

**DEPARTMENT OF HUMAN SERVICES
DIVISION OF DEVELOPMENTAL DISABILITIES**

**PRE-SERVICE TRAINING PROCEDURE #1
EFFECTIVE DATE: September 1, 2009**

TITLE: Non-Lead Training Agency Approval Process

I. PURPOSE: To define the process by which a contracted provider agency may receive and renew approval to provide Pre-Service training to its staff.

II. SCOPE: This procedure applies to agencies under contract with the Division for operation of residential and/or day/work services that wish to provide all or part of the Pre-Service Training to staff instead of, or in addition to, using the Lead Agency training system.

III. DEFINITIONS: The following terms used in this procedure have the meanings indicated below:

- A. Lead Training Agency : An agency operating under a contract with the Division of Developmental Disabilities (DDD) to supply Pre-Service Training to staff working for various agencies in a specified county or area.
- B. Mentoring Process: A training process by which Lead and Non-Lead Agency Trainers become certified to teach Pre-Service Training.
- C. New Jersey Trainers Network: A statewide network of trainers in Lead Agencies, Non-Lead Agencies, Developmental Centers, and other agencies serving people with developmental disabilities who meet quarterly to improve the quality of Pre-Service and in-service training for staff. Communication is maintained by mail from The Boggs Center and by an email listserv.
- D. Non-Lead Training Agency: An agency approved by the Division of Developmental Disabilities to supply some or all of the Pre-Service Training modules to its staff but which has no specific contract with the Division to provide such training.

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- E. Pre-Service Training: A series of five training modules designed to be provided to staff prior to their working with individuals with disabilities, but which shall be completed no later than 120 calendar days of initial employment or reassignment to direct consumer duties. These modules include Overview of Developmental Disabilities, Preventing Abuse and Neglect, Medication, First Aid and CPR.
- F. Regional Training Advisory Committee (RTAC): The committee within each of DDD's regions of Community Services that meets regularly to oversee the Pre-Service Training system in that region. This committee is comprised of representatives of the Division, agencies that provide Pre-Service Training (Lead and Non-Lead) and agencies that send employees to such training.
- G. Regional Training Coordinator: A DDD representative who acts as liaison between his/her designated region and Provider Agencies for Pre-Service Training. Other related responsibilities include: facilitating meetings with Lead Agency Trainers, Non-Lead Agency Trainers and agencies sending staff to Pre-Service Training according to regional procedures; reviewing monthly training reports; meeting with new trainers regarding training standards and guidelines and facilitating the mentoring process; assisting in mediation of grievances between training and sending agencies; acting as Co-Chairperson of the Regional Training Advisory Committee; and acting as member of the Statewide Training Advisory Committee and the New Jersey Trainers Network.
- H. Statewide Training Advisory Committee (STAC): Committee with statewide oversight of all training within the DDD system, including but not limited to all Pre-Service Training modules and the IHP curriculum. This committee assesses general training needs and issues while working toward their resolution and makes recommendations directly to DDD Administration for action and future planning. Members include representatives from the New Jersey Trainers Network, Community Provider Agencies, the Boggs Center, the Division (administration, training, Developmental Centers, Office of Licensing, Office of Quality Improvement, sponsor training and all Community Services regions) as well as other representatives as needed to accomplish the Committee's agenda.

IV. POLICY:

- A. All agencies that wish to provide all or part of Pre-Service Training internally to staff must receive Division approval prior to being designated as a Non-Lead Training Agency. Non-Lead approval must be secured before an agency can provide the following modules: Overview of Developmental Disabilities, Medication and Preventing Abuse and Neglect.
- B. The designation of Non-Lead Training Agency is attached to the agency. If the approved trainer position becomes vacant, the agency retains the Non-Lead designation, but its new trainer must be approved, following procedures outlined in the New Jersey Pre-Service Training Manual, prior to any resumption of staff training. The new trainer cannot begin to train until he or she has completed the entire mentoring process and received an approval letter from the Region. In the interim, staff shall use the Lead Agency training system.
- C. All agencies that are approved by the Division to be a Non-Lead Training Agency must meet the following requirements:
 - 1. Agency must operate at least five residential and/or day/work sites.
 - 2. Agency must have been under contract and operating programs with DDD for a minimum of two years prior to making its request.
 - 3. Agency must have had full license/accreditation for all DDD-funded programs for two consecutive years prior to making its request.
 - 4. Non-Lead Trainer must use the standardized Community Services Curriculum modules or other curricula approved by the STAC. The modules cannot be altered. Agency-specific information may be added as needed.
 - 5. Non-Lead Trainer must participate in meetings of the RTAC, as well as in the New Jersey Trainers Network meetings and trainings.
 - 6. Non-Lead Trainer must submit a monthly report (and attendance sheets as required) to the Regional Training Coordinator in the region granting the approval no later than the 10th day of the following month (Attachment A). This includes all statistics required by DDD on each trainee in the medium specified by the Division.

