DELAWARE HEALTH AND SOCIAL SERVICES

Division of Developmental Disabilities Services

Office of Training and Professional Development

College of Direct Support Bulletin
Spring 2014

Introduction:

Friends, Colleagues and Disability Professionals, this is the third College of Direct Support (CDS) Bulletin, which we are publishing quarterly to inform and educate you regarding updates to the College of Direct Support, as well as to provide information regarding the DDDS Training Unit.

Today, we are introducing new modifications to CDS assignable training modules. We are moving forward in our plan to further eliminate individual job codes and to replace them with position specific modules. The position specific modules will include the majority of training necessary for a set of positions, based on how the learners in those positions support the people in our community.

Last quarter, new position specific modules were added for Nursing and Nursing Recertification. We promised that in coming months, position specific modules would be introduced for Clinical, Employment Specialists, Social Work and Transportation affiliated positions. I am pleased to report that these modules are now posted within the Global Modules available to all provider agencies. Please note that many of the module lessons that have already been introduced are included in the position specific training modules. With that being the case, if a learner successfully completed a lesson, she or he will not be required to retake the lesson to complete the position specific module.

As you will see below, we have modified these lessons even further, into an "A" and "B" module. Module "A" also indicates training required for the "First 90 Days" and a Module "B" that indicates training required for the "Second 90 Days." There were two reasons for splitting up these position modules. First, all of the specific courses required by the Office of Quality Improvement (OQI) are contained in the "A" Module. Secondly, splitting the modules into two parts makes the lessons more manageable and less overwhelming to your employees. Provider agency E-Learner Administrators have the option of assigning staff Module A and B together or individually. However, in either scenario, the A Module must be completed within the first 90 Days, the B Module must be completed in the second 90 Days, and employees with that specific job title must complete all of the lessons within 180 Days.

While the learners will not need to complete numerous modules to complete their position specific training requirements they may need to take certain stand alone courses, which were not included in the position specific modules or the CDS. These courses, depending on position, include Assistance with Self Administration of Medication, CPR, Defensive Driving, Home & Fire Safety, Introduction to ELP, Mandt and CPS Understanding Seizures.

Thanks to all of you who are working so diligently with TAPD to become comfortable with the CDS on-line training system. Since introducing the online training system, as of March 31, 2014, the agencies have enrolled over 3,000 learners, assigned 205,150 courses and completed 129,568 lessons. Please continue to provide DDDS with information about your training experience so we can further refine and improve the CDS Training System.

Training Module Updates:

1) G - Clinical Module A (First 90 Days)
2) G - Clinical Module B (Second 90 Days)
3) G - Clinical Recertification
4) G - Employment Support Module A (First 90 Days)
5) G - Employment Support Module B (Second 90 Days)
6) G - Employment Support Recertification
7) G - Social Work Module A (First 90 Days)
8) G - Social Work Module B (Second 90 Days)
9) G - Social Work Recertification
10) G - Transportation Module A (First 90 Days)
11) G - Transportation Module B (Second 90 Days)
12) G - Transportation Recertification

On Track – Tracking for Face to Face Courses not included within the College of Direct Support:

On Track is a tool within the College of Direct Support that provides a way to track trainings outside of the College of Direct Support, such as MANDT, CPR, and Home Fire Safety and have it included within the CDS Database. OQI also has access to the information collected in this database and will review it prior conducting training audits. Although the instructions were provided earlier, they are repeated below. If you haven't already begun using this database, we encourage everyone to start today.

1) In the College of Direct Support, locate and highlight the "Classes & Events" Tab with your mouse. Immediately, you will see a drop down screen with several options.

2) Select "On Track" and now you will see four more options. To record training for your staff, select and click on "Learner Enrollment." You will see a screen similar to the illustration below:

DirectCourse
ONLINE CURRICULA FOR LIFE IN COMMUNITY

Welcome **Allan Zaback** Logout My AccountResource Center Help

3) Next, enter the last name of the staff member and press the "Show Learners" box. Then, you'll see another box that shows "(Select User)." Press the arrow to the right of this and you'll see a drop down list of names and select the name you want and select "Show Results." *(The first time you do this you will see the name with no training recorded.)* Now, to add an outside training, for example, CPR, click on the blue shaded box that says "Add New Item." Next, where it says "Training Item" press the drop down option arrow where it says "(Select Item)" and you will see a list of training items that you can select from, these include:

- Administration of Self Administration of Medication – Day 1
- CPR / AED / First Aid
- Home Fire Safety – New Hires
- Home Fire Safety – Recertification
- MANDT – Initial 2 day
- MANDT – Recertification

4) Click on the item that you want to assign and follow the instructions which require additional information. These include: Scheduled Date, Completed Date, Check Mark to indicate Course Completed, Score, Contact Hours, CE hours, and notes. (Please complete as much as possible.)

