



Florida Medicaid

DEVELOPMENTAL DISABILITIES INDIVIDUAL BUDGETING WAIVER SERVICES COVERAGE AND LIMITATIONS HANDBOOK

Agency for Health Care Administration
September 2015



APPENDIX B
IBUDGET TRAINING REQUIREMENTS FOR IBUDGET WAIVER
PROVIDERS

IBUDGET TRAINING REQUIREMENTS FOR IBUDGET WAIVER PROVIDERS

With the promulgation of this handbook, Agency for Persons with Disabilities (APD) provider training requirements are broken into three categories: Required Basic, Required Pre-Service Certification, and Required In-Service (also known as Continuing Education in certain professions). However, provider staff employed prior to the promulgation continue to be held to the qualifications that were in rule at the time of their employment. A chart follows this section and provides additional details on the new course titles, course descriptions, time frames for successfully completing courses, trainer qualifications, documentation of successful completions, and the frequencies in which courses need to be completed.

Provider staff, management staff, and solo providers rendering services prior to the promulgation will have 18 months from the date of this handbook's promulgation to come into compliance with new training requirements not previously completed in this Appendix. New provider staff, management staff, and solo providers enrolled and hired to render services after the promulgation of this rule must be in compliance with the rule. The use of trainers certified by the named entities contained in the following chart are effective immediately: AIDS/HIV/Infection Control, First Aid, CPR and HIPAA.

For Required Basic and Required Pre-Service Certification, emphasis is being placed on whether the trainee successfully completes the course in lieu of the number of hours the trainee completes. Successful completion is defined as attending and participating in all required sessions, completing all applicable assignments, and successfully passing any required course test(s) with a score of 85% or better. Trainees who do not successfully complete a course will not be issued a certificate of successful completion. Students may retake a test if no passing score was achieved. .

While required courses no longer identify a number of hours the trainee must complete, providers are responsible to ensure that each of their staff is providing services in a competent and appropriate manner in accordance with required training. In-Service training is based on the number of hours the trainee completes.

The use of recorded (e.g., CDs or DVDs) self-paced, or Web-based training for any required training is acceptable if it is the current curriculum and is approved by the APD state office.

APD's calendar listing classroom trainings which are provided by APD may be found on APD's Web site. For required courses, go to <http://ptc.apd.myflorida.com/AvailableTraining.aspx?TrainingType=2>.

For in-service courses, go to <http://ptc.apd.myflorida.com/AvailableTraining.aspx?TrainingType=1>.

I. Required Training

A. Basic Training

Except for staff listed in the "Exemptions" (Section D below), all Direct Service Providers must successfully complete all the basic training courses as noted on Table 1 except Requirements for All Waiver Providers.

All solo providers and management staff of provider agencies of services covered by this handbook must successfully complete only the following course which is noted on Table 1:

- Requirements for All Waiver Providers

Two courses must be completed by Direct Service Providers under certain circumstances and are noted on Table 1:

- Medication Administration and Validation
- Behavioral Emergency Procedures

The first additional training involves providers who will be administering or assisting in the administration of any medication. This training is entitled “Medication Administration and Validation” and includes a successful validation component. The second training involves staff serving a recipient with a challenging behavior that necessitates the use of reactive strategies during a behavioral emergency. This training is entitled “Behavioral Emergency Procedures” and is based upon a competency-based training curriculum approved by the APD and also contains a validation component.

B. Pre-Service Certification Training

The following providers must successfully complete Pre-Service Certification Training before providing the following waiver services. They must also successfully complete the Required Basic Training within the same time frame as other Direct Service Providers.

- Life Skills II (Supported Employment Coaching)
- Support Coordination
- Supported Living Coaching

Support Coordinators will not be issued a letter of enrollment until all Pre-Service Certification training is completed.

