

Mentoring Program

Disclaimer: This Mentoring Program Template (“Template”), developed by the Agency for Persons with Disabilities to assist any Qualified Organization (“QO”) with its formation and future operation, is a model that may be adopted by the QO to comply with section 393.0663, Florida Statutes and Chapter 65G-14, Florida Administrative Code. The QO understands that it adopts this Template voluntarily and may instead opt to develop its own Mentoring Program to comply with the aforementioned statute and rules. By voluntarily adopting this Template, the QO has read and understood all the provisions contained herein and will utilize this Template in accordance with its provisions.

The following outlines the Mentoring Program in which _____, (referred to hereafter as “the QO”) will implement for any Support Coordinator hired by our organization who has worked less than 12 months as a Support Coordinator immediately prior to being hired by the QO.

Mentoring Program Requirements for New Hires

Prior to hiring an existing Support Coordinator, the QO will verify the Support Coordinator’s months/years of experience to determine whether mentoring under the QO’s Mentoring Program is required. A Support Coordinator with less than 12 months of Support Coordinator experience at the time of hire must complete the QO’s Mentoring Program. Support Coordinators with prior Support Coordinator experience, but less than 12 months experience prior to hire, may present documentation or iConnect case notes to evidence completion of required activities to be counted towards the Mentoring Program requirements.

Support Coordinators who have completed some or all Mentoring Program requirements prior to hire will be under the direct supervision of a mentor for a minimum 30 days. During this time, the mentor will review the records of any client who transitioned with the Support Coordinator mentee to ensure continuation and quality of service delivery. New hires who do not have any experience as a Support Coordinator will be under the direct supervision of a mentor for a minimum of 90 days. The QO’s designated mentor(s) must oversee a mentee’s performance until he or she determines and documents that the mentee has successfully completed (via performing or observing the mentor perform) all tasks described below.

The following tasks must be completed prior to the mentor signing the Certification of Mentoring Program Completion Form. Mentees with previous experience must be able to demonstrate to the mentor that they have successfully completed tasks. Both the mentor and mentee with previous experience must sign the certification of Mentoring Completion Form, which indicates that the mentee either completed the activity independently (prior to hire), which the mentor verified, or under the direct supervision of the mentor. If the mentee is unable to complete all listed tasks within a 30 or 90-day period, whichever is applicable, the mentee will remain under the supervision of the mentor and completion of the Mentoring Program will not be granted until all tasks are completed. After the 30 or 90-day mentoring period, any mentee who fails to complete the Mentoring Program may be evaluated for continued employment. For new hires with no prior Support Coordinator experience, all tasks

described below must be performed under the mentor's supervision. Tasks can be completed with the mentor's or, if applicable, mentee's clients.

All mentees must:

1. Participate in a minimum of five (5) support plan meetings.
2. Participate in a minimum of nine (9) face-to-face visits in a variety of settings, including meetings with clients in the family home, a supported living home, and licensed facilities. At least six (6) of these visits must detail the coordination of providers' supports.
3. Participate in all Regional Office and State Office meetings that occur while they are actively completing their Mentoring Program.
4. Participate in discussions with clients and families involving educating them on identifying and preventing abuse, neglect, and exploitation.
5. Participate in discussions with clients and families involving instructions on mandatory reporting requirements for abuse, neglect, and exploitation.
6. Complete or observe the mentor complete a variety of case management activities within the iConnect system while the mentor explains each activity and process such as the tickler system, uploading documents, checking and completing outstanding tasks, submitting cost plan, submitting service authorizations, etc.
7. Participate in a minimum of one (1) Supported Living Quarterly Meeting.

If any of the following activities occur while the mentee is participating in the Mentoring Program, mentees must also observe their mentor or, if applicable, another Support Coordinator employed by the QO complete the following:

1. Significant Additional Needs (SAN) request
2. Medicaid eligibility redetermination process
3. The comprehensive needs assessment

If the above tasks do not occur during the Mentoring Program, the mentor will review the steps associated with each process, including reviewing any required forms or documentation in the client's central record, with the mentee.

