DELAWARE HEALTH AND SOCIAL SERVICES

Division of Developmental Disabilities Services

Office of Training and Professional Development

College of Direct Support Bulletin
Summer 2014

Introduction:

Friends, Colleagues and Disability Professionals, this is the Summer edition of the College of Direct Support (CDS) Bulletin, which TAPD is publishing at regular intervals to inform and educate CDS users regarding updates to the College of Direct Support, as well as to provide information regarding the DDDS Training and Professional Development Unit.

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 in July of last year, the agencies have enrolled over 3,800 learners, assigned 224,370 courses and completed 125,129 lessons. Please continue to provide DDDS with information about your training experience so we can continue to refine and improve the CDS Training System.

Elsevier Move to Cloud Technology:

As most of you know by this time Elsevier will be moving their data center to a Cloud format. For the organizations affiliated with DDDS that will make no difference in how you receive and utilize the College of Direct Support. The following information that may impact your organizations very briefly in the upcoming month is provided below:

> As you know, technology is continuously changing and evolving, becoming more efficient, and delivering larger capacity. In a continuing effort to ensure the best possible learning experience for our Mosby's Skills and Elsevier Performance Manager Solutions, we will be moving these solutions to new data centers on **September 13, 2014.**
>
> This data center change will enable our use of Cloud technology to further improve product performance. In order to minimize any impact for you, we will begin the move at approximately **4:00 am ET and target to have it completed by 7:00 pm ET**. During this time the solutions will not be available. We are taking all reasonably possible steps to minimize this maintenance window, and have chosen the weekend due to expected lower user activity.

TAPD has been and is continuing to work with Elsevier to allow for a seamless transition from the current Elsevier Technology to the Cloud based system. If you have any questions regarding the upcoming change please contact your Elsevier representative or Allan Zaback.

Training Module Updates:

1) G - Clinical Module A and B have been renamed Program Coordinators / Case Managers Modules

This change was made in order to more accurately reflect the duties and responsibilities of those working as Program Coordinators and those in clinical related positions. Any learners currently enrolled in the Clinical Modules will automatically be enrolled in the Program Coordinators / Case Managers Modules.

Permission to Share Requests (PTS) – Updated Process:

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. In addition to the "Permission to Share" form each agency will be asked to complete an attached spread sheet that should include the Manager's ID and the Learner's ID. In asking the agency to complete the spread sheet there should be fewer errors in spelling and learner id information. This will enable fewer repeat sharing requests.

Manager's ID	Learner's ID
AManager1234	ALearner1234
BManager1234	BLearner1234
CManager1234	CLearner1234
DManager1234	DLearner1234

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.

Permission to (Transfer) Move Records

An agency that needs to move a learner's training records that is no longer employed by an agency that registered a learner should make a request to DDDS' Carl Wexler at carl.wexler@state.de.us using the "Permission to Move my College of Direct Support Records" form. These requests will be done within 48 business hours.

Important Announcement Regarding New E-Mail Address for Registering for Training:

DDDSTAPDRegistration@state.de.us

Effective September 15, 2014 all Authorized Provider agencies contracted with the Division will use the above e-mail address to register for any scheduled training provided by the Training and Professional Development Unit. This includes all training courses such as Mandt, CPR/First Aid, and Assistance with Self Administration of Medication. Since this new e-mail address is accessible to all TAPD staff, it will provide a timed record of when the registration was placed and eliminate the possibility of a lost or misplaced registration. The purpose for moving to this type of system is to improve the accuracy and efficiency of registering staff for face to face

courses provided by DDDS throughout the year. However, your request must include the following information in order to be complete:

Name of Course:

Course Date & Time:

Course Location:

Name of agency attendees:

Any Special Needs:

Please note that incomplete requests will be returned and may delay your registration. Ultimately, we will be moving course registrations to the College of Direct Support. However, until that time, please begin using DDDSTAPDRegistration@state.de.us on September 15th for all your course registrations. For any questions, please call Ramona Savage 302-836-2131 or Stefanie Szatkowski 302-933-3172.

TAPD reserves the right to limit class size and will process requests on a first come, first serve basis. DDDS also reserves the right to limit or deny the number of agency attendees 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.

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

New Dementia Module

In November, 2014, Elsevier is going to release a new comprehensive Dementia Module with 27 individual lessons. As our population ages, Dementia is becoming more and more of a concern. DDDS is interested in adding this module to its current listing of College of Direct Support classes. (TAPD will notify providers when the course is available.) More specifically, this course will provide learners with information about dementia in a number of areas: dementia as a disease, the signs and symptoms of dementia, how a caregiver can take care of his or her health, ways to find a home care provider for the first time, and how family caregivers can better communicate with home care providers. This course will also cover some of the behavioral and communication challenges associated with dementia, as well as personal care, health, and physical activities related to dementia. Lastly, home safety will be covered, including ambulation and how to prevent people with dementia from falling.

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.   However, any lessons that appear in both modules will only have to be completed once. The CDS system automatically prevents a learner from taking the same class twice.

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.

Q – How can I find or reset my password if I lose it?

A- Go to the Elsevier login screen and on the bottom left of the login in box click on Forgot Password? then just follow the prompts.

Q – If a staff member fails the computer portion of the Assistance with Medication class can they retake it immediately?

A- The staff member may retake the test as soon as they are ready, but only retake it once. If the staff member fails the test a second time they will be required to wait 6 months and take the 2 day course over.

Q – If a staff member is a CNA and a DSP can they qualify for CNA continuing education hours for training courses taken as a DSP?

A- Only the Division of Long Term Care Residents Protection (DLTCRP) can approve continuing education hours received through the College of Direct Support. However, DDDS is currently collaborating with DLTCRP to make this happen. TAPD will keep you posted on the progress of this effort.