

## **OVERVIEW**

In response to feedback from Supports Coordination Organization (SCO) Leadership, the Office of Developmental Programs (ODP) has started the process to update and restructure ODP's required SC Orientation Training Curriculum. The training plan identifies requirements and recommendations for SC Orientation and First Year Training for SCs. The revised SC Training Plan applies to all SCs including those supporting individuals receiving services under the Adult Autism Waiver (AAW). In addition, there is required waiver-specific content.

In the revised model, training is provided by ODP and the SCO, as identified. The revisions and full implementation of the revised SC Orientation and First Year Training Plan will be accomplished in stages. Target dates are included in the descriptions below.

The focus of SC training supports an understanding of WHY the role of the SC is critical to supporting people with Intellectual Disabilities and Autism (ID/A) to have a good, healthy, and safe life. The emphasis of SC training recommits to person-centered basics while meeting all regulatory requirements.

The training plan meets the requirements set forth in 6100.142 for SC Orientation and 6100.802 for first year of employment training (see pages 6 - 9).

## **SC ORIENTATION – AVAILABLE JULY 1, 2023**

To be completed within the first 30 days of hire and prior to the SC working alone with an individual. The redesign meets the need to be realistic in the amount of information that a new SC can understand in the first 30 days. Online required training that meets 6100.142 will be provided by ODP. The SCO will provide training specific to job-related skills and knowledge and may add other activities and learning opportunities to meet specific job function requirements.

SCs who complete SC Orientation and fulfill the outlined first-year training curriculum satisfy the 6100.142 and 6100.802 regulatory requirements. The expectation is that the SC will meet 6100.143 requirements in subsequent years.

The SC Orientation course on MyODP will be revised to provide easy access to all required ODP training. Step-by-step instructions will be provided for the three external trainings that require separate registration and login.

### **DOCUMENTATION OF COMPLETED SC ORIENTATION**

The SCO must be able to provide documentation that new SCs have completed all SC Orientation requirements for Quality Assessment and Improvement (QA&I – for Intellectual and Developmental Disabilities [IDD]), through Provider Qualification (for AAW), and/or as requested by ODP. The SC and SC Supervisor are no longer required to complete and sign the *SC Copy of the SC Orientation*. The SCO may develop a documentation process that meets their organization’s business practices. A Certificate of Completion will be available to all new SCs who complete all course requirements. This certificate may be used to provide documentation to ODP.

#### **Day 1 – 30**

#### **Required and provided by ODP (online): to be completed in listed order.**

ODP recognizes the valuable role of the SC Supervisor during orientation, first year training, and in future years to promote the success and retention of the new SC. An SC Orientation Guide will be developed to provide support to the SC in their new learning and help build the SC/SC Supervisor relationship. The SC Orientation Guide will include prompt questions/conversation starters that will take the topic deeper to increase meaning and to understand why the SC role is important.

1. Introduction by Deputy Secretary – video recording
2. Everyday Lives Values, ODP Principles, and ODP System and History
  - a. Introduction and History of DD (combined and updated)
  - b. *I Go Home* (currently available) – <https://www.pbs.org/video/witf-i-go-home/>

ODP strongly recommends that new SCs plan to meet with their supervisor (or designee) immediately after viewing the video. *I Go Home* contains disturbing words and photos that

describe the history of life in institutions for people with disabilities. The history is best understood and processed in the context of when these events occurred. It is important to recognize how the voices and actions of self-advocates, families, and professionals joined together to change the system to prevent harm and to promote a good quality of life for individuals with an Intellectual Disability and/or Autism.

c. You are the Keystone for Individuals and Families (revised and updated)

3. Person Centered Practices (currently available):

<https://www.myodp.org/course/view.php?id=1190>

4. Charting the LifeCourse – Overview (revised and updated)

5. Individual Rights (currently available):

<https://www.myodp.org/course/view.php?id=1189>

6. Prevention, Detection, and Reporting of Abuse, Suspected Abuse, and Alleged Abuse and Recognizing and Reporting Incidents

a. Adult Protective Services (APS) (currently available):

<https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/Adult-Protective-Services.aspx>

b. Older Adult Protective Services (currently available):

<https://www.aging.pa.gov/organization/advocacy-and-protection/Pages/Mandatory-Abuse-Reporting.aspx>

c. Recognizing and Reporting Child Abuse: Mandated and Permissive Reporting in Pennsylvania (currently available) – <https://www.reportabusepa.pitt.edu/>

(ODP requires annual training on this topic. Course can be taken again (repeated) or can be addressed through other topic areas that advance learning.)

