

New Employee Orientation & Professional Competency Training EOR Individual Specific Support/Training Plan

Innovation Waiver “core competencies” are skills that all staff must be trained on at the time they are hired. This requirement is found in Clinical Coverage Policy 8P as well as other State requirements. Training in each of these skills must be customized for the person the staff will be working with. *Staff must sign this and a staff orientation certificate confirming this initial training.*

Directions: EOR adds to this Document—or another form as preferred—the specific information that staff need to know about each topic below as it relates to the person supported. Staff can review the resource materials, the person-specific information and complete the form before signing it. In subsequent years, only the EOR annual staff training form will be completed.

1. **Communication** - builds trust and productive relationships with people supported, co-workers and others through respectful and clear verbal and written communication. Each staff should learn about:
 - communication preferences and/or needs.
 - how communication and relationship-building can prevent or minimize a crisis situation.

****What do staff need to know to support effective communication****
2. **Person-Centered Practices** - uses person-centered practices, assisting individuals to make choices and plan goals, and provides services to help individuals achieve their goals. Each staff should learn how to:
 - support choice-making and goal-setting tasks
 - the concept of and opportunity for dignity of risk.

**** What do staff need to know to support this person in choice-making and goal-setting****
3. **Health/Wellness Evaluation and Observation** - plays a vital role in helping individuals to achieve and maintain good physical and emotional health, is essential to their well-being; closely monitors the person’s physical and emotional health; gathers information about the individual; and communicates observations to guide services. **This does not replace the required CPR training or Med Admin/Seizures if appropriate!** Each staff should know and support:
 - diagnoses
 - medications and potential side-effects
 - allergies
 - other medical and mental health conditions
 - physician and hospital preference and contact information
 - physical, emotional and personal-care support needed across all settings (home, community, volunteer, work)
 - mobility supports or needs
 - the opportunity to incorporate healthy activities into each day, including healthy living activities.

**** What do staff need to know to support this person to maintain the best possible health****
4. **Professionalism and Ethics** - works in a professional and ethical manner, maintaining confidentiality and respecting individual and family rights; understands the impact of Medicaid fraud and reporting abuse or neglect.
Each staff should know and support:
 - requirements to maintain confidentiality and HIPPA

- client rights
- how to define Medicaid fraud and reporting requirements
- their duty to report suspected abuse or neglect

**** What do staff need to know to support this person's rights and to ensure confidentiality****

5. Community Inclusion and Networking - helps individuals to be a part of the community through valued roles and relationships, and assists individuals with major transitions that occur in community life.

Each staff should know and support:

- on-line resources and personal connections to identify opportunities to interact in the community, including volunteer, social and recreational activities

**** What do staff need to know to support this person in accessing the community and making friends****

6. Cultural Competency - respects cultural differences, and provides services and supports that fit with an individual's preferences.

Each staff should know and support:

- how the person's culture, including the culture of disability, influences values, and assumptions about life guide specific behaviors, provide people with an identity, and influences their actions and expectations of themselves; culture or religious identification may be more appropriate for training

**** What do staff need to know to support this person's cultural identity****

7. Documentation and Record Keeping – where to find the long and short-range goals and how to document the services provided, including incident reporting requirements.

Each staff should:

- understand the importance of describing both the progress and challenges experienced by the person supported
- learn when to complete an incident report form
- learn how to document short-range goals

**** What do staff need to know to support this person in achieving their goals****

8. Crisis Prevention and Intervention - identifies risk and behaviors that can lead to a crisis and uses effective strategies to prevent or intervene in the crisis in collaboration with others. **This does not replace the required training to avoid restraints!** *This is specific to the person supported.*

Each staff know and support:

- the crisis plan – [this is in the person's ISP-make a copy for staff](#)
- triggers and dislikes
- the risk of elopement
- behaviors indicating escalating stress
- crisis prevention strategies.

**** What do staff need to know to avoid and/or best manage a crisis situation****

9. Education, Training and Self-Development - obtains and maintains necessary certifications and seeks opportunities to improve their skills and work practices through further education and training. Staff will be trained, supervised and evaluated on an on-going basis.

Each staff should:

- identify a learning opportunity that will improve their understanding and performance in one of the areas above (or a negotiated topic with supervisor) and how that information will be shared or applied during regular meetings with EOR.

I understand that my employer will provide supervision monthly. I have signed the supervision plan. I want to learn about the following topic and will share what I learn in the following way:

****Enter Learning Goal**EOR**

Staff signature below serves as confirmation of having completed the annual core competency training and supervision schedule.

Name of DSP: _____

Signature of DSP: _____ Date: _____

Signature of EOR: _____ Date: _____