





*DELAWARE HEALTH AND SOCIAL SERVICES*

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Division of Developmental Disabilities Services

**DDDS Policy:  
Training Policy for DDDS Authorized Service Provider  
Employees**

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Revision Date	Sections Revised	Description of Revision
06/17/2022	All	Origination date
03/11/2024	5.13, 5.15, 5.21	LMS storage for Pre-Service Policy Review, Mandt recert criteria, pre-requisite submission timeframe for LLAM
Director's Signature/Date:  02/29/2024		<p><b><i>Live signature is located in the Office of the Director</i></b>                      Effective: 03/11/2024</p>



## DDDS Policy

### Training Policy for DDDS Authorized Service Provider Employees

#### 1. Purpose

To provide minimum training requirements for Direct Support Professionals and other employees who provide direct support to DDDS service recipients while working for an Authorized Service Provider contracted with the Division of Developmental Disabilities Services (DDDS).

#### 2. Scope

All DDDS-contracted Authorized Service Providers who provide direct support to DDDS service recipients during the provision of Residential Habilitation, Medical Residential Habilitation, Supported Living, Day Habilitation, Pre-vocational Service, Community Participation, Career Exploration and Assessment, and Supported Employment.

#### 3. Definitions

Alternate Curriculum: A curriculum proposed as a substitution for a required curriculum as described in this policy.

Authorized Service Provider: A provider authorized by and contracting with DDDS to provide support and services to DDDS service recipients.

Direct Support: A wide range of supportive services provided in-person or virtually to people with intellectual and/or developmental disabilities on a day-to-day basis, including habilitation, health needs, personal care and hygiene, transportation, recreation, employment, housekeeping and other home management-related supports and services, so that these individuals can live and work in their communities and lead self-directed, community and social lives.  
(<https://www.congress.gov/bill/108th-congress/house-concurrent-resolution/94/text>)

Direct Support Professional: Employees who provide direct support to people with intellectual and/or developmental disabilities according to their person-centered plan with the aim of assisting these individuals to live in and become integrated into his/her community.

Employee: Any person working for an Authorized Service Provider, paid or unpaid, who provides direct support to DDDS service recipients. For the purpose of this policy, an employee shall also include any person contracted/sub-contracted by

an Authorized Service Provider to provide direct support. For volunteers and interns, see Standard 5.19 of this policy.

<u>Initial Training:</u>	Training to be completed by new employees; designed to provide a foundation of knowledge and skill that promotes appropriate job performance within the service definitions as outlined in the DDDS Provider Standards for Home and Community Based Services.
<u>Live Class</u>	A training class taught by a qualified instructor while the students attend the class. Classes may be in-person or virtual.
<u>New Employee Orientation:</u>	A process and checklist to familiarize new employees with the responsibilities of their specific position as an Authorized Service Provider. Orientation shall minimally include all items on the DDDS Orientation Checklist. (See Appendix B)
<u>Office of Professional Development (OPD):</u>	The DDDS business unit responsible for the administration and oversight of professional development and training programs for Authorized Service Providers.
<u>DHSS/DDDS Pre-Service Policy Review:</u>	<p>Prior to any employee providing direct support to service recipients, employees shall minimally review the following DDDS policies either in person or through the web-based learning management system:</p> <ul style="list-style-type: none"> <li>• DDDS Abuse, Neglect, Mistreatment, Financial Exploitation and Significant Injury policy / (developed from DHSS Policy Memorandum #46)</li> <li>• DDDS Health Information Portability and Accountability (HIPAA) &amp; Confidentiality policy / (developed from DHSS Policy Memorandum #5)</li> <li>• DDDS Individual Rights Complaint policy</li> <li>• DDDS Proclamation of Beliefs and Guiding Principles</li> </ul>
<u>Qualified Instructor:</u>	A person possessing the necessary certification, knowledge, and skill to deliver information/training to employees and to assess their ability to apply the information on the job. Qualifications may include designation by DDDS and/or certification by a curriculum author/vendor. A qualified instructor must maintain valid certification.
<u>Recertification Training:</u>	Instruction provided on a prescribed schedule meant to assure that an employee remains competent in a specific area of knowledge or skill.
<u>Site Specific Orientation:</u>	An in-person briefing provided at the program site to employees to include meeting the service recipient(s) they will be supporting and an orientation to their person-centered plan, which includes life goals and support needs. Includes familiarization with work areas, work procedures, site operations, etc.
<u>Training Administrator:</u>	An employee responsible for managing the learning activities of the Authorized Service Provider's employees who provide direct support, such as adding and