d. Incident Management (IM) Bulletin Training

- i. Introduction and Overview (currently available):

<https://www.myodp.org/course/view.php?id=1683>

- ii. Recognizing Incidents (currently available):

<https://www.myodp.org/course/view.php?id=1683>

7. Monitoring: How to Look – video recording; the WHY! (In development)

8. Vignettes – video recordings by PA Family Network and Self Advocates United as 1 (In development)

## SC Orientation Guide (available on 7/1/23)

The SC Orientation Guide (*Guide*) will replace the *SC Supervisor's Guide to SC Orientation* as a supplemental resource for the new SC and SC Supervisor to foster more in depth discussion about what has been learned. The *Guide* will be easy to access and use, providing takeaways and discussion prompts for each of the eight required training topics in the revised SC Orientation. The prompts will be offered as conversation starters for the supervisor to use in follow-up discussions with the new SC. The *Guide* provides an opportunity for the new SC to gain additional context and background from their supervisor in order to apply learning directly to the individuals they support.

### Required and provided by ODP for AAW SCs:

1. Spectrum 2.0 (currently available): <https://www.myodp.org/course/view.php?id=1070>

### Required and provided by SCO (ID/A and AAW):

1. Job-related knowledge and skills

- a. Employee/agency orientation including mission and vision; agency-based processes and practices (how to be an employee of the agency)

- b. Basic job skills – HCSIS, MyODP, Enterprise Incident Management (EIM) (life of an incident), monitoring, service notes, and billing/units (eligible/ineligible grid).

**Recommended to be provided by SCO (ID/A):**

1. Job-related knowledge and skills – tools to do your job. Understand service definitions, hold a meeting – need for the supervisor (or delegate) to train on how to develop an Individual Support Plan (ISP) (guided activity). The SC Supervisor has a critical role in translating and helping the new SC to understand the ISP Bulletin, Waivers, and ODP requirements.

a. ISP Bulletin and Attachments

- i. ISP Manual, Annotated ISP, Signature Page, SC Individual Monitoring, and Approval and Authorization.

b. Consolidated, Person/Family Directed Support (P/DS), and Community Living Waivers – selected sections as applicable.

c. Shadow an experienced SC to learn about a realistic day in the life of an SC including:

- i. Address timing expectations – how much time is spent with individuals/families versus coordination, billing and workflow, and desk work.
- ii. Team mitigation, team facilitation, and navigating difficult conversations.

**Recommended to be provided by SCO (AAW)**

1. Job-related knowledge and skills – tools to do your job. Understand service definitions, hold a meeting – need for the supervisor to train on how to develop an ISP (guided activity). SC Supervisor has a critical role in translating and helping the new SC to understand the Waiver, and ODP requirements.

a. Additional AAW SC Training (currently available on MyODP):

<https://www.myodp.org/course/view.php?id=1771>

- i. ODP, Bureau of Supports for Autism and Special Populations (BSASP), and AAW
  - ii. Overview of AAW
  - iii. Intro and SC and SC Supervisor Roles and Responsibilities
  - iv. ISP, Goal Attainment Scale (GAS), and Service Utilization
- b. Shadow an experienced SC to learn about a realistic day in the life of an SC including:
- i. Address timing expectations – how much time is spent with individuals/families versus coordination, billing and workflow, and desk work.
  - ii. Team mitigation, team facilitation, and navigating difficult conversations.

### **FIRST YEAR TRAINING**

The revision and restructuring of training beyond SC Orientation will be part of a multiyear plan. Coursework (topics) will be identified with ODP suggested timing and sequence to meet 6100.802 requirements. Prior to implementation of the revised First Year Training curriculum, ODP will identify existing resources on MyODP to meet requirements.

#### **Day 31 – 60:**

1. *Suffer the Little Children* – video (currently available). ODP strongly recommends that new SC plans to meet with their supervisor (or designee) immediately after viewing the video recordings. *Suffer the Little Children* contains disturbing content that is best understood and processed in the context of when these events occurred. It is important to recognize and discuss how laws, policies, and practices have changed to prevent harm and to promote a good quality of life for individuals with an intellectual disability and/or autism.

