

Frequently Asked Questions - Mentoring Program

| Question | Answer |
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| Mentor Requirements | |
| What are the requirements to become a mentor? | <p>Refer to Rule 65G-14.0043(4), F.A.C.,</p> <p>(d) Mentors must: 1. Have at least two (2) years of experience working as a Waiver Support Coordinator immediately prior to being hired; 2. Have an active caseload; 3. Have no ethical violations within the past three (3) years; 4. Have no unresolved QIO background screening alerts for the past three years; 5. Remain in compliance with required training as specified in the iBudget Handbook and Chapter 65G-10, F.A.C.; 6. Pass the Level 1 competency-based assessment described in section 393.0663, F.S. and Rule 65G-10.004, F.A.C. with a score of 90% or better; 7. Have no delinquent Corrective Action Plan per QIO review or Agency audit, or timely resolve any Corrective Action Plan required while the Support Coordinator is a mentor; 8. Have no more than three mentees assigned to him or her at any given time</p> |
| If the mentor is also the QO owner, how does the owner maintain eligibility to be the mentor if there are corrective actions during the Qlarant review. | As long as the corrective action plan is resolved within the plan's stated time frames, the mentor would not lose mentor eligibility status. |
| If a prospective mentor does not achieve the necessary level 1 training competency-based assessment score the first time, can it be retaken? | Yes, a mentor must score a 90% or better on level 1 training. If the WSC passes with an 85% within the initial three tries, they may exceed the three-attempt restriction in an effort to obtain a 90% or better score to become a mentor. |
| If the QO owner is not a mentor, can they provide mentoring in place of the mentor? | No, there are certain criteria a mentor must meet, and mentors should be identified by the QO within the QO's Table of Organization. If there is a certain task within the mentoring program that the assigned mentor is unable to accommodate, another WSC or mentor (this could be the QO owner if they carry a caseload) can provide the oversight for that task and document the visit within the consumer's case notes. |

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| <p>If a mentor had a previous Corrective Action Plan, could they still be eligible to be a mentor?</p> | <p>Yes. Per the rule a mentor may not have any delinquent Corrective Action Plan (CAP). Therefore, a mentor could have a previous CAP. If that CAP was completed within the required timeframe, they would be considered eligible to serve as mentor, as long as all other mentoring requirements are fulfilled.</p> |
| <p>What is a “delinquent corrective action plan,” as referred to within the requirements to become a mentor?</p> | <p>This means that the corrective action plan was not completed by the deadline established.</p> |
| <p>How many mentees can a mentor have at one time?</p> | <p>Mentors may have no more than 3 mentees assigned to him/her at any given time; all mentees may shadow the mentor as long as the consumer agrees to having all mentees participate during their meeting/visit.</p> |
| <p>Mentoring Visit/Activity and Documentation Requirements</p> | |
| <p>If a client had a support plan meeting and a subsequent supported living quarterly meeting during the mentoring period, can both visits be counted towards the nine required face-to-face visits?</p> | <p>Yes, as long as the mentee attends both and both are conducted face-to-face.</p> |
| <p>At what point is a mentee able to complete visits/meetings without supervision of a mentor?</p> | <p>The mentor must be with the mentee during completion of all activities required in the mentoring completion form. Additionally, until a mentee obtains his/her Medicaid provider number, the mentee cannot complete activities independently that the Qualified Organization will be using as a billable contact. Once the mentee has successfully completed the Level 1 training, competency-based assessment, all required activities on the mentoring program form, and has received his/her Medicaid number and APD iConnect access, the mentee can conduct visits without supervision of the mentor. Additionally, the mentee can then document contacts in case notes but must have these notes reviewed by the mentor during the remainder of the mentoring period. The MWSA will be signed only after the individual has obtained a Medicaid provider number and upon successful completion of the</p> |

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| | Level 1 training, competency-based assessment, and the 90-day mentoring plan. |
| Do all of the mentee's required tasks have to be completed by the mentor? | The mentor should accompany and supervise the mentee for all required tasks set forth within the mentoring program. If the mentee's or mentor's caseload does not allow for a certain task to be completed, the mentee may shadow another WSC within the QO in order to fulfill that task requirement. |
| If a mentee must shadow another WSC within the QO in order to complete a required task, does the assigned mentor have to accompany the mentee and WSC? | No; however, the mentor would need to be able to verify the mentee successfully and sufficiently completed the task(s). |
| Can a mentee shadow another mentee to complete required activities? | No, a mentee cannot shadow another mentee to conduct activities. However, because a mentor can have up to three (3) mentees at a time, more than one mentee may accompany a mentor to complete a required activity. It is critical that the mentor has the client's permission to allow the mentees to participate in meetings with the client. |
| What if the mentor (or mentee if they have a caseload) doesn't have a consumer on their caseload in a certain living setting (family home, supported living, group home, etc.)? How do we ensure the mentee receives the necessary credit to meet the activities for that visit type? | A mentee may shadow/observe another mentor or WSC within their QO in order to meet a requirement set forth within the mentoring program if their current mentor's and/or the mentee's caseload does not have clients living in a variety of living settings. The mentor will need to ensure the WSC/mentor provides and completes the documentation necessary to verify the requirement was met with the mentee. |
| What if there are no WSCs within the QO who have a consumer in a certain living setting (family home, supported living, group home, etc.)? How do we ensure the mentee receives the necessary credit to meet the activities for that visit type? | Mentors may not go outside of their QO to conduct mentoring activities. The mentor needs to ensure that the mentoring activities include visiting individuals in all of the available settings served by the QO. |
| Must the mentor be present during all activities outlined within the | Yes, the assigned mentor or the WSC who is assisting the mentee with fulfilling an activity, must be present during all activities listed on the |

