



Orientation to New Mexico DD Waiver Training Requirements

for Direct Support Personnel, Direct Support Supervisors,
Case Managers, and Case Management Supervisors

Developmental Disabilities Supports Division
Training Unit

Outcomes for this Presentation

- To have a basic understanding of training requirements within the NM DD Waiver System
- To learn expectations associated with training requirements
- To have a grasp of the training system structure in New Mexico
- To know who to contact for additional information



Agenda

- Overview
- Training Policies
- Training Requirements
 - Direct Service Agency Staff (including Service Coordinators)
 - Case Managers
- Training System Structure
 - Curriculum
 - Trainer Certification
 - Regional Calendars and
 - Statewide Training Database
- Accessing Resources and Contact Information

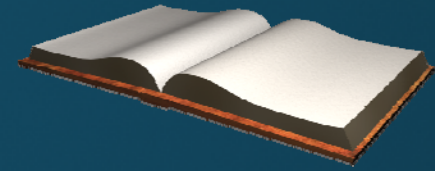
DDSD Training Policies

- T-001: Reporting and Documentation of DDSD Training Requirements Policy
- T-002: Training Requirements for Case Management Agency Staff Policy
- T-003: Training Requirements for Direct Service Agency Staff Policy

Overview: Competency Statements

- Competencies developed with key stakeholders
- Competencies based on national research on best practices in fields of developmental disabilities and adult education
- Values-based competencies include awareness, knowledge and skills for each core content area
- Published through policy in 1998 and updated in 2007

Overview: Core Curriculum



- Curriculums developed to support competencies, field-tested and modified based on feedback
- Core curriculum designed to address competencies related to general philosophy, values, information and practices all individuals in a specific job category must master, regardless of the specific individual(s) supported

Overview:

Individual-Specific Training (IST)

- Core Curriculum augmented by on the job individual specific training
- Individual-specific training relates to: health, communication, mental health, behavioral supports, relationships, community integration/safety, privacy, employment, assistive technology, and ISP (vision, desired outcomes, action plans, strategies, support plans), etc.
- The timing and type of IST required is determined by the interdisciplinary team (IDT) and documented in the back of the person's Individual Service Plan (ISP)

Who Is Required to Complete Core Curriculum Training?

- Case Managers and Case Manager Supervisors
- Service Coordinators
- Completion of core curriculum training is required by Direct Support Personnel and Direct Support Supervisors providing the following services:
 - Community Living (supported living, family living, customized in-home supports)
 - Community Inclusion (supported employment, community access)
 - State General Fund Services

Core Curriculum Training Requirements for Direct Support Personnel – Direct Support Staff and Direct Support Supervisors

- Due within 30 days of hire
 - Pre-Service
 - Foundations for Health and Wellness
- Due within 90 days of hire
 - Person-Centered Planning (One-Day)
 - Assisting with Medication Delivery (only for staff who assist with medication delivery)
- Due within one year of hire
 - Participatory Communication and Choice-Making
 - Advocacy 101
 - Positive Behavior Support Strategies
 - Teaching and Support Strategies

NOTE: There are other training requirements addressed later in this presentation.

Core Curriculum Training Requirements for Service Coordinators , Case Managers, and Case Management Supervisors

- Due within 30 days of hire

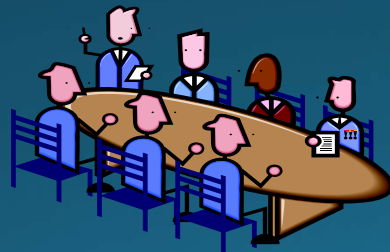
- Online Pre-Service Manual

- Due within 90 days of hire

- Two-Day Person-Centered Planning
- Promoting Effective Teamwork

- Due within one year of hire

- Participatory Communication and Choice-Making
- Advocacy Strategies
- Health and Wellness Coordination
- Positive Behavior Support Strategies
- Individual Service Plan Critique
- Sexuality for Persons with Developmental Disabilities



Training Requirements Direct Service Agencies

- Other categories of staff who have DDS training requirements (as described in the DD Waiver Service Standards and Training Policies):
 - Respite
 - Substitute Care
- A minimum of 40 hours of training within the first year of assignment.
- Thereafter, a minimum of 10 hours must be completed each year.
- There may be specific training requirements such as A/N/E training, IST, Assisting with Medication Delivery, and physical intervention training.
- Please review the policy and/or call the Regional Training Coordinator for additional information on this requirement.

Training Requirements Direct Service Agencies

- Anyone who provides services to a person on the DD Waiver – and who isn't already a licensed clinician – must complete and maintain certification in an approved medication course if assisting with medications.



- DSP who support an individual with a behavioral crisis plan that includes the use of physical restraint techniques must complete and maintain certification in an approved behavioral intervention course (e.g., Mandt, CPI, Handle with Care).

Individual-Specific Training Requirements

REMINDER:

- Staff shall complete IST requirements in accordance with the specifications described in the individual service plan (ISP) of each individual served
- **IMPORTANT NOTE:** Anyone who is required to complete Individual Specific Training should **NOT** be left alone with individuals until they have completed the appropriate training!



