

**NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES
Developmental Disabilities Division
October 30, 2018**

PI-18-05

TO: Licensed DD Service Providers
Regional DD Program Administrators
ND Protection & Advocacy Project (P&A)
Health Facilities, Department of Health
Bruce Murry, ND Association of Community Providers

FROM: Developmental Disabilities Division

SUBJECT: Staff Training – DD Licensed Providers

EFFECTIVE DATE: November 1, 2018

This policy replaces DDD PI 18-05 issued April 3, 2018. Please discard and replace with this issuance.

The following policy outlines the DD provider and DD State Office responsibility in meeting the commitment to provide quality training of staff within the DD provider industry.

DEVELOPMENTAL DISABILITIES DIVISION

The Developmental Disabilities Division maintains a statewide training program currently being implemented through a contract. This contract provides training, workshops, seminars, and modules. Orientation and ongoing training of staff is provided by the agency.

Throughout the document:

- “Annually” is defined as 365 days.
- “Sole responsibility” is defined as being the only staff (not sharing responsibility of) providing direct treatment or habilitation.

DEVELOPMENTAL DISABILITIES PROVIDERS

This policy issuance requires that all licensed providers of Developmental Disabilities services meet the requirements for staff training, in accordance with State and Federal regulations:

NDCC 25-16-03. Requirements for license.

The department shall issue a license for the operation of a treatment or care center for individuals with a developmental disability upon a showing that:

2. The persons in active charge of the center and their assistants are qualified by training and experience to carry on efficiently the duties required of them;

NDAC 75-04-01-20.1(p) Applicant guarantees and assurances:

1. Applicants shall submit, in a manner prescribed by the department, evidence that policies and procedures approved by the governing body are written and implemented in a manner which:
 - (p) Assures that all service staff demonstrate basic professional competencies as required by their job descriptions and complies with all required trainings, credentialing, and professional development activities

Decision-making responsibility for the conduct of staff training within individual agencies is generally left up to the agency.

COMPLIANCE AND IMPLEMENTATION FOR CURRENT AND NEW EMPLOYEES

Part-time direct support professionals who were employed on or after 4/1/2018 will have the 18 months to comply with the module requirements as stated on page 4 of this policy.

Training records must be maintained by the provider and made available upon request by any licensing, accrediting, or certification entities.

In-direct employee training requirements:

For employees that do not work directly with individuals served but may encounter them throughout the day (i.e., office personnel, rep payee, maintenance, etc.), it is the provider's responsibility to determine what training is appropriate.

TRAINING REQUIREMENTS

Training is mandatory for all new employees, full and part-time staff, returning employees, contracted employees, or interns that will have direct contact with individuals.

If the returning employee has had less than a one-year lapse in employment, it is acceptable for the provider to conduct a modified version of the orientation training. The provider must ensure that the employee has maintained the minimum qualifications necessary to complete the duties and tasks of their job.

Orientation

The composition of the orientation training shall include at a minimum, but not be limited to, the following items:

- a) Overview of services in North Dakota, people first language, active support/active treatment principles and state and federal requirements;
- b) Human and legal rights*;
- c) General overview of person-centered plan development and team concepts;
- d) Basic health and safety concerns;
- e) Agency specific information (which may include an overview of the agency's services, tour of the facility(s), an overview of the agency's relationship to the state service delivery system, and review of policies and procedures of the agency, as well as those specific to the staff member's intended work site);
- f) Current abuse and neglect policies and reporting requirements*;
- g) Prohibited procedures in the State of ND*;
- h) OSHA (Bloodborne pathogens)*;
- i) Emergency evacuations*;
- j) PHI/HIPAA*;
- k) Code of conduct;
- l) Confidentiality*;
- m) DSP code of ethics*;
- n) Therapeutic responses or a similar positive behavioral supports curriculum must be trained on within the first **90 days** of employment. In the case of a behavioral program setting, staff must be trained within the first **30 days** AND prior to working alone, unsupervised in this setting; *
- o) Training on the responsibilities of DD Program Management within the first **90 days** of their employment.

Items **a – m** must occur within **30 days** of their employment and **prior** to the employee assuming sole responsibility for the individual(s) receiving services. This does not apply to items **n – o**, as the requirement for completion is listed above.

Position-based Competency

Must be completed **prior** to the employee assuming sole responsibility for the individual(s) receiving services.

The following **MUST** be included in the position-based competency:

- OSP/IFSP/PCSP and any related behavioral support plans specific to the consumers they work with*.
- Client specific information (which may include such focused training topics and practicum experiences, basic health and safety concerns or seizure activities) *
- CPR
- First Aid
- Medication Certification
 - For any staff that will be passing medications including PRNs, prescription medications, and any over the counter medications (i.e., ibuprofen, Tylenol, cough medicine, etc.), they must have completed and passed the medication module, test, and practicum to be medication certified. A licensed medical practitioner must sign off on the med practicum to obtain certification.
 - Staff must be recertified at least annually, and as needed throughout the year, to assure they are maintaining the competency to continue to administer medications in each environment in which they work.
- Non-Medication certified staff
 - All staff who are not going to be medication certified must complete the medication module and test, whether PT or FT.
 - If it is determined that a DSP will not be passing medications, including PRNs, the practicum does not need to be completed.
 - If a staff moves into a position where they will be passing medications, the observations and practicum will need to be completed and signed by the licensed medical practitioner.

*** All staff must be trained at least annually, and as needed, on the specific items noted in the orientation and position-based competencies sections.**

*** After the initial training has been completed, a 30-day grace period will be allowed for staff to complete the required annual training.**

If employees are unable to complete the orientation or position-based competencies training, the agency must document the reason(s) of incompleteness and must come up with a plan of correction to assure that training will be completed.

