Developmental Disabilities Service Coordination Training

Topic:	Objective:	Criteria:	Resource:
Abuse, Neglect & Exploitation	Understand what constitutes abuse, neglect , and/or exploitation, the role of the Service Coordinator in reporting and follow-up	Core	APS Program Specialist, Child Advocacy Center
Automated Systems	Train on utilizing the electronic information systems for the Department	Core	LINK System for Microsoft, KRONOS, NFOCUS, Therap training modules; Webinar Training
Basic Medical	Gain knowledge on medical conditions such as seizures, diabetes, etc	Core	BSDC medical support unit
DD Custody Act	Review statute and role of Service Coordinator	Specialized	Legal Services
DD Regulations	Understand DD Regulations	Core	Tricia Mason
DD Service Act	Understand DD Statute	Core	~~Jodi Fenner~~ Tricia Mason
DD Service Coordination Policies and Operational Guidelines	Learn the polices and Operational Guidelines specific to Service Coordination	Core	Lori Harder
Facilitation of Individual/family meeting and planning meetings	Utilize tools/strategies that encourage participation and focus on person-centered outcomes and strengths in planning meetings. To empower the SC with resources and/or the ability to problem solve and develop other supports. SCs will have the skills to assist the individual in determining utilization of their individual budget amount	Core	Lori Harder
Functional Assessments, BSPs, and Safety Plans	Understand what goes into a functional assessment and the elements of a behavioral support plan and formal training program	Core	Dr. Michael Neise
Funding	Understand funding options	Core	Tricia Mason
General Event Reporting and Complaint Mechanisms	Understand incident and complaint reporting and the role of Service Coordination/Surveyors/ Certification/Licensing	Core	Tricia Mason and Lori Harder
IPP	Understanding plan development and documentation	Core	Lori Harder
Medicaid and Behavioral	Learn how to access mental health and substance abuse treatment services	Specialized	Rozie Cillessen and Sue Adams

Attachment B

Health Services			
Topic:	**Objective:**	**Criteria:**	**Resource:**
Monitoring	Learn what is monitoring, when does it occur, who does it, and how to follow-up.	Core	Lori Harder
Nursing/Health Care Plan	Learn the when, what, who and why of the nursing/health care plan	Specialized	BSDC Medical Support Unit
Pathway to Policy: How to locate Economic Assistance Policy	Learn the Economic Assistance policy resources; how to find and use each resource; and step by step instructions to locate each resource including NFOCUS Help, NFOCUS How Do I?, Intranet and internet policy, Policy Logs, E-Manual Bulletins	Specialized	CFS/Economic Assistance
Physical and Nutritional Supports	Recognizing physical and nutritional support needs of individuals, know how to assess for intervention, and access resources	Specialized	BSDC Physical and Nutritional Clinical Support Unit
Power of Attorney, Conservatorship, Guardianship	To help SCs understand the obligations and responsibilities that oversight entails and the role these individuals play in the lives of the people we support. How to find one.	Specialized	Legal Services
Services	Gain knowledge on the overall service array of the Department	Core	Lori Harder
Transition Planning	Understand the essential components of transitioning individuals	Specialized	Jodi Fenner
Waiver Training	Develop understanding of CMS waivers	Core	Pam Hovis

April 2013 Service Coordination Conference

"Excellence is a Habit"

All Service Coordination staff will participate in a 2-day conference to gain additional knowledge and expertise in essential role, process and performance expectations.

The vision is for consistent performance by Service Coordinators across the state. Presenters are subject matter experts and will engage the Service Coordination in effective learning, sharing and networking during the Conference.

Topic:	**Content:**
Setting the Stage for Excellence	• Provide a system overview of the Department • Review DD rules and regulations • Overview of system changes • Introduction and review of Operational Guidelines • Eligibility review • The function of Quality Improvement in Service Coordination
Understanding Service Coordination Expectations and Roles	• The role of the Service Coordinator and Service Coordination Supervisor • Provide clarity on essential expectations: Contacts; Individual Family Meeting; Individual Support Planning; Financial issues; Planning with individuals who have special needs eg. risk, aging, medical needs • Office functions
Serving People with Excellence	• DHHS Curriculum
Quality Development of the Individual Support Plan	• Individual/Family Meeting • Habilitation, programs, needs • How Functional Behavior Assessments, Behavioral Support Plans and Safety Planning are reflected in the individual's plan
Facilitation/ Negotiation/ Critical Conversations	• Navigating the planning process • Tools to effectively resolve individual and team issues • Conducting important conversations to gain information, share information and find solutions.
Funding/Financial Matters	• Individual Budgeting • Funding changes • Support Needs Assessments • Exceptions
Erecords/ Document Management	• Record distribution and filing • Consistency in retention

Attachment B

Training and development is an ongoing process for Service Coordination staff. To accomplish this resources have been assembled and are currently being further developed to ensure a consistent curriculum is available to all staff. Service Coordinator Supervisors will have a critical role in supporting Service Coordinators to develop necessary skills and to have access to current and best practices. The LINK – Employee Development Center together with other methods of electronic tracking will be used to ensure each Service Coordinator completes the required training and meets competency criteria. In addition, performance measures will be utilized for job performance.

Training Category	Expectation	Schedule/mode of training
SC Orientation	• Office protocols • Expectations • Logistics • Reporting • Consultations • Orientation to local resources/providers	First month of employment; continued as needed. Supervisor facilitates completion of orientation
New SC	• Basic job functions	First twelve months Training schedule facilitated by supervisor. Self-study, group learning, individual instruction, webinar
On the Job Training/Peer Mentoring	• Job shadowing • Attend IFM & ISPs • Visit with individuals, family and advocates • Visit provider locations • Monitoring	First 4 months Job experience and observation with accomplished Service Coordination staff
Initial SC training	• Org structure • DD statutes • Waiver • Regulations • Referral process • SC role • IFM • Action Plans • Relationship mapping • Intro to Therap	Quarterly Group learning for new Service Coordinators and Supervisors by DD Administration
Ongoing Training	Each Service Coordinator will receive a minimum of 10 hours training annually to include, but not limited to, • Mandatory annual training • Refresher training • Service Coordinator	Schedule will vary dependent on subject; facilitated by Supervisor/group learning, self-study, webinar& individual instruction.

	skills/knowledge training	
Just in Time Training	• Orientation to new initiatives • Operational Guideline (new and revisions)	As needed, group, individual, webinars, training sessions
Specialized Training	• Court Custody Act • CFS process • Serving individuals with special needs • Additional training provided as determined by the individuals served	As needed – determined by assigned caseload Lori Harder, Department personnel, self-study, webinar, individual instruction