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| mentoring program? | mentoring completion form in order for the activity to be considered verified. |
| Are there restrictions on which consumers a mentee can visit during the mentoring process? | No. However, a mentor must request the consumer's permission for the mentee to attend, and the consumer must approve this request before the mentee can accompany the mentor to any meetings. |
| For the mentoring program's required activities without a specified minimum number, how many must be completed? | These would need to be completed at least once during the period the mentee is participating within the mentoring program. |
| Where will mentoring case notes be documented? | Case notes are documented within APD iConnect. The mentor must ensure that the case note clearly reflects involvement of the mentee in the course of service delivery. This allows the region to verify the mentee's participation when the mentoring program form is submitted for review. |
| Mentees and Mentoring Program Requirements | |
| Does a WSC who has a lapse in providing WSC services have to complete the mentoring program? | Any person or Waiver Support Coordinator who has less than 12 months experience working as a support coordinator as of July 1, 2021 must complete an agency-approved mentoring program offered by his or her Qualified Organization. Prior WSCs who are hired by a Qualified Organization after 7/1/21 will need to complete the mentoring program. If the lapse in service occurs after the WSC was hired and had successfully completed the mentoring program, the WSC would be exempt from having to complete another mentoring program if they decide to return as a WSC |
| When can a WSC begin the mentoring program? | Once a WSC application has been submitted to the Regional Office and has been reviewed and verified as meeting minimum educational and experience requirements. |
| When would a WSC be required to complete a mentoring program? | If the WSC has less than 12 months' experience working as a Waiver Support Coordinator as of July 1, 2021, they must complete an agency-approved mentoring program offered by their Qualified Organization. A QO can also require the mentoring program as needed (i.e., as a requirement within a QO- |

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| | imposed Corrective Action Plan). |
| Can a WSC who is awaiting their Medicaid ID still participate in a mentoring program? | Yes. Qualified Organizations are encouraged to have a new WSC applicant, who meets all the minimum requirements, initiate the required trainings while the application is being reviewed and initiate the mentoring activities once the WSC applicant has been verified as meeting the minimum educational and experience requirements. |
| If a WSC was with one QO and then decided to join a new QO, does the WSC have to complete a mentoring program with the new QO? | <p>If the WSC is required per Rule 65G-14.0043, F.A.C., to complete a mentoring program and did not fulfill all the requirements of the program prior to leaving the first QO, then the WSC would be required to complete the remainder of the mentoring program at the new QO.</p> <p>Additionally, if the WSC began the mentoring activity at the first QO, the WSC can provide the documentation of activities that were completed to the new QO mentor and agency, along with documentation from the mentor from the first QO to get credit for these activities.</p> <p>If all requirements were fulfilled at the first QO and the required paperwork was submitted and approved by the agency, then it would be at the new QO's discretion as to whether they wanted to require the WSC to go through their mentoring program or not.</p> |
| When is a mentee available for client selection? | Once a WSC applicant has been verified as meeting all APD requirements and is given the initial iBudget sign-off form, the region will update their selection packets to include the mentee as a selection option. |
| Caseload Requirements | |
| Can mentees carry their own caseload? | Yes, a mentee can carry a caseload after the following has been completed: the mentee application has been reviewed by the APD region, the region has established that the mentee meets the minimum educational and experience requirements, and the initial iBudget sign-off form has been provided. At that point, mentees can be added to the selection ballot and can be selected by a client/legal representative. |

