

# Iowa Direct Care Worker Task Force

Implementation Plan for Establishing a Credentialing System  
for Iowa's Direct Care Workforce

## Introduction

Direct care workers serve a critical role in health and long term care settings now and into the future. As health and long term care systems of service delivery continue to evolve, significant changes have occurred that will continue to require a broad range of skills and services in caring for and supporting Iowans in the spectrum of care settings. With the increased focus on home and community-based care, predicted workforce shortages, and increases in the elderly population in the state, it is appropriate and timely for Iowa to focus on long term strategies to recruit and retain a qualified direct care workforce.

As a result of the growing health care needs of Iowans and the impending shortage of workers to meet those needs, the Iowa General Assembly in 2005 established the Direct Care Worker Task Force. The Task Force consisted of key stakeholders including direct care workers, consumers, employers, other health care professionals, state agency representatives, and elected officials, and was facilitated by State Public Policy Group. The Task Force issued a report of its recommendations to the Governor, the Iowa General Assembly, and the Iowa Department of Public Health (IDPH) in December of 2006. The recommendations were related to education and training, governance, and certification, with emphasis placed on the need to fully implement and integrate the initiatives recommended by the Task Force.

In 2008, the Iowa Department of Public Health re-convened the Iowa Direct Care Worker Task Force in response to 2007 legislation (HF 909) directing the implementation of the 2006 Task Force recommendations. As a result, the Task Force has put forward a report of recommendations and an implementation plan to complete the recommendations. This document includes the implementation plan portion of the recommendations put forth by the 2008 Direct Care Worker Task Force.

Through the following Implementation Plan, the Direct Care Worker Task Force has identified early steps to begin implementing a credentialing system for direct care workers. The plan was developed with consideration of the transition to the new system for workers, providers, consumers, government agencies that will regulate and interact with direct care workers, and the general public. Since there is no formal education system in place for all direct care workers, it is difficult to estimate the total number of direct care workers in Iowa. There are tens of thousands of them – the Direct Care Worker Task Force estimates between 75,000 and 100,000 – and they work in various settings across the continuum of care. The sheer numbers and diversity of job positions and duties makes this effort a significant undertaking.

As a supplemental piece to the recommendations from the Iowa Direct Care Worker Task Force, this Implementation Plan outlines tasks in the process that will culminate in the certification of direct care workers in the state of Iowa. Two main sections of the plan include components of the system and a chronological timeline of implementation tasks associated with each component.

The tasks outline the activities associated with implementation to be completed by the Direct Care Worker Advisory Council, the Iowa Board of Direct Care Workers, the Iowa Department of Public Health, and other stakeholders and partners. Tasks are divided into five categories of Governance, Curriculum, Qualifications of Direct Care Worker Instructors and Trainers,

Continuing Education, and Educational Equivalency for Other Health Care Professions. Each task includes a brief description of activities; a timeline for completion; decision and evaluation points; and estimated personnel, infrastructure, fiscal, and partner resources. It is the intention of the Task Force that the Iowa Board of Direct Care Workers be self-supporting from certification fees and other fees upon complete implementation. The Iowa Department of Public Health Bureau of Professional Licensure is funded solely through fees associated with the professional boards it supports, and the Iowa Board of Direct Care Workers will not be an exception. Upon the certification of the first cohort of direct care workers, state resources will be incrementally phased out.

## Next Steps

Early work toward implementation is expected to begin in July 2008 under the direction of IDPH and the Direct Care Worker Advisory Council. Core competencies and curriculum development will be underway while the Council completes further planning and work to identify the timeline, resources needed, and tasks associated with issues that require further development and consideration. One of these remaining issues includes the incorporation of the existing direct care workforce. Although the Task Force has spent five months advancing recommendations toward implementation, the work has largely focused on infrastructure and timelines for training and education of new direct care workers. The Advisory Council will develop a plan for incorporation of the existing workforce, address other recommendations remaining from the 2006 Direct Care Worker Task Force recommendations, and monitor early implementation activities.

## Timeline

To enable the Iowa Department of Public Health to further the implementation work of the Iowa Direct Care Worker Task Force, the next section includes a timeline of implementation activities as they should occur chronologically. The timeline is meant to serve as a guide for implementation activities and will be subject to adjustments as progress is closely monitored. Any delays in the progress or completion of activities will impact the timeline for subsequent activities. The following table lists tasks, a timeline for the tasks, and a compilation of estimated financial resources needed by year.

