



Beatrice State Developmental Center Training/Staff Development

In order to provide quality services to its residents, BSDC must ensure that all staff are well trained to perform their required duties. Initial training and ongoing staff development are necessary to ensure employees are competent in their skills. Historically, training and staff development services were provided to BSDC by DHHS Operations staff; yet, even after several enhancements to the training program, BSDC continued to struggle with compliance issues related to staff competency. Thus in 2012, BSDC developed its own Training/Staff Development team, consisting of a Training Coordinator and four Staff Training Specialists.

New Employee Orientation and Training

The first challenge the team conquered was a complete revamp of the New Employee Orientation and Training. The previous orientation program was a three-week intensive program that was almost solely classroom training, and included many complicated subject areas that were not easy to comprehend without any applied experience. Additionally, the structure of the program required a new employee to start the first day of the three-week program, and a new orientation session only began every three to five weeks. Which meant it could several weeks before a new employee started training, depending upon where they landed in the training schedule. The revised New Employee Orientation and Training includes the following enhancements:

- The program has been expanded from three weeks to four weeks, to allow for the addition of over 30 hours of on-the-job training.
- The curriculum has been adapted to a four-week rolling schedule. This means that a new employee can start **any** Monday. Tuesday through Friday of each week are then dedicated to particular subject area training sessions. For the three weeks after a new employee starts, their Mondays are spent in on-the-job training activities.
- The curriculum has been adapted to remove some of the advanced subject areas. Those subject areas (and a few new subject areas) have been moved to Staff Development and new employees will take those classes over their first six months of employment. This allows new employees to master basic skills before being expected to master more complex skills.
- BSDC residents are included (as a vocational opportunity) to participate in the training program. They assist with preparing and distributing training materials and serve as guides for new employees as they tour the campus. They also perform role-

playing functions in multiple training scenarios and share direct experiences with the new employees about what it is like to be a person with a disability.

- All training sessions are competency-based. Employees will be subject to a written or applied test of their knowledge. Employees will have opportunities to retake sections of the training that they failed; but must pass all sections prior to working full-time within an ICF.
- All new employees (not just direct support professionals) will be expected to complete most components of the training program. Even though all BSDC employees do not work directly with residents, all employees routinely interact with the residents and need to be equipped to adequately and competently respond in an emergent situation.

Staff Development

Subsequent to New Employee Orientation and Training, all new staff will be required to complete advanced training sessions in the following subject areas prior to being released from their six-month probation status:

- Advanced Mandt Training
- Therap/Computer Use
- Physical Nutritional Consultative Services
- Advanced Active Treatment
- Advanced Abuse Neglect/Incident Management
- Advanced Behavioral Supports
- Food Safety and Handling

In addition to new employees, existing staff may be assigned to take these advanced courses to assist them in areas where they may be struggling. Advanced Abuse/Neglect & Incident Management is required to be repeated by **all** BSDC employees annually. Classes are scheduled throughout each month (and on alternative shifts) to ensure accessibility for new and existing employees.

The Training Coordinator will regularly coordinate with the Quality Assurance Department and each ICF to determine additional and/or ongoing training needs. While the current focus has been on development/enhancement of training impacting direct support professionals, the Training Coordinator is in the process of developing targeted training for supervisory positions (i.e. home managers, shift supervisors, etc.) The team also has the capacity to provide individualized training to the ICFs or other areas of campus on an as-needed basis.

Attachments:

Attachment A: New Employee Orientation Agenda

Attachment B: Training Requirements