DATE: January 2016

TO: All Users

FROM: Dara Johnson, Program Development Officer

SUBJECT: Data Entry Deadline Notice

This informational email is intended for agencies that provide Direct Care Services (Attendant Care, Personal Care or Homemaker services) and/or Direct Care Worker Training and Testing Programs.

NOTICE: 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) and follow the instructions to subscribe to the listserve.

DEADLINE NOTICE: AHCCCS has imposed the following deadlines for updating the website with historical data and ensuring the data in the database is current as of June 30, 2015. Thereafter, all data must be updated within 30 days.

- *Employee Data must be updated and current in the online database by March 31, 2016. Employer Role Users must:*
  - ✓ *Enter employees into their employee listing who will be or have been sent by the employer for training/testing, beginning 10/01/12.* It is important to note data must be entered for employees previously and currently employed.*
  - ✓ *Update the employee listing within 30 days of an employee status change (hired, resigned, terminated)*

- *Testing data must be updated and current in the online database by June 30, 2016. Trainer Role Users must:*
  - ✓ *Enter scores for tests administered beginning 10/01/12.*
  - ✓ *Update a testing record within 30 days of a testing event*

*For more information on the criteria for employee data that must be entered into the database, please reference the section of this email entitled "Data Entry."

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, personal 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.

Data Entry

In order for a user account to be approved, AHCCCS requires proof the account user has completed the two Computer-Based Training (CBT) Modules under the "training" menu tab on the left-hand side of the online database webpage (https://dcwrecords.azahcccs.gov). Each CBT will provide you with instructions on how to print out and submit the certificates of completion to AHCCCS.

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 <u>who will be</u> or <u>have been sent by the employer for training/testing, beginning 10/01/12, and meet the following criteria.</u> *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). 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.

All users must update data within 30 days.

- Employer Role Users – Update the employee listing within 30 days of an employee status change (hired, resigned, terminated)

- Trainer Role Users – Update testing record within 30 days of a testing event

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.

- FAQ document provided under the "help" menu tab on the left-hand side of the page.
- User Guide provided under the "help" menu tab on the left-hand side of the page.
- 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.

Approved DCW Training and Testing Program Audits

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).

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 with your request for assistance.

AHCCCS Website (www.azahcccs.gov/dcw)

Visit the AHCCCS website for information on the DCW Training and Testing Initiative including tools to help individuals from DCW Agencies or Approved DCW Training and Testing Programs with their respective roles and responsibilities.

FAQ Highlights (https://dcwrecords.azahcccs.gov/Documents/FAQs_FINAL.pdf)

What must I do before I create a User account?	Before you create a user account: 1) Discuss with your organization's administrators about whether or not you should have access to the online database and what user role (employer, trainer or both) should be designated for your account. Prospective users can review the first page of the User Guide to assist in the discussion with their organization's administrators. The User Guide can be found in the "help" section on the homepage of the online database. 2) Take the Computer Based Training (CBT) courses and follow the instructions to

	notify AHCCCS of course completion. 3) Read and review the User Guide in its entirety. The User Guide can be found in the "help" section on the homepage of the online database.

What if a prospective employee's testing record is not found in the database?	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 has not 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

What if I make an error or discover an error in a testing record?	Testing records cannot be edited once they have been submitted. Trainer Role Users will be prompted to review and double-check the entered record before final submission. If an error is made or discovered at a later time, the Trainer Role User must contact the Help Desk to edit the testing record. AHCCCS online database administrators will ask for verification or back-up documentation to justify the edits to the testing record.