The score from the drop down menu for each of the applicable module skills tests. Choices include:

- **N/A** – The skills test was not administered
- **Pass** – The DCW or DCW Trainer passed the skills test
- **Fail** – The DCW or DCW Trainer failed to pass the skills test

CLICK: Submit and "I have verified the tests results" (*Note: A confirmation will be displayed stating that the record has been saved.*)

APPENDIX A

[Template]

Direct Care Worker Testing Records Search Authorization Form

<u>Current/Prospective Employee</u>

First Name: _____   Last Name:_____

Date of Birth (MM/DD): _____/_____   SSN (Last Four Digits): _____   Sex (M/F): _____

I give permission to a representative of the following organization to access and retrieve my Direct Care Worker testing records from the AHCCCS online database. I understand that the organization's purpose in accessing the records is to ensure that employees meet the testing standards required by AHCCCS.

Date: _____   Signature:_____

<u>Organizational Representative</u>

Organization Name: _____

Name of Organizational Representative: _____

Title:_____   Phone: _____

E-mail:_____

My sole purpose in accessing the record is to ensure that employees meet the testing standards required by AHCCCS. Failure to maintain the security of and/or access testing records for any other purposes for which it is intended, will result in the termination of my access to the online testing records database. I also understand that I will have to agree to a similar attestation statement at the point in time I search, access and retrieve the testing records for the aforementioned current/prospective employee. A hard copy of this consent will be on record.

Date: _____   Signature:_____