Year 1 (2008) Tasks	Year 1 Timeframe	Year 1 Resources Needed
Pass legislation to establish the Direct Care Worker Advisory Council and convene the Advisory Council to continue implementation	March 2008 – November 2008	Resources to support the work of the Advisory Council and work group developing core competencies and curriculum.  Resources for outreach and education.
Develop a comprehensive plan for outreach and education	July 2008 – November 2008	
Assemble work groups to develop competencies and curriculum	July 2008	
Develop core competencies for certification levels	August 2008 – January 2009	
Year 2 (2009) Tasks	Year 2 Timeframe	Year 2 Resources Needed
Pass legislation directing IDPH to establish the governing board and draft rules	January 2009 – May 2009	\$300,000- IDPH staff (estimated)

Request federal waiver for CNA work requirements	January 2009 – ongoing	DIA staff for technology and Directory expansion  Resources to support the work of the Advisory Council and work group developing core competencies and curriculum.  Resources for outreach and education.
Develop curriculum and corresponding tests	February 2009 – October 2009	
Appoint board and hire initial staff	July 2009 – February 2010	
Develop train the trainer materials	November 2009 – May 2010	
Recruitment and marketing for educators and trainers	November 2009 – June 2010	
Infrastructure development, including web and database capabilities, and expansion of the CNA Directory	December 2009 – September 2010	
<b>Year 3 (2010) Tasks</b>	<b>Year 3 Timeframe</b>	<b>Year 3 Resources Needed</b>
Continuation of infrastructure development, web and database capabilities, and expansion of the CNA Directory	December 2009 – September 2010	\$300,000 - IDPH staff (estimated)  DIA staff for technology and Directory expansion.
Continuation of appoint board and hire additional staff	July 2009 – February 2010	Resources for outreach and education.
Continuation of development of the instructor trainer materials	November 2009 – May 2010	
Continuation of recruitment and marketing for instructors and trainers	November 2009 – June 2010 (May be ongoing)	
Draft rules and hold public hearings	March 2010 – November 2010	
Instructor trainer course administered	July 2010 – Ongoing as needed	
Develop and approve guidelines for appeals process	October 2010 – December 2010	
Adopt curriculum and instructor qualifications	December 2010 – January 2011	
<b>Year 4 (2011) Tasks</b>	<b>Year 4 Timeframe</b>	<b>Year 4 Resources Needed</b>
Switch to new direct care worker curriculum	August 2011	\$300,000 - IDPH staff (estimated)  Resources for outreach and education.  Resources for DIA for staffing and maintaining the Directory.  State resources will begin phasing out as direct care workers become certified. The system will eventually be supported entirely through certification and other fees.

## Category: Governance

### Task 1: Pass Legislation to Establish the Direct Care Worker Advisory Council and Convene the Advisory Council to Continue Implementation

The Iowa General Assembly has established the Direct Care Worker Advisory Council for FY 2009 to allow ongoing activities to occur and lay the foundation for next steps for the credentialing system. The Advisory Council, convened by IDPH, will provide additional recommendations regarding implementation of the direct care worker credentialing system.

#### Timeline:

Dates	Projected Start: June 1, 2008 Projected Completion: November 30, 2008
Agency/Organization Responsible	IDPH Stakeholders
Decision/Evaluation Points and Links	The Advisory Council will report recommendations to the IDPH by November 30, 2008, which will outline next steps for implementation of the credentialing system.

#### Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
IDPH staff support	None	Support for work of Advisory Council	Iowa General Assembly Governor's Office DIA DHS

### Task 2: Develop a Comprehensive Plan for Outreach and Education

The Task Force recommends that a plan be developed for outreach and education in conjunction with continuing work of the Advisory Council. The plan would include activities to share information about the new credentialing system with all levels and types of stakeholders including direct care workers, employers, stakeholder and professional associations, educators, policymakers, other health care disciplines, and human service disciplines. IDPH and the Advisory Council will take the lead in beginning outreach and education activities, but it will ultimately require a coordinated effort where stakeholders communicate with their constituencies.