5) When finished press "Insert" and the information will be recorded. Use the same process to insert additional outside completed courses.

Permission to Share Requests (PTS):

An agency that needs to register a learner that has already been registered by another agency and has a learner ID should make a request to DDDS' Carl Wexler at carl.wexler@state.de.us using the "Permission to Share My CDS Transcript" form. To expedite your request's the form should be typed and the learner id provided needs to be the id used by the other agency, using the assigned capital or lower case letters.

PTS requests should be made no later than Friday close of business ("COB"). The requests are sent to Elsevier and the agency should have access to the learner's information by the following week. The date the information is available is dependent on Elsevier, but is usually available no later than Tuesday COB.

In-Person Training Registration Requests:

Beginning January 2014 agencies will have the ability to register for in-person training classes on-line. TAPD will have a dedicated e-mail address for training registration. In the coming weeks we will provide you with the registration protocol for e-mail registration. However, registering by e-mail does not guarantee a seat in the class. Response e-mails will be sent to e-mail registrants that will confirm, wait list or deny a learner's registration.

Training Monitoring:

Several agencies have expressed concerns relating to people sharing module test answers. As you know, each agency needs to set their own policies and procedures regarding personnel matters that call into question an employee's fitness for duty. However, with that said, cheating on CDS modules is a very serious offense, which should be discouraged and monitored.

When an individual or group home decide to violate an agency's trust and fail to adequately complete assigned training these staff are putting the individuals we support at risk, as well as the agency that continues to employ them. In addition, at the very least, the copying of these materials violates federal copyright laws, which may require Elsevier to prosecute the individuals and agency. DDDS has been in communication with Elsevier regarding this issue and been advised that they do defend their copyrights. Please keep this in mind and ensure that your staff is aware of the serious nature of this type of conduct.

Training No Shows:

Unfortunately, no shows force us to cancel classes and more importantly deny training opportunities to others who are on waiting lists or who have missed required deadlines for maintaining work certification.

Please be advised DDDS is continuing to track agency attendance and may begin to deny or limit agency registrations, based upon an agency's record of high volume no shows for previously registered classes. It is our commitment to provide required training and training opportunities to as many individuals that need it, while at the same time minimizing the number of no shows for previously reserved training.

Request for Information:

TAPD is requesting that each agency continue to notify TAPD regarding its total number of staff and the total number of learners it registers for on-line training through CDS. This information will assist DDDS in monitoring the reports it obtains from the CDS System and Elsevier. Please send this information to Ramona Savage, at the following e-mail address:
ramona.savage@state.de.us

Q (Question) & A (Answer):

Q – May an agency add or customize lessons or training modules to the CDS curriculum that are specific to an agency?

A – An agency may customize training for its staff by adding courses already provided by Elsevier or creating their own original content. However, prior to including its own content it must be reviewed and approved by DDDS and the Director of Training and Professional Development, Allan Zaback.

Q – Is an agency's management expected to complete CDS on-line training?

A - TAPD does not plan to mandate training for management beyond what would have been required prior to the initiation of the College of Direct Support. That being said, if management personnel were required to complete training prior to the initiation of the CDS system, those requirements will continue. However, if other management did not have a training requirement they will not have required training at this time.

Q – If a learner is both DSP- Residential and DSP - Day with multiple agencies must that learner complete both the Residential and Day modules?

A – If the learner has both residential and day responsibilities then she or he must complete both modules.

Q - Is a learner able to test out of a lesson?

A - No. The pre-tests are intended to provide the learner with an overview of the material to be provided in an upcoming lesson, but not as a substitute for the lesson or the activities contained therein. It is possible that in the future DDDS will suspend pre-tests, but at this time, while we are becoming familiar with the on-line training and the appropriate use of this tool, the pre-test requirement will continue.

Q - When will DDDS have a training policy that incorporates the new training program?

A - DDDS is close to completing the update of our training policy. However, in recent weeks we were notified of some concerns that several agencies may have regarding TAPD and the policy. This being the case, and with our goal of working with the agencies we support, DDDS decided to withhold the publishing of the policy until the input and consideration of this information can

be provided and considered. At this time we are waiting for the input and anticipate it shortly. DDDS and TAPD will continue to update agencies regarding this process and it is our hope that the training policy will be completed by no later than the end of April 2014.