



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Developmental Disabilities Services

Title: Training Policy for DDDS Authorized Providers

Approved By:


Division Director

Date of Origin: January 1996

Revised: October 9, 2015

I. PURPOSE:

To provide guidance and direction for the training and oversight of Authorized Provider personnel who support individuals with developmental disabilities to acquire the necessary knowledge, skills and abilities to promote their health, well-being and self-sufficiency.

II. POLICY:

Authorized Provider Staff who are responsible for supporting individuals with developmental disabilities shall engage in mandatory and enrichment training that reflects current best practices, is respectful and fosters personal growth.

III. APPLICATION:

DDDS Authorized Providers

IV. STANDARDS:

STANDARDS – OFFICE OF PROFESSIONAL DEVELOPMENT (OPD) DUTIES AND RESPONSIBILITIES

- A. OPD shall develop, provide and communicate training on existing and new federal and state laws and best practices, as they pertain to service delivery and as directed by Divisional and Departmental administration.
- B. OPD shall provide all required and elective courses through the College of Direct Support (CDS). Alternate training curriculum and training waivers shall be permitted if approved by the OPD Administrator or his/her designee. (See Exhibit C.).
- C. OPD shall provide training resources to Authorized Providers through the CDS, such as training opportunities and materials. Appropriate training resources shall be maintained and new lessons / modules developed.
- D. OPD Managers / Supervisors shall facilitate the development of employee job knowledge, skills and abilities.
- E. In an effort to provide effective and consistent service delivery to Authorized Providers the OPD Director or Designee shall Chair an Advisory Committee composed of representatives of same. The Committee shall meet periodically, at least bi-annually, to review training developments and issues. Any Authorized Provider wishing to become a member of this Committee shall make a request to the OPD Director or Designee prior to the first meeting of each fiscal year.

- F. OPD shall publish an informational bulletin on a bi-annual basis in order to inform and educate authorized service providers regarding the CDS, as well as deliver information concerning the OPD.
- G. OPD shall maintain a current Training Policy on the DDDS website and CDS System. OPD shall notify authorized service providers of any modifications to this policy that impact the health, safety or wellbeing of service recipients.

STANDARDS – COLLEGE OF DIRECT SUPPORT (CDS)

- H. All Authorized DDDS Service Providers that support people with developmental disabilities shall within 30 days of contracting with DDDS enter into a Technical Service agreement with Elsevier, the company that manages the CDS. The agreement is necessary in order to provide training to staff, as well as utilize and receive technical support for the use of the mandatory on-line CDS training system.
- I. All Authorized DDDS Service Providers agree as part of utilizing the CDS that they will develop and maintain appropriate written training safeguards intended to discourage any copying or sharing of CDS materials with other people, be they staff or others not otherwise affiliated with the organization. If an organization becomes aware of a violation of this type it is mandated to take appropriate actions intended to halt any copyright violations and report the matter to the OPD and Elsevier. The report should provide information relating to the violation, time period and action taken to address the violation.
- J. All Authorized DDDS Service Providers shall not edit or modify information (titles, names or identifying information) in the College of Direct Support Training System without the express written authorization of the DDDS OPD Director or Designee.

STANDARDS – TRAINING

- K. All training shall reflect the Division's mission statement and support the inherent belief in the rights and dignity of all individuals.
- L. Required training shall include new employee, initial and on-going training standards for all employees or contractual agents, to include time frames for training completion. (See Exhibit E.).
- M. Required training modules are to be based on the position, and required knowledge, skills and abilities of that position. Agencies and Contractors shall not be permitted to waive training requirements for staff that may have education or training in excess of the position for which they have been hired. If at any time an employee has worked in a position, other than that for which they were initially hired for 30 or more consecutive days, that person must complete the training modules as set forth in Exhibit E.
- N. Employees shall complete a nationally recognized Cardio-Pulmonary Resuscitation course (CPR), such as offered through The American Heart Association, The American Red Cross and the National Safety Council before working alone with any individual. The State shall recognize the recertification standard of these affiliate agencies. For example, the American

Heart Association certification is valid for two years and the American Red Cross is valid for one year. This standard applies to all employees, including van drivers.

- O. Any Defensive Driving Course utilized to meet the Defensive Driving requirement set forth in this policy must have been approved by the Delaware Department of Insurance. <http://delawareinsurance.gov/auto/defensive.shtml>.
- P. Each agency shall track and ensure that employees are re-trained in the Two-Day “Assistance with Self Administration of Medication Module” when medication errors exceed their agency standard best practices or are identified in a corrective plan of action.
- Q. In an effort to ensure the availability of seats for in-person training opportunities, Authorized Providers may be denied access to in-person training courses if it is determined by the OPD Director or Designee that employees or an Authorized Provider abused the right to attend in-person courses by registering participants who fail to attend courses. Repeated failure to attend pre-registered training may result in fees charged to the Authorized Provider.