To generate additional funding to support an individual’s employment goals, supported employment coaches and waiver support coordinators must assist the people they serve to be aware of the various work incentives and employment planning tools that are available, in particular, the Plan to Achieve Self-Sufficiency (PASS). To ensure that all supported employment coaches, supported living coaches and waiver support coordinators are aware of these various incentives and tools, all existing supported employment coaches, supported living coaches and waiver support coordinators must successfully complete APD’s pre-service employment course, “Introduction to Social Security Work Incentives”, within one year of the promulgation of this Handbook. This course is available in a classroom version as well as Web-based version, which will be made available on the Florida TRAIN system. Successful completion of either version meets this requirement.

C. In-Service Training

Providers are not limited to taking in-service courses only from APD and should take full advantage of conferences and professional presentations whenever possible, including the Florida TRAIN system. To determine whether or not a course would count toward required in-service training, refer to Appendix C for each specific provider type.

D. Exemptions

Staff of the following types of providers are exempt from completing training in this handbook

- Adult Dental
- Consumable Medical Supplies
- Durable Medical Equipment
- Environmental Accessibility Adaptations
- Personal Emergency Response Systems

Direct Service Providers who hold professional certificates for the services listed below must only complete Core Competencies, Zero Tolerance, and HIPAA. Independent or solo providers and management staff for these services must complete Requirements for all Waiver Providers:

- Behavior Analysis
- Dietician
- Occupational Therapy
- Physical Therapy
- Private Duty Nursing
- Residential Nursing Services
- Respiratory Therapy
- Skilled Nursing
- Specialized Medical Home Care providers who are Registered Nurses or Licensed Practice Nurses
- Specialized Mental Health Counseling
- Speech Therapy

II. Certificates of Successful Completion

Documentation of successful completion of required provider training is defined differently for classroom training (face-to-face), non-classroom (e.g., Web-based training video), and validation training as defined as follows.

A. Classroom Training

Training in a classroom setting emphasizes successful completion of the required course and not attendance for a specific number of hours.

1. A standardized APD certificate will be issued to all participants that have successfully completed the following APD Required Training Classroom courses:

- Direct Care Core Competencies
- Zero Tolerance
- APD Waiver Provider Requirements
- Requirement for all Waiver Providers
- Supported Employment Pre-service: Best Practices in Supported Employment
- Supported Employment Pre-service: Introduction to Social Security Work Incentives
- Supported Living Pre-Service Training
- Waiver Support Coordinator Pre-Service Training and Regional Specific Training

The following elements must be included on the certificate:

- The participant's name (printed or typed)
- Title of the course
- Date and location training occurred
- Name of the trainer (printed or typed) and signature
- Evidence that the trainer has appropriate credentials (for APD courses a copy of the trainer's certificate provided by APD)

For every classroom APD required training course taught the following documentation must be completed and maintained (either by hard copy or electronically) by the trainer for a minimum of five years. If the APD approved curriculum is accessed through the Department of Health TRAIN system or other APD approved systems, electronic signatures are acceptable.

Daily sign-in sheet (for each day of class) that must include:

- Printed or typed name of attendee
- Initials of attendee by their printed name
- Date of the training (which must match the date on the certificate)
- Trainer typed or printed name and signature
- Location where the training occurred (same as certificate)
- Copy of certificates of persons who successfully completed the course

For the classroom Required Training course taught by a trainer certified by the American Red Cross, American Heart Association, the American Safety and Health Institute and the Emergency Care Safety Institute, the only acceptable proof of a successful course completion is a standard certificate developed by those organizations with the attendee's name either typed or printed on the card or certificate.

2. There are several acceptable ways to document the successful completion of classroom In-Service Training. However, the following elements must be included on all classroom training documentation in order to be acceptable:

- Participant's printed name and signature
- Title of the course
- Date training occurred (day and date as well as beginning and ending time)
- Printed name of the trainer and signature
- Copy of the agenda or course syllabus

B. Non-classroom Training

If the training is Web-based, the only acceptable proof of the successful completion of required training or required pre-service training will be the printed certificate or transcript generated by the entity that provides the training. Approved Web-based trainers include the American Red Cross, the American Heart Association, the American Health and Safety Institute, the Emergency Care & Safety Institute, the National Council, EMS Safety Services, Inc., Tallahassee Community College, the Attain, Inc., the Department of Children and Families, the Centers for Medicare and Medicaid Services, MedEd America and the Training Resource Network (TRN), Department of Health TRAIN, and other APD approved training resources as they become available. Links to all these courses are provided on Table 1.

