DELAWARE HEALTH AND SOCIAL SERVICES

Division of Developmental Disabilities Services

Office of Professional Development

College of Direct Support Bulletin
Winter 2016

Introduction:

Friends and Colleagues this is the winter 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 of February 12, 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.

Medicaid Waiver Compliance

The Medicaid Waiver requires that all providers have a training compliance rate of 86% or better. The Office of Professional Development will begin to provide to the Office of Quality Improvement data from the College of Direct Support (CDS) as it relates to this requirement. The data will be run quarterly. In preparation providers were asked to ensure that there are no duplicate CDS logon ID's, staff no longer at the agency are inactivated, and that *hire dates be entered for all staff* no later than March 15, 2016. This will permit the most correct data to evaluate training compliance.

For concerns or questions about this notice you may contact Nina Licht at nina.licht@state.de.us or by telephone (302) 836-2111.

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. The reason for this issue in some cases has to do with the problem all of us had with archiving and reassigning lessons earlier in the year.

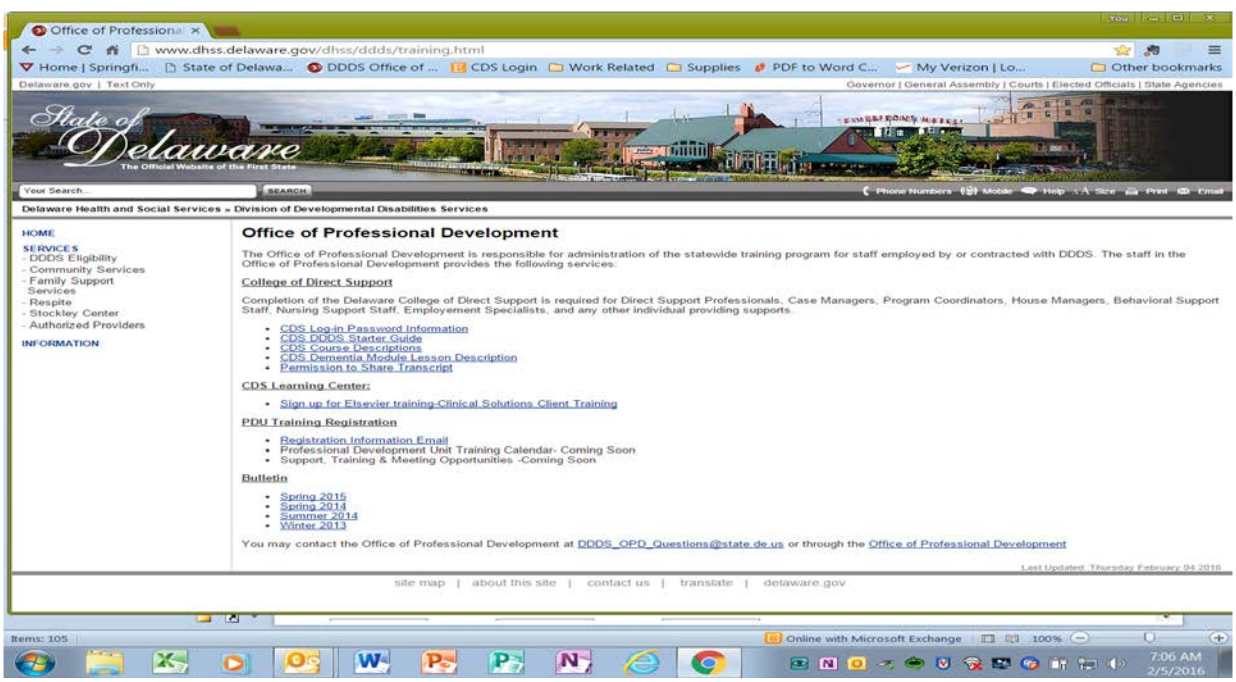
However, since this issue has been resolved agencies should not be creating multiple accounts for learners. Except in unique circumstances, learners should have only one active ID and all others IDs should be made inactive. In order to address this issue OPD is requiring that each agency review their staff rosters 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, effective immediately all new hires must have a hire date entered in their CDS Profile when it is created. **By March 15, 2016** every employee's primary employer (not the agency with sharing access) must **add** a hire date in their CDS Profile.

Resource e-mail:

The new OPD e-mail account DDDS_OPD_Questions@state.de.us is open for use and listed on our OPD Web page. This account 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, per below, to utilize this new resource.



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 Office of Professional Development (OPD) Director 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 Module Update:

The following modules have been created and 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.

Day and Residential Direct Support Professional (DSP) Modules Being Split:

Effective March 15th, the Direct Support Professional modules for both Day and Residential, will be split into a module A and B, the A module should be completed within the first 90 days of employment and the B modules within the second 90 days. Any staff member assigned to the existing DSP modules will be able to complete those modules and receive full credit. However, any new DSP's hired after March 15th need to be assigned the newly split A and B modules. The DSP recertification modules will remain the same.

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. Future CDS Bulletins will provide updates regarding this process.

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

PTS requests should be made no later than Friday close of business ("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.

In-Person Training Registration Requests:

Anyone needing to schedule training may do so in person, by phone or by registering on-line. Request via phone should be made to Stefanie Szatkowski at (302) 933-3402. In order to register for a class on-line please use the following link 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 confirm, wait list or deny a learner's registration.

