

**VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES  
CONSUMER-DIRECTED INDIVIDUAL COMPREHENSIVE TRAINING FORM**

*(Check (√) the box after completing each part of the training.)*

**I. Consumer-Directed Attendant Services**

- A. Definition of services
- B. The approach to provision of services (e.g., personnel involved including service facilitator, fiscal agent). Individual should read and sign service agreements for service facilitator and fiscal agent if they have not been signed.
- C. Role of the attendant in the provision of services
- D. Must have authorization prior to hiring an attendant. If there is no authorization, then the individual is liable for payment until authorization is received.

**II. The Individual of Attendant Services**

- A. Inventory of the individual's needs (assessing needs as an individual (e.g., habits, personal care))
- B. Selecting Attendants
  - 1. Creating an attendant job description (discuss sample)
  - 2. Advertising for attendants (discuss sample)
  - 3. Assessing an attendant's application
  - 4. Required qualifications of attendants
  - 5. Screening applicants and scheduling interviews
- C. Hiring Attendants
  - 1. Obtaining attendant work record
  - 2. Interviewing a prospective attendant (questions to think about)
  - 3. Consumer selection of attendant
  - 4. Recordkeeping
  - 5. Completing the Employment Packet

**III. Employing Attendants**

- A. Philosophy/Policies of Attendants
- B. Payroll Requirements for Each Attendant
  - 1. Employment eligibility verification (I-9)
  - 2. W-4 Form completion
- C. Competency Determination of Attendants

**IV. Contractual Agreements** (including the agreement between individual and attendant).  
Show sample attendant agreement and sample contract.

**CONSUMER-DIRECTED INDIVIDUAL COMPREHENSIVE TRAINING FORM – page 2**

**V. Training Attendants**

- A. The Provision of Services by the Attendant
  - 1. Included services/excluded services
  - 2. Sample attendant duties checklist
  - 3. Attendant job evaluations
  
- B. Communicating with the Attendant
  - 1. Creating a good work environment
  - 2. Establishing rapport
  - 3. Resolving conflict
  
- C. Important Considerations
  - 1. Firing the attendant
  - 2. Emergency back-up attendant
  - 3. Substitution of attendants
  - 4. Accidents on the job
  - 5. Unexpected death and the attendant

**VI. Completing Attendant Time Sheets**

- A. Certification of services rendered (explanation of time sheet)
  
- B. Understanding of relinquishment of patient co-pay amount
  
- C. Discontinued employment

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*This form must be completed by the CD Service Facilitator during the training of the individual/employer of record and signatures obtained after the training. This form must be maintained in the individual's file by the Service Facilitator.*

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Individual's/Employer of Record's Signature

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Date

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CD Service Facilitator's Signature

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Date

*Revised 0709 (originally in 2005 Consumer-Directed Employer Manual)*