1. At a minimum the certificate, transcript or card for non-classroom APD Required Training must contain the following elements:

- Participant's name
- Title of the course (if not titled as in the handbook, then written confirmation of the course content may be required)
- Date(s) or period over which training course was completed and notation that course was successfully completed
- Name of approved entity providing training

2. If an individual uses a CD or video to meet their non-classroom In-Service Training requirement, the following documentation is necessary:

- Photocopy of label or training outline (including the title of the course and sponsoring entity)
- Printed name and signature of participant
- Date training occurred
- Length of training (if not noted on CD label)
- Copy of the agenda or course syllabus

C. Validation Training

For Medication Administration Validation, the certificate must include all the requirements as required by APD's Rule 65G-7, F.A.C., which at the time of this promulgation include the following:

- The name of the person being validated
- The date of assessment and validation
- A description of the medication routes and procedures that the person is authorized to supervise or administer
- Any limitations on the applicant's validation to administer medication, such as limitations on validated routes of medication administration
- The printed name and original signature of the validating nurse or physician as it appears on their professional license
- The validating nurse or physician's license number and license expiration date

Any changes to APD's Rule Chapter 65G-7, F.A.C., requirements will take precedent over this handbook.

For behavioral emergency procedures, validation is completed under competency demonstration as part of the training, and the certificate must include all requirements listed as required by APD's Rule Chapter 65G-8, F.A.C., which at the time of this promulgation include the following:

- The name of the curriculum
- The name of the trainer
- The date(s) of training
- The date of certificate expiration

Any changes to Chapter 65G-8, F.A.C requirements will take precedence over this handbook.

The provider or provider agency must maintain on file a paper or electronic copy of all certificates of Direct Service Providers and trainers documenting successful completion of all required training, continuing education, and annual in-service requirements. The provider is responsible for any additional documentation as noted in F.A.C., rules. The provider is also required to furnish a copy of training documentation at the time the training is completed for the employee to maintain in personal files so that the employee may have proof of completed training. The employee should maintain their own copy for personal records.

III. Trainers

Qualification to be a trainer of APD courses is explained on Table 1. Column 4 of each section provides a general description, with footnotes providing details as needed. Direct service providers who successfully complete the course requirements and meet the qualifications to train in a specific subject (i.e., waiver support coordination), will receive certification to train their employees the first year. After the first year, the trainer may request to train employees outside their agency. Determination to train individuals outside their agency will be based on the results from the quality improvement organization review and APD approval. The Qualifications for Trainers/Trainer Agreement Form can be found in Appendix J.

TABLE 1

| Section 1: Required of all Direct Service Providers - Each Course has a Standardized Curricula Developed by APD | | | | |
|--|---|---|--|---|
| Course Title | Course Content | Time Frame | Trainer Qualifications ¹ | Frequency |
| <p>Direct Care Core Competencies (DCCC)</p> <p>link to Web-based course = http://apdcares.org/providers/training/tc.c.htm</p> | 1. Basic Person-centered Planning | <p>Within 90 days of providing services</p> | <p>Trainers must be certified in writing by APD or APD staff</p> | <p>One Time-Provider Discovery Reviews (overall score below 86%) by the QIO may result in retaking the course</p> |
| | 2. Introduction to Developmental Disabilities | | | |
| | 3. Maintaining Health and Safety | | | |
| | 4. Individual Choices, Rights and Responsibilities | | | |
| | 5. Roles and Responsibilities of Direct Support Professionals (currently a section within Introduction to Developmental Disabilities) | | | |
| <p>Zero Tolerance</p> <p>link to Web-based course = http://apdcares.org/providers/training/tc.c.htm</p> | 1. Defining Abuse, Neglect and Exploitation | <p>Prior to providing services</p> | <p>Trainers must be certified in writing by APD or APD staff</p> | <p>At initial employment and every three years thereafter</p> |
| | 2. Recognizing the signs and symptoms of abuse, neglect and exploitation | | | |
| | 3. Reporting to the Abuse Hotline | | | |
| | 4. Prevention and Safety Planning | | | |
| <p>Overview of APD Waiver Provider Requirements</p> | 1. Overview of Medicaid Waivers | <p>Within 90 days of providing services. This is applicable to providers enrolled or hired after the promulgation of this rule.</p> | <p>Trainers must be certified in writing by APD or APD staff</p> | <p>One Time-Provider Discovery Reviews (overall score below 86%) by the QIO may result in retaking the course</p> |
| | 2. Overview of current APD Waiver | | | |
| | 3. Provider Qualification and Enrollment (under current waiver) | | | |
| | 4. Services Coverage and Limitations (under current waiver) | | | |
| | 5. Other relevant information provided in current handbooks | | | |
| | 6. APD Regional and field office liaisons for specific types of providers | | | |
| | 7. Incident Reporting | | | |
| ¹ Trainer Qualifications - next page | | | | |

