

# STAFF TRAINING OUTLINE

## APRIL 2017

### Provider Certification

#### 5123: 2-2-01

CEO:

- Age 21
- SS# & ID
- HS Diploma or GED
- Bachelor's degree or 4 yrs paid experience as supervisor in DD field
- Read, write, understand English
- One year experience in DD field with personnel matters, supervisory, program service, & financial management
- Within 30 days (see rule for specifics), DODD web-based orientation
- Within 60 days, training on service documentation, billing for services, internal compliance programs, Rights of Individuals, 5123:1-17-02
- Background Investigation

Employees Engaged in Direct Services:

- **Background Investigations – 5123:2-2-02**
  - BCII - 5 yr.res/ FBI less than 5 yr. res
  - BCII - every 3 years - ED, Mgr., staff
  - Webchecks through ARCS
  - 14 day attestation & agreement to notify employer
- **"Rapback" enrollment**
- Age 18
- SS# & ID
- HS Diploma or GED
- Read, write, understand English
- First Aid
- CPR
- 8 hours of training prior to providing direct services:
  - Overview of serving individuals with DD including implementation of ISPs
  - Role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy

- Universal precautions for infection control
- Rights of individuals
- Rule 5123:2-17-02 including Health and Welfare Alerts issued by the Department
- Individual Specific Training prior to providing direct services:
  - What is important to the individual and what is important for the individual
  - The individual's support needs including, applicable, behavioral support strategy, management of the individuals' funds, and medication administration/delegated nursing

Supervisors of Direct Services Staff:

- Within 90 days of becoming a supervisor training in accordance with RVI policies and procedures:
  - Service documentation
  - Billing for services
  - Management of individuals' funds

CEO and Employees Engaged in Direct Services

- Commencing in second year of employment, annual training:
  - Role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
  - Rights of individuals
  - Rule 5123:2-17-02 including Health and Welfare Alerts issued by the Department
  - Abuser Registry written notification

### RVI General and Safety Training

In addition to staff training required in rule, RVI may provide the following:

- **Orientation program and annual training may include:**
  - RVI policy review
  - Emergency procedures
  - Lifting and transporting
  - Fire suppression
  - Forklift operation & safety

## **Background investigations on applicants for employment with a county board**

### **5123: 2-2-02**

- Applicant under final consideration for direct services position (has the opportunity to be alone with or exercises supervision or control over one or more individuals)
- CEO of agency provider (initial and renewal of supported living certification)
- Employment application with names and addresses of present and former employers
- Attempt to obtain references from applicant's present and former employers and written evidence of reference checks
- May not be listed on the following:
  - Office of inspector general in the US dept. of health and human services (<http://exclusions.oig.hhs.gov/>)
  - Abuser registry (<https://its.prodapps.dodd.ohio.gov/abr/default.aspx>)
  - Nurse aide registry ([https://odhgateway.odh.ohio.gov/nar/nar\\_registry\\_search.aspx](https://odhgateway.odh.ohio.gov/nar/nar_registry_search.aspx))
  - Sex offender and child-victim offender database (<http://www.icrimewatch.net/index.php?AgencyID=55149&disc=>)
  - US general services administration system for award management (<https://www.sam.gov/>)
  - Incarcerated and supervised offenders (<http://www.drc.ohio.gov/offendersearch/search.aspx>)
- Valid driver's license if required by position – may not have more than six points on driving record
- Prior to employment:
  - Attestation of no conviction or guilty plea to disqualifying offense
  - 14-day affidavit
- BCII with proof or notarized statement of Ohio residence for last five years, otherwise FBI check
- 60 day period of conditional employment pending receipt of criminal records check from date of attestation of no convictions, etc.
- All checks completed every five years

- Conduct all checks on current employees by December 31, 2014 to comply with this rule
- Disqualifying offenses – five tiers – see rule
- By April 1, 2013, agency may consider and attest in writing to the character and fitness of a current employee hired prior to January 1, 2013, who is excluded. Maintain attestation in personnel file.