Consumer Directed Care Plus ("CDC+") Mentoring Program Requirements

If the QO is also approved to provide consultant services under the CDC+ program, mentees who wish to become consultants must complete additional tasks related to the CDC+ program. Although similar to support coordination services, CDC+ consultation services differ in many ways. If the mentee is already a CDC+ consultant with an existing caseload, the mentor will supervise the mentee in completion of the following requirements. If not, the mentee must shadow or observe the mentor complete these requirements. If the mentor is not a CDC+ consultant, another Support Coordinator who is a CDC+ consultant must provide the instruction or supervision. In this circumstance, the mentor will need to meet with the mentee and the consultant following the activity to discuss the outcome.

All mentees who wish to become CDC+ consultants must participate in:

1. Reviewing draft, denied, or updated purchasing plans, if applicable, or reviewing the current purchasing plans.

2. Submitting a SAN request for a CDC+ client, if applicable. If not, the mentor/CDC+ consultant will review his or her most recent CDC+ SAN request with the mentee and explain the differences between CDC+ SAN requests and Waiver SAN requests.

In addition to completing the Mentoring Program, Support Coordinators who wish to provide CDC+ consultation services must meet the requirements described in the CDC+ Handbook, which is incorporated by reference in Rule 59G-13.088, F.A.C.

QOs Serving Multiple Regions

If the QO providing support coordination services in more than one region, there may be instances in which a mentee and mentor are not located within the same region. In the event this occurs, it will be the mentor's responsibility to coordinate and ensure all required activities involving the client are completed in-person by the mentee, mentor, and the client to the QO's standard of care. Mentors and mentees may need to travel to another region to complete the necessary tasks required.

Requirements for Mentors

It is the mentor's responsibility to ensure all of the required tasks are completed. The mentor and the mentee will coordinate with the clients, the client's providers, and/or the client's legal representative to schedule the required meetings and ensure each client agrees to allow all participants. If the mentor or mentee's clients do not require any of the items listed but another Support Coordinator's client does, the mentee can acquire the necessary experience with the other Support Coordinator. In this circumstance, the mentor will need to meet with the mentee and the Support Coordinator following the activity to discuss the outcome.

The mentor or the mentee must provide details in the client's case notes regarding visits, including but not limited to all participants, location of the visit/meeting/discussion, date and time of the visit/meeting/discussion, and the type of visit/meeting/discussion that was held for clients. Once the mentee has successfully completed the Mentoring Program, the mentor will ensure the Certification of Mentoring Program Completion Form is completed in its entirety, signed, and forwarded to the appropriate APD regional staff. The mentor must also ensure a copy is retained in the mentee's personnel file.

Designated mentors must meet the following qualifications:

1. A minimum of two (2) years experience working as a WSC
2. Maintain an active caseload
3. No ethical violations in the past three (3) years
4. No unresolved Quality Improvement Organization ("QIO") background screening alerts for the past three (3) years
5. Compliant with all required training set forth in the iBudget Handbook and Chapter 65G-10, F.A.C.
6. Pass the Level 1 competency-based assessment with a score of 90% or higher
7. No delinquent Corrective Action Plan ("CAP") per QIO review or Agency audit

A designated mentor who no longer meets the qualifications will be removed as the QO mentor, pending correction of any deficiencies.



The QO will maintain a minimum of one mentor at all times. Each mentor must be designated on the Table of Organization. Each mentor must supervise and oversee no more than three (3) mentees at any given time. It is also a best practice for the QO to maintain a back-up mentor who can serve as a mentor if there are more than three (3) mentees who need to complete the Mentoring Program at the same time or the primary mentor is unavailable.

The mentor(s) will be required to remain in compliance with all training requirements set forth in Chapter 65G-10, F.A.C. and the iBudget Handbook. The mentor must timely comply with all waiver requirements and, if applicable, CAPs while performing as a mentor.

The mentor(s) are may only provide mentoring services or support to Support Coordinators within the QO.

The QO will ensure all mentors and mentees within the QO understand and agree to the requirements and expectations set forth within.