**Part 1:** [2.amazonaws.com/Shared Content/Videos/66+-+Suffer+the+Little+Children+Part+1.mp4](https://www.amazonaws.com/Shared_Content/Videos/66+-+Suffer+the+Little+Children+Part+1.mp4)

Part 2: [https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Shared\\_Content/Videos/65+-+Suffer+the+Little+Children+Part+2.mp4](https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Shared_Content/Videos/65+-+Suffer+the+Little+Children+Part+2.mp4)

Part 3: [https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Shared\\_Content/Videos/64+-+Suffer+the+Little+Children+Part+3.mp4](https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Shared_Content/Videos/64+-+Suffer+the+Little+Children+Part+3.mp4)

Part 4: [https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Shared\\_Content/Videos/63+-+Suffer+the+Little+Children+Part+4.mp4](https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Shared_Content/Videos/63+-+Suffer+the+Little+Children+Part+4.mp4)

Part 5: [https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Shared\\_Content/Videos/62+-+Suffer+the+Little+Children+Part+5.mp4](https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Shared_Content/Videos/62+-+Suffer+the+Little+Children+Part+5.mp4)

Part 6: [https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Shared\\_Content/Videos/61+-+Suffer+the+Little+Children+Part+6.mp4](https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Shared_Content/Videos/61+-+Suffer+the+Little+Children+Part+6.mp4)

Part 7: (40 years later) [https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Shared\\_Content/Videos/60+-+Suffer+the+Little+Children+Part+7\\_40+Years+Later.mp4](https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Shared_Content/Videos/60+-+Suffer+the+Little+Children+Part+7_40+Years+Later.mp4)

2. SC Role in IM (currently available) – <https://www.myodp.org/course/view.php?id=355>
3. Responding to Incidents (currently available) – <https://www.myodp.org/course/view.php?id=1782>
4. Vignettes of People with Disabilities Living Life (to be developed after July 1, 2023) – variety of disability types, environments, and situations.

Under SCO supervision, an SC who completes the training identified above may add topics from Days 61 - 365 to further support and advance learning.

**Day 31 – 60 (provided by SCO)**

In the second month of employment, the priority is for the SC to have first experiences supporting individuals and families under the guidance of an SC Supervisor or mentor. Recognizing the valued

## Supports Coordinator (SC) Orientation and First Year Training Plan



SC role and learning job skills is reinforced by processing experiences, providing context and background, answering questions, and identifying additional resources in close to real-time.

As the new SC begins to work independently, the SC Supervisor continues to provide active supervision, information, and resources to support learning, and make connections between orientation material and the daily functions of the SC role.

### Day 61 – 90 (developed by ODP after July 1, 2023)

1. Live training focused on WHY (frequency TBD)
  - a. Fundamental thinking, Charting the LifeCourse, Person-centered training (PCT), history, empowerment and important central role, advocacy (person first), where do I fit into the system, self-determination, rights, dignity of risk, plan development (life script for the person), and connect the words on the paper to the why
  - b. Tell stories that explain the why and connect good life with health and safety (IM and Everyday Lives)
  - c. Identify existing online training to support additional learning
2. New SC engagement – come back to digest and discuss with mentors/SC Supervisors (conversation, talk it through, process, and coaching)

### Day 91 – 365 (planning for revisions and restructuring will start in July 2023)

1. Charting the LifeCourse (available now – live, virtual training, open registration offered quarterly)
2. Strong emphasis on learning methods including micro-learning
  - Technology safety and security
  - Reminders specific to situations



3. Includes a full review of all remaining topics previously required as part of SC Orientation and annual training requirements to meet 6100.802.
4. Includes the continued review and revision of the SC Orientation Guide to support the SC to learn and apply knowledge with an understanding of how practices are connected and work together.
5. Completion of first year training requirements to be included in QA&I (ID/A) and Provider Qualification (AAW).
6. IM: Resources identified below will be reviewed and revised as needed.
  - Preventing Incidents – <https://www.myodp.org/course/view.php?id=2005>
  - Addressing Day to Day Risk with the Team – <https://www.myodp.org/course/view.php?id=404>
  - Risk Management Overview – <https://www.myodp.org/course/view.php?id=366>
  - SC Role in Risk Management – <https://www.myodp.org/course/view.php?id=396>
  - How To Monitor Incident Reports and Corrective Actions – <https://www.myodp.org/course/view.php?id=1144&section=22>
  - Abuse, Neglect and Exploitation Tip Sheet for New SCs – [https://s3-us-west2.amazonaws.com/palms-awss3repository/MyODP\\_Content/Course+Content/SC+Orientation/ANE+Tip+Sheet.pdf](https://s3-us-west2.amazonaws.com/palms-awss3repository/MyODP_Content/Course+Content/SC+Orientation/ANE+Tip+Sheet.pdf)

**REGULATION TRAINING REQUIREMENTS – Brief Description**

**6100.142** – required SC Orientation to be completed in the first 30 days of employment and before working alone with an individual.

