

**Wood County Board of Developmental Disabilities
PROCEDURE**

Procedure #:	02-ALL-ALL-0849 (SS)	Subject:	Staff Training and Certification Requirements for Service and Support Administration	
Effective Date:	12-5-2013	Last Revision:	11-09-2017	
Person Responsible:	Director of Service and Support Administration			
Approvals/Date:	 Superintendent, WCBDD	 Department Director	 Date	 Date

The following definitions will apply:

Board – The Wood County Board of Developmental Disabilities.

Department - The Ohio Department of Developmental Disabilities.

Individual – A person with a developmental disability or for purposes of giving, refusing to give, or withdrawing consent for services, his or her guardian in accordance with section 5126.043 of the Revised Code or other person authorized to give consent.

Individual service plan - The written description of services, supports, and activities to be provided to an individual.

Service and Support Administration - The same meaning as in section 5126.01 of the Revised Code, and pursuant to section 5126.15 of the Revised Code, includes a set of mandated functions to be provided by the county board. Service and support administration supports individuals in determining and pursuing goals and maintains the individual as the focus while coordinating services across multiple systems.

Service and Support Administrator - A person, regardless of title, employed by or under contract with a county board to perform the functions of service and support administration and who holds the appropriate certification in accordance with rule 5123:2-5-02 of the Administrative Code. Service Coordinator is the board title for the employee with this certification.

Service documentation - All records and information on one or more documents, including documents that may be created or maintained in electronic software programs, created and maintained contemporaneously with the delivery of services, and kept in a manner as to fully disclose the nature and extent of services delivered that shall include the items delineated to validate payment for Medicaid services.

Superintendent – The Superintendent of the Wood County Board of Developmental Disabilities.

The Superintendent may issue Service and Support Administrator Certification to a Service Coordinator for an initial period of five years to an applicant who holds a bachelor's degree or graduate-level degree from an accredited college or university. The board requires a Bachelor's Degree from a college or university in Psychology, Social Work, Special Education, Intervention Services or equivalent or other human service area.

The Superintendent may issue Service and Support Administrator Supervisor Certification to the Service and Support Administration Coordinator or Director of Service and Support Administration for an initial period of five years. The board requires the position of "Service and Support Administration Coordinator" to hold a Bachelor's Degree from a college or university in Social Work, or related field with a minimum of four (4) years' experience in programs for individuals with developmental disabilities. Supervisor experience is preferred. The board requires the position of "Director of Service and Support Administration" to hold a Master's Degree in a Human Services field including Special Education, Rehabilitation Counseling or related area with six (6) years' experience in administrative supervision, instruction or habilitation of persons with developmental disabilities including three years in a management or supervisory capacity.

The Superintendent will issue a 5-year certificate when an employee begins employment in a Service and Support position if the employee is at least 18 years of age and has an original transcript from the correct college or university degree located in the employee personnel file. An original transcript must be addressed to the Human Resources Coordinator and received by mail within 30 days and sent directly from the college or university. The Human Resource Department representative will have the new employee complete the Certification Application Form 03-ALL-ALL-0918 at conditional offer and submit it to the Superintendent for approval. The approved certificate will be sent to the employee by the Human Resource Dept. representative. The certificate will be entered into the Certification File Database and then filed in personnel file.

The Superintendent shall ensure that within ninety days of employment as a Service Coordinator, Service and Support Administration Coordinator, or Director of Service and Support Administration the employee shall successfully complete an orientation program of at least eight hours that addresses, but is not limited to:

1. Organizational background of the agency provider, including:
 - a. Mission, vision, values, principles, and goals;
 - b. Organizational structure;
 - c. Key policies, procedures, and work rules;
 - d. Ethical and professional conduct and practice; and
 - e. Avoiding conflicts of interest.
2. Components of quality care for individuals served, including:
 - a. Interpersonal relationships and trust;
 - b. Cultural and personal sensitivity;
 - c. Effective communication;
 - d. Roles and responsibilities of team members.; and
 - e. Record keeping, including progress notes and incident/accident reports.