removing users, assigning training plans, live class registration, running compliance reports, etc.

Web-based Learning Management System (LMS):

The training system contracted by DDDS, accessible via the web, which provides training and professional development curriculum to Authorized Service Provider employees.

## 4. Policy

DDDS shall prescribe minimum training requirements to be successfully completed by Authorized Service Provider employees who provide direct support to DDDS service recipients. All training that satisfies the requirements described in this policy and its appendices shall reflect current best practices, promote professional development, and shall reflect the mission/vision of DHSS and DDDS. DDDS and Authorized Service Providers may offer trainings above and beyond the minimum required trainings as extra support and education for employees.

## 5. Standards

- 5.1 DDDS and/or OPD shall develop and communicate to Authorized Service Providers minimum requirements for training for employees providing direct support. These requirements will be updated as needed and will be communicated by OPD to Authorized Service Providers. Minimum training requirements shall be in accordance with state and federal law and shall reflect best practice for the type of service provided.
- 5.2 Minimum training requirements shall consist of live classes and pre-recorded training modules available on a web-based learning management system. DDDS shall maintain the web-based learning management system and provide access to the system to Authorized Service Providers and their employees.
- 5.3 Employees shall be required to complete course work and score a minimum grade in live classes and trainings available in the web-based learning management system on a regular schedule consisting of initial training assignments and annual or semi-annual recertification training assignments. Each class or module will disclose up-front the minimum grade required to pass the training.
- 5.4 Required training modules in the LMS shall be grouped together by service type and job type into training plans. Training plans shall be assigned to each employee, in accordance with their service and job type. Employees shall be required to complete the assigned training by the scheduled due date assigned in the LMS. OPD shall be responsible for assembling, reviewing, and maintaining modules and creating training plans on the web-based learning system.
- 5.5 The Assistant Director of Community Services who oversees OPD or designee shall chair a workgroup composed of representatives from Authorized Service Provider agencies and subject matter experts. This Committee shall review training requirements outlined in this policy, training modules, and training plans periodically and as needed or requested. The Committee shall meet at least bi-annually to review requirements and revisions. The Committee and members may make

recommendations for changes to training requirements. Recommendations shall be reviewed by the Director of Community Services, who shall make final determination of all training requirements.