Training Registration Link: DDDSTAPDRegistration@state.de.us

CDS Advisory Committee Meeting:

The next Committee meeting will be held on April 28th by conference call, from 10:00 am until 11:00 am. The meeting was initially scheduled for April 21st, but Allan has a conflict on the initial meeting date. Any proposed agenda items should be submitted to Allan no later than April 1st.

Instructions for Learners to Change their CDS Password and Printing Learner Transcripts:

CDS_Change_Password_Instructions.pdf

CDS_Print_Transcript_Instructions.pdf

Request for Information:

OPD is continuing to request that each agency notify OPD regarding its total number of staff and the total number of learners it registers for on-line training through CDS. OPD has begun pulling agency staff lists from Therap for comparison against records in the CDS. If any discrepancies are found, we will contact your agency. This information will assist DDDS in monitoring the reports it obtains from the CDS System and Elsevier. Please send information regarding your staff numbers to Leslie Hailey, at the following e-mail address: leslie.hailey@state.de.us

Elsevier Updates:

Elsevier will no longer support Internet Explorer 7. Support of Internet Explorer 8 will be discontinued in mid-2016.

Performance Manager, Core Development, and Home Health Care: Elsevier is making additional updates to time and date information in Surveyor and Home Health Care.

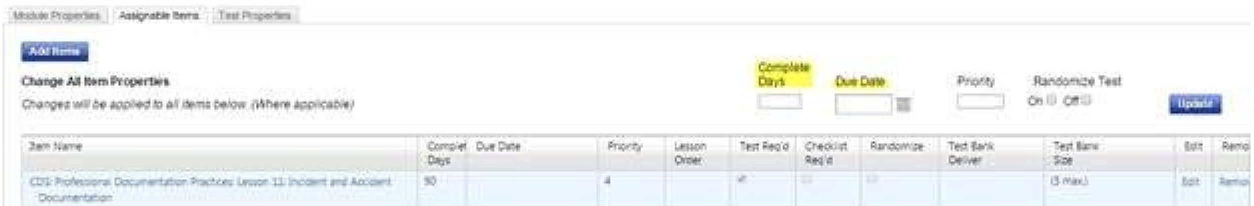
If you have any questions or problems regarding these changes contact Elsevier's Customer Care Team at Toll Free Phone: 1.866.344.2088 or e-mail: customercare@elsevier.com.

E-Learner Training provided by Elsevier in Delaware – October 27, 2015:

This Fall Elsevier visited Delaware in order to demonstrate some CDS basics, helpful short cuts and provide us with an opportunity to ask questions. The information below is a recap of some of the material CDS shared during their visits to Bear and Dover.

Questions and Answers:

1. What is the difference between “Complete Date” and “Due Date” on the Direct Course site?



A: Complete Days is the number of days after the assignment is made that the learner has to complete the lessons before it becomes past due.
Due Date will allow you to enter an actual date that the learner has to complete the lessons no matter when the assignment is made.
The system will only accept one of the two options at a time.

2. How do we add ontrack items at the agency level?

A: You must obtain permission to add ontrack items from the State administrator Allan Zaback.

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. Does the OnTrack system allow for a report to be run that will include a department or do all reports need to be run individually?

A: Both Ontrack learner reports will allow you to select multiple departments and you may select the departments individually.

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.

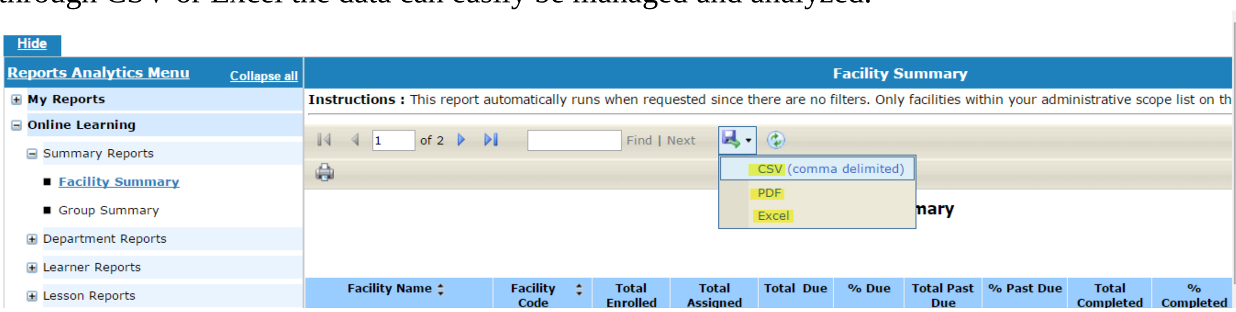
Learner Status Report- Displays a list of your direct reports by facility and department and their overall progress towards completion of Classes and Events, eLearning, and Ontrack items. Additional drill-downs provide more detailed learner activity information.

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.

8. What training report exporting capabilities are available through CDS? Can data be analyzed if exported into an external source?

A: All your reports can be exported in CSV, Excel, and PDF formats. If you export the data through CSV or Excel the data can easily be managed and analyzed.



Best Practices

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.