

DDD-PI-013

TO: DD Service Providers
DD Program Administrators

FROM: Gene Hysjulien, Director
Disability Services Division

DATE: March 9, 2005

SUBJECT: Staff Training

The following policy outlines the DD provider and DD State Office responsibility in meeting the commitment to provide quality training of staff within the DD provider industry. This policy replaces the previously issued DDD-PI-013 dated February 6, 2004. Please discard that policy and replace with this issuance.

DEVELOPMENTAL DISABILITIES UNIT AND CASE MANAGEMENT

The Developmental Disabilities Unit will maintain the statewide training plan that is currently being implemented through the contract with Minot State University. This contract places accountability for fulfilling the Developmental Disabilities staff training needs in the hands of the state training director. As a part of this contract, orientation and ongoing training of staff is being provided, as well as training workshops or seminars each year to supplement existing training modules.

The Regional Developmental Disabilities Program Administrator or their designated representative will provide quarterly orientation to new provider staff on the role and responsibilities of Case Management, as part of all staff orientation.

DEVELOPMENTAL DISABILITIES PROVIDERS

This policy issuance requires that all licensed providers of Developmental Disabilities services will meet the requirements for staff training, in accordance with 75-04-01-20.1(p).

75-04-01-20.1(p) Applicant guarantees and assurances:

1. Applicants shall submit, in a manner prescribed by the department, evidence that policies and procedures approved by the governing body are written and implemented in a manner which:
 - (p) Assures that all direct service staff demonstrate basic professional competencies as required by their job descriptions.

Decision-making responsibility for the conduct of staff training within individual agencies is generally left up to the agency Executive Director and staff trainer.

LEVELS OF TRAINING

The Developmental Disabilities Unit recognizes five levels of competency-based training for provider staff. These are:

Level I Orientation Training – (mandatory)

Community Service Providers are to provide in-service training to full-time direct service staff, prior to the staff member assuming direct responsibility for the individual(s) receiving services. Although not required, the agency is encouraged to consider this requirement in whole or in part for direct service staff who are part-time or relief.

The composition of the orientation training shall include at a minimum, but not be limited to, the following areas:

- a) The nature of mental retardation, normalization principles, and people first language;
- b) Human and legal rights;
- c) The outcome-based planning process;
- d) Basic health and safety concerns;
- e) Agency specific information (which would cover an overview of the agency's services, tour of all facilities, an overview of the agency's relationship to the state service delivery system, and review of policies and procedures of the agency, as well as those specific to the staff member's intended work site);
- f) Client specific information (which may include such focused training topics and practicum experiences and medication administration or seizure activities);
- g) Abuse and neglect policies and reporting requirements, in accordance with DD-PI-006, NDCC 25-01.3, and NDAC 75-04-01-20.1.t; and
- h) Knowledge of the role and responsibilities of DD Case Management.

The training on DD Case Management (h) must be completed during the first three months of employment. Providers should contact the DD Program Administrator to arrange for the training.

Level II Position Based Competency – (mandatory)

Position Based Competency is required of all positions in agencies serving individuals with mental retardation-developmental disabilities. The executive director, in cooperation with the staff trainer, must develop job descriptions for each position. Position Based Competency ensures that personnel employed to carry out particular functions have the needed knowledge and skills to appropriately implement each individual's program, as well as ensure the individual's rights and safety. The validity of the competency requirements per job description will be subject to program audit.

Level III Certificate of Completion – (mandatory for professional and full-time direct service staff)

A certificate of completion is issued to staff members who successfully meet the competencies established for the certificate by the Department of Human Services. The certificate requires successful completion of 8 core modules and 6 elective modules, and a course of supervised field experiences. Elective modules are determined by facility executive directors in cooperation with staff trainers, based on a staff member's particular responsibility.

In addition to the supervised practica experiences, there are elective modules available in the areas including, but not limited to, basic health, behavior management, aging, communications, recreation and leisure, and working with families. Occasionally, an agency may require completion of one or more of the elective modules because of a staff member's particular responsibilities.

Full-time staff in provider agencies must complete 8 of the 14 required modules for certification in the first year of employment and the remaining 6 modules and practica during the first six months of the second year. All modules must be completed within the first 18 months of employment. It is the agency's responsibility to prioritize specific competencies for individual staff to ensure that they gain the knowledge and skills to make them the most effective in their positions.

Level IV Advanced Certification – (optional)

Staff members of agency organizations who have already acquired the certificate of completion have the option to pursue the advanced certification program. The program consists of additional modules dealing with a variety of training issues, including: aging issues, communication, leisure, behavior management, basic health, and working with families. Staff members who successfully complete the advanced certification requirements (10 additional modules) are issued an additional certificate.

Level V Associate of Science with emphasis in Developmental Disabilities (optional)

Academic degree awarded by Minot State University to provider staff who successfully complete coursework required for the Associate of Science Degree, mental retardation-developmental disabilities coursework, specified by Minot State University and general education requirements.

FULL AND PART-TIME STAFF

Full-time direct service staff are considered to be those individuals who are scheduled 40 hours per week and whose primary job responsibility is to conduct the individual programming for those receiving day, residential, and/or family support services.

Staff working less than fulltime are **not** required to complete the module requirements outlined in this policy. Providers must assure that part-time staff receive needed training to meet the competencies as shown in their particular job description. Any such training received either from supervisors or the agency training, either in group participation or individual sessions, or through attendance in job-related workshops, shall be recognized as “in-service training.”