- 5.6 Each Authorized Service Provider shall have an identified staff member who acts in the role of Training Administrator who is responsible for ensuring all employees complete all live classes and training plans as described in this policy (this staff member may have other assigned duties outside of this role). The Training Administrator may also have duties associated with maintaining the Authorized Service Provider's account in the LMS such as: creating learner IDs; assigning training plans; transcript and training compliance management; on-line registration for live classes; and other duties as required. Training Administrators may complete the DDDS User Request Form (See Appendix C) to request LMS accounts be activated, inactivated or the account be placed on leave. Completed DDDS User Request forms should be sent to the OPD Resource Mailbox at [DDDS\\_OPD\\_Questions@delaware.gov](mailto:DDDS_OPD_Questions@delaware.gov).
- 5.7 OPD shall serve as liaison between Authorized Service Provider Training Administrators and the web-based learning system vendor.
- 5.8 OPD shall publish a schedule of live class offerings provided by DDDS instructors a minimum of twice each year. Employees shall be registered to attend live classes on the LMS registration portal for tracking purposes.
- 5.9 OPD shall make every effort to offer required live classes as resources allow. Regardless of OPD's ability to provide live classes, it is every Authorized Service Provider's responsibility to ensure that employees receive required training, whether or not it is offered as part of the OPD schedule of live classes. Authorized Service Providers are strongly encouraged to have qualified instructors of required trainings on staff or contract, or partner with other Authorized Service Provider agencies to share qualified instructor staff, and to provide the required live courses to employees independently.
- 5.10 Authorized Service Providers shall be responsible for developing written protocols/procedures to ensure that employees adhere to requirements and successfully complete each required training module/class.
- 5.11 Authorized Service Providers shall not be permitted to waive training requirements as specified in this policy for any employee without written authorization of the DDDS Assistant Director of Community Services who oversees OPD and/or designee.
- 5.12 Alternate training curriculum proposed by an Authorized Service Provider must be submitted to the DDDS Assistant Director of Community Services who oversees OPD or designee in writing, along with course outlines, training materials, etc., no less than 90 days before proposed presentation to DSPs. The Assistant Director of Community Services who oversees OPD or designee shall notify the Authorized Service Provider in writing of the decision to allow or reject substitution of an alternate training curriculum for a requirement outlined under this policy at least 30 days prior to the proposed presentation date.
- 5.13 All employees shall complete the DHSS/DDDS Pre-Service Policy Review within 90 days from the date of hire. No employee shall provide direct support to service recipients prior to the employee completing the required DHSS/DDDS Pre-Service Policy Review. Policies may be reviewed with the employee by an Authorized Service Provider manager or through the web-based learning

management system. Proof of completion may be kept in the employee's learning management system account or a hard copy may be kept by the provider in the employee's personnel file.

- 5.14 All employees shall complete a nationally recognized, DDDS approved, Cardio-Pulmonary Resuscitation (CPR) course that includes First Aid and automated external defibrillator (AED) within 90 days of the date of hire or present upon hire a valid CPR/First Aid/AED certification that meets the requirements in this policy. An in-person skills demonstration is required as a component of acceptable CPR courses. No employee shall work alone with service recipients without a valid CPR/First Aid/AED certification. Employees must adhere to the conditions of certification and re-certification prescribed by the CPR certifying entity (for example, a CPR certifying entity may require re-certification every year, or may require re-certification every 2 years). (See Appendix A for a list of approved CPR certifying entities.)
- 5.15 All employees shall complete a DDDS-approved Behavioral Intervention Program curriculum within 90 days from the date of hire or present a valid certificate of completion of an approved Behavioral Intervention Program upon hire. No employee shall work alone with service recipients who receive Behavioral Consultation services unless they have successfully completed an approved Behavioral Intervention Program curriculum. Employees must adhere to the conditions of certification and re-certification prescribed by the Behavioral Intervention Program certifying entity. For Mandt: employees are required to take the full recertification course for chapters 1-3 and 6-8 with a certified trainer rather than use the "test out" option. All employees providing direct support shall complete relational and technical portions of the Behavioral Intervention Program. Providers who prohibit the use of physical techniques (hands-on) as a component of support are encouraged to choose a curriculum that offers an alternative to physical techniques. Providers may choose a curriculum that is already approved or may submit an alternate curriculum to the Assistant Director of Community Services overseeing OPD for consideration (see Standard 5.12 of this policy.) All Behavioral Intervention Programs approved by DDDS shall be based on Positive Behavioral Support theory and be grounded within the broader Trauma-Informed Care framework. (See Appendix A: DDDS Policy: Approved Behavioral Intervention Programs for currently approved training curriculums.)
- 5.16 All employees, other than Shared Living providers, who assist service recipients with medications shall have a valid Limited Lay Administration of Medication (LLAM) certification approved by a qualified LLAM Instructor within 90 days from the date of hire or present a valid certificate of completion of LLAM upon hire. No employee shall assist a service recipient with their medication without this certification. Authorized Service Providers shall maintain a list of direct support employees who the provider has determined are not/will not be LLAM certified or maintain a policy that describes which staff will and will not be LLAM certified to administer medications. Employees must adhere to the conditions of certification and re-certification prescribed by LLAM guidelines and the Delaware Board of Nursing regulations found in the Delaware Administrative Code, Title 24, 1900, section 5. (<https://regulations.delaware.gov/AdminCode/title24/1900.pdf>)
- 5.17 Shared Living Providers shall have a valid current Shared Living Medication Administration (SLMA) certification approved by a qualified SLMA instructor prior to assisting service recipients with medications. No Shared Living Provider shall assist service recipients with their medication without this certification. Providers must adhere to the conditions of certification and re-certification prescribed by the Delaware Board of Nursing.

