

## **Section VIII**

# **REQUIRED TRAINING FOR WAIVER SERVICE PROVIDERS**

## **Introduction**

This section of the Program Manual will describe the training requirements for waiver service provider staff and how best to meet those training requirements.

The NHTD waiver has divided the waiver service providers into three (3) groups regarding requirements for staff training, assuring minimum training requirements for providers are met, and at the same time, assuring all waiver service providers are properly trained and able to provide appropriate services. The creation of three (3) groups was based on the complexity of service and the amount of interaction between waiver service providers. The provision of high quality services on a consistent basis will result in providing the waiver participant with the greatest opportunity to achieve his/her individual goals for living in the community.

Required training for all waiver service providers includes three components:

1. Basic Orientation Training
2. Service Specific Training
3. Annual Training

DOH Waiver Management staff and/or its contractors may request to review any training materials used by a waiver provider and make recommendations for changes or improvements. DOH Waiver Management staff and/or its contractors may request to attend waiver service provider trainings as necessary.

The three (3) groups of waiver service providers are as follows:

### **GROUP A**

- Service Coordination
- Community Integration Counseling
- Home and Community Support Services
- Independent Living Skills Training
- Peer Mentoring
- Positive Behavioral Interventions and Supports Services
- Respite Care
- Structured Day Program Services

### **GROUP B**

- Nutritional Counseling/Educational Services
- Respiratory Therapy
- Home Visits By Medical Personnel
- Wellness Counseling

### **GROUP C**

- Assistive Technology
- Community Transitional Services
- Congregate and Home Delivered Meals

- Environmental Modification Services
- Moving Assistance

## **GROUP A**

### **Required Training for Group A**

Waiver service providers in this group (Service Coordination, Community Integration Counseling, Home and Community Support Services, Independent Living Skills Training, Peer Mentoring, Positive Behavioral Interventions and Supports Services, Respite Care, and Structured Day Program Services) are responsible for:

- Developing a written training curriculum if one has not been developed by DOH to meet the requirements identified in this section;
- Ensuring individuals providing the training meet the qualifications specified in this section; and
- Documenting all training in staff's files, including all related NHTD training, seminars and conferences attended, whether offered by the provider or other entities.

#### **1. Basic Orientation Training**

##### **Definition**

Qualified waiver service provider staff for this group must complete Basic Orientation training prior to any unsupervised contact with a waiver participant and within thirty (30) days of beginning service provision to a NHTD participant.

The training consists of one-on-one and/or group training to instruct new employees of waiver service providers about general needs of individuals with disabilities and/or seniors, the philosophy and policies of the NHTD waiver, waiver services and waiver participant's rights and responsibilities.

The requirement for Basic Orientation training will be met by utilizing the approved DOH curriculum entitled "Overview of NHTD-TBI Waiver Programs".

The Regional Resource Development Specialist (RRDS) will provide Training-Of-Trainer (TOT) programs to the trainers of the waiver service provider agencies so they, in turn can conduct the overview training to their agency staff. The individuals that have attended the TOT program will then be able to train agency staff in this curriculum. Upon completion of the TOT program, the RRDS will give the employee a Certificate of Attendance which will be kept in his/her employee file verifying that he/she has attended the training. This curriculum can be obtained by contacting the Regional Resource Development Center (RRDC) following the successful completion of the training.

## **2. Service Specific Training**

### **Definition**

Service specific training prepares the waiver service provider staff for the roles and responsibilities specific to the waiver service he/she is qualified to provide. This training must be completed prior to any unsupervised contact with a waiver participant and within thirty (30) days of initial employment.

Service specific training consists of one-on-one and/or group training to instruct individual staff of their roles as providers of a specific service. All staff must understand the description of each waiver service written in the Program Manual (refer to Section VI - Waiver Services).