## **Medication Administration, HRA, TF, DN**

### **5123:2-6-06**

- Age 18
- HS Diploma or GED
- Prior to training or recert, verify compliance with BCI 5123:2-2-02
  - Prescribed medication administration & health-related activities training program
    - 14 hrs
    - May exclude Infection control & Universal Precautions if had within previous year
    - Renewal - 2 hours annually - excluding CPR, 1st Aid, U/P
  - Feeding tube by nursing delegated training program
    - 4 hrs
    - Renewal - 1 hour annually - excluding CPR, 1st Aid, U/P
  - Subcutaneous insulin injection by nursing delegated training program
    - 4 hrs
    - Renewal - 1 hour annually - excluding CPR, 1st Aid, U/P

## **OOD/EF Partnership**

- Prior to providing services:
  - Successful completion of Ohio Supported Employment Online Course
  - Within 12 months of completing online course
    - One of in-person training
    - 4 related web courses
  - Send copy of certificates of completion for all trainings to [employmentfirst@ood.ohio.gov](mailto:employmentfirst@ood.ohio.gov)

## HCBS Waivers – Career Planning

### 5123:2-9-13

#### • **Provider Certification – 5123: 2-2-01**

- Orientation
  - Within 90 days of initial employment
  - 8 hours
  - Organizational background of agency
    - Mission, vision, values, principles, and goals
    - Organizational structure
    - Key policies, procedures, and work rules
    - Ethical and professional conduct and practice
    - Avoiding conflicts of interest
    - Working effectively with individuals, families, and other team members
  - Components of quality care for individuals served
    - Interpersonal relationship and trust
    - Cultural and personal sensitivity
    - Effective communication
    - Person-centered philosophy and practice
    - Development of ISP's
    - Roles and responsibilities of team members
    - Recordkeeping including progress notes and incident/accident reports
  - Health and safety
    - Signs and symptoms of illness or injury and procedure for response
    - Building/site-specific emergency response plans
    - Program-specific transportation safety
  - Positive behavior support
    - Principles of positive culture
    - Role of direct service staff in creating a positive culture
    - General requirements for intervention and behavioral support strategies and direct service staff role including documentation
    - Human rights committees established in accordance with 5123:2-2-06
    - Crisis intervention techniques
  - Services that comprise career planning including expectation that career planning will lead to integrated community work
- Assistive Technology – license or certification
- Benefits education and analysis – nationally approved or accredited training
- Worksite accessibility – license or certification
- During first year of employment for those with less than one year experience providing career planning at the point of hire
  - Assigned and has access to a mentor employed by agency provider
  - Eight hours of training specific to provision of career planning
    - Skill-building in advancement of individuals on the path to community employment and development of individuals' strengths and skills necessary for competitive integrated employment
    - Self-determination
- On-the-job training specific to each individual employee serves
  - What is important to the individual and what is important for the individual
  - Individual's support needs including, as applicable, behavioral support strategy, management of individual's funds, and medication administration/delegated nursing
- Beginning second year, and annually
  - Eight hours
    - The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
    - Rights of individuals
    - Requirements of 5123:2-17-02 Incidents adversely affecting health & safety including a review of health and welfare alerts since the previous year's training
    - Direct service staff role in providing behavioral support to the individuals served
    - Best practices of career planning
- Written plan of training priorities

## HCBS Waivers – Vocational Habilitation

### 5123:2-9-14

#### • **Provider Certification – 5123: 2-2-01**

- Orientation
  - Within 90 days of initial employment
  - 8 hours
  - Organizational background of agency
    - Mission, vision, values, principles, and goals
    - Organizational structure
    - Key policies, procedures, and work rules
    - Ethical and professional conduct and practice
    - Avoiding conflicts of interest
    - Working effectively with individuals, families, and other team members
  - Components of quality care for individuals served
    - Interpersonal relationship and trust
    - Cultural and personal sensitivity
    - Effective communication
    - Person-centered philosophy and practice
    - Development of ISP's
    - Roles and responsibilities of team members
    - Recordkeeping including progress notes and incident/accident reports
  - Health and safety
    - Signs and symptoms of illness or injury and procedure for response
    - Building/site-specific emergency response plans
    - Program-specific transportation safety
  - Positive behavior support
    - Principles of positive culture
    - Role of direct service staff in creating a positive culture
    - General requirements for intervention and behavioral support strategies and direct service staff role including documentation
    - Human rights committees established in accordance with 5123:2-2-06
    - Crisis intervention techniques
  - Services that comprise vocational habilitation including expectation that