**6100.143c** – identifies the annual training requirements after the first year of employment and for all subsequent years.

**6100.802** – required training to be completed within the first year of employment.

**REGULATION TRAINING REQUIREMENTS – Crosswalk to Topics/Courses**

**6100.142 – SCO Orientation Required Training**

(b) The orientation must encompass the following areas:

(1) The application of person-centered practices, community integration, individual choice and assisting individuals to develop and maintain relationships.

- Introduction by Deputy Secretary
- Introduction and History of Developmental Disability Services
- You are the Keystone for Individuals and Families
- Person Centered Practices ☐ Introduction
  - Supporting Choice
  - Understanding Communication
  - Being Part of the Community
  - The Difference Relationships Make
  - Putting it All Together

- Charting the LifeCourse
- Monitoring: How to Look
- Vignettes – Video recordings from SAU1 and PAFN

(2) The prevention, detection and reporting of abuse, suspected abuse and alleged abuse in accordance with the Older Adults Protective Services Act (35 P.S. § § 10225.101—10225.5102), the Child Protective Services Law (23 Pa.C.S. § § 6301—6386), the Adult Protective Services Act (35 P.S. § § 10210.101—10210.704) and applicable protective services regulations.

- Adult Protective Services
- Older Adult Protective Services
- IM Bulletin Training
  - Introduction Webinar
  - Overview Webinar

(3) Individual rights.

- Rights What Do We Mean
- Choice and Decision Making
- The Right to Communicate
- When We Know More, We Can Do Better
- I Go Home

(4) Recognizing and reporting incidents.

- Recognizing and Reporting Child Abuse: Mandated and Permissive Reporting in Pennsylvania
- IM Bulletin Training
  - Recognizing Incidents

### (5) Job-related knowledge and skills.

Required and provided by SCO:

- Employee/agency orientation including mission and vision; agency-based processes and practices (how to be an employee of the agency).
- Basic job skills – HCSIS, MyODP, EIM (life of an incident), service notes, and billing/units (eligible/ineligible grid).

Recommended to be provided by SCO:

- Tools to do your job. Understand service definitions, hold a meeting – need for the supervisor to train on how to develop an ISP (guided activity). SC Supervisor has a critical role in translating and helping the new SC to understand the Bulletin, Waivers, and ODP requirements.
- ISP Bulletin and Attachments
  - ISP Process, ISP Preparation, Development of the ISP, Annotated ISP, Signature Page, and Approval and Authorization.
- Consolidated, P/FDS, Community, and Adult Autism Waivers – selected sections as applicable.

**6100.802e(1)** – In addition to the training and orientation required under § § 6100.142—6100.143 (relating to orientation and annual training), a support coordinator, base-funding support

## Supports Coordinator (SC) Orientation and First Year Training Plan



coordinator, targeted support manager and support coordinator supervisor shall complete the following training within the first year of employment:

(i) Facilitation of person-centered planning.

- Introduction to Facilitation for New Supports Coordinators – <https://www.myodp.org/course/view.php?id=1056>
- A Day in the Life of an SC
- *Suffer the Little Children*
- Vignettes of People with Disabilities Living Life (In development)
- Live training focused on WHY
  - Fundamental thinking, LifeCourse, PCT, history, empowerment and important central role, advocacy (person first), where do I fit into the system, self-determination, rights, dignity of risk, plan development (life script for the person), and connect the words on the paper to the why.
  - Tell stories that explain the why and connect good life with health and safety.
  - Identify existing online training to support additional learning.

(ii) Conflict resolution.

- Introduction to Conflict Resolution for New Supports Coordinators – <https://www.myodp.org/course/view.php?id=1057>

(iii) Human development over the lifespan (in development).

(iv) Family dynamics.

- Charting the LifeCourse
- Vignettes – Video recordings from SAU1 and PAFN (In development)

(v) Cultural diversity. (College of Direct Support)

- Cultural Competence: Understanding Your Own Culture
- Cultural Competence: Communication
- Cultural Competence: Daily Support

**6100.802e(2)** – A support coordinator, base-funding support coordinator, targeted support manager and support coordinator supervisor shall report incidents, alleged incidents and suspected incidents as specified in § §6100.401—6100.403 (relating to types of incidents and timelines for reporting; incident investigation; and individual needs), unless the incident was reported and documented by another source.

- SC Role in IM
- Responding to Incidents
- Preventing Incidents
- Addressing Day to Day Risk with the Team
- Risk Management Overview
- Role in Risk Management
- How To Monitor Incident Reports and Corrective Actions
- Abuse, Neglect and Exploitation Tip Sheet for New SCs