STANDARD–MANDT / SAFE CRISIS MANAGEMENT / THERAPUTIC OPTIONS TRAINING

- R. Employees shall complete individual specific personal restraint training. Mandt, Safe Crisis Management, Therapeutic Options training that currently meets the requirement for personal restraint training. If an Agency wishes to comply with this requirement by use of another training program, it must submit for review a request to the OPD Director within 90 days of the date that the agency plans to provide the training for review and authorization. Such a request must include information about the program, its effectiveness, as well as how staff are certified and recertified. This information must include all documentation and handouts provided by the proposed training program or used by the Authorized Provider for educational purposes. Review and approval will be completed by the Director of OPD and the Director of Community Services.
- S. Initial Mandt, Safe Crisis Management, or Therapeutic Options training shall be completed in its entirety, without modification, regardless of an organization’s status as a “hands off” agency. This training must be provided by a certified trainer who is authorized to award a certificate of completion to each trainee.
- T. An Agency wishing to exempt staff members from a second day of training, following their initial certification for Mandt, Safe Crisis Management, Therapeutic Options or other similar authorized training is required to submit a written request to the OPD Director or Designee explaining the organization’s basis for the request. In addition, the organization is to provide any substantiated complaints or PM-46 violations that involve physical contact. These reports include incidents involving self- injurious behavior, conduct between an individual and others being served, staff members, family members or members of the public. Such a request will be responded to within 30 days. No agency will be exempt from a second day of training involving the aforementioned courses prior to the submission of the request and the OPD Director’s or Designee’s written authorization. The exemption will be granted for a period of three (3) years, unless otherwise noted or revoked.
- U. Any staff member who receives a substantiated violation of the Complaint Policy or PM-46 that involves physical conduct or violence, which is addressed by any of the accepted relationship training programs in this section will be ineligible for One-Day Recertification of

the accepted relationship training program. At the completion of the one year period an agency may re-apply for the exemption found in subsection C.

- V. Any agency that receives an exemption found in this Section, may have the exemption revoked if it is found to have 2 or more substantiated violations of the Complaint Policy or PM-46 Policy during a one-year period that involves physical conduct or violence, which is addressed by any of the accepted relationship training programs.

STANDARDS – SUPERVISORS

- W. Requests for an alternate curriculum shall be submitted to the OPD Director or Designee for review and authorization no later than 90 days prior to its use for disposition.
- X. Managers / Supervisors shall facilitate the development of employee job knowledge, skills and abilities.

STANDARDS – RECORD KEEPING

- Y. Each Authorized Provider shall be responsible for maintaining a current training record for each employee utilizing the CDS Transcript System. If unable to utilize this System due to technical difficulties original vouchers and / or original “Training Verification” forms may be substituted by agreement with the Office of Quality Improvement.
- Z. Compliance with training standards, i.e. new employee, initial and on-going training, is the responsibility of the agency director/designee or state supervisor. Direct supervisors shall be responsible for ensuring that employees learn, understand and practice specific job duties and expectations.

V. DEFINITIONS:

Alternate Curriculum

A related training that must be approved by OPD 90 days before it is offered to employees. An OPD Director or Designee shall notify the agency in writing of OPD’s decision to accept or deny proposals for an alternate training curriculum.

Annual Training

Instruction is targeted toward professional development, which is designed to enhance staff performance relevant to their position, the needs of individuals receiving services.

Authorized DDDS Provider

Is a provider that has been authorized by DDDS or Medicaid in order to provide services for people with developmental disabilities.

Calculation of Time Periods for Purpose of Training Compliance

The date used to calculate the timelines for when an employee training must be complete. Initial training calculations begin the individual’s first day of employment. Recertification training shall be completed no later than 12 months following the completion of the previous modules / courses training certification. This includes weekends and holidays, unless the last day is a federal / state holiday or the Governor declares the date a State of Emergency. In these cases the next day following these events is the final day.

College of Direct Support (“CDS”)

The on-line learning system used for mandatory and enhancement training for authorized providers, contractors, and agencies and support people who receive services through DDDS and other affiliated organizations.

CDS Learner Transcript

The CDS on-line record of a learner’s training activities that are generated automatically by the CDS. This Transcript is utilized by DDDS to monitor the training requirements of authorized provider agencies.

CDS Position Specific Module

The training module that contains multiple lessons intended to provide the necessary knowledge, skills and abilities required to meet the minimum standards for job success. Position Specific Modules are to be completed within the time frames established by DDDS. (See Exhibit E.).