3. Health and safety, including:
 - a. Signs and symptoms of illness or injury and procedure for response;
 - b. Building/site-specific emergency response plans; and
 - c. Program-specific transportation safety.
4. Positive behavior support, including:
 - a. Principles of positive culture;
 - b. Role of service and support administrator in creating a positive culture;
 - c. General requirements for intervention and behavioral support strategies and role of service and support administrator including documentation;
 - d. Human rights committees established in accordance with rule 5123.2-2-06 of OAC; and
 - e. Crisis intervention techniques.
5. Services that comprise service and support administration.

Documentation for this training will be completed on General Orientation sign-off form 03-ALL-ALL-0910, Positive Supports First sign-off form 03-ALL-ALL-0911 and Service and Support Administration Certification Training Verification Form 03-ALL-ALL-0919. The employee is responsible for the completion of the Service and Support Administration Certification Training Verification Form and for turning it into their immediate supervisor within 90 days from date of hire. This information will be entered into the Certification File Database and filed in the personnel file.

The Superintendent shall ensure that **during the first year of employment** as a Service Coordinator, Service and Support Administration Coordinator, or Director of Service and Support Administration, the employee shall complete department-provided web-based training in:

1. Developing person-centered individual service plans;
2. Coordinating services;
3. Enhancing team effectiveness;
4. Understanding Medicaid;
5. Targeted case management; and
6. Employment navigation.

The Superintendent shall ensure that **during the first year of employment** as a Service Coordinator, Service and Support Administration Coordinator, or Director of Service and Support Administration the employee shall complete training specific to the provision of service and support administration that includes, but is not limited to:

1. Eligibility determination;
2. Establishing individual budgets;
3. Effective service coordination;
4. Management of individuals' funds and related documentation requirements; and
5. Self-determination which includes assisting the individual to develop self-advocacy skills, to exercise his or her civil rights, to exercise control and responsibility over the services he or she receives, and to acquire skills that enable him or her to become more independent, productive, and integrated within the community.

Documentation for this training will be completed on Service and Support Administration Certification Training Verification Form 03-ALL-ALL-0919. The employee is responsible for the completion of the Service and Support Administration Certification Training Verification Form and for turning it into their immediate supervisor within one year from date of hire. This information will be entered into the Certification File Database and filed in the personnel file.

The Superintendent **commencing in the second year of employment and annually thereafter**, as a Service Coordinator, Service and Support Administration Coordinator, or Director of Service and Support Administration the employee shall successfully complete annual training in:

1. The provisions governing rights of individuals set forth in sections 5123.62 to 5123.64 of the Revised Code;
2. The requirements of rule 5123:2-17-02 of the Administrative Code relating to incidents adversely affecting health and safety including a review of health and safety alerts issued by the department since the previous year's training.

Documentation for this training will be the annual training documentation and other continuing professional education (CPE) hours as approved by the Superintendent. The employee is responsible for turning in CPE hours to the Human Resource Department.

The WCBDD Superintendent may renew the Service and Support Administrator Certification for a second period of five years for an applicant who successfully completes the required training that occurs within ninety days of employment, first year of employment, and annually. The balance of the sixty (60) required hours (Administrator) or seventy-five (75) required hours (Supervisor) needs to be continuing professional education hours. The employee must submit the Certification Application Form 03-ALL-ALL-0918 to the Human Resource Department for renewal within 30 days from the expiration date of current certification for approval of the Superintendent.

The WCBDD Superintendent may renew the Service and Support Administrator Certification for subsequent periods of five years provided the applicant has successfully completed at least **sixty hours** of continuing professional education during the period of the preceding Service and Support Administrator Certification. The hours spent in the annual training above may be counted toward the sixty hours.

The WCBDD Superintendent may renew the Service and Support Administration Supervisor Certification for subsequent periods of five years provided the applicant has successfully completed at least **seventy-five hours** of continuing professional education during the period of the preceding service and support administrator certification. The hours spent in the annual training above may be counted toward the seventy-five hours.

