

1.18	<b>Division Staff Training Requirements</b>	Page 1 of 3
Authorizing Utah Code: <a href="#">62a-5-103</a>	Rule: None	Division Staff
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Form(s): None		

All **Division** professional staff, with the exception of **Developmental Center** staff (see **USDC** Training Policy 483.430(e) W189-W194), shall demonstrate competency in all required work duties. Employees shall receive training to gain understanding of processes and knowledge that will help improve competence.

By the end of 30 days, each new **Support Coordinator** shall complete initial training under **Supervisor** direction and complete study of the Pre-Service Training Manual, including the manual's competency test.

By the end of 60 days, each new employee shall complete the **Division's** New Employee Orientation training. If the staff member is also new to the **Department** the employee is required to attend the **Department's** New Employee Orientation.

By the end of the first year of employment, the employee shall complete more intensive training in the following areas:

- **Self-Determination** principles
- **Person-centered Support** planning processes and principles
- Personal goals
- **Provider** operations and service delivery
- **Division** Directives, Rule, philosophy, mission, and beliefs
- Legal rights of **Persons** with disabilities (Directive 1.1, Human Rights)
- Abuse, neglect, and exploitation (Directive 1.1, Human Rights, and Directive 1.17, Code of Conduct)
- Confidentiality
- Principles of community inclusion and **Natural Support** development (Directive 1.1, Human Rights)
- Americans with Disabilities Act (Directive 1.1, Human Rights)
- **Support Coordination** and **Medicaid** requirements (Policy 1.6, **Individual** or **Family Service Plan**, Directive 1.10, Components of **Support Coordination**, Directive 1.12, Targeted Case Management)
- Behavior management .
- Disabling conditions
- Age appropriate recreation and leisure skills
- Financial resources
- Self-advocacy
- Counseling and treatment skills
- Assessments and evaluation
- Health and Safety

In the second and following years of employment, employees shall attend a minimum of 30 hours of annual advanced training to maintain **Division** certification. Advanced training is selected under the advisement of the employee's **Supervisor**. Advanced training may include **Support Coordination** training, **Division** conferences, and other pre-approved professional conferences. Advanced training should enhance capability in the core competency areas as listed in the employee's performance plan and assist the employee in developing competency to:

- enhance the ability of the **Person** to lead a self-determined life by providing the support

- and information necessary to build self-esteem and assertiveness and to make decisions;
- be knowledgeable about the range of effective communication strategies and skills necessary to establish a collaborative relationship with the **Person**;
- be knowledgeable about formal and informal assessment practices in order to respond to the needs, desires and interests of the **Person**;
- be knowledgeable about the formal and informal supports available in the local community and skilled in assisting the **Person** to identify and gain access to such supports;
- be knowledgeable about a range of participatory planning techniques and skilled in implementing plans in a collaborative and expeditious manner;
- have the ability to match specific supports and interventions to the unique needs of **Persons**, know how to monitor **Provider** services to assure that the **Person's** needs are being addressed and recognize the importance of friends, family and community relationships in all planning processes;
- be knowledgeable about the diverse challenges facing **Persons**, (e.g., human rights, legal, administrative and financial) and able to identify and use effective advocacy strategies to overcome such challenges;
- be knowledgeable about the career and education related concerns of the **Person** and able to mobilize the resources and supports necessary to assist the **Person** in reaching selected goals and/or supports;
- be knowledgeable about crisis prevention, intervention and resolution techniques and match such techniques to particular circumstances and **Persons**; and
- be aware of the requirements for documentation and able to manage these requirements efficiently.

## PROCEDURES

1. New staff shall be provided with a Pre-Service Training Manual. Within 30 days, the staff member shall complete a study of the Pre-Service manual, including the initial competency test, and have his/her immediate **Supervisor** verify completion by signing in the space provided in the manual. The **Supervisor** shall send a copy of the signature sheet and competency test to the training **Specialist**.
2. The training **Specialist** shall coordinate **Support Coordination** Certification Training sessions. New **Division** staff, including **Support Coordinators**, **Supervisors**, and **Specialists**, shall be required to attend each of the established sessions within the first twelve months of employment. Staff competency shall be determined by the completion of a post-test after each session. If the employee does not successfully complete a test, a retake test shall be administered by the training **Specialist**. If the employee fails to successfully complete the test a second time, the employee shall be required to re-attend the session and successfully complete the test or shall be placed on corrective action or terminated from employment.
3. As part of the **Support Coordination** certification process, new **Support Coordinators** shall be required to attend a training on personal goals.
4. **Division Support Coordination** Certification must be attained within the first year of hire and prior to leaving probation. **Support Coordination** Certification includes:
  - A. completion of the Pre-Service Training Manual and initial competency test,
  - B. completion of **Division** and **Department** New Employee Orientation,

- C. completion of the **Support Coordination** Certification Training by passing the tests, and
  - D. completion of a four-day Outcomes training session.
5. Upon hire, **Division** staff shall be provided with an Advanced Training Manual. The manual shall contain modules for each competency area and shall be used as a study guide. The Advanced Training Manual shall be kept by the staff member. **Division** staff shall complete study in all advanced training modules by the end of the third year of employment. Once the employee completes the advanced training modules and competency tests for each module, the employee's **Supervisor** shall send a signed copy of the advanced training sheet to the training **Specialist**.
6. **Supervisors** shall not award an overall satisfactory or exceptional performance rating to an employee unless certification is attained within one year of hire and maintained thereafter.