All waiver service providers for this group must include the following information in the curriculum for Service Specific Training:

1. Definition and goals of the service and a detailed job description;
2. Roles and responsibilities of the provider of the specific service;
3. Procedures for completing service-specific assessments;
4. Procedures for effective communication and coordination between staff and Service Coordinator and all waiver and non-waiver service providers;
5. Basic understanding of NHTD waiver services and other available community services and funding sources;
6. The prior approval process;
7. Record keeping responsibilities of the specific waiver service providers including NHTD Service Plans, Detailed Plans, documentation of encounters, and Individual Service Reports (refer to Appendix C – form C.16);
8. Team Meeting requirements;
9. Waiver Participant Rights and Responsibilities (refer to Appendix C – form C.5);
10. Effective interventions during crisis, including behavioral and medical, natural disasters, severe weather, and lack of replacement staff;
11. Basic safety and emergency procedures (e.g. choking, loss of consciousness, breathing difficulties); and
12. Identifying and reporting any changes in the participant's routine use of medication, usual behaviors, mood, personality, sleep patterns, functional and cognitive abilities, appearance and/or lifestyle.

Home and Community Support Services and Positive Behavioral Interventions and Supports Services have more clearly defined training requirements which must be adhered to (refer to Section VI - Waiver Services).

## **3. Annual Training**

### **Definition**

Annual Training is provided to keep waiver service provider staff up to date regarding

their roles and responsibilities specific to the waiver service he/she is qualified to provide. Waiver service provider staff must complete an Annual Training program. Annual Training consists of one-on-one and/or group training.

Annual Training requirements for this group include at a minimum:

- A review of NHTD Participant Rights and Responsibilities;
- A review of the NHTD Incident Reporting Policy and Complaint Procedure;
- A review of all new policies and/or procedures required by the NHTD Waiver which impact the services provided; and
- Additional topics relating to findings of satisfaction surveys, incident reports and trend analyses.

### **Qualifications of Trainers for Group A Providers**

Training must be provided by individuals who are:

- Knowledgeable about the needs of individuals with disabilities and/or seniors or knowledgeable regarding one of the specific areas of required training;
- Familiar with the philosophy, policies and procedures of the NHTD Waiver;
- Knowledgeable regarding the waiver service which is the subject of the service specific training; and
- Have completed the required DOH "Training-of-Trainer (TOT)" program for the "Overview of NHTD-TBI Waiver program" and any approved curriculum relevant to NHTD services provided.

### **Documentation of all Training for Group A Providers**

For all waiver service providers of Group A, this includes:

- Documentation in each waiver service provider employee's file of all NHTD related trainings provided by the waiver service provider or other entities.

This documentation must include:

- Name of the trainer and affiliation/qualifications;
- Verification of staff's attendance at trainings;
- Date and place of training;
- Goals and objectives of training;
- Evaluation instruments that measured the success of the training; and
- Certificate of Attendance.

Agencies are responsible for ensuring that individuals providing waiver services

complete Basic Orientation Training and Service Specific Training. Individuals with documented successful completion of prior training in the content area(s) specified in Basic Orientation Training and/or Service Specific Training may be exempt from such training at the discretion of the provider. If the DOH Certificate of Attendance is more than two (2) years old, the employee must complete and pass the post questionnaire of the Basic Orientation Training, and if applicable, Service Specific Training. The reason for the exemption as well as the post questionnaire results must be documented by the employer in the staff's file so it may be reviewed upon request and during the survey process.

## **GROUP B**

### **Required Training for Group B**

Waiver services providers in this group (Nutritional Counseling/Educational Services, Respiratory Therapy, Home Visits By Medical Personnel, and Wellness Counseling) are responsible for:

- Developing a written training curriculum if one has not been developed by DOH to meet the requirements identified in this section;
- Ensuring individuals providing the training meet the qualifications specified in this section; and
- Documenting all training in staff's files, including all related NHTD training, seminars and conferences attended, whether offered by the provider or other entities.