#### Timeline:

Dates	Projected Start: July 1, 2008 Projected Completion: November 30, 2008
Agency/Organization Responsible	IDPH Advisory Council
Decision/Evaluation Points and Links	The Advisory Council will provide a recommended plan for outreach and education to the IDPH by November 30, 2008.

#### Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
IDPH staff support	None	Support for work of Advisory Council	Professional and Membership Associations Employers

			Providers Direct Care Workers DIA DHS DEA Other Stakeholders
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### Task 3: Pass Legislation Directing the IDPH to Establish the Governing Board and Draft Rules

Legislation is necessary to authorize the Iowa Department of Public Health to assume support responsibilities for the Iowa Board of Direct Care Workers beginning in State FY 2010. The authorizing legislation will direct IDPH to establish the Board, hire staff to support its activities, and develop administrative rules guiding its oversight functions.

#### Timeline:

Dates	Projected Start: January 12, 2009 Projected Completion: May 30, 2009
Agency/Organization Responsible	IDPH Stakeholders
Decision/Evaluation Points and Links	If no legislation has passed by the end of 2009 session, an alternative strategy would be needed to move forward.

#### Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
IDPH staff support	None	None	Iowa General Assembly Governor's Office

### Task 4: Appoint Board and Hire Staff

Appointments to the Iowa Board of Direct Care Workers can be conducted as soon as legislation is signed by the Governor and in effect. The Board appointment process can take up to six months, and the timeline below accounts for this. The Iowa Department of Public Health will need significant resources to support the ongoing activities of the Board, which includes certifying and maintaining certification of up to an estimated 100,000 individuals. The Board will be supported by one board administrator and one administrative assistant in the Bureau of Professional Licensure at IDPH. In addition, an IT Specialist will facilitate database and web needs for the activities of the board, which includes information sharing between IDPH and the Department of Inspections and Appeals (where the Directory of Certified Direct Care Workers will continue to be managed).

#### Timeline:

Dates	Projected Start: July 1, 2009 Projected Completion: February 26, 2010
Agency/Organization Responsible	Governor IDPH
Decision/Evaluation Points and Links	The establishment of the Iowa Board of Direct Care Workers is critical to the implementation of the credentialing system; the Board will have the authority to oversee essential elements of the process, such as administrative rulemaking.

Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
3 FTEs – Board Administrator, Board Secretary, and IT Specialist (\$300,000 estimated)	Computers, office equipment, interactive database (\$30,000 estimated)	General office supplies, Board expenses, AAG services (\$16,000 estimated)	DIA

Task 5: Draft Rules and Hold Public Hearings

The authorizing legislation establishing the Iowa Board of Direct Care Workers will direct IDPH, in conjunction with the Board, to develop administrative rules guiding the new credentialing system. Administrative rules provide detail and guidance regarding implementation of specific Iowa Code (legislation, once passed by the Legislature and signed by the Governor, becomes part of the Iowa Code). The administrative rules process typically takes approximately nine months to complete. The Board, once appointed, should be able to quickly review and notice the draft rules provided by the Advisory Council. The rules will outline the certification process, levels of certification, actions allowed by the Board (including discipline), continuing education requirements, trainer, instructor, and curriculum requirements, and guidelines on transition of current direct care workers into the new system.

Timeline:

Dates	Projected Start: March 1, 2010 Projected Completion: November 30, 2010
Agency/Organization Responsible	Iowa Board of Direct Care Workers IDPH
Decision/Evaluation Points and Links	The Board will hold public hearings and seek feedback on the proposed rules, and therefore appointments to the board must be completed before the administrative rules process can begin.

Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
Board Administrator, Board Secretary	None	None	DIA DHS Stakeholders

Task 6: Adopt Curriculum and Instructor Qualifications

The Iowa Board of Direct Care Workers will be tasked with adopting the curriculum and the qualifications required for trainers and instructors of the curriculum. The curriculum work group, which will be assembled in Year 1, will provide the Board with its recommended single curriculum. The curriculum will be organized in modules to allow for ease of delivering different components of the curriculum that are required for the different levels of certification. The Direct Care Worker Task Force has also developed recommendations for the Board regarding qualifications for trainers and instructors of the single approved curriculum. The actual certification of instructors will be done by the institutions of higher education, while the Board will set the criteria. Once approved and administrative rules are in place, the curriculum will be offered in August of 2011.

