GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

PROCEDURE	
Subject: Department on Disability Services: Support Staff Professional Training Procedures	Subject: Provider Training Procedure
Responsible Program or Office: Developmental Disabilities Administration	Number: 2016-DDA-TRAINING-PR01
Date of Approval by the Director: July 6, 2016	Number of Pages: 6
Effective Date: July 6, 2016	Expiration Date, if any: N/A
Supersedes Direct Support Professional Training Procedures (2013-DDA-TRAINING-PR004) Dated April 30, 2013	
Cross References, Related Policies and Procedures, and Related Documents: Provider Staff Training Policy; Incident Management Enforcement Unit Policy and Procedures, Human Rights Policy; Behavior Support Policy and Procedures; Regulations Implementing the Home and Community-Based Services Waiver for Individuals with Intellectual and Developmental Disabilities (Title 29 DCMR); Person-Centered Thinking Tools Procedure	

All underlined words/definitions can be found in the Definitions Appendix.

1. PURPOSE

This purpose of this procedure is to establish the standards, guidelines and training requirements for all staff at provider establishments that deliver supports and services to people receiving services as part of the Developmental Disabilities Administration ("DDA") Service Delivery System.

2. APPLICABILITY

This policy applies to all DDA providers/vendors, consultants, and staff that provide services and supports on behalf of people with intellectual and developmental disabilities receiving services as part of the DDA Service Delivery System funded by DDA or the Department of Health Care Finance ("DHCF").

3. PROCEDURES

The following are the standards by which the DDA will evaluate compliance with the training policy:

A. Phase I – Overview/Employee Orientation

1. Approved Trainer(s): The provider shall designate one or more mid-level manager staff position(s) to be responsible for coordinating staff training. The employee responsible for staff training should have broad knowledge of support and service needs of people with intellectual disabilities and possess the necessary skills to organize and implement a training program. The provider shall ensure that the approved trainer(s) is (are) competent to provide each employee with initial and continuous training that enables the employee to perform his or her duties effectively, efficiently, and competently.

   The approved trainer must have a minimum of three (3) years of experience providing direct supports, or specific expertise/certification in the subject matter in order to verify competency to train staff.

   The approved trainer must have completed DDA Person-Centered Thinking ("PCT") training or PCT training which is otherwise consistent with the Learning Community Curriculum (http://www.learningcommunity.us/). The trainer must have completed PCT training within the last three (3) years or within six (6) months of the approval date of these procedures.

2. Phase I Training Requirements: The following are required of Phase I training:

   a. **DDS Approved Training**
      The following nine (9) modules make up the DDS approved training for Phase I. These include:
      - Introduction to Developmental Disabilities;
      - Health and Wellness;
      - Adaptive Equipment;
      - Introduction to Human Rights;
      - Universal Precautions and General Safety Guidelines;
      - Incident Management Test;
      - A Blueprint for Service (*Members of the Provider Coalition are exempt from taking this training);
      - Making Friends and Building Relationships; and
      - Quality of Life.

   b. **Providers Philosophies, Policies, Procedures, Goals, and Services & Practices.**
      The provider shall establish a written training plan and/or policies and procedures to maintain compliance with this standard. This plan must show how the training will be provided to staff and the areas covered, including a calendar which identifies, at a minimum, the training date, time, location and approved trainer.

3. All new hires in direct support roles, not limited to Direct Support

Professionals ("DSPs"), must complete Phase I training prior to working independently with people who receive supports from DDA.

4. In order to show evidence of completion of Phase I training, providers must have paper or electronic records that include the title/subject of each training module, signature of the supervisor or approved trainer, and signature of each staff person who completed the training.

5. In order to have proof of proficiency in Phase I training, the records must include competency verification based on a passing score or measure designated by the trainer.

B. Phase II – On-going/Person-Centered Training

1. Approved Trainer(s): Qualified Trainers for Phase II include clinicians, Qualified Intellectual Disabilities Professional ("QIDPs"), Registered Nurses or family members with experience in care of the person. Each approved trainer must have knowledge and expertise in the specific needs of the person.