#### **1. Basic Orientation Training**

##### **Definition**

Qualified waiver service provider staff for this group must complete an approved DOH condensed Basic Orientation Training curriculum prior to any unsupervised contact with a waiver participant and within thirty (30) days of beginning service provision to a NHTD participant.

The training can consist of one-on-one and/or group training to instruct new waiver service provider staff.

The Regional Resource Development Specialist (RRDS) will provide Training-Of-Trainer (TOT) programs to the trainers of the waiver service provider agencies so they, in turn can conduct the overview training to their agency staff. The individuals that have attended the TOT program will then be able to train agency staff in this curriculum. Upon completion of the TOT program, the RRDS will give the employee a Certificate of Attendance which will be kept in his/her employee file verifying that he/she has attended the training. This curriculum can be obtained by contacting the Regional Resource Development Center (RRDC) following the successful completion of the training.

## **2. Service Specific Training**

### **Definition**

Service Specific Training prepares the waiver service provider staff for the roles and responsibilities specific to the waiver service he/she is qualified to provide. This training must be completed prior to any unsupervised contact with a waiver participant and within thirty (30) days of beginning service provision to a NHTD participant.

Service Specific training consists of one-on-one and/or group training to instruct individual staff of their roles as providers of a specific service and as well as their responsibilities to interact with the Service Coordinator and other waiver service providers.

All waiver service providers for this group must include the following information in the curriculum for Service Specific Training:

1. Definition and goals of the service and a detailed job description;
2. Roles and responsibilities of the provider of the specific service; and
3. Requirements for prior approval, including in some cases, physician orders before the provision of Nutritional Counseling/Educational Services, Respiratory Therapy and Wellness Counseling.

## **3. Annual Training**

### **Definition**

Annual Training is provided to keep waiver service provider staff up to date regarding their roles and responsibilities specific to the waiver service he/she is qualified to provide. Waiver service provider staff must complete an Annual Training program. Annual Training consists of one-on-one and/or group training.

Annual Training requirements for this group include at a minimum:

- A review of all new policies and/or procedures required by the NHTD Waiver which impacts the services provided;
- Review of NHTD Participant Rights and Responsibilities;
- Review of NHTD Waiver and the specific waiver provider's service in relationship to the other members of the NHTD Waiver; and
- Additional topics relating to findings of satisfaction surveys and incident report trend analyses.

### **Qualifications of Trainers for Group B**

Training must be provided by individuals who are:

- Knowledgeable about the needs of individuals with disabilities and/or seniors or knowledgeable regarding one of the specific areas of

- required training;
- Familiar with the philosophy, policies and procedures of the NHTD Waiver;
- Knowledgeable regarding the waiver service which is the subject of the service specific training; and
- Trained through the completion of the required DOH “Training-of-Trainer (TOT)” program for the condensed curriculum of the “Overview of NHTD-TBI Waiver” program.

### **Documentation of Training for Group B Providers**

For all waiver service providers of Group B, this includes:

- Documentation in each waiver service provider staff’s file of all NHTD related trainings provided by the waiver service provider or other entities.

This documentation must include:

- Name of the trainer and affiliation/qualifications;
- Verification of staff’s attendance at trainings;
- Date and place of training;
- Goals and objectives of training;
- Evaluation instruments that measured the success of the training; and
- Certificate of Attendance.

Agencies are responsible for ensuring that individuals providing waiver services complete Basic Orientation Training and Service Specific Training. Individuals with documented successful completion of prior training in the content area(s) specified in Basic Orientation Training and/or Service Specific Training may be exempt from such training at the discretion of the provider. If the DOH Certificate of Attendance is more than two (2) years old, the employee must complete and pass the post questionnaire of the Basic Orientation Training, and if applicable, Service Specific Training. The reason for the exemption as well as the post questionnaire results must be documented by the employer in the employee file so it may be reviewed upon request and during the survey process.

