



Quarterly Training Schedule

GENERAL INFORMATION

Please Read Carefully

Who Should Attend: The training schedule includes education and training workshops that are relevant to professionals working in any capacity with persons with developmental disabilities.

- Developmental Disability Professional Staff
- General Revenue Support Coordinators
- Waiver Support Coordinators
- Residential and Day Program Directors and Staff
- Group Home Operators and Staff
- Supported Employment
- Supported Living Coaches
- All Other Service Providers
- Individuals supported and/or family members are also invited and encouraged to attend any training that is of interest to them.

Training Requirements: Training requirements are dependent upon the services provided. Please check the *Developmental Disabilities Waiver Services Coverage and Limitations Handbook* for specific requirements.

Special Training Sessions: During the year there will be special workshops and events for which you will receive separate notification. In addition, we will make every effort to notify providers of relevant training programs offered outside this agency and/or Area.

Certification: When you attend a mandatory training session, you will receive a certificate of completion. For all other workshops, you will receive a letter of attendance.

Location: All training and workshops unless otherwise specified will be held at:

**Agency for Persons with Disabilities
Joseph P. D'alessandro Office Complex
2295 Victoria Avenue
Fort Myers, FL 33901**

Meeting room numbers are listed in the description of each workshop, or will be posted in the rotunda of the Regional Service Center on the day of the training. Be sure to check the room number in the event of a change.

Parking is available in the ground level parking lot next to the parking garage located across the street from the Regional Service Center.

Registration: Advanced registration *is required* (except for the Support Coordinators Monthly Meeting and Mandatory Licensed Group Home Meeting). Please contact Robert Steinhauer at (239)338-1352 or e-mail Robert.Steinhauer@apd.state.fl.us or Marcia Kea at (239)338-1479. If you register by e-mail you will receive confirmation.

Workshop Reminders:

If you are registered for a class *and are unable to attend, please contact us as soon as possible.* Many classes have waiting lists. Failure to contact us in a timely manner prevents others from attending training.

Be on time and come prepared. You will need pen/pencil and note paper to take notes. Late entry is not permitted.

COMMUNICATING AND COMMUNICATION SKILLS

Facilitators: Robert Steinhauer
Todd Ryan
Agency for Persons with Disabilities

Date: November 24, 2009

Time: 9:30 a.m. – 5:00 p.m.

Location: JOSEPH P. D'ALESSANDRO OFFICE COMPLEX
Room 165 D
2295 Victoria Avenue, Ft. Myers 33901

Description: This course is designed to assist the participant in communicating with the individuals you support. Specifically those individuals that use alternative means to communicate and express themselves. Touch cues, visual aids and guides are some of the topics and suggested tools offered in this training.

Registration Required

This training is limited to 25 participants

DIRECT CARE CORE COMPETENCIES PARTS I & II

Facilitators: Robert Steinhauer
Carrie Meehan, RN
Agency for Persons with Disabilities Staff

Dates/Times/
LOCATIONS October 19, 2009 / 8:30 a.m. – 5:00 p.m.
JOSEPH P. D'ALESSANDRO OFFICE COMPLEX
Room 165 C & D
2295 Victoria Avenue, Ft. Myers 33901

November 6, 2009 / 8:30 a.m. – 5:00 p.m.
JOSEPH P. D'ALESSANDRO OFFICE COMPLEX
Room 165 D
2295 Victoria Avenue, Ft. Myers 33901

December 8, 2009 / 8:30 a.m. – 5:00 p.m.
JOSEPH P. D'ALESSANDRO OFFICE COMPLEX
Room 165 C & D
2295 Victoria Avenue, Ft. Myers 33901

Description: Mandatory/required training for all providers. May be taken at the District office through classroom training or online through Tallahassee Community College (see below*). This training consists of two modules. Both modules must be completed before a certificate will be issued to the participant.

Part I Introduction to Developmental Disabilities

This training is designed to introduce the participant to the philosophies, terminologies and concepts that will allow them to support people with developmental disabilities.

Part II Health & Safety

This training is designed to equip the participant with the basic knowledge and skills to provide/apply health and safety standards to people with developmental disabilities and to be able to share this knowledge with the individuals they serve.

All providers and staff are required to take both parts.