Timeline:

Dates	Projected Start: December 1, 2010 Projected Completion: January 28, 2011
Agency/Organization Responsible	Iowa Board of Direct Care Workers
Decision/Evaluation Points and Links	The initial approval of the curriculum and qualifications for educators can occur before the administrative rules process is complete. Once approved and administrative rules are in place, instructors will begin offering the curriculum in August of 2011.

Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
Board Administrator, Board Secretary	None	None	Advisory Council Work Group

Task 7: Infrastructure Development, Including Web and Database Capabilities, and Expansion of the CNA Directory

The Board will need the capability to remain in contact and communicate with its certificate holders. The website for the Board will be linked to IDPH's Bureau of Professional Licensure website, which details laws and rules guiding the boards and professionals. A database will be created within IDPH to track certification deadlines and maintain contact information for all Certified Direct Care Workers. The current CNA Directory operated by the Department of Inspections and Appeals (DIA) maintains information on the certification status of Certified Nurse Aides in Iowa and has already built in the capacity to expand to other direct care workers. An interactive database will be developed to allow for information sharing between DIA and IDPH. The expanded directory (to be called the Directory of Certified Direct Care Workers) will provide direct care workers, providers, and the public with access to information about certification levels and status of direct care workers. The capacity building and ongoing maintenance of the Directory requires additional staff at DIA. The IT Specialist at IDPH will work closely with staff at DIA to create an interactive database capable of sharing information between the two agencies.

Timeline:

Dates	Projected Start: December 2009 Projected Completion: September 2010
Agency/Organization Responsible	IDPH and DIA
Decision/Evaluation Points and Links	The Directory must be expanded and at full capacity before the first direct care workers are certified, and the process is estimated to take approximately one year to complete.

Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
IT Specialist	Interactive database (\$50,000 estimated)	Additional staff at DIA	DIA

## Category: Curriculum

### Task 1: Identify Individuals to Serve on Curriculum Development Work Group

The Iowa Direct Care Worker Task Force recommends the Iowa Department of Public Health (IDPH) convene a work group to develop the standardized curriculum for direct care worker education. The work group will include representatives of the community college health professions, the University of Iowa, at least two members of the Iowa Direct Care Worker Task Force, a staff representative from the IDPH, and others with expertise to develop appropriate competencies and corresponding curriculum. The work group will include others in Iowa that are currently working to enhance the knowledge and skills of the direct care workforce, including the Iowa Department of Human Services and the Iowa Department of Elder Affairs.

#### Timeline:

Dates	Projected Start: June 30, 2008 Projected Completion: July 31, 2008
Agency/Organization Responsible	IDPH
Decision/Evaluation Points and Links	This task will begin immediately at the start of State FY2009 to ensure adequate time is provided for development of core competencies and the curriculum.

#### Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
IDPH staff representative	None	None	Community Colleges University of Iowa Task Force Members DHS DEA Direct Care Workers

### Task 2: Develop Core Competencies for Certification Levels

A broad group of experts related to different settings and populations served should be engaged as a part of the curriculum work group to identify core competencies for each direct care worker certification level. These competencies will be the basis for development of one standard curriculum. The Task Force recommends competency-based education to create a qualified direct care workforce with the knowledge, skills, and abilities required to successfully perform work functions.

Dates	Projected Start: August 1, 2008 Projected Completion: January 30, 2009
Agency/Organization Responsible	Curriculum Development Work Group
Decision/Evaluation Points and Links	Core competencies must be identified for curriculum development.

Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
IDPH staff support; contract for outside services	None	Resources for work group including mileage, meeting expenses, and materials.	Community Colleges University of Iowa Task Force Members DHS DEA Direct Care Workers

Task 3: Develop Direct Care Worker Standardized Curriculum and Corresponding Tests

The curriculum work group will develop a standardized curriculum for initial practice as a direct care worker in Iowa. To create consistency statewide in the content and delivery of education and training, only one standard curriculum will be used. The curriculum will be developed in modules based upon competencies for direct care worker functions and certification levels. The work group will also develop curriculum or incorporate curriculum from other sources for specialty skills. Part of the curriculum development process will be seeking input from stakeholders including direct care workers, employers, subject matter experts, consumers, and others as determined by the work group. The curriculum developed will meet or exceed existing federal or state requirements. The curriculum work group will also develop instruments to validate the competency of individuals who have completed required education and training.