- 5.18 All employees who will be transporting service recipients or operating a Fleet Services vehicle shall complete a Fleet Services Orientation. No employee shall transport service recipients or operate a Fleet Services vehicle prior to completing the required orientation or prior to receiving approval from Fleet Services to operate Fleet-owned vehicles.
- 5.19 All volunteers or interns working with an Authorized Service Provider will complete the training for the position they are occupying if they will, at any time, be working alone at a program/service site or in the community with service recipients (i.e., not in the presence of a fully trained employee). Occupying a position shall be defined as assuming the same or similar duties as an employee in a paid position. Volunteers or interns who will be working directly with/alongside, or in the immediate vicinity of, a fully trained (compliant) employee of the organization do not need to complete training.
- 5.20 Authorized Service Providers whose employees register for live classes and do not attend without providing a cancellation notice at least 24 hours prior to the start of the class three times in a 365-day period may be restricted in their ability to register for future courses. The Director of Community Services or designee will meet with Authorized Service Provider leadership to discuss if this becomes a pattern of behavior for the Authorized Service Provider employees.
- 5.21 Authorized Service Providers are responsible for ensuring that employees attending live classes have fulfilled all pre-requisite requirements before the time the class begins. OPD instructors will not admit employees into class unless the prerequisite requirements are met. Proof of prerequisite training requirements for MANDT may be sent to the ODP Resource Mailbox at [DDDS OPD Questions@delaware.gov](mailto:DDDS_OPD_Questions@delaware.gov) up until 4pm the day before the class is scheduled to begin. Proof of prerequisite training requirements for LLAM may be sent to the ODP Resource Mailbox at [DDDS OPD Questions@delaware.gov](mailto:DDDS_OPD_Questions@delaware.gov) up until 72 hours before the class is scheduled to begin.
- 5.22 OPD and affiliated instructors shall reserve the right to dismiss any attendee from a live class due to inappropriate behavior, inattentiveness that prevents participation in the class, or who is otherwise unfit to participate in learning at the time the class begins.
- 5.23 Authorized Service Providers shall track and report all employee training as required by DDDS Provider Standards for Home and Community Based Services. Authorized Service Providers must provide proof, upon request, of live classes offered by the Provider or other vendors, including proof of attendance and verification of successful completion.
- 5.24 The Office of Professional Development maintains a Resource Mailbox that is checked each business day. Emails are responded to in the order they are received, and responses are sent in 1-2 business days from the date they were received. The Resource Mailbox may be used for any question or submission related to training requirements, registration, training schedules, training prerequisite submission, requests for technical assistance related to training or the web-based learning management system, requests to create a new Relias account for users (See Appendix C, DDDS User Request Form), or other training related questions. The Resource Mailbox address is [DDDS OPD Questions@delaware.gov](mailto:DDDS_OPD_Questions@delaware.gov).



## 6. Appendix

- 6.1 Appendix A - DDDS Approved Vendors for Training
- 6.2 Appendix B - DDDS New Employee Orientation Checklist
- 6.3 Appendix C - DDDS User Request Form

Appendix A

### DDDS Approved Vendors for **Cardio-Pulmonary Resuscitation (CPR) with First Aid**

Vendor Name	Website/Contact Information
American Heart Association	<a href="https://www.heart.org/">https://www.heart.org/</a>
American Red Cross	<a href="https://www.redcross.org/take-a-class">https://www.redcross.org/take-a-class</a>
National Safety Council	<a href="https://www.nsc.org/home">https://www.nsc.org/home</a>
American Safety & Health Institute	<a href="https://www.hsi.com/">https://www.hsi.com/</a>