Training Requirements Direct Service Agencies

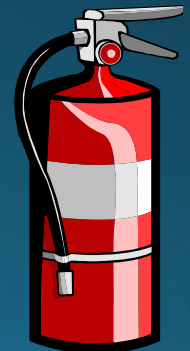


- Training may be required by other governing agencies, which may include (but not be limited to) the following:
 - Staff providing direct services shall complete training in universal precautions on an annual basis. The training materials shall meet Occupational Safety and Health Administration (OSHA) requirements.
 - Staff who may be exposed to hazardous chemicals shall complete relevant training in accordance with OSHA requirements.

Training Requirements Direct Service Agencies

Staff providing direct services shall complete safety training within the first thirty (30) days of employment and before working alone with an individual receiving services. The training, provided by the agency, shall address at least the following:

- Operating a fire extinguisher
- Proper lifting procedures
- Transportation safety
- Assisting passengers with cognitive and/or physical impairments (e.g. general guidelines for supporting individuals who may be unaware of safety issues)
- Operating wheelchair lifts (if applicable to staff's role)
- Wheelchair tie-down procedures (if applicable to the staff's role)
- Emergency and evacuation procedures (e.g., roadside emergency, fire emergency)
- First Aid/CPR



All Agencies

- It is required that all employees of provider agencies be trained on recognizing and reporting abuse, neglect, and exploitation, as well as receive an annual refresher.
- This training is provided through the Division of Health Improvement (DHI). They also publish the Abuse, Neglect and Exploitation Reporting Guide and related documents.
- For more information, go to:
<https://nmhealth.org/about/dhi/ane/train/>



Training System Structure

Curriculum

- Training Modules have been developed based on the competency statements and are available for use by certified trainers
- All modules addressing DDSD competency statements must be formally approved
- Agencies can develop their own agency-specific training modules that address internal policies and procedures. If a provider chooses, these agency-specific can be tracked in the Statewide Training Database at CDD



Only certified trainers can facilitate
Core Curriculum courses!

Training System Structure

Trainer Certification

- Trainers are certified through trainer certification seminars or through one-on-one mentoring sessions.
- Train-the-trainer opportunities are published on the trainnewmexico.com website.
- DDSD and its training contractors offer some free trainer certification and course opportunities
- Agencies can also contract with certified course mentors to conduct other needed train-the-trainer seminars



Training System Structure



Regional Training Calendars

- Adelante is currently contracted to produce regional training calendars via the trainnewmexico.com website
- Agencies can locate training and train-the-trainer opportunities on the calendar website
- Agencies can register staff for trainings via the trainnewmexico.com website
- Trainers with the appropriate certification level are encouraged to list classes on the calendar website (a fee may be charged)

Training System Structure

Statewide Training Database

- Compliance with DDSD competency-based course requirements is tracked through a Statewide Training Database, which is maintained by UNM's Center for Development and Disability (CDD).
- Each agency is required to enter names, hire dates and position titles of all Direct Support Personnel, Direct Support Supervisors, Service Coordinators, Nurses, Case managers, Case Management Supervisors, Therapists and Behavior Support Consultants into the DDSD Statewide Training Database.
- Agencies shall submit names, hire dates and position titles of any other agency personnel who will take core curriculum trainings as part of their job responsibilities (i.e. Substitute Care Providers, Administrative staff, etc.).
- Agencies are required to submit information to the DDSD Online Statewide Training Database regarding personnel changes (i.e. when someone leaves the agency or changes position within the agency)

Training System Structure

Statewide Online Training Database

- It is important to maintain supporting documentation at the agency (in accordance with DDS requirements). Maintaining appropriate documentation (e.g., competency forms, on-site skills demonstration documentation, and signed rosters) will help demonstrate that staff have completed required trainings.
- The DDS Training Unit and/or Regional Office Personnel will occasionally conduct an audit of an agency's training paperwork.
- Each DDS Certified Provider Trainer will be issued a unique password so that they may enter the rosters of courses that they have trained into the Statewide Training Database. ***It is critical that these passwords not be shared with anyone else at the agency in order to prevent potential fraud.***
- When needed, an agency can request specific reports from the online database. For example, agencies can obtain:
 - Individual transcripts for staff
 - Agency compliance reports
 - A list of agency trainer certifications (access is only to agency employing the trainer)

Accessing Resources



When agencies need support finding trainer certification and course offerings, here are a few things to do:

- Review regional training calendars (including those in other regions) at trainnewmexico.com
- Consider developing a partnership with another agency
- Attend quarterly regional trainer meetings
- Locate certified trainers and mentors and establish a contract with them
- Contact the DDSD Regional Training Coordinator in the region for technical assistance

Contact Information

DDSD Regional Training Coordinators:

- David Espinosa – Metro – 505-841-5533
- Teresa Tomashot – NE – 866-315-7123
- David Espinosa – NW – 505-841-5533
- Edward Santiago – SW – 575-528-5190
- Chris Faggion – SE – 575-624-6100
- David Espinosa – Statewide – 505-841-5533
- Doug Wooldridge – Statewide Technical Assistance – 505-476-8919
- Kristín Hansen – Training Unit Manager – 505-383-0120

Training Calendars

- trainnewmexico.com (via contract with Adelante)

Statewide Training Database Administrator (at UNM's CDD)

- James Johnson – 505-272-0286

THANK YOU !