Module Requirements

Part-time direct support professionals - are required to complete at least 4 modules within 18 months of their hire date, which must include the medication training. The modules must be defined by the job description for the settings that they are working in. If the setting changes, it is up to the agency to have staff trained on any additional modules required at that location.

Full-time direct support professionals - are those individuals who are identified as full-time status within the agency's classification and whose primary job responsibility is to conduct the individual programming for those receiving day, residential, and/or family support services.

Full-time staff must become DD Certified through our contracted entity within the first 18 months of employment. Requirements of becoming DD certified are completing the 6 core modules, which includes the medication training module, and 6 elective modules. Staff must complete 8 of the required 12 modules in the first year of employment and the final 4 during the first 6 months of the second year. It is the agency's responsibility to prioritize specific competencies for individual staff to ensure that they gain the knowledge and skills to make them the most effective in their positions.

Core modules include:

1. Supporting Individuals with Disabilities in the Community; and
2. Legal Issues; and
3. Achieving Personal Outcomes; and
4. Person Centered Planning; and
5. Medication Training; and

For employment settings:

6. Job Coach Training; or

For all other programs:

6. Working with Families.

Electives composed of six (6) modules or other MSU approved training activities.

- Electives may be selected from any other modules in the curriculum determined by the agency to be most appropriate. The Guidelines and Coursework Syllabus for the North Dakota Statewide Staff Training Program will serve as a reference for further description of the prescribed training program, including core and elective modules.
- If someone hired by an agency has attained Direct Support Professional-Certified (DSP-C) credential through the National Alliance of Direct Support Professionals, The Developmental Disabilities Division will accept this certificate; however, the staff member will still need to complete the orientation and position-based competencies training as well as following North Dakota specific modules through Minot State's NDCPD program:

1. Medication training module, test and practicum (if identified that they will be passing medications)
2. Any other job specific requirements designated by the provider that staff need in any setting to assure the health and safety of the individuals' served.

If full-time staff are working in other areas of the agency but only have direct contact on a part-time basis with people receiving services that are Title XIX HCBS or Title XIX ICF funded, the agency must document the number of hours staff are in direct contact to verify which training and module requirements are needed (i.e., staff working 30 hours performing maintenance duties and 10 hours providing direct contact services would complete the part-time module requirements).

Professional Staff (Full or Part-time) – must complete orientation and position-based competencies to assure that they have the competencies to work with the people who are on their caseload as well as those settings that they would be providing on-call responses to. Providers must assure that general client staff have the competencies that meet the guidelines, and as indicated in their particular job descriptions.

Qualified Developmental Disabilities Professionals (QDDP), Internal Case Managers (ICM), nurses acting in the position of ICM/QDDP, and other appropriate professionals – must complete orientation, position-based competencies, and module requirements as prescribed in this policy as a part of their normal employment duties. This will assure they have a level of understanding of the principles in order to develop programming and direct staff in a manner consistent with the approved training and they promote the importance of the prescribed training within the agency.

Employees that assume the role as a QDDP or any other position that allows them to write behavioral objectives and monitor programs – must complete the following modules within 6 months of being hired for the position:

- Writing Behavioral Objectives and Measuring Behavior
- Assessments and Goal Setting
- Positive Behavior Supports
- Designing and Implementing Positive Behavioral Supports
- Guidelines for Qualified Developmental Disabilities Professional

Employees that are hired or assume the role specifically as a Behavioral Analyst (BA) – must complete orientation training and the following modules within 6 months of being hired for that position:

- Writing Behavioral Objectives and Measuring Behavior
- Positive Behavior Supports
- Designing and Implementing Positive Behavioral Supports

If the BA provides direct treatment or habilitation to the individual(s) receiving services, they must complete position-based competencies as prescribed.

Exceptions to the module requirements:

- Family Support Services **Family Care Option** providers are not employees of the Family Support Services provider and are not required to meet the module requirements.
- Staff working in a self-directed support setting, not through an agency but the family is self-directing, are not required to complete the modules. The families may use the modules for resource materials, but the staff will not be paid for modules the family wants their staff to view. Family members are a rich source of individual specific information and should be encouraged to directly provide the training they and the team feel appropriate. This individualized approach allows for the recruitment of individuals who are interested in providing supports for one specific individual.

Recording of All Staff Training

The recording of **all** training shall be the responsibility of each individual agency. DD licensed providers must have a system for tracking training requirements for their employees. The format of the verification of staff training must contain:

- Agency Name
- Employee identification (name and ID number)
- Check list of Level I orientation content and completion date(s), which must be signed and dated by the employee and provider rep/trainer once all trainings are completed.
- Module training completed during previous employment at other licensed, accredited DD agency, if applicable.
- Documentation that module training was completed and the date it was completed.
- Documentation of all trainings and annual refresher courses must include:
 - Name and signature of the presenter/trainer
 - Training topic
 - Date of the training
 - Synopsis/overview of the training
 - Staffs name
 - Certificates, if handed out

If your agency accepts training completed at another agency, you **MUST** obtain copies of the training which includes the date, name of the training, the trainer name and the content of the course.

Documentation of training must be maintained by the licensed provider and be available upon request by outside entities for review including Health Facilities, P&A, DDD, and other licensing entities.

Quick guide for trainers

Part-time	Full-time	Professional staff
Orientation	Orientation	Orientation
Position-based	Position-based	Position-based
Medication training	Medication training	Medication training
3 modules	11 modules <ul style="list-style-type: none">- 5 core modules- 6 electives	11 modules <ul style="list-style-type: none">- 5 core modules- 6 electives
		Job specific modules (if not completed as part of DD Certification)