Registration Required

*Tallahassee Community College

Website: <http://www.APD.myflorida.com>

Select: Customers

Select: Training

Select: Required

Select: APD; training site at TCC

HIV/AIDS & INFECTION CONTROL

Facilitators: Robert Steinhauer
Todd Ryan
Agency for Persons with Disabilities

Date: November 16, 2009

Time: 10:00 a.m. – 2:00 p.m.

Location: JOSEPH P. D’ALESSANDRO OFFICE COMPLEX
Room 165 D
2295 Victoria Avenue
Fort Myers, FL 33901

Description: This seminar meets the four-hour HIV/AIDS training requirement for all provider staff.

Registration Required

This training is limited to 35 participants.

IMPLEMENTATION PLAN DEVELOPMENT AND DOCUMENTATION FOR PROVIDERS

Facilitators: Robert Steinhauer
Todd Ryan
Agency for Persons with Disabilities

Date: November 20, 2009

Time: 9:00 a.m. – 1:00 p.m.

Location: JOSEPH P. D’ALESSANDRO OFFICE COMPLEX
Room 165 D
2295 Victoria Avenue
Fort Myers, FL 33901

Description: Providers of Residential Habilitation, Adult Day Training, Supported Employment and Supported Living must develop an Implementation Plan for the individuals they serve. This training will address the requirements to write an Implementation Plan and review the basic format and documentation requirements associated with the Plan.

Registration Required

This training is limited to 35 participants.

INCIDENT REPORT TRAINING

Facilitators: Todd Ryan
Robert Steinhauer
Agency for Persons with Disabilities

Date: November 10, 2009

Time: 9:00 a.m. – 11:00 a.m.

Location: JOSEPH P. D’ALESSANDRO OFFICE COMPLEX
Room 165 D
2295 Victoria Avenue
Fort Myers, FL 33901

Description: This training will review the APD protocol/procedure for reporting and completing incident reports. Training will focus on the types of events or incidents that must be reported, time frames for reporting and how to complete the Incident Report form.

Registration Required

This training is limited to 35 participants

MANDATORY QUARTERLY LICENSED HOME PROVIDER MEETING

Facilitator: Agency for Persons with Disabilities Staff

Dates: October 28, 2009 **OR**
October 29, 2009

Time: 9:15 a.m. – 12:15 p.m.

Location: JOSEPH P. D’ALESSANDRO OFFICE COMPLEX
Room 165 C&D
2295 Victoria Avenue
Fort Myers, FL 33901

Description: This **mandatory** meeting will provide updates to group home operators/managers/providers relating to licensing, regulatory and Medicaid waiver issues. Additional training, presentations, and information of interest may be included in these meetings. An opportunity to network with other providers in order to share best practices will also be included.

Only one of the meetings need to be attended

MEDICAID WAIVER PROVIDER BILLING

Facilitator: Lloyd Harley
Agency for Persons with Disabilities

Date: *To Be Arranged*

Times: 9:00 a.m. – 10:00 a.m. **OR**
10:30 a.m. – 11:30 a.m.

Location: JOSEPH P. D'ALESSANDRO OFFICE COMPLEX
Room 165 C
2295 Victoria Avenue
Fort Myers, FL 33901

Multiple sessions offered. Participants need only attend one session.

Description: This training for Medicaid Waiver providers will cover:

- How to read and understand service authorizations
- The importance of having a service authorization prior to commencement and billing of services
- How to resolve payment denials resulting from a code 297, 298, or 299

Registration Required

This training is limited to 20 participants

MEDICATION AWARENESS TRAINING

Facilitators: Carrie Meehan, RNS, MS
Agency for Persons with Disabilities
Tom Cuomo
Registered Pharmacist

Date: October 30, 2009
Time: 10:00 a.m. – 12:00 p.m.

Location: JOSEPH P. D'ALESSANDRO OFFICE COMPLEX
Room 165 A
2295 Victoria Avenue
Fort Myers, FL 33901

Description: This training session is a continuation of topics not covered in the medication informational areas of Core Competencies training. Topics included, but not limited to, drug expiration dates: what do they mean, safe storage. Environmental and physical, interactions, reactions: expected and non-expected. Laboratory tests related to therapeutic levels, what level-dependent means, and how a drug level is achieved and maintained. Food and medications: what to eat or avoid, when and what to eat with which medications. Also generics vs. name brands, what is a drug vehicle, vehicles used in the formulation of drugs, same drug, different routes of administration, which route is best for who. Questions will also be welcomed, and any other areas of interest that are relevant to the safe and informed administration of medications will be discussed.