In addition, it is not mandatory that staff working fulltime with only one consumer through the Family Support Services In-Home Support program meet the module requirements. Licensed Family Support Service providers, family members, and DD Case Managers must determine and document through the individual program plan process, the minimum competencies the direct contact worker needs to demonstrate in order to assure health and safety and meet the consumer’s program needs in the In-Home Support program. This exception is allowed due to the active role family members play when the support is provided in their home. The training is consumer specific and may or may not be provided through specific modules. Family members are a rich source of individual specific information and should be encouraged to directly provide the training they and the team feel appropriate. This individualized approach allows for the recruitment of individuals who are interested in providing supports for one specific individual.

- Staff working fulltime with **more than one consumer** through the Family Support Services **In-Home Support** program are required to meet the module requirements.
- Staff working fulltime in the Family Support Services **Family Care Option III** program are required to meet the module requirements.
- Family Support Services **Family Care Option** providers are not employees of the Family Support Services provider and are not required to meet the module requirements.
- Staff working fulltime with just **one consumer** through the **ISLA** program are required to meet the module requirements.

PROFESSIONAL STAFF

Providers must also assure that general client staff (Qualified Mental Retardation Professionals, Internal Case Managers, nurses, and other appropriate professionals) have the competencies that meet the above guidelines, and as indicated in their particular job descriptions. Qualified Mental Retardation Professionals, Internal Case Managers, nurses, and other appropriate professionals must complete the prescribed module curriculum within 18 months as a part of their normal employment duties. This will assure they have a level of understanding of the principles in order to develop programming and direct staff in a manner consistent with the approved training, and that they promote the importance of the prescribed training within the agency.

HOURS THAT TRAINING IS PROVIDED

In-service training must be offered on a flexible schedule and at times that meet the needs of staff.

CORE AND ELECTIVE CURRICULUM

The composition of orientation training shall include, at a minimum, the following areas:

A. Core Curriculum composed of eight (8) modules

	<u>Name</u>	<u>Course Number</u>
1.	Supporting Individuals with Disabilities in the Community	.39
2.	Legal Issues	.03
3.	Medications	.06
4.	CPR	.07
5.	First Aid	.08
6.	Achieving Personal Outcomes	.18
7.	Team Planning	.40

For Extended Services or other employment settings:

8.	Job Coach Curriculum	.42
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For all other programs:

9.	Working with Families	.41
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B. Electives composed of six (6) modules or other MSU approved training activities.

Electives may be selected from any other modules in the curriculum determined by the agency to be most appropriate. The Guidelines and Coursework Syllabus for

the North Dakota Statewide MR-DD Staff Training Program will serve as a reference for further description of the prescribed training program, including core and elective modules.

REIMBURSEMENT FOR IN-SERVICE TRAINING SHALL BE SUBJECT TO THE FOLLOWING CONSIDERATIONS:

- A. The amount of training time allotted to a full-time direct service staff is one hour during their normal workweek schedule, which is to be matched by one hour outside the normally scheduled work hours (this totaling a maximum of 100 hours of training time per year). The maximum number of relief hours that will be reimbursed for any full-time direct service staff will be 50 (for each of their first two years of employment).
- B. Requirements of NDAC 75-04-05-13.46 and .47 are observed.

75-04-05-13 Nonallowable costs. Nonallowable costs include, but are not necessarily limited:

75-04-05-13.46 Salary costs of employees determined by the department to be inadequately trained to assume assigned responsibilities, but when an election has been made to not participate in the appropriate training approved by the department.

75-04-05-13.47 Salary costs of employees who fail to meet the functional competency standards established or approved by the department.

COMPENSATION FOR STAFF MEMBERS ATTAINING TRAINING COMPETENCIES

- 1. Level III – Successful completion of all modules required to attain competencies qualifies professional and direct service staff for up to a 5% salary increase.
- 2. Level V – Successful completion of an Associate of Science degree when attained by previously non-degreed direct service staff qualifies for up to a 7% salary increase.

These allowances are not mutually exclusive. That is, a staff member may qualify for the 5% increase and subsequently qualify for the additional 7% increase.

RECORDING OF TRAINING

The recording of all training shall be the responsibility of each individual agency and should most appropriately be done by the agency's staff trainer. The format of the verification of staff training, which must be kept in the employee's personnel record, shall contain:

- A. Agency Name
- B. Employee identification (name and social security number)
- C. Check list of orientation content and completion, signed and dated by the employee and provider rep, and listing of program area(s) of employment (Day Supports, SEP, TCLF, ICF/MR, ISLA, etc.)
- D. Module training completed during previous employment at other licensed, accredited DD agency.
- E. Description of training session(s) including the actual number of hours spent during that session, and date(s) of training.
- F. Documentation that training was completed within the prescribed 18 months for full-time staff.
- G. Documentation of training must be submitted to Minot State University.

To ensure that costs incurred for in-service training are allowable and reimbursable, it is imperative that accurate training records are kept for each individual staff member and are available for audit.

EFFECTIVE DATE OF IMPLEMENTATION FOR CURRENT AND NEW EMPLOYEES

- A. Staff, who are employed prior to the effective date of this policy, have two options for completing the module curriculum.
 - 1) They may complete training in accordance with DDD-PI-013, dated February 6, 2004, completing the prescribed core and elective curriculum in the 18-month time frame.
 - 2) They may complete training under the new DDD-PI-013, dated March 9, 2005, and adhere to the requirements related to Family Support Services and ISLA.
- B. Staff who are employed on or after the effective date of this policy are subject to the prescribed core and elective curriculum, which must be completed in 18 months.
- C. Staff who hold Level III certification need not be re-certified under the new core and optional curriculum.