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| Does the mentor have a caseload cap? | Mentors have the same caseload cap as any other Waiver Support Coordinator as indicated in the Handbook. |
| Does a mentee have to carry a caseload, or can meetings/visits be held with mentor's consumers? | No, a mentee is not required to carry a caseload, thus required mentoring visits can be completed with the mentor's caseload. |
| Can required tasks be completed with the mentee's caseload? | The mentoring program's required tasks can be carried out with the mentee or mentor's caseload. However, the mentee cannot carry out these tasks on his/her own; they must be done under the supervision of a mentor or an approved WSC within the QO, in situations where the mentor does not have someone on his/ her caseload for whom the mentoring activity can be completed. |
| Agency Meetings | |
| Are the Provider Quarterly meetings considered APD agency meetings? | Yes. If the Waiver Support Coordinator attends the Provider Quarterly meetings, these can count toward attendance for APD agency meetings. |
| What documentation is required to show the mentee attended agency meeting(s)? | The date and topics discussed within the meeting should be listed on the Mentoring Program Certification of Completion form. The region will later verify that the mentee attended these meetings. |
| What is an "agency meeting" as it is referred to within the mentee requirements? | Any meeting conducted by the mentee's APD Regional Office or State Office specifically for the education and/or training of Waiver Support Coordinators throughout the state or within that region. |
| How many APD meetings must a mentee attend? | The mentee must attend all meetings that are hosted by the agency and occur while the mentee is participating in the mentoring program. This includes meetings held by the mentee's Regional Office as well as mandatory State Office meetings |
| Do APD-hosted training webinars count as APD-sponsored | Yes |

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| meetings? | |
| What if there are no agency meetings during a mentee's mentoring? What if a mentee isn't able to attend a monthly meeting? | If no meetings occur during the minimum 90-day mentoring program, the mentee must remain in mentee status until a meeting can be attended. Most WSC meetings are now conducted virtually and occur on a monthly basis, so if the WSC is unable to attend one held in their region, they can register to attend a monthly WSC meeting in another region as long as the QO also serves that region. |
| Mentoring Completion | |
| Where do I submit the completed Certification of Mentoring Program form and any supporting documentation that may accompany the form? | The mentee will upload the form to the TRAIN Florida system and send a notification of upload to the mentee's Regional Office QO email inbox. |
| If I hired someone prior to July 1st, but the new employee had not yet reached their 12-month mark as a WSC on July 1st, can I use some of the meetings the mentee attended during their pre-July WSC service towards their mentoring program? | Yes, as long as the meetings meet the requirements and the required documentation is provided to the agency at the time of the Mentoring Program Completion Certification review. |
| How long must a mentee be mentored? | A mentee must shadow or observe a mentor over the course of no less than 90 days. However, if the mentee has previous experience that is eligible to be counted towards their mentoring program, the mentee is required to participate in the mentoring program no less than 30 days. Please refer to Rule 65G-14.0043, F.A.C., sections (1) through (3) for more details. |
| In addition to completing the Certification form, what other documentation will be used to verify requirements have been met? | The regional staff will review case notes within APD iConnect to verify visit type and the mentee's participation and attendance. |

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| <p>How do we avoid a HIPAA breach in the event a WSC had previous experience with a consumer who is no longer with that WSC or the QO?</p> | <p>The Mentoring Program Completion Certification form only requires an APD iConnect ID, date the task was completed, and description of meeting and living setting, none of which are PHI. Therefore, if the mentor is entering the proper information within a case note, the region can verify the activity through the case notes within APD iConnect using the iConnect ID only.</p> |
| <p>Will the Mentoring Program template provided by APD fulfill Qlarant requirements for mentoring program format?</p> | <p>Yes.</p> |
| <p>If a mentee must shadow another WSC within the QO, how is this documented on the mentoring completion form?</p> | <p>The WSC/mentor that the mentee shadows should ensure proper documentation is made within the consumer's case notes. The WSC's case notes should reflect the mentees involvement in the activity and should provide the assigned mentor with the date of the meeting, details related to the meeting, and the consumer's iConnect ID for the assigned mentor to add to the form. The assigned mentor will sign off on the form.</p> |
| <p>Does the mentoring program have to end upon completion of all tasks and at the end of the required time period? Can additional tasks be required of a mentee by a QO?</p> | <p>The mentoring program must follow minimum time requirement guidelines; however, the program can exceed those minimum timeframes. Yes, the QO may include additional tasks within their mentoring program if they choose to do so, as long as the program does not exclude any of the requirements set forth in Rule 65G-14-0043, F.A.C.</p> |
| <p>Does the mentor have to complete a separate Certification of Mentoring Completion form for each mentee they mentor?</p> | <p>Yes, each mentee should have their own Mentoring Program Completion Certification form.</p> |
| <p>Miscellaneous</p> | |
| <p>Chapter 65G-14, Florida Administrative Code (F.A.C.), refers to "Agency" throughout the rules. Is this the same as APD?</p> | <p>Yes.</p> |

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| <p>Will Level 1 training count towards the mandatory 18-hour in-service training requirements?</p> | <p>WSCs will receive 8 hours of in-service credit toward their required 18 hours of in-service training during the initial year in which Level 1 training is completed.</p> |
| <p>Do all WSCs within a QO have to be CDC+ certified if one is?</p> | <p>No.</p> |
| <p>Is discussion of the residential planning process a requirement for the mentoring program?</p> | <p>Although this is not something that is listed as a requirement within the mentoring program rule, the QO is free to add this to the form and make it a requirement for applicants of their QO. It is also strongly recommended that the QOs expand on the requirements to include any processes that the WSC may experience or face during their career as a WSC.</p> |