Registration Required

This training is limited to 25 participants

PERSONAL OUTCOMES ONE-DAY OVERVIEW

Facilitator: Robert Steinhauer
Agency for Persons with Disabilities

Dates: November 9, 2009
December 4, 2009
December 15, 2009

Time: 9:00 a.m. – 5:00 p.m.

Location: JOSEPH P. D’ALESSANDRO OFFICE COMPLEX
Room 165 C & D
2295 Victoria Avenue
Ft. Myers, FL 33901

Description: This **one-day** overview training session is intended to provide participants with an overall understanding of the Personal Outcomes concepts to enhance their abilities to integrate, apply, and support outcomes for persons with developmental disabilities.

Goals/Objectives:

- To provide information to individuals, families, and providers of services on Personal Outcome Measures
- To identify opportunities to assist individuals to achieve Outcomes
- To provide suggestions on how to identify everyday activities in an individual’s life

The training participants will develop an awareness of:

- What Personal Outcome Measures are and why they are important
- Components of the Personal Outcome Measures

Notes:

- Personal Outcome overview training is **MANDATORY/REQUIRED** for all developmental service providers other than support coordinators. Support Coordinators are required to attend the 5-day Personal Outcomes training. Individuals, family members, and other interested parties are also welcome to attend.

Registration Required

This training is limited to 25 participants

Personal Outcomes 5–Day Training

Facilitator: Robert Steinhauer
Agency for Persons with Disabilities

Dates/Room: Day 1 October 7, 2009 / Rm. 368 A *West Wing*
Day 2 & 3 October 26 & 27, 2009 / Rm. 165 A
Day 4 & 5 November 18 & 19, 2009 / Rm. 368 W

Time: 9:00 a.m. – 5:00 p.m.

Location: JOSEPH P. D’ALESSANDRO OFFICE COMPLEX
2295 Victoria Avenue
Fort Myers, FL 33901

Description: The Council on Quality and Leadership in Supports for People with Disabilities (The Council) has developed this five-day Skill Building for Support Coordinators Training for the State of Florida. The purpose of this workshop is to introduce you to the process of interviewing people with disabilities using the Personal Outcome Measures (POM) instrument and then applying the results in planning for individuals. As part of this workshop, you will be required to have a consented volunteer ready to be interviewed by you with follow up interview with the volunteer’s support coordinator. Be prepared to make a five-day commitment and to do some traveling. Please note that interviews are to be scheduled based on the preferences of the person interviewed.

As space allows, we welcome individuals and other providers to attend the POM 5-Day training.

This training is **MANDATORY/REQUIRED** for all Waiver Support Coordinators who have not taken the five-day training.

IT IS MANDATORY THAT YOU ATTEND ALL FIVE DAYS IN ORDER TO BE CERTIFIED -- NO EXCEPTIONS.

Registration Required

This training is limited to 12 participants

POLICIES & PROCEDURES TRAINING

Facilitator: Robert Steinhauer
Agency for Persons with Disabilities

Dates: December 9, 2009

Time: 9:30 a.m. – 1:00 p.m.

Location: JOSEPH P. D'ALESSANDRO OFFICE
COMPLEX
Room 165 A
2295 Victoria Avenue
Ft. Myers, FL 33901

Description: This class will assist providers with the development of Policies and Procedures detailing how their business will operate. The curriculum closely follows section 3.0 of the Core Assurances entitled Administrative Policies, Procedures and Practices.

Registration Required

This training is limited to 20 participants

PROGRAM DEVELOPMENT EXPANSION & IMPROVEMENT

Facilitators: Todd Ryan
Robert Steinhauer
Agency for Persons with Disabilities

Date: November 17, 2009

Time: 9:30 a.m. – 5:00 p.m.