Timeline:

Dates	Projected Start: February 2, 2009 Projected Completion: October 30, 2009
Agency/Organization Responsible	Curriculum Development Work Group
Decision/Evaluation Points and Links	Some financial resources will be necessary for organizations dedicating staff to development of the curriculum. If resources are not available, partners will need to be approached to identify an alternative course of action.

Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
IDPH staff representative; contract for outside services	None	Resources for work group including mileage, meeting expenses, and materials.	Community Colleges University of Iowa Task Force Members DHS DEA Direct Care Workers

Task 4: Develop Instructor Trainer Course

The curriculum work group will also be charged with developing an instructor trainer course specific to the direct care worker curriculum. Individuals meeting requirements for qualified instructors approved by the Iowa Board of Direct Care Workers will be eligible to participate in the instructor trainer course, allowing them to train additional direct care worker instructors. This structure of delivery will ensure that an appropriate number of instructors are trained and available statewide to provide education and training to individuals entering the direct care

profession. Qualified trained instructors will be able to deliver the curriculum in any setting including colleges, agencies, or facilities, allowing for maximum flexibility to meet the needs of individuals, direct care workers, and employers.

Timeline:

Dates	Projected Start: November 2, 2009 Projected Completion: May 3, 2010
Agency/Organization Responsible	Curriculum Development Work Group
Decision/Evaluation Points and Links	Some financial resources will be necessary for organizations dedicating staff to development of the train-the-trainer course. If resources are not available, partners will need to be approached to identify an alternative course of action.

Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
IDPH staff representative; contract for outside services	None	Resources for work group including mileage, meeting expenses, and materials.	Community Colleges University of Iowa Task Force Members DHS DEA Direct Care Workers

Task 5: Switch Over to New Direct Care Worker Curriculum

The implementation plan allows several years for the development of curriculum, training and certification for instructors, and outreach and education to direct care workers, employers, institutions of higher education, consumers, and the public in preparation for transition to the new education and credentialing system. Students beginning direct care worker coursework on or after August 1, 2011 will be the first cohort of workers certified using the new curriculum.

Timeline:

Dates	Projected Start: August 1, 2011 Projected Completion: None; once the curriculum in place it will be the sole offering for education for direct care workers.
Agency/Organization Responsible	Direct Care Worker Instructors
Decision/Evaluation Points and Links	The successful transition to the new curriculum will be impacted by full implementation of other activities. The availability and access to education for each of the direct care worker certifications will need to be monitored closely to ensure that an appropriate capacity has been established to meet demand by individuals and employers.

Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
None	Statewide network of certified direct care worker instructors and course offerings	None	Community Colleges Regents Universities Employers Instructors

## Category: Qualifications of Direct Care Worker Instructors and Trainers

### Task 1: Recruitment and Outreach

It will be necessary to recruit potential instructors and trainers of the new direct care worker curriculum. Recruitment and outreach strategies may include incentives for trainers and instructors, advertising in paid media and/or trade publications, and networking with professional organizations to recruit instructors and trainers. An appropriate capacity of instructors and trainers will be required to switch to the new curriculum on August 1, 2011.

#### Timeline:

Dates	Projected Start: November 2, 2009 Projected Completion: June 30, 2010; may remain ongoing
Agency/Organization Responsible	Community Colleges
Decision/Evaluation Points and Links	Linked to completion of the instructor trainer course in Standardized Curriculum component and start of availability of the course below.

#### Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
Limited support from IDPH staff	Presently exists	Resources for design, printing, and distributing information	Professional and Membership Associations Employers Providers

### Task 2: Instructor Trainer Course Administered

The instructor trainer course is necessary to train instructors of the new direct care worker curriculum. Trainers will be associated with community colleges and will train direct care worker instructors in their region. It will be necessary to have an appropriate capacity of trainers and instructors statewide to administer the courses required under the new system by August 2011, the date for which all students would be educated using the new curriculum. Targets will be established for the number of trainers, instructors, and supplemental instructors for each region.

#### Timeline:

Dates	Projected Start: July 1, 2010 Projected Completion: Ongoing
Agency/Organization Responsible	Community Colleges
Decision/Evaluation Points and Links	Appropriate capacity of trainers and instructors will be necessary to switch to the new direct care worker curriculum.

#### Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
None	None	Resources to conduct instructor trainer course	University of Iowa Professional and Membership Associations

**Task 3: First Continuing Education Reporting for Instructors**

Based on a two-year cycle, the first reporting by certifying institutions of the renewal of instructors' certifications will begin August 2013. Instructors are required to complete four hours of continuing education every two years to receive updates on curriculum.

**Timeline:**

Dates	Projected Start: August 1, 2013 Projected Completion: December 31, 2013
Agency/Organization Responsible	Community colleges will report to IDPH
Decision/Evaluation Points and Links	Linked to the start of delivery of the new direct care worker curriculum under Standardized Curriculum component

**Resources Needed:**

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
Board Secretary would update records of certified instructors	None	None	None

## Category: Continuing Education

### Task 1: Request a Waiver for Federal CNA Work Requirements

Current federal requirements for CNAs include a mandatory 12 hour in-service in some settings, which is the responsibility of the employer. The requirements include no specified continuing education in the profession; in-service days can be site specific and may include annual reviews of OSHA regulations and fire safety. Current requirements also call for CNAs to work at least 8 hours within a 24 month period. It is the recommendation of the Task Force that a waiver be pursued to replace current federal CNA work requirements and regulations with the continuing education requirements linked to certification as recommended by the Direct Care Worker Task Force. It is the intention of the Task Force that this would require CNAs to receive ongoing training and education within the field of direct care and would provide an opportunity for direct care workers' skills and knowledge to be evaluated during the certification process.

#### Timeline:

Dates	Projected Start: January 1, 2009
Agency/Organization Responsible	DIA
Decision/Evaluation Points and Links	

#### Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
None	None	None	None

### Task 2: Continuing Education Becomes Available for Certified Direct Care Workers

Continuing education will become available to Certified Direct Care Workers in September 2011. This will enable the direct care workforce to ensure their needs for ongoing training and educational updates are met.

Dates	Projected Start: September 2011 Projected Completion: Ongoing
Agency/Organization Responsible	No lead
Decision/Evaluation Points and Links	It will be important to monitor the availability of continuing education to meet the needs and demand of the workforce and determine if additional outreach is necessary.

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
None	Network of continuing education providers	None	Professional and Membership Associations Nonprofits Private organizations Employers Institutions of higher education

**Task 3: First Audit of Continuing Education for Certified Direct Care Workers**  
 A percentage of Certified Direct Care Workers will be audited every two years to ensure compliance with requirements and standards for continuing education. Audited direct care workers will be required to provide the Board with records that demonstrate compliance.

Timeline:

Dates	Projected Start: September, 2015 Projected Completion: December, 2015
Agency/Organization Responsible	Iowa Board of Direct Care Workers
Decision/Evaluation Points and Links	It will be important to monitor the availability of continuing education to ensure that Certified Direct Care Workers have access to appropriate affordable opportunities to comply with requirements.

Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
Board Administrator; Board Secretary	Directory of Certified Direct Care Workers	None	DIA

## Category: Educational Equivalency for Other Health Care Professions

### Task 1: Develop and Approve Guidelines for Waiver Process to Appeal Training and Education Requirement

The Iowa Board of Direct Care Workers will establish a process for appeals related to equivalency. An established process for appeals will allow the Board to consider special circumstances and situations.

#### Timeline:

Dates	Projected Start: October 1, 2010 Projected Completion: December 31, 2010
Agency/Organization Responsible	Iowa Board of Direct Care Workers
Decision/Evaluation Points and Links	Linked to creation of Board under Governance component

#### Resources Needed:

<i>IDPH Personnel</i>	<i>Infrastructure</i>	<i>Fiscal</i>	<i>Partner</i>
Board Administrator	Governing Board in place	None	DIA

## Resources

For more information about the work of the Iowa Direct Care Worker Task Force, contact:

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#### Reports and Publications

Iowa Direct Care Worker Task Force Reports  
<http://www.idph.state.ia.us/>, then search "direct care worker"

Iowa Better Jobs Better Care (BJBC) Program  
[http://www.iowacaregivers.org/programs\\_and\\_reports/better\\_jobs\\_better\\_care\\_program.php](http://www.iowacaregivers.org/programs_and_reports/better_jobs_better_care_program.php)