

DELAWARE HEALTH AND SOCIAL SERVICES



Division of Developmental Disabilities Services

Office of Professional Development

College of Direct Support Bulletin Summer 2015

Introduction:

Friends and Colleagues this is the summer edition of the College of Direct Support (CDS) Bulletin. The Office of Professional Development (OPD) publishes this Bulletin at regular intervals to inform and educate CDS users regarding updates to the College of Direct Support, as well as to provide information regarding what's going on in the DDDS Office of Professional Development.

Since the CDS was introduced, you have enrolled over 4,300 learners, assigned 287,579 courses and completed 199,041 lessons. Please continue to provide DDDS with information about your training experience so we can further improve the Training System.

Please remember to pass the Bulletin on to your staff. From time to time OPD receives a comment or question that was previously addressed in a Bulletin. Our staff is happy to address any question regarding the CDS or our Division. In order to have the time to respond to your needs, OPD respectfully requests that you review previous Bulletins prior to contacting our staff with a concern.

CDS E-Learner House-keeping:

As some of you may have noticed, there are many learners in the CDS that have not participated in training for an extended period of time, some since their profiles were created. Keeping track of completed CDS training has become more challenging. The basis for this problem, in many cases, is that numerous CDS Learners have multiple accounts, not just two accounts, but sometimes three or even four accounts. The reason for this issue in some cases has to do with the problem all of us had with archiving and reassigning lessons earlier in the year.

However, since this issue has been resolved agencies should not be creating multiple accounts for learners. Except in unique circumstances, learners should have only one active ID and all others IDs should be made inactive. In order to address this issue OPD is requiring that each agency review their staff rosters and inactivate these duplicate accounts. In addition, please remember to inactivate learner IDs when a staff member leaves your agency or transfers to another employer or is on extended leave. This will provide OPD with a more accurate compliance report.

Accurate record keeping is essential to maintaining your agency's compliance data. It is our goal to support you to have documentation that clearly reflects your staff's training history. Records that contain inactive learners negatively impacts all of our work in this area.

To further support our mutual efforts at maintaining accurate records:

Effective immediately all new hires must have a hire date entered in their CDS Profile when it is created.

By October 1, 2015 every employee's primary employer (not the agency with sharing access) must **add** a hire date in their CDS Profile.

Effective immediately, OnTrack is mandatory for all required face-to-face courses not included within the College of Direct Support. These courses include MANDT, CPR/First Aid, initial Home Fire Safety and the issuance of the final AWSAM voucher. Beginning October 1, OPD and/or OQI will no longer examine paper records to verify completion of these required face-to-face courses. All required training completed by your staff must either be verifiable in the CDS or entered into OnTrack.

DDDS is mandating the usage of OnTrack because it will be effective October 1, 2015 to measure training compliance. Instructions are provided below. If you haven't already begun using this database, we encourage everyone to start today.

- 1) In the College of Direct Support, locate and highlight the "Classes & Events" Tab, you will see a drop down screen with several options.
- 2) Select "OnTrack" and you will see three options. To record training for your staff, click on "Learner Enrollment." You will see a screen similar to the illustration below:



Direct Course
ONLINE CURRICULA FOR LIFE IN COMMUNITY

Welcome **Allan Zaback** [Logout](#) Account Resource [Help](#)

Learner Enrollment

NOTES:

Select one of the search options and enter text to get a list of users:

Last Name Learner Id Group Code Job Code

| | | |
|----------------------|---|--|
| <input type="text"/> | (Select a group) <input type="button" value="▼"/> | <input type="button" value="Show Learners"/> |
|----------------------|---|--|

- [NADSP Credentialing](#)
- Copyright © 2006 - 2014 Elsevier Inc. All Rights Reserved.

ELSEVIER

- 3) Next, enter the last name of the staff member and press the "Show Learners" box. Then, you'll see another box that shows "(Select User)." Click the arrow to the right of this and you'll see a drop down list of names and select the name you want and select "Show

Results.” *(The first time you do this you will see the name with no training recorded.)*
To add a training, for example, CPR, click on the blue shaded box that says “Add New Item.” Next, where it says “Training Item” click the drop down option arrow where it says “(Select Item)” and you will see a list of training items that you can select from, for example the list includes:

- DDDS - Administration of Self Administration of Medication – Day 1
- DDDS - CPR / AED / First Aid
- DDDS - Home Fire Safety – New Hires
- DDDS - MANDT – Initial 2 day
- DDDS - MANDT – Recertification

Please note that the “DDDS” prefix will be added by Elsevier in the next week, but please be assured that any training records that you reported prior to this change will remain with the item category.

- 4) Click on the item that you want to document and follow the instructions which require additional information. These include: Scheduled Date, Completed Date, Check Mark to indicate Course Completed, Score (if applicable), Contact Hours, CE hours, and notes. (Please complete as much as possible.)
- 5) When finished click “Insert” and the information will be recorded. Use the same process to insert additional outside completed courses.

College of Direct Support Enhancements:

During the summer Elsevier introduced some enhancements to its products, some of which we have access to and others that we don’t, at this time. The improvements were followed by a pamphlet that provides information on each of the items. The pamphlet has been attached to this document for your review.



EPM_RN_07_07_15.
pdf

Delaware Training Module Updates:

1. G – The Rights Complaint Policy module, which addresses the Rights Complaint process should be available by late fall of this year.
2. G -The Abuse, Assault, Neglect, Mistreatment, Financial Exploitation, Attempted Suicide and Significant Injury (Response to), (formerly referred to as PM46) module should be available by late fall of this year.
3. G – The DDDS Orientation module, which should be used for both DDDS employees and provider agency staff, should also be available by late fall of this year.