Copyright Violations

The unauthorized duplication and / or dissemination of information included in the College of Direct Support Training System or Elsevier materials, without the express written authorization of Elsevier.

Department

Delaware Department of Health and Social Services.

Division

Division of Developmental Disabilities Services.

E-Learner Administrator

Responsible for working with the OPD and Supervisors in order to administer the College of Direct Support, (i.e., creating employee learner ID’s, assigning training, portfolio management).

Initial Training

Instruction received by new employees that provide them with the guiding principles and service philosophy, as well as the fundamental knowledge, skills and abilities necessary for satisfactory job performance within the DDDS service delivery system.

Lesson

An area of instruction on a specified topic that includes information, examples and exercises, mastery of which is based on a post-test examination.

New-Employee Orientation

Prior to working in a program area, new staff shall participate in new employee orientation, which includes the following DHSS/DDDS policies: Abuse, Neglect, Mistreatment, Financial Exploitation and Significant Injury policy, DHSS Policy Memorandum #46, Policy Memorandum #5, Privacy training for Health Information Portability and Accountability Act (HIPAA) Covered Entities as required under 45 CFR 164.530(b), Individual Rights Complaint Policy and Proclamation of Beliefs and Guiding Principles and Basic Driver Information (for those positions for which it is required).

Office of Professional Development (OPD)

The DDDS office responsible for the administration of the statewide professional development and training program for authorized provider agencies.

Orientation Checklist

A list of skills and knowledge essential for an employee to have a basic understanding of a particular job and area. Completion of this checklist verifies that orientation has been completed. (See Exhibit A.).

Program Area

A core area of knowledge, skills and abilities.

Recertification Training

Instruction received on a prescribed schedule necessary to verify that an employee remains proficient in a given skill area. Recertification training shall be completed no later than 12 months following the completion of the previous training certification.

Site Specific Orientation

Familiarization with, and adaptation to a job position and a particular program area to include the service recipients and their support needs. On-the-job training shall include at a minimum, a review of each individual's person centered plan within the staff members' area of responsibility.

Stakeholders

Persons receiving services, representatives of persons served and advocates.

Training Topic

An identified required or enhancement training subject.

Training Voucher

Documentation that verifies the completion of a particular training subject or module.

Training Waiver

A form approved by the OPD Director or Designee that extends the timeline for required training due to extenuating circumstances.

EXHIBITS:

- A. Sample Orientation Checklist
- B. Request For Training Waiver
- C. Request For Alternate Training Curriculum
- D. Training Voucher
- E. Training Position by Position Modules

**Delaware Health and Social Services
Division of Developmental Disabilities Services
Office of Professional Development**

Request for Training Waiver

TO: Office of Professional Development

FROM: _____

AGENCY: _____

DATE: _____

EMPLOYEE NAME: _____

DATE OF HIRE: _____

An extension of time is requested for the training class _____.

Reason of extension: _____

Length of extension: _____.

Request Approved

Request Declined

OPD Director or Designee

**Delaware Health and Social Services
Division of Developmental Disabilities Services
Office of Professional Development**

Request for Alternate Training Curriculum

TO: Office of Professional Development

FROM: _____

AGENCY: _____

DATE: _____

EMPLOYEE NAME: _____

DATE OF HIRE: _____

An alternate training curriculum is requested. _____.

Class description and copy of training verification: _____

Request Approved

Request Declined

Director of Community Services

OPD Director or Designee

**Delaware Health and Social Services
Division of Developmental Disabilities Services
Office of Professional Development**

Community Services Training Voucher

Name: _____ **Agency:** _____

Class Name: _____ **Class Date:** _____

Employee Signature

Instructor Signature

Training Requirements by Position

Exhibit E

Time frame for completion of a training requirement begins on the staff person's first day of employment.