### DDDS Approved Vendors for **Positive Behavior Support**

Please see the approved vendor list in the DDDS Policy: [Approved Behavioral Intervention Programs](#)

[https://dhss.delaware.gov/dhss/ddds/files/BehavioralInterventionProgramPolicy\\_approved.pdf](https://dhss.delaware.gov/dhss/ddds/files/BehavioralInterventionProgramPolicy_approved.pdf)





# DDDS User Request Form

Name of Provider Organization or DDDS Business Unit:

- Add User     
  Upgrade to Supervisor     
  Terminate User

<b>Indicate the ROLE this user should have in your organization (Check ALL that apply):</b>	
<input type="checkbox"/>	Instructor
<input type="checkbox"/>	Supervisor (Check the appropriate Sub-role below):
<input type="checkbox"/>	User Management
<input type="checkbox"/>	Enrollment Management (includes Training Plans and Live Events)
<input type="checkbox"/>	Report Management
<input type="checkbox"/>	Skills Checklist Observer
<input type="checkbox"/>	Skills Checklist Data Entry ONLY
<input type="checkbox"/>	Learner

**USER'S INFORMATION**

First Name:

Last Name:

User Name:

(MUST be in email format – i.e., [first.last@emailprovider.com](mailto:first.last@emailprovider.com) – recommend a LIVE email address)

EMAIL:

(if different than user name above)

HIRE DATE:

TERMINATION DATE:

**THIS USER SHOULD BE RESTRICTED TO ONLY SPECIFIC IP ADDRESSES:**

- NO** – allow to access from any device  
 **YES** – restrict this user to ONLY specific IP Addresses  
      IP ADDRESSES already provided to DDDS for entry in Relias  
      Please ADD the following IP ADDRESSES for my Organization

IP ADDRESS:

IP ADDRESS:

USER CATEGORY (DDDS JOB CODE):

DESCRIPTION	JOB CODE	Check ALL That Apply
Administration / Directors	ADMIN	<input type="checkbox"/>
Administrative Support Personnel	ASP	<input type="checkbox"/>
Behavior Analyst	BA	<input type="checkbox"/>
Behavior Analyst staff employed by DDDS	BA - DDDS	<input type="checkbox"/>
Community Navigator	CNAV	<input type="checkbox"/>
Direct Support Professional – Community Participation	DSP - CP	<input type="checkbox"/>
Direct Support Professional – Day Services/Community Based	DSP – DAY - CB	<input type="checkbox"/>
Direct Support Professional – Day Services/Facility Based	DSP – DAY - FB	<input type="checkbox"/>
Direct Support Professional - Residential	DSP - R	<input type="checkbox"/>
Direct Support Professional – Residential – Supported Living	DSP – R - SL	<input type="checkbox"/>
Direct Support Professional – Residential - Medical	DSP – R - M	<input type="checkbox"/>
Direct Support Professional – Pre-Vocational Services	DSP - PV	<input type="checkbox"/>
DSP Manager/Supervisor	DSP- M	<input type="checkbox"/>
Employment Navigator	EN	<input type="checkbox"/>
Employment Support Personnel	ESP	<input type="checkbox"/>
Nursing	NUR	<input type="checkbox"/>
Nursing staff employed by DDDS	NUR - DDDS	<input type="checkbox"/>
Program Oversight	PO	<input type="checkbox"/>
Shared Living Provider	SLP	<input type="checkbox"/>
Support Coordinator	SC - DDDS	<input type="checkbox"/>
Transportation	TRN	<input type="checkbox"/>
Volunteer / Intern / Contractor	VOL / INT / CONT	<input type="checkbox"/>

Name of Relias Training Supervisor submitting request:

Email address for Relias Training Supervisor:

Send completed form to [DDDS\\_OPD\\_Questions@delaware.gov](mailto:DDDS_OPD_Questions@delaware.gov).