## **GROUP C**

### **Required Training for Group C**

Waiver services providers in this group (Assistive Technology, Community Transitional Services, Congregate and Home Delivered Meals, Environmental Modification Services, and Moving Assistance) are responsible for:

- Developing a written training curriculum if one has not been developed by DOH, to meet the requirements identified in this section;
- Ensuring individuals providing the training meet the qualifications

- specified in this section; and
- Documenting all training in staff files, including all related NHTD training, seminars and conferences attended, whether offered by the provider or other entities.

## **1. Basic Orientation Training**

### **Definition**

The qualified waiver service provider will appoint a designee to complete an approved DOH condensed Basic Orientation Training curriculum prior to the agency's provision of services to any NHTD participant. This designee may include, but is not limited to, the Executive Director, owner, direct supervisor or staff assigned to be responsible for oversight of the service.

The training can consist of one-on-one and/or group training to instruct the new waiver service designee.

This curriculum must be obtained by contacting the RRDC. The RRDS will provide a Training-Of-Trainer (TOT) program to the waiver service provider designee. The individuals that have attended the TOT program will then be able to train agency staff in this curriculum, if deemed necessary. A DOH Certificate of Attendance will be issued by the RRDS and must be kept in the agency employee personnel file.

## **2. Service Specific Training**

### **Definition**

Service Specific Training prepares the waiver service designee for the roles and responsibilities specific to the waiver service he/she is qualified to provide. This training must be completed prior to any unsupervised contact with a waiver participant and within thirty (30) days of beginning service provision to a NHTD participant. The RRDS will intimately provide this training to the waiver provider's designee.

Service Specific training consists of one-on-one and/or group training to instruct individual staff of their roles as providers of a specific service and as well as their responsibilities to interact with the Service Coordinator and other waiver service providers.

All waiver service providers for this group must include the following information in the curriculum for Service Specific Training:

1. Definition and goals of the service and a detailed job description;
2. Roles and responsibilities of the provider of the specific service;
3. Requirements for prior approval; and
4. For providers of Assistive Technology, Community Transitional Services, Environmental Modifications Services and Moving Assistance, the bidding process and final cost report associated with obtaining approval.

### **3. Annual Training**

Annual Training is provided to keep waiver service provider designee up to date regarding their roles and responsibilities specific to the waiver service he/she is qualified to provide. Waiver service provider designee must complete an Annual Training program. Annual Training consists of one-on-one and/or group training.

Annual Training requirements for this group include at a minimum:

- A review of NHTD Participant Rights and Responsibilities;
- A review of the NHTD Incident Reporting Policy and Complaint Procedure;
- A review of all new policies and/or procedures required by the NHTD Waiver which impact the services provided; and
- Additional topics relating to findings of satisfaction surveys, incident reports and trend analyses.

#### **Qualifications of Trainers for Group C Providers**

The waiver service designee must be an individual who is:

- Knowledgeable regarding one of the specific areas of required training;
- Familiar with the philosophy, policies and procedures of the NHTD Waiver;
- Knowledgeable regarding the waiver service which is the subject of the service specific training; and
- Trained through the completion of the required DOH "Training-of-Trainer (TOT)" program for the condensed curriculum of the "Overview of NHTD-TBI Waiver" program.

#### **Documentation of Training for Group C Providers**

For the designee of each waiver provider agency in Group C, the following documentation must be included in the staff's file:

- Name of the trainer and affiliation/qualifications;
- Verification of staff's attendance at trainings;
- Date and place of trainings;
- Goals and objectives of trainings; and
- Evaluation instruments that measured the success of the training.

Agencies are responsible for ensuring that individuals providing waiver services complete Basic Orientation Training and Service Specific Training. Individuals with documented successful completion of prior training in the content area(s) specified in Basic Orientation Training and/or Service Specific Training may be exempt from such training at the discretion of the provider. If the Certificate of Attendance is more than

two (2) years old, the employee must complete and pass the post questionnaire of the Basic Orientation Training, and if applicable, Service Specific Training. The reason for the exemption as well as the post questionnaire results must be documented by the employer in the employee file so it may be reviewed upon request and during the survey process.