vocational habilitation will lead to

integrated community work

- During first year of employment for those with less than one year experience providing vocational habilitation at the point of hire
  - Assigned and has access to a mentor employed by agency provider
  - Eight hours of training specific to provision of Vocational Habilitation
    - Skill-building in advancement of individuals on the path to community employment and development of individuals' strengths and skills necessary for competitive integrated employment
    - Self-determination
- On-the-job training specific to each individual employee serves
  - What is important to the individual and what is important for the individual
  - Individual's support needs including, as applicable, behavioral support strategy, management of individual's funds, and medication administration/delegated nursing
- Beginning second year, and annually
  - Eight hours
    - The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
    - Rights of individuals
    - Requirements of 5123:2-17-02 Incidents adversely affecting health & safety including a review of health and welfare alerts since the previous year's training
    - Direct service staff role in providing behavioral support to the individuals served
    - Best practices of vocational habilitation
- Written plan of training priorities

## **HCBS Waivers – Individual Employment Support 5123:2-9-15**

### **• Provider Certification – 5123: 2-2-01**

- Orientation
  - within 90 days of initial employment
  - 8 hours
  - Organizational background of agency
    - Mission, vision, values, principles, and goals
    - Organizational structure
    - Key policies, procedures, and work rules
    - Ethical and professional conduct and practice
    - Avoiding conflicts of interest
    - Working effectively with individuals, families, and other team members
  - Components of quality care for individuals served
    - Interpersonal relationship and trust
    - Cultural and personal sensitivity
    - Effective communication
    - Person-centered philosophy and practice
    - Development of ISP's
    - Roles and responsibilities of team members
    - Recordkeeping including progress notes and incident/accident reports
  - Health and safety
    - Signs and symptoms of illness or injury and procedure for response
    - Building/site-specific emergency response plans
    - Program-specific transportation safety
  - Positive behavior support
    - Principles of positive culture
    - Role of direct service staff in creating a positive culture
    - General requirements for intervention and behavior support plans strategies and direct service staff role including documentation
    - Human rights committees established in accordance with 5123:2-2-06
    - Crisis intervention techniques
  - Services that comprise Individual Employment Support
- During first year of employment for those with less than one year experience providing individual employment support at the point of hire
  - Assigned and has access to a mentor employed by agency provider
  - Eight hours of training specific to provision of IES
    - Skill-building in job training and systemic instruction that assists the individual in maintaining employment and or advancing his or her career
    - Self-determination
- On-the-job training specific to each individual employee serves
  - What is important to the individual and what is important for the individual
  - Individual's support needs including, as applicable, behavioral support strategy, management of individual's funds, and medication administration/delegated nursing
- Beginning second year, and annually
  - Eight hours
    - The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
    - Rights of individuals
    - Requirements of 5123:2-17-02 Incidents adversely affecting health & safety including a review of health and welfare alerts since the previous year's training
    - Direct service staff role in providing behavioral support to the individuals served
    - Best practices of individual employment support
- Written plan of training priorities