¹ Any APD approved training available through the Department of Health TRAIN Web site is an acceptable method for training.

| Required of Provider Direct Care Staff - | | | | |
|--|--|--------------------------------------|---|--|
| Acceptable Agency Courses Noted Below | | | | |
| Course Title | Acceptable Agency Organization Course Title Location | Time Frame | Trainer Qualifications | Frequency |
| AIDS/HIV/Infection Control | American Health and Safety Institute - course title Blood borne Pathogens - http://www.hsi.com/takeaclass/ | Within 90 days of providing services | Certified by American Health and Safety Institute, American Red Cross, EMS Safety Services, Inc., Emergency Care and Safety Institute, National Safety Council, or Florida Department of Health for courses noted. TCC course is Web-based. | Direct Service Providers must possess valid certificate at all times NOTE: different organizations offer varying lengths of certification |
| | American Red Cross - course titled Blood borne Pathogens - http://www.redcross.org/take-a-class | | | |
| | EMS Safety Services, Inc. - course title Blood Borne Pathogens - http://www.emssafetyservices.com/ | | | |
| | Emergency Care and Safety Institute - course title Blood borne and Airborne Pathogens Interactive - https://www.ecsinstitute.org/courses/ | | | |
| | Florida Department of Health - Materials can be requested by mail. To obtain a copy of the DVD and Study Guide, <i>HIV/AIDS in the News, 2009</i> , write: HIV/AIDS 101 Video, Florida Department of Health, Bureau of HIV/AIDS, Prevention Section, 4052 Bald Cypress Way, Bin #A90, Tallahassee, Florida 32399-1715 | | | |
| | National Safety Council - course titles Blood borne & Airborne Pathogens or Basic Life Support For Health Care & Professional Rescuers Blood borne & Air Borne Pathogens - http://www.nsc.org/products_training/Pages/Home.aspx | | | |
| | Tallahassee Community College - course title AIDS/HIV and Blood borne Pathogens - https://www.tcc.fl.edu/Current/Academics/WorkforceDevelopment/APDTraining/Pages/default.aspx | | | |

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| First Aid | <p>American Health and Safety Institute - course titles Basic First Aid or CPR, AED & Basic First Aid (if comprehensive course is taken for CPR certification, too, it must be taken in a classroom) http://www.hsi.com/takeaclass/</p> | Within 90 days of providing services | Certified by American Health and Safety Institute, American Heart Association, American Red Cross, EMS Safety Services, Inc., Emergency Care and Safety Institute or National Safety Council for courses noted by title | Direct Service Providers must possess valid certificate at all times. NOTE: different organizations offer varying lengths of certification |
| | <p>American Heart Association - course titles - Heartsaver First Aid with written test, Heartsaver First Aid with written test or Heartsaver First Aid Online Part 1 with written test - http://www.heart.org/HEARTORG/CPRAndECC/FindaCourse/Find-a-Course_UCM_303220_SubHomePage.jsp</p> | | | |
| | <p>American Red Cross - course titled First Aid - http://www.redcross.org/take-a-class</p> | | | |
| | <p>EMS Safety Services, Inc. - course title CPR/AED and First Aid Community Rescuer Training Course (classroom) - http://www.emssafetyservices.com/</p> | | | |
| | <p>Emergency Care and Safety Institute - course titled First Aid - https://www.ecsinstitute.org/courses/</p> | | | |
| | <p>National Safety Council - course title First Aid, CPR & AED (this Web-based course will NOT be accepted for CPR) - http://www.nsc.org/products_training/Pages/Home.aspx</p> | | | |