Job Titles	DSP Staff / Staff Supervisors - Day	DSP Staff / Staff Supervisors - Residential	Transportation Staff		Comments
New Employee Orientation / Checklist & Policy Reviews	Approved Crisis Intervention Training 30 days	Approved Crisis Intervention Training 30 days	Approved Crisis Intervention Training 30 days		Policy Review: PMS, Rights Complaint Policy, Proclamation of Beliefs and General Practices, Basic Driving Info & Site Specific Orientation (Not Included in CDS at this time)
CDS Position Specific Module First 90 Days	CDS Module Includes: Introduction to DD, Introduction to DSP, Civil Rights and Advocacy, Individual Rights and Choice, Professional Documentation, Confidentiality, and HIPAA	CDS Module Includes: Introduction to DD, Introduction to DSP, Civil Rights and Advocacy, Individual Rights and Choice, Professional Documentation, Confidentiality, and HIPAA	CDS Module Includes: Introduction to DD, Introduction to DSP, Civil Rights and Advocacy, Individual Rights and Choice, Professional Documentation, Confidentiality, and HIPAA		
CDS Position Specific Module to be completed within 180 days and includes remaining CDS Lessons	CDS Module Includes Lessons including information similar to prior in-person courses: Dietary Awareness, Health Awareness, Rights and Infection Control.	CDS Module Includes Lessons including information similar to prior in-person courses: Dietary Awareness, Health Awareness, Rights and Infection Control.	CDS Module Includes Lessons including information similar to prior in-person courses: Dietary Awareness, Health Awareness, Rights and Infection Control.		
CDS Aspiration Module	90 days / annual recert	90 days / annual recert	90 days / annual recert		
Asst. w/ Self Admin. Of Meds	90 days / annual recert	90 days / annual recert	n/a		The Initial Asst. w/ Self Admin. of Meds is taken over 2 days – Day 1 Day 2 CDS; The recertification is offered in 1 day using the CDS
*CPR	*90 days / recert 1 yr (ARC) or 2 yrs (AHA/NSC)	*90 days / recert 1 yr (ARC) or 2 yrs (AHA/NSC)	*90 days / recert 1 yr (ARC) or 2 yrs (AHA/NSC)		American Red Cross requires annual recertification; American Heart Assoc. and National Safety Council require certification every 2 years.
Defensive Driving	90 days / w/required recert to maintain certificate	n/a	90 days / w/required recert to maintain certificate		
First Aid	90 days/recert/ 3yr (ARC)	90 days/recert/ 3yr (ARC)	90 days/recert/ 3yr (ARC)		
Home & Fire Safety	90 days/annual CDS recert	90 days/annual CDS recert	90 days/annual CDS recert		Home & Fire must initially be taken at the Fire School and then in subsequent years recertifying using the CDS Module.
Crisis Intervention Training	90 days/annual recert	90 days/annual recert	90 days/annual recert		e.g., MANDT, Safe Crisis Management, Therapeutic Options or other similar authorized training.
CDS Seizures	90 days/annual recert	90 days/annual recert	90 days/annual recert		
Emergency Preparedness	Provided by Agency	Provided by Agency	Provided by Agency		

*Required courses that must be completed before staff can work alone with a person receiving supports.

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Training Requirements by Position

Exhibit E

Time frame for completion of a training requirement begins on the staff person's first day of employment.

Job Titles	Behavioral Specialist	Employment Specialist	Nursing	Program Coordinators	Comments
Training Requirements					
New Employee Orientation / Checklist & Policy Reviews	30 days	30 days	30 days	30 days	Policy Review: PM5, Rights Complaint Policy, Proclamation of Beliefs and General Practices, Basic Driving Info & Site Specific Orientation
CDS Position Specific Module for First 90 Days; Required to work alone with service recipients	CDS Module Includes: Introduction to DD, Introduction to DSP, Civil Rights and Advocacy, Individual Rights and Choice, Professional Documentation, Confidentiality, and HIPAA	CDS Module Includes: Introduction to DD, Introduction to DSP, Civil Rights and Advocacy, Individual Rights and Choice, Professional Documentation, Confidentiality, and HIPAA	Being Developed by Nurses	CDS Module Includes: Introduction to DD, Introduction to DSP, Civil Rights and Advocacy, Individual Rights and Choice, Professional Documentation, Confidentiality, and HIPAA	In addition to Intro to DD, the other CDS lessons were in order to come into compliance with licensing standards
CDS Position Specific Module to be completed within 180 days and includes remaining CDS Lessons	CDS Module Includes information similar to prior in-person courses: Rights, Health Awareness, and Infection Control.	CDS Module Includes information similar to prior in-person courses: Rights, Health Awareness, and Infection Control.	CDS Module Includes Nurse specific information as well as education similar to prior in-person courses: Dietary Awareness, Intro to DD, Rights, Health Awareness, and Infection Control.		
CDS Aspiration Module	90 days / No annual recert	90 days / No annual recert	90 days / No annual recert		
Asst. w/ Self Admin. Of Meds	N / A	N / A	As Required by License	N / A	The initial Asst. w/Self Admin. of Meds is taken over 2 days – Day 1 in classroom / Day 2 CDS; The recertification is offered in 1 day using the CDS
*CPR		*90 days / No annual recert	As Required by License		American Red Cross requires annual recertification; American Heart Assoc. and National Safety Council require certification every 2 years.
First Aid		90 days/ No annual recert			
Crisis Intervention Training	90 days/annual recert	90 days/annual recert Day One Only		90 days/annual recert	
CDS Seizures	90 days / No annual recert	90 days / No annual recert	90 days / No annual recert	90 days / No annual recert	

*Required courses that must be completed before staff can work alone with a person receiving supports.

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