DELAWARE HEALTH AND SOCIAL SERVICES

Division of Developmental Disabilities Services

Office of Training and Professional Development

College of Direct Support Bulletin
Winter 2013

Introduction:

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

As most of you know, there have been some recent modifications to our CDS training courses. One change is that the initial training courses, which were assigned, based on job codes and included numerous training modules will soon be a thing of the past. Based on input from agencies, the advisory group and DDDS Management we have decided and are working on offering 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.

The position specific modules for Nursing and Direct Support Professionals (DSP), both Day and Residential, have already been introduced into the CDS online training system. In the coming months, position specific modules will be introduced for Clinical, Social Work and Transportation affiliated positions. 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.

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. 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 December 4th the agencies have enrolled 2,439 learners, assigned 167,023 courses and completed 57,412 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:

Recently Added Training Modules
1) G - Aspiration Risk
2) G - Assistance with Self-Administration of Medication Module - Recertification (There is no supervised field Medication pass observations required)
3) G - Direct Support Professional – (DSP) - Day
4) G - Direct Support Professional – (DSP) – Day – Recertification
5) G - Direct Support Professional – (DSP) – Residential
6) G - Direct Support Professional – (DSP) – Residential – Recertification
7) G - Nurse Module
8) G – Nurse Recertification Module
9) G – Understanding Seizures

Upcoming Training Modules
1) Assistance with Self-Administration of Medication Module - (In order to be approved to assist with the distribution of medication each learner will have to satisfactorily complete day one, the CDS modules, and 10 supervised field Medication pass observations under the supervision of an authorized observer.)
2) Clinical
3) Clinical Recertification
4) Employment Support
5) Employment Support Recertification
6) Social Work
7) Social Work Recertification
8) Transportation
9) Transportation Recertification

Assistance with Self Administration of Medication Training Update:

The Assistance with Self Administration of Medication training has been updated to utilize the CDS. Beginning January 1, 2014, the new two day training will start. The training will consist of day one classroom instruction and during day two the participants will complete the seven (7) lessons of the Assistance with Self Administration of Medication module within the College of Direct Support.

Agencies that conduct their own Assistance with Self Administration of Medication training must use the new curriculum that has recently been approved by the Division of Professional Regulation. In order to provide training an agency trainer will need to be approved by DDDS (or have been already approved by DDDS) and receive approval from the Division of Professional Regulation. If an agency has a nurse that they wish to have approved to conduct this training please contact Ramona Savage at (302) 836-2131 or via e-mail ramona.savage@state.de.us

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 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:

There have been an inordinate number of no shows for our in-person training courses during the last 6 months. 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 will be tracking agency attendance in the upcoming year 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 notify us regarding its total number of staff and the total number of learners it plans to register for on-line training through CDS. This information will assist DDDS in monitoring the reports it receives 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? (Update)

A - DDDS is currently working on updating many of its modules to make them less cumbersome to assign and monitor. While this work continues DDDS is utilizing internal subject matter experts to obtain their input. As of the publishing of this Bulletin, the subject matter experts are not yet finished with their review of the training modules. Until this process is complete it is difficult to determine when the updated training policy will be published. 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 March 2014.