4. G – A PM5 (Client Confidentiality) module is also being developed.

Assistance with Self-Administration of Medication Module Update:

HB 111, or the Limited Lay Administration of Medication (LLAM) which impacts the administration of medication to the people we support, was recently passed by both the House and Senate and signed by the Governor. DDDS is currently working on a new LLAM module to replace the current AWSAM. Our plan of action is to create a committee and work with the Delaware Board of Nursing to develop the new module. Until such time as the LLAM module is developed, the current AWSAM training will continue to be provided and is acceptable to meet standards. We will continue to provide updates regarding this process.

CDS Training Compliance Report Instructions:

Attached is a guide developed by Training Administrator Leslie Hailey to assist Agency E-Learning Administrators in viewing their Agency/Facility completion rates for assigned CDS lessons.



CDS_Training_Compliance_Report_Instruc

Password Reset Glitches:

We have received several requests in recent months for assistance with resetting learner passwords. We try to give these requests our immediate attention, but are no longer able to see or retrieve passwords in the College of Direct Support. Below are some self-help options that we recommend for addressing this issue:

Option A

Password Reset for each learner is available through the initial login screen. In order for learners to be able to utilize this system they must have an e-mail address in their Learner ID page that also includes the Learner ID, First Name, Last Name, etc...

In addition to there being a valid e-mail address the learner ID must include 4 numbers at the end of the learner ID that we asked you to include when you created learner IDs. These 4 numbers should be inserted where the form reads "Last 4 digits of your SSN:"

Option B

If the learner is unable to reset their password on their own the e-learner administrator may be able to reset the ID using the following instructions:

1. Admin log in as usual.
2. Click "Tool"

3. Click "Password Reset"
4. Enter last name of employee who needs password reset.
5. Click "Show Results"
6. Next to the correct employee's name to the far right, click "Reset Password"
7. You will then see a notice at the top of the pages saying "Your request has been processed successfully".

The employee will receive an e-mail containing the default password when logging in and will be prompted to select a new password.

Permission to Share Requests (PTS) – Updated Process:

An agency that needs to register a learner that has already been registered by another agency and has a learner ID should make a request to Carl Wexler at carl.wexler@state.de.us using the “Permission to Share My CDS Transcript” form. In addition to the “Permission to Share” form each agency will be asked to complete an attached spread sheet that should include the Manager’s Learner ID and the Learner’s ID. In asking the agency to complete the spread sheet there should be fewer errors in spelling and learner ID information. This will enable fewer repeat sharing requests.

| <u>Manager's ID</u> | <u>Learner's ID</u> |
|---------------------|---------------------|
| AManager1234 | ALearner1234 |
| BManager1234 | BLearner1234 |
| CManager1234 | CLearner1234 |
| DManager1234 | DLearner1234 |

PTS requests should be made no later than Friday close of business (“COB”). The requests are sent to Elsevier once a week and the agency should have access to the learner’s information by the following week. The date the information is available is dependent on Elsevier, but it is usually available no later than the following Tuesday COB.

Permission to (Transfer) Move Records

An agency that needs to move a learner’s training records who is no longer employed by an agency that registered a learner should make a request to DDDS’ Carl Wexler at carl.wexler@state.de.us using the “Permission to Move my College of Direct Support Records” form. These requests will be processed within 48 business hours and the requesting agency will receive a return e-mail confirming the transfer of information.

In-Person Training Registration Requests:

Since the beginning of 2015, agencies have had the ability to register for in-person training classes on-line. In order to register for a class on-line please use the following link and complete the request form. However, registering by e-mail does not guarantee a seat in the class.

Response e-mails will be sent to e-mail registrants that will confirm, wait list or deny a learner's registration.

Training Registration Link: DDDSTAPDRegistration@state.de.us

Training No-shows:

Unfortunately, no-shows sometimes force OPD staff to cancel classes and more importantly deny training opportunities to others who are on waiting lists or who have missed required deadlines for maintaining work certification.

Please be advised OPD is continuing to track agency attendance and may begin to deny or limit agency registrations, based upon an agency's record of high volume no shows for previously registered classes. It is our commitment to provide required training and training opportunities to as many individuals, as we can accommodate while at the same time minimizing the number of no shows.

CDS Advisory Committee Meeting:

The next Committee meeting will be held on September 10th by conference call, from 10:00 am until 11:00 am. Allan will contact committee members prior to the 10th with an agenda and call-in instructions. Any proposed agenda items should be submitted to Allan no later than September 1st.

Request for Information:

OPD is requesting that each agency continue to notify OPD regarding its total number of staff and the total number of learners it registers for on-line training through CDS. This information will assist DDDS in monitoring the reports it obtains from the CDS System and Elsevier. Please send this information to Ramona Savage, at the following e-mail address:
ramona.savage@state.de.us

SAVE THE DATE - E-Learner Training will be provided by Elsevier in Delaware – October 27, 2015:

In response to requests by several provider agencies, OPD contacted Elsevier to request training for all E-Learner Administrators. Training will take place on Tuesday, October 27th 9:00 am to 12:00 pm at the Fox Run Large Conference Room and at a downstate location to be announced from 1:30 pm to 4:30 pm. This training is free and will be for both new and existing E-Learner Administrators. Elsevier's trainer(s) will cover the basics, demonstrate short cuts and provide an opportunity to ask questions and resolve any programming issues. This is your opportunity to attend training and sharpen your College of Direct Support skills. We are hoping to make this an annual event. Please be on the lookout for future announcements regarding this training and how to register.