## **HCBS Waivers – Group Employment Support 5123:2-9-16**

### **• Provider Certification – 5123: 2-2-01**

- Orientation
  - within 90 days of initial employment
  - 8 hours
  - Organizational background of agency
    - Mission, vision, values, principles, and goals
    - Organizational structure
    - Key policies, procedures, and work rules
    - Ethical and professional conduct and practice
    - Avoiding conflicts of interest
    - Working effectively with individuals, families, and other team members
  - Components of quality care for individuals served
    - Interpersonal relationship and trust
    - Cultural and personal sensitivity
    - Effective communication
    - Person-centered philosophy and practice
    - Development of ISP's
    - Roles and responsibilities of team members
    - Recordkeeping including progress notes and incident/accident reports
  - Health and safety
    - Signs and symptoms of illness or injury and procedure for response
    - Building/site-specific emergency response plans
    - Program-specific transportation safety
  - Positive behavior support
    - Principles of positive culture
    - Role of direct service staff in creating a positive culture
    - General requirements for intervention and behavior support plans strategies and direct service staff role including documentation
    - Human rights committees established in accordance with 5123:2-2-06
    - Crisis intervention techniques
  - Services that comprise Group Employment Supports
- During first year of employment for those with less than one year experience providing group employment support at the point of hire
  - Assigned and has access to a mentor employed by agency provider
  - Eight hours of training specific to provision of Adult Day Support
    - Skill-building in advancement of individuals on the path to community employment and development of individuals' strengths and skills necessary for competitive integrated employment
    - Self-determination
- On-the-job training specific to each individual employee serves
  - What is important to the individual and what is important for the individual
  - Individual's support needs including, as applicable, behavioral support strategy, management of individual's funds, and medication administration/delegated nursing
- Beginning second year, and annually
  - Eight hours
    - The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
    - Rights of individuals
    - Requirements of 5123:2-17-02 Incidents adversely affecting health & safety including a review of health and welfare alerts since the previous year's training
    - Direct service staff role in providing behavioral support to the individuals served
    - Best practices of group employment support
- Written plan of training priorities

## HCBS Waivers – Adult Day Support

### 5123:2-9-17

#### • **Provider Certification – 5123: 2-2-01**

- Orientation
  - within 90 days of initial employment
  - 8 hours
  - Organizational background of agency
    - Mission, vision, values, principles, and goals
    - Organizational structure
    - Key policies, procedures, and work rules
    - Ethical and professional conduct and practice
    - Avoiding conflicts of interest
    - Working effectively with individuals, families, and other team members
  - Components of quality care for individuals served
    - Interpersonal relationship and trust
    - Cultural and personal sensitivity
    - Effective communication
    - Person-centered philosophy and practice
    - Development of ISP's
    - Roles and responsibilities of team members
    - Recordkeeping including progress notes and incident/accident reports
  - Health and safety
    - Signs and symptoms of illness or injury and procedure for response
    - Building/site-specific emergency response plans
    - Program-specific transportation safety
  - Positive behavior support
    - Principles of positive culture
    - Role of direct service staff in creating a positive culture
    - General requirements for intervention and behavior support plans strategies and direct service staff role including documentation
    - Human rights committees established in accordance with 5123:2-2-06
    - Crisis intervention techniques
  - Services that comprise Adult Day Support
- During first year of employment for those with less than one year experience providing ADS at the point of hire
  - Assigned and has access to a mentor employed by agency provider
  - Eight hours of training specific to provision of Adult Day Support
    - Skill-building in the necessary activities and environments that build on the individual's strengths and foster the development of skills that lead to greater independence, community membership, relationship-building, and self-direction
    - Developing natural supports
    - Self-determination
- On-the-job training specific to each individual employee serves
  - What is important to the individual and what is important for the individual
  - Individual's support needs including, as applicable, behavioral support strategy, management of individual's funds, and medication administration/delegated nursing
- Beginning second year, and annually
  - Eight hours
    - The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
    - Rights of individuals
    - Requirements of 5123:2-17-02 Incidents adversely affecting health & safety including a review of health and welfare alerts since the previous year's training
    - Direct service staff role in providing behavioral support to the individuals served
    - Best practices of adult day support
- Written plan of training priorities

**HCBS Waivers – Non-Medical Transportation  
5123: 2-9-18**

- **Provider Certification – 5123: 2-2-01**
- Valid Driver's License
- Valid liability insurance
- Driver's Abstract –
  - No earlier than 14 days of driving start date
  - At least once every three years
  - Six or more points is prohibited
- Notify agency, in writing, of six or more points, revoked or suspended DL
- Drug-Testing –
  - Pre-provision of service
  - Motor vehicle accident if involves loss of life or citation: with injury and/or any vehicles are disabled
    - Controlled substance within 32 hrs.
    - Alcohol within 8 hrs.
- Comply with federal, state, and local laws & regulations
- **Per Trip (additional requirement)**
  - Physical Examination