Location: JOSEPH P. D'ALESSANDRO OFFICE COMPLEX
Room 165 D
2295 Victoria Avenue
Ft. Myers, FL 33901

Description: This provider training is for all CORE providers (not Support Coordinators or other desk review providers) giving technical assistance and guidance to develop or improve systems and service delivery resulting in higher scores on Delmarva reviews.

Registration Required

This training is limited to 25 participants

QUARTERLY PROVIDER MEETING

Facilitator: Todd Ryan
Agency for Persons with Disabilities

Dates: December 11, 2009

Time: 9:00 a.m. – 11:00 a.m.

Location JOSEPH P. D’ALESSANDRO OFFICE COMPLEX
Room 165 D
2295 Victoria Avenue
Ft. Myers, FL 33901

Description: This meeting/training is for all interested providers. Policy and program updates are included along with the opportunity to network, exchange ideas and provide feedback. Speakers of interest may be invited to present on various topics.

Registration Required

QUALITY MANAGEMENT SYSTEMS

Facilitator: Kristin Allen
Delmarva Foundation

Date: November 5, 2009

Time: 9:30 a.m. – 1:00 p.m.

Location JOSEPH P. D’ALESSANDRO OFFICE COMPLEX
Room 165 C & D
2295 Victoria Avenue
Ft. Myers, FL 33901

Description: The key concepts of person driven planning along with practical applications of quality management systems are discussed. A results oriented approach to service delivery is emphasized, which encourages attendees to recognize that focusing on collecting, analyzing and acting on feedback from individuals served, also benefits every provider who works with individuals receiving services. A discussion on self assessment methodologies, including projected service outcomes, and the administrative process of tracking projected service outcomes will include concrete examples from a variety of services. Discussion will be encouraged on practical ways to develop, maintain and use such a system.

Registration Required

65G-8

REACTIVE STRATEGIES

Facilitator: Pat Nowotniak, Ed.D., BCBA
Agency for Persons with Disabilities

Date: October 13, 2009
December 4, 2009

Time: 10:00 a.m. – 12:00 p.m.

Location JOSEPH P. D’ALESSANDRO OFFICE COMPLEX
Room 165 A
2295 Victoria Avenue
Ft. Myers, FL 33901

Description: The purpose of the training is to discuss Rule 65G-8 that was implemented August 7, 2008. Topics covered include each component of the Rule as follows:

Definitions
Approved Emergency Procedure Curriculum
Reactive Strategy Policy and Procedures
Initial Assessments
Authorization for Specific Reactive Strategies
Limitations on Use and Duration of Reactive Strategies
Seclusion and Restraint
Chemical Restraint
Prohibited Procedures
Documentation and Notification
Access to Rules
Enforcement

All behavior-focused home providers and behavior intensive providers **must** attend the training. Anyone else interested in learning about the Rule are welcome to attend.

Website of interest:

<http://www.flrules.org/gateway/ChapterHome.asp?Chapter=65G-8>

Registration Required

This training is limited to 20 participants.

SUPPORT COORDINATORS MONTHLY MEETING

Facilitator: Karen Jones
Agency for Persons with Disabilities

Dates: October 16, 2009
November 13, 2009
December 18, 2009

Time: 9:00 a.m. – 11:30 a.m.

Location JOSEPH P. D’ALESSANDRO OFFICE COMPLEX
Room 165 D
2295 Victoria Avenue
Ft. Myers, FL 33901

Description: These meetings are recommended for all support coordinators, support coordination supervisors, agency directors, and developmental disabilities program office staff. Agenda items to include program updates and announcements as well as special interest speakers. Depending on content of the meeting, Support Coordinators may use each of these meetings as 1-2 hours of required annual training. For those wishing to make a presentation to the group, arrangements must be made ahead of time with Karen Jones.

Registration is not required

ZERO TOLERANCE

Facilitators: Diane Whisman
Robert Steinhauer
Agency for Persons with Disabilities

Dates/Times: October 2, 2009
November 3, 2009
November 30, 2009
December 1, 2009

Time: 9:00 a.m. – 1:00 p.m.

