DELAWARE HEALTH AND SOCIAL SERVICES

Division of Developmental Disabilities Services

Office of Professional Development

College of Direct Support Bulletin
Summer 2016

Introduction:

Friends and Colleagues this is the summer edition of the College of Direct Support (CDS) Bulletin. The Office of Professional Development (OPD) publishes this Bulletin at regular intervals to inform and educate CDS users regarding updates to the College of Direct Support, as well as to provide information regarding what's going on in the DDDS Office of Professional Development. As many of you may already know OPD has said goodbye to some of our team, recently losing Tara Tingle and Stefanie Szatkowski to other units within our division. However, we have been fortunate to gain the assistance of Greg Sweeney, our very capable new Administrative Specialist.

As of August 15, 2016, there are a total of 4,359 individuals enrolled in Delaware's College of Direct Support that represents DDDS and its provider agencies. There have been approximately 298,887 lessons assigned and 200,751 lessons completed. Please continue to provide DDDS with information about your training experience so we can further improve the Training System.

Please remember to pass the Bulletin on to your staff. From time to time OPD receives a comment or question that was previously addressed in a Bulletin. Our staff is happy to address any question regarding the CDS or our Division. In order to have the time to respond to your needs, OPD respectfully requests that you review previous Bulletins prior to contacting our staff with a concern. You may find the previous Bulletins on the DDDS website in the Office of Professional Development Section: http://www.dhss.delaware.gov/dhss/ddds/training.html

CDS E-Learner House-Keeping:

As some of you may have noticed, there are many learners in the CDS that have not participated in training for an extended period of time, some since their profiles were created. Keeping track of completed CDS training has become more challenging. The basis for this problem, in many cases, is that numerous CDS Learners have multiple accounts, not just two accounts, but sometimes three or even four accounts.

Agencies should not be creating multiple accounts for learners. Except in unique circumstances, learners should have only one active ID and all others IDs should be made inactive. In order to address this issue OPD is requiring that each agency review their staff rosters on a regular basis and inactivate these duplicate accounts. In addition, please remember to inactivate learner IDs when a staff member leaves your agency or transfers to another employer or is on extended leave. This will provide OPD with a more accurate compliance report.

Accurate record keeping is essential to maintaining your agency's compliance data. It is our goal to support you to have documentation that clearly reflects your staff's training history. Records that contain inactive learners negatively impact all of our work in this area.

To further support our mutual efforts at maintaining accurate records, all new hires must have a hire date entered in their CDS Profile when it is created. Every employee's primary employer (not the agency with sharing access) must **add** a hire date in their CDS Profile.

OPD e-mail Resources:

DDDS_OPD_Questions@state.de.us   (For General Training Questions)

The OPD e-mail account DDDS_OPD_Questions@state.de.us which can be found on our OPD web page is a general mailbox for your questions, comments and additional communications, other than training registration requests. OPD Staff have access to the e-mail address and will regularly monitor it in order to respond to your e-mails within 24 to 48 hours, during regular business days. Please go to the last line on our web page to utilize this new resource.

DDDSTAPDRegistration@state.de.us   (For On-line Training Registrations)

Anyone needing to schedule training may do so in person, by phone or by registering on-line. Requests via phone should be made to Greg Sweeney at (302) 836-2108. In order to register for a class on-line please use the link above and complete the request form. 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 provide confirmation, wait list or deny a learner's registration.

Exemption from Day 2 of Mandt, Safe Crisis Management, Therapeutic Options or other similar authorized training:

DDDS issued a revised Training Policy for all Authorized Providers during the fall of 2015. The policy permits agencies to request an exemption from attending the second day of training, following staff's initial certification for Mandt, Safe Crisis Management, Therapeutic Options or other similar authorized training. Prior to the exemption, agencies are required to submit a written request to the Director of the Office of Professional Development (OPD) explaining the basis for the request and include any substantiated complaints or PM-46 violations that involve physical contact. All requests will be reviewed and a decision issued within 30 days. If an exemption is granted it is valid for a period of three (3) years from the date of the Director's approval and can be revoked at the discretion of the OPD Director or his/her Designee. Although DDDS is offering this option, we still recommend and encourage all agencies to enroll their staff in Day 2 of Mandt, Safe Crisis Management, or Therapeutic Options.

Delaware Training Modules

The following modules are available at this time on DVD. If you wish to have a copy, please send an e-mail request to Leslie Hailey leslie.hailey@state.de.us. Eventually, all of these modules will appear on the College of Direct Support. We will continue to keep you updated on our progress.

1) The Orientation module,

2) The PM5 (Client Confidentiality) module,

3) The PM46 (Abuse, Neglect, Financial Exploitation),

4) The PM70 (Inclusion) module,

5) (Rights Complaint) module.

Transportation module

DDDS has responded to a recommendation to modify the current Transportation module. Effective September 1st, an updated Transportation module and Transportation Recertification module will be available to all provider agencies. The new modules have a reduced number of lessons. Any employee, who completed the Transportation prior to September 1st, will receive full credit and it will not be necessary to re-take the module.

Assistance with Self-Administration of Medication Module Update:

DDDS is actively working to develop a new curriculum, Limited Lay Administration of Medications (LLAM) to replace the current AWSAM module. The committee is working in consultation with the Delaware Board of Nursing. Until such time as the LLAM module is completed and authorized for use, the current AWSAM training will continue to be provided and is acceptable to meet standards.