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7. Non-Lead Trainer must submit monthly training calendar to the Regional Training Coordinator.
 8. Non-Lead Trainer must meet the "Trainer Qualifications and Pre-Requisites" as stated in the New Jersey Pre-Service Training Manual, including successful completion of the Mentoring Process for each specific module he/she will train. If the approved trainer leaves, the individual(s) replacing him/her must also complete the entire training/mentoring process and receive an approval letter from the Region prior to beginning to train.
 9. Each Non-Lead Trainer must provide training on a regular basis, not less than quarterly, in order to maintain skills and consistency.
 10. Trainings must be offered with sufficient frequency to ensure that staff can complete the Pre-Service modules within the timeframes required by the Office of Licensing.
 11. Agencies deemed to have systemic concerns by the Department's Office of Program Integrity and Accountability will not be eligible to apply to be a Non-Lead training agency.
 12. All agencies approved as a Non-Lead Pre-Service training agency will be required to utilize the approved reporting requirements provided by DDD.
- D. Non-Lead Training Agency approvals will be reviewed annually as part of the agency's contract renewal process.
- E. All peer review and quality improvement procedures developed for Lead Agencies shall also apply to Non-Lead Agencies.
- F. Use of a Non-Lead Agency trainer is voluntary.
- G. Non-Lead Training Agencies may rescind their request and resume use of the Lead Agency Training system at any time.
- H. The Division may rescind its approval of the Non-Lead Training Agency status at any time if any of the requirements stated in Section IV, Part C are not met.

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- I. It is strongly recommended that agencies use the existing Lead Training Agency system for provision of Pre-Service Training. Requests for approval to become a Non-Lead Training Agency will be considered on a case-by-case basis.
- J. The Division reserves the right to monitor Pre-Service modules offered by the Non-Lead Training Agency for purposes of quality assurance and maintenance of consistency of the training materials and time frames. This may include auditing training sessions.

V. PROCEDURES:

- A. Any agency wishing to become a Non-Lead Training Agency must submit a written request to the Regional Administrator in the region in which the agency's main office is located. This request must include, at minimum, the following information:
 - 1. The reasons why the agency chose not to use the Lead Agency Training system coupled with a detailed justification supporting your request to be approved as a Non-Lead Training Agency.
 - 2. A list of which Pre-Service modules the agency is requesting to provide.
 - 3. Specification of who within the agency will provide the training and his/her qualifications.
 - 4. Specification of the region(s) to which the request applies.
 - 5. The agency will need to detail measures to ensure for appropriate Quality Assurance of Pre-Service training.
- B. The Regional Administrator will forward the request to the Regional Training Coordinator for review and recommendation. The Regional Training Coordinator shall consider the following in responding to the Regional Administrator. Approval will be predicated on agency meeting all requirements detailed in Section IV (C) Policy. Additionally, the Regional Administrator may consider the following factors prior to rendering a decision:

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1. Available Lead Agency resources in the region, including a review of training schedules of Lead Agencies to ensure that classes are being offered at varied times and with adequate frequency to promote sufficient access for agencies sending trainees. If it is determined by this review that the existing training frequency or time frames do not meet Annex A requirements, the Regional Training Coordinator will discuss this with the Lead Agency(ies) involved and work with them to remedy the situation.
 2. The requesting agency's history of attendance, cancellations and no-shows as indicated on Lead Agency monthly reports.
 3. Any related issues which may have arisen during Regional Training Advisory Committee meetings.
 4. Any other information pertinent to the request.
- C. The Regional Training Coordinator will advise the Regional Administrator of his/her findings related to section V., B., as well as any recommendations he/she may have.
- D. If the initial request is approved, the Regional Administrator will send a letter to the agency acknowledging the request for Non-Lead status, and giving the agency approval to begin the Mentoring Process. The Regional Training Coordinator will work with the Non-Lead Agency trainer to implement the Mentoring Process as specified in the "Trainer Qualifications and Pre-Requisites" section of the New Jersey Pre-Service Training Manual. If the request is not approved, the Regional Administrator's response will provide reasons for the disapproval. The response should include an option to re-apply if the circumstances specified in the letter change or are rectified.
- E. Upon completion of the Mentoring Process, the Regional Administrator's decision on granting Non-Lead Agency status will be communicated in writing to the Executive Director of the agency requesting Non-Lead Training Agency designation.

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1. If the process is completed successfully, the Regional Administrator will send a letter to the agency Executive Director approving the Non-Lead Training Agency designation, and a letter to the trainer approving him/her to begin providing training. The Regional Training Coordinator will notify the Boggs Center to include the trainer(s) and the agency in Trainers Network activities.
 2. If the process is not completed successfully, the Regional Administrator's response will provide reasons for the disapproval. The response should include an option to re-apply if the circumstances specified in the letter change or are rectified.
- F. If the Non-Lead Agency trainer approved by the region is no longer available to provide the training, the following shall apply :
1. The Non-Lead Agency must notify the Regional Training Coordinator of the need to qualify a new trainer.
 2. The new trainer must successfully complete the Mentoring Process before the agency can resume its Pre-Service Training program.
 3. The Region will notify the Non-Lead Agency in writing when the new trainer is approved to resume the training program.
 4. The Non-Lead agency shall utilize Lead Agency resources for Pre-Service Training while the Mentoring Process is being completed for the new trainer.
- G. Renewal of Non-Lead Training Agency designation:
1. At the time of the Non-Lead Training Agency's regular contract renewal, the Regional Training Coordinator will provide feedback and recommendations to the Regional Administrator and the region's Annex A Coordinator regarding the Non-Lead Agency's performance and compliance with the requirements specified in this document.
 2. Any decision of non-renewal or recommendations for improvement will be forwarded to the agency in writing as part of the Annex A renewal process.

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3. If an agency chooses to rescind or alter its original request for Non-Lead Agency training, this will be communicated in writing to the Regional Administrator who granted the initial approval.