2. Phase II Training Requirements: Phase II training shall include training on the specific needs of the person and may include, but not be limited to, one or more of the following if necessary to support the person:

   - Health Care Management Plan ("HCMP");
   - Health Passport;
   - Individual Support Plan ("ISP");
   - Behavior Support Plan ("BSP");
   - Individual Program Plan ("IPP");
   - Teaching strategies;
   - Personal Emergency Preparedness Plan ("PEP");
   - Nutrition;
   - Specialized dining techniques;
   - Transfer and mobility procedures:
   - Seizure disorders/protocols;
   - Adaptive equipment; and
   - Medications/side effects, etc.

3. All staff in direct support roles, not limited to DSPs, must complete Phase II training prior to working alone with a person (if a new hire) and on-going as changes occur in the person's support needs as identified in the person's ISP or BSP. Family members who are experienced in the care of the person are exempt from taking Phase II training.

4. Evidence of Phase II training must include records showing the initials of the person that the specialized in-service training focuses upon; signature of

the supervisor or experienced staff member facilitating the training session; and the signature of the staff member attending. If group training is conducted, it must be clear that the training content is individualized to the unique needs of people the staff person in attendance is supporting.

5. Proof of proficiency in Phase II training shall be evidenced by records that show each staff person received on-the-job training on each person's individualized support needs.

C. Phase III – Annual Trainings/Certification Renewals

1. Approved Trainer(s): Phase III training shall be conducted by professionals or nationally accredited institutions with expertise in providing certification on the subject area.

2. Required annual trainings or certifications prior to working with the person include certifications or trainings in the following areas:

    - CPR via in person class;
    - First Aid;
    - Universal precautions and infection control that meets the Occupational Safety and Health Administration ("OSHA") requirements;
    - Behavioral Intervention Procedures (*e.g.* Mandt, CPI, or Positive Behavior Strategies);
    - OSHA requirements for people who may be exposed to hazardous chemicals;
    - Fire and safety precautions;
    - Health Insurance Portability and Accountability Act ("HIPAA") training and guidelines to maintain confidentiality;
    - Medication Administration (TME Certification);
    - DDS Adaptive Equipment Maintenance Protocol; and
    - Recognition of, prevention of and obligation to report abuse, neglect, exploitation and serious physical injury (per the DDS-approved Incident Management and Enforcement Unit manual).

3. Phase III training is required annually and certifications should remain active.

4. Evidence/records of Phase III training must include the name of the trainee, the name of the trainer, the name of the organization sponsoring the training, title of the training, date of the training, and the duration of the training in hours.

D. Phase IV – Professional Development/Continuing Education

1. Approved Trainer(s): Phase IV training shall be conducted by professionals or nationally accredited institutions with expertise in providing trainings on the subject area.

2. Phase IV training is required of all staff with direct support roles and shall be maintained on annual basis or at the person's anniversary date of hire.

3. Each staff in a direct support role is required to complete fifteen (15) hours of professional development/continued education training except members of the Provider Coalition who are required to complete ten (10) hours.

4. Evidence/records of Phase IV training should include one or more of the following: certificate of completion, training materials or hand-outs from the training session, proof of attendance; and/or confirmation of registration to the training.

E. Other Training Requirements

1. Provider Owner-Operator, Executive Staff & Program Managers

    a. Owners-operators, executive staff and program managers of provider agencies in the Home and Community-Based Services Waiver for Individuals with Intellectual and Developmental Disabilities ("HCBS/IDD") waiver program or Intermediate Care Facilities ("ICF") are required to take training in the following: Person-Centered Thinking, Supporting Community Integration (Discovery), Supported Decision Making, Job Search/Community Participation Plan, and other topics determined by DDS.

    b. Evidence and records of management/executive staff training shall include records of attendance, name of the person attending, date and time of the training, and title/subject of the training.

    c. HCBS waiver program providers are required to complete this training by September 30, 2016, and all ICF providers are required to complete this training by one (1) year of the effective date of these procedures.

2. Staff of Individualized Day Supports

    a. Provider staff of Individualized Day Supports (IDS) providers are required to complete mandatory orientation offered by the provider and consistent with the "Train the Trainer" course offered by the IDS Providers Community of Practice. The course must include the Community Mapping and the Supporting People to Use Public Transportation trainings and may include other trainings specific to IDS.

b. Evidence and record of training shall include results of a provider developed proficiency test conducted at the conclusion of each training session.