The class format will be changing from the current one day in class and one day on-line to two days in class for the initial certification. No decision has been made regarding recertification. However, future CDS Bulletins will provide updates regarding this training.

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 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

<u>PTS requests should be made no later than Friday close of business</u> ("COB"). The requests are sent to Elsevier once a week 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 it is usually available no later than the following Tuesday COB.

Permission to (Transfer) Move Records:

An agency that needs to move a learner's training records who 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 processed within 48 business hours and the requesting agency will receive a return e-mail confirming the transfer of information.

CPR Training:

DDDS will be discontinuing its role as the primary CPR administrator and training location by the end of this year. Agencies are encouraged to make alternate arrangements in order to meet the training requirement and maintain a CPR ready staff throughout each organization.

CDS Advisory Committee Meeting:

The next Committee meeting will be held on September 15th by conference call, from 10:00 am until 11:00 am. Any proposed agenda items should be submitted to Allan no later than September 1st.

CDS Learner Maintenance:

Due to the movement of staff within agencies an issue involving learner maintenance needs to be addressed. When a staff member leaves an agency that is not the primary Elsevier account holder it should not inactivate the account. Please let Elsevier know that the learner is no longer employed by the agency and they will terminate the access. If there is an issue with this process please contact one of the staff at DDDS to assist you.

Elsevier Updates:

Elsevier will be launching a new look for your College of Direct Support personal home page.

Improved Features

- Modern design with larger fonts
- Clean lines and colors
- User-friendly interface
- Intuitive information placement

Key Benefits

- Easily find current and overdue assignments
- View organizational announcements and important content updates
- Download transcripts and earned credits

Stay tuned for announcement of the launch date!

Elsevier to Discontinue Support of Internet Explorer 8 and all Previous Versions

As of January 12, 2016, Microsoft discontinued support of Internet Explorer 8 (IE8). In response, Elsevier is planning to discontinue support of IE8 as of their September 2016 release for the following products: Performance Manager, which includes eLearning courses, Policy Navigator, Home Health Care, and Clinical Skills. Elsevier is making this change in order to introduce new features and technologies to their products, as well as provide the best user experience possible. As the September release approaches we will share a specific date.

Elsevier recommends that, when able, customers should upgrade to the current version of Internet Explorer (IE) to ensure the best possible experience.

E-Learner Training provided by Elsevier in Delaware – October 20, 2016:

Representatives from Elsevier will be coming to Delaware on October 20th to meet with agency representatives (e-learner administrators) and any DDDS staff who are interested in learning more about the College of Direct Support. Attendees will also have the opportunity to ask questions of the Elsevier representatives. Last year, they provided a basic overview, this year, we will ask for a more advanced version of their presentation. Please provide your Elsevier questions to Greg at greg.sweeney@state.de.us. Mark your calendars now.

We'll run the program similar to last year where they present at Fox Run in the morning at 9:00 am and in Dover at 1:30 pm at the Board of Elections Conference Room.

Frequently Questions and Answers:

1. Does the ontrack system have a notice or tickler system that would make the e-learner administrator aware that a yearly training is due?

A: No.

2. Is Mandt training taken with one agency transferable to another agency until the certificates' expiration date?

A: Yes. A Mandt certificate belongs to the person who earned it and is valid until it's' expiration date.

3. What learner reports are available to providers in the Ontrack system?

A: There are three reports available regarding the ontrack functionality:
Item Listing: This report displays a list and detail of Ontrack items within your scope.
Ontrack Completion Report: This report displays list of assigned training items by department, by learner and percentage of completion.

Ontrack Department Detail: This report displays list of assigned training items by facility, department and learner.

4. Is there a "coming due" or "overdue" report that exists in the OnTrack system? And can a trigger be added to internal training courses?

A: Yes the name of the report that will show learners that have completed the ontrack item is the "Ontrack Completion Report". The system will remind the learner 30 days before their ontrack item is due but the system does not trigger a reminder email to the learner.

5. If lessons are reassigned, and have a red x with a date that indicates the lessons are passed due will the reassignment remove the archived lessons that were completed?

A: If a lesson or module is removed or reassigned it will not remove the indication that the lesson was completed in the past.

6. Do providers have the ability to identify all their employees- even those that are employed with other agencies- so that a complete and accurate report can be generated?

A: Yes, if you have a learner that is employed with another agency you will need to request manager zone access from Carl Wexler for that learner and you will be able to see the following reports reflected in your "Manager Zone" reports section of the EPM.

Learner Status Report- Displays a list of your direct reports by facility and department and their overall progress towards completion of Classes and Events, eLearning, and Ontrack items. Additional drill-downs provide more detailed learner activity information.

7. We understand that providers may add as many internal agency specific trainings as desired. Will those internal courses be entered in the same manner as the CPRFA and Mandt courses?

A: Yes.

<u>Best Practices</u>

1. When creating learners in the CDS system it is a requirement to put the learner's Hire Date.

2. When a learner leaves your agency make sure their learner ID is made inactive. This will help keep the site clean and your agency's reports will be more accurate.

3. Module Completion Report – When looking to see which learners are in compliance this report will give you a list of all the learners that have completed the modules you have selected from the report.