<p>The WCBDD Superintendent will accept as valid Service and Support Administration Certification issued by the superintendent of another county board. The superintendent will accept as valid continuing professional education approved by the Department or the superintendent of another county board.</p>
<p>Temporary grade, provisional grade, and professional grade Service and Support Administration registrations and certifications issued prior to the July 4, 2013 shall remain in effect until their assigned expiration dates.</p>
<p>An employee who, on July 4, 2013, holds temporary grade, provisional grade, or professional grade Service and Support Administration Specialist one level certification or Service and Support Administration Specialist two level certification issued prior to July 4, 2013 shall be eligible for Service and Support Administrator Certification and shall not be compelled to meet the initial training requirements (90 day training and 1st year training) provided the employee applies for the Service and Support Administrator Certification prior to expiration of the Service and Support Administration Specialist one level certification or Service and Support Administration Specialist two level certification.</p>
<p>An employee or contractor of a county board who, on July 4, 2013, holds temporary grade, provisional grade, or professional grade Service and Support Administration Management two level certification or Service and Support Administration Management three level certification issued prior to July 4, 2013 shall be eligible for Service and Support Administration Supervisor certification and shall not be compelled to meet the initial training requirements (90 day training and 1st year training) provided the employee or contractor applies for the Service and Support Administration Supervisor certification prior to expiration of the Service and Support Administration Management two level certification or service and Support Administration Management three level certification.</p>
<p>Both administrator and supervisor certifications issued on or after July 4, 2013 which have been expired for <u>less than one year</u> may be renewed upon completion of all renewal requirements of the expired certification. Certifications which have been expired for <u>one year or more</u> shall not be renewed and the applicant shall be required to meet the requirements for initial Service and Support Administrator certification or Service and Support Administration Supervisor certification.</p>
<p>An applicant for Service and Support Administration certification whose application is disapproved based upon the applicant's failure to meet the requirements of this rule, may request in writing, within thirty days of the rejection, an administrative review by the Superintendent or the Superintendent's designee. Denial, suspension, or revocation Service and Support Administration certification is subject to denial, suspension, or revocation in accordance with rule 5123:2-5-04 of the Administrative Code and 02-ALL-ALL-0850 (HR).</p>

Attachment: Appendix A – Required OAC ad ORC Topics covered under General Orientation and Department Specific Training

References: OAC 5123:2-5-02
 ORC 5123.62 to ORC 5123.64
 OAC 5123:2-17-02
 ORC 5126.15
 02-ALL-ALL-0850 (HR)

Forms: 03-ALL-ALL-0910
 03-ALL-ALL-0911
 03-ALL-ALL-0918
 03-ALL-ALL-0919

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Required OAC and ORC Topics covered under General Orientation and Department Specific Training