Location JOSEPH P. D’ALESSANDRO OFFICE COMPLEX
Room 165 C & D
2295 Victoria Avenue
Ft. Myers, FL 33901

Description: Participants will receive information on abuse, neglect, and exploitation and domestic violence; including definitions, mandatory reporting requirements, and related laws and rules. This training includes the Zero Tolerance Initiative on Sexual Abuse against People with Disabilities module. May be taken at the District office through classroom training or online through Tallahassee Community College (see below*).

Note: This training is mandatory/required for all support coordinators and providers who have not previously attended.

** It is required this training be taken once every three years.

Registration Required

This training is limited to 50 participants

*Tallahassee Community College
Website: <http://www.APD.myflorida.com>
Select: Customers
Select: Training
Select: Required
Select: APD; training site at TCC

Explanation of Core Assurances Section 2.1 Required Training

The Quarterly Training Calendar WILL NOT meet all requirements listed in your contract!!

You must pursue your own educational opportunities as well

Primary Responsibilities:

Educate yourself and your employees with ongoing training on how to specifically serve each person you support.

Whatever you do to educate your employees should be documented in these categories.

Maintain records of educational opportunities and document time spent getting to know exactly how to meet individual needs and expectations of EACH person you support.

- Independent or Solo Providers
- Agencies
 - Agency owner's certifications
 - Personnel files on all employees

Provide all requested information to Delmarva annually for review. Always maintain a master file to copy for review.

Never send originals. APD does not replace lost certificates.

Some classes must be taken within a certain timeframe. Details are in the Handbook.

Some certifications must be renewed periodically. Note expiration dates on certificates and keep them current.

2.1 Required Training

Each required element consists of two responsibilities to keep in mind: Provider/Owner and Employee

1. Emphasis on individual choice and rights.
 - a. Classes on Personal Outcomes apply to this requirement. At a minimum, all Independent Providers, Agency Owners, and Employees must attend the One-day introduction to the outcomes.
 - b. Waiver Support Coordinators must complete the 5-day workshop.
2. The responsibilities of and procedures for maintaining the health, safety, and well-being of the people you support.
 - a. CPR, First-Aid, HIV/AIDS, and Infection Control apply to this requirement. You may also look for information about specific things on the internet, brochures from doctors' offices, etc. that relate to helping an individual live in safety and health.
 - b. All providers and employees must take these courses. Note expiration dates and make sure to keep your certification current.

Explanation of Core Assurances Section 2.1 Required Training
(Continued)

3. Recognition of abuse and neglect and required reporting procedures, to include domestic violence and sexual assault.
 - a. Zero Tolerance must be taken by EVERYONE!
 - b. Reporting procedures include both the hotline 1 800 96 ABUSE and reporting to the Agency for Persons with Disabilities Area Office.
 - c. Requirements for Department Notification are outlined in the Core Assurances in Section 2.2. All providers and employees must be trained.

4. Development and implementation of the required documentation for each service.
 - a. You must understand the documentation required of your services. Different services require different paperwork. Doing paperwork incorrectly can result in pay-back of funding.
 - b. You may simply photocopy the information in the handbook and document that you have studied it and have also trained each of your staff on what is required. For example, definition and required elements of a Service Log, Monthly Summary, and Progress Notes.

5. The Medicaid Waiver Services Agreement and its attachments, the Handbook and its Appendices, and the use of the Personal Outcomes to establish a person-centered approach.
 - a. Independent Providers and Agency Owners:
 - i. Must educate yourself on what the handbook says for each service you provide.
 - ii. Must educate your employees on the requirements for each service.

6. Other training specific to the needs of the individual.
 - a. All providers and employees must pursue education relating to the unique needs and preferences of the people you support. This can be done by learning from a person's family how a person communicates, attending workshops and seminars, researching on the internet. You can find knowledge everywhere; just remember to document! This is the basis for being "person-centered".

7. Direct Care Core Competencies Part 1 and Part 2.
 - a. Everyone must complete both parts.
 - b. Instruction and certificate formats:
 - i. Classroom sessions offered quarterly through APD
 1. Two certificates are provided:
 - Part 1: Introduction to Developmental Disabilities.
 - Part 2: Health & Safety.
 - ii. Online training through Tallahassee Community College
Tallahassee Community College Website:
<http://www.APD.myflorida.com>
Select: Customers
Select: Training
Select: Required
Select: APD; training site at TCC