**HCBS Waivers – Money Management  
5123:2-9-20**

- **Provider Certification – 5123: 2-2-01 except:**
  - **First Aid, CPR, eight hours of training - orientation**
- Achieve a score of at least 80 per cent on DODD administered money management competency test; or
- Degree from in accounting, business administration, finance, or public administration; or
- CPA
- Annually, Eight hours
  - Rights of individuals
  - Requirements of 5123:2-17-02 Incidents adversely affecting health & safety including a review of health and welfare alerts since the previous year's training
  - Topics that enhance his or her skills and competencies relevant to provision of money management

**HCBS Waivers - Transportation  
5123:2-9-24**

- **Provider Certification – 5123: 2-2-01**
- Valid Driver's License
- Valid liability insurance
- Driver's Abstract –
  - No earlier than 14 days of driving start date
  - At least once every three years
  - Six or more points is prohibited
- Notify agency, in writing, of six or more points, revoked or suspended DL

## **Homemaker / Personal Care**

### **5123: 2-9-30**

- **Provider Certification – 5123: 2-2-01**
- Medication Administration (Delegated Nursing) as needed
- On-the-job training specific to each individual employee serves
  - What is important to the individual and what is important for the individual
  - Individual's support needs including, as applicable, behavioral support strategy, management of individual's funds, and medication administration/delegated nursing
- Annually
  - Eight hours
    - The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
    - Rights of individuals
    - Requirements of 5123:2-17-02 Incidents adversely affecting health & safety including a review of health and welfare alerts since the previous year's training
    - Direct service staff role in providing behavioral support to the individuals served

## **HCBS Waivers – Community Inclusion – Personal Assistance & Transportation – SELF Waiver**

### **5123: 2-9-42**

#### **Personal Assistance**

- **Provider Certification – 5123: 2-2-01**
- Additional qualifications as determined by Individual and in ISP

#### **Transportation**

- **Provider Certification – 5123: 2-2-01**
- Valid Driver's License
- Valid liability insurance
- Driver's Record –
  - No earlier than 14 days of driving prior to start date
  - At least once every three years
  - Six or more points is prohibited
- Notify agency, in writing, of six or more points, revoked or suspended DL
- Additional qualifications as determined by Individual and in ISP

## HCBS Waivers – Integrated Employment – SELF Waiver

### 5123: 2-9-44

- **Provider Certification – 5123: 2-2-01**

- Orientation
  - Within 90 days of initial employment
  - 8 hours
  - Organization background of agency
    - Mission, vision, values, principles, and goals
    - Organizational structure
    - Key policies, procedures, and work rules
    - Ethical and professional conduct and practice
    - Avoiding conflicts of interest
    - Working effectively with individuals, families, and other team members
  - Components of quality care for individuals served
    - Interpersonal relationship and trust
    - Cultural and personal sensitivity
    - Effective communication
    - Person-centered philosophy and practice
    - Development of ISP's
    - Roles and responsibilities of team members
    - Recordkeeping including progress notes and incident/accident reports
  - Health and safety
    - Signs and symptoms of illness or injury and procedure for response
    - Building/site-specific emergency response plans
    - Program-specific transportation safety
  - Positive behavior support
    - Principles of positive intervention culture
    - Role of direct service staff in creating a positive culture
    - General requirements for behavior support plans and intervention strategies and direct service staff role including documentation
    - Behavior support review and human rights committees
    - Crisis intervention techniques

- Services that comprise integrated employment
  - During first year of employment
    - Assigned and has access to a mentor employed by agency provider
    - On-the-job training specific to each individual employee serves
      - Requirements of ISP
      - Individual's preferences and strengths
      - Individual's diagnosis and related needs
      - Individual's care needs
      - Medication administration and D.N. as applicable
      - Teaching techniques and related documentation requirements
      - Management of individual's funds and related documentation requirements
- Eight hours of on-the-job training specific to provision of integrated employment
- Skill-building
  - Self-determination
  - Written plan of training priorities
  - Beginning second year, and annually
    - Eight hours
      - Rights of individuals
      - Incidents adversely affecting health & safety
      - Behavior supports
      - Best practices of integrated employment