Service and Support

Training Topics	OAC Rule	Time Requirements	Orientation Received	Board Documentation	Responsible for Documentation	Filed
<p>Eight (8) hours of training in the following topics:</p> <ol style="list-style-type: none"> 1. Overview of serving individuals with developmental disabilities; 2. Rights of individuals set forth in sections 5123.62 to 5123.64 of the Revised Code; 3. Overview of basic principles and requirements of providing home and community-based services (HCBS) waiver services; 4. MUI Rule and health and safety; and 5. Universal precautions for infection control, including hand washing and the disposal of bodily waste. <p>CPR and First Aid Training</p>	<p>OAC 5123:2-2-01 Provider certification</p>	<p>Not stated in code. Board requires before doing direct care.</p>	<p>General Orientation</p>	<p>General Orientation Sign-off (03-ALL-ALL-0910)</p> <p>CPR/FA Card</p>	<p>HR Department</p>	<p>This information will be entered into the Certification File Database and filed in the personnel file.</p>
<ol style="list-style-type: none"> 1. Organizational background of the agency provider, including: <ul style="list-style-type: none"> • Mission, vision, values, principles, and goals; • Organizational structure; • Key policies, procedures, and work rules; • Ethical and professional conduct and practice; • Avoiding conflicts of interest; and • Roles and responsibilities of team members. 2. Components of quality care for individuals served, including: <ul style="list-style-type: none"> • Interpersonal relationships and trust; • Cultural and personal sensitivity; • Effective communication; • Roles and responsibilities of team members; and • Recordkeeping including progress notes and incident/accident reports. 3. Health and safety, including: <ul style="list-style-type: none"> • Signs and symptoms of illness or injury and procedure for response; • Building/site-specific emergency response plans; and • Program-specific transportation safety. 4. Positive behavior support, including: <ul style="list-style-type: none"> • Principles of positive culture; • Role of service and support administrator in creating a positive culture; • General requirements for intervention and behavioral support strategies and role of service and support administrator, including documentation; • Human rights committees established in accordance with rule 5123:2-2-06 of OAC; and • Crisis intervention techniques. 5. Services that comprise service and support administration. <p>Positive Supports First Training</p>	<p>OAC 5123:2-5-02 Service and support administration certification standards.</p>	<p>Within 90 days from date of hire</p>	<p>General Orientation and SSA Department Training</p>	<p>General Orientation sign-off (03-ALL-ALL-0910), Service and Support Administration Certification Training Verification Form (03-ALL-ALL-0919)</p> <p>Positive Supports First Training sign-off (03-ALL-ALL-0911)</p>	<p>HR Department</p> <p>HR Department</p> <p>Employee and SSA Dept.</p>	<p>This information will be entered into the Certification File Database and filed in the personnel file.</p>

<p>Department provided web-based training in:</p> <ol style="list-style-type: none"> 1. Developing person-centered individual service plans; 2. Coordinating services; 3. Enhancing team effectiveness; 4. Understanding Medicaid; 5. Targeted case management; and 6. Employment navigation. 	<p>OAC 5123:2-5-02 Service and support administration certification standards.</p>	<p>Within one (1) year from date of hire.</p>	<p>Service and Support Staff Training</p>	<p>Service and Support Administration Certification Training Verification Form (03-ALL-ALL-0919)</p>	<p>Employee and SSA Dept.</p>	<p>This information will be entered into the Certification File Database and filed in the personnel file.</p>
<p>Training specific to the provision of service and support administration that includes, but is not limited to:</p> <ol style="list-style-type: none"> 1. Eligibility determination; 2. Assessment and evaluation; 3. Development of individual service plans; 4. Establishing individual budgets; 5. Free choice of provider; 6. Effective service coordination; 7. Monitoring; 8. Team processes; 9. Administration of Medicaid waivers; 10. Management of individuals' funds and related documentation requirements, and 11. Self-determination which includes assisting the individual to develop self-advocacy skills, to exercise his or her civil rights, to exercise control and responsibility over the services he or she receives, and to acquire skills that enable him or her to become more independent, productive, and integrated within the community. 	<p>OAC 5123:2-5-02 Service and support administration certification standards.</p>	<p>Within one (1) year from date of hire.</p>	<p>Service and Support Staff Training</p>	<p>Service and Support Administration Certification Training Verification Form (03-ALL-ALL-0919)</p>	<p>Employee and SSA Dept.</p>	<p>This information will be entered into the Certification File Database and filed in the personnel file.</p>
<ol style="list-style-type: none"> 1. Rights of individuals set forth in sections 5123.62 to 5123.64 of the Revised Code; 2. MUI Rule and a review of health and safety alerts issued by the department since the previous year's training; 	<p>OAC 5123:2-5-02 Service and support administration certification standards.</p>	<p>Annual Training</p>	<p>Annual Health and Safety Quiz SSA Annual Training</p>	<p>Certification File In-service Sign-in Sheets</p>	<p>SS Dept.</p>	<p>This information will be entered into the Certification File Database and filed in the personnel file.</p>