

## Train the Trainer

DCC Train the Trainer program is available.

Program includes:

1/2 day of training on eleven core competencies (Activities of Daily Living)

Instruction by experienced trainers

Includes comprehensive Assessment and Training Manual



**Wisconsin Personal Services  
Association (WPSA)**  
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## WPSA's Direct Care Competency (DCC) Assessment and Training Program

For Personal Care and  
Home Care Workers



Cost Effective  
Consumer-Focused  
Outcome-based

## History

- WPSA and its members have been working on the Direct Care Competency Program since 2005 to develop and implement “Best Practice “ assessment of skills and training for individuals with an interest in working as personal and home care workers.
- WPSA partnered with TMG and Northwest CEP, Inc. to develop guidelines for the DCC Assessment Program. Through the WPSA Education Committee a pilot program was developed and monitored with quality standards and integrity.
- Direct Care Competencies were designed to require a demonstration and proven ability to perform a required task on an individual basis.
- In 2007, the Department of Health Services began to give a variance to the agencies piloting the DCC, allowing them to use this approach rather than the one required in HFS 105.17(5)
- Best Practices for training were developed with a grant partnering South East Wisconsin Workforce Development, Gateway Technical College and Society’s Assets, Inc.
- WPSA has presented the DCC to the Department of Health Services as a recommended training program for Direct Care Workers.

## Benefits to this type of Training

- Workers can be trained more efficiently, economically
- Quality and retention for workers
- Modular approach, performance and results-based
- Consumer focused
- Proven cost efficiency
- Individualization of training

## Outcomes

- Caregivers reach skill competency in reduced time and are adaptable across work sites
- Individual consumer needs are met through enhanced caregiver skills
- Efficient, cost effective, quality driven, retention based standardized training
- Competencies for individual populations can be addressed and developed making it easily adaptable across settings.
- A caregiver that can demonstrate proficiency, knowledge and confidence in the competency areas
- Positive supervisor-worker communication
- Worker satisfactions is very high and may lead to less turnover
- Career advancement potential
- Consumer satisfaction