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|------------|---|---|--|---|
| CPR | <p>American Red Cross - classroom course titled CPR/AED for Professional Rescuers and Health Care Providers - http://www.redcross.org/take-a-class</p> | Within 90 days of providing services | <p>Certified by American Health and Safety Institute, American Heart Association, American Red Cross, EMS Safety Services, Inc., Emergency Care and Safety Institute or National Safety Council for courses noted by title</p> | <p>Direct Service Providers must possess valid certificate at all times. NOTE: different organizations offer varying lengths of certification Even though most courses endorsed include training in automated external defibrillators (AED) there is no requirement for waiver providers to have AEDs on site or available.</p> |
| | <p>American Heart Association - classroom course title Heartsaver CPR, AED with written test, or Heartsaver First Aid, CPR and AED with written test - http://ahainstructornetwork.americanheart.org/AHAECC/classConnector.jsp?pid=ahaecc.classconnector.home</p> | | | |
| | <p>American Health and Safety Institute - course titled CPR and AED - http://www.hsi.com/takeaclass/</p> | | | |
| | <p>EMS Safety Services, Inc. - classroom course titled CPR/AED and First Aid Community Rescuers Training - https://www.ecsinstitute.org/courses/</p> | | | |
| | <p>Emergency Care and Safety Institute - classroom course titles CPR and AED; Health Care Provider CPR; and Standard First Aid, CPR and AED (classroom only) - https://www.ecsinstitute.org/courses/</p> | | | |
| | <p>National Safety Council - classroom course titles NCS First Aid, CPR & AED; and NCS CPR and AED - http://www.nsc.org/products_training/Pages/Home.aspx</p> | | | |

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|--|--|---|--|---|
| HIPAA | Web-based Only | Within 30 days of providing services | NA | Annually |
| | <p>Attain, Inc. - course title Health Insurance Portability and Accountability Act (HIPAA) - http://learn.myattain.org</p> <p>OR</p> <p>CMS - course title Health Insurance Portability and Accountability Act (HIPAA) EDI Standards https://cms.meridianksi.com (registration site)</p> | | | |
| Medication Administration and Validation | <p>Must comply as required by APD's Rule Chapter 65G-7 F.A.C., and approved in writing by APD state office -www.apdcares.org/providers/training/</p> | <p>Must be success-fully completed by any direct care staff who administers or supervises the administration of medication</p> | <p>Classroom trainers must be certified in writing by APD and possess an APD course approval number issued by APD state office</p> | <p>As defined in APD's Rule Chapter 65G-7, F.A.C.</p> |
| Behavioral Emergency Procedures | <p>Curricula developed by private vendors consistent with APD's Rule Chapter 65G-8, Reactive Strategies, F.A.C., as well as reviewed approved in writing by APD state office - www.apdcares.org/providers/training/</p> | <p>Within 30 days of providing services for direct care staff serving individuals with challenging behaviors who are in need of behavioral emergency procedures</p> | <p>Classroom trainers must be certified in writing by the private vendor whose course has been approved by APD state office</p> | <p>As defined in APD's Rule Chapter 65G-8, F.A.C.</p> |

Section 2: Required of all Independent or Solo Providers and Management Staff of All Agencies Enrolled After the Promulgation of this Handbook

Each course has a Standardized Curricula Developed by APD

| Course Title | Course Content | Time Frame | Trainer Qualifications | Frequency |
|--|---|------------------------------------|-----------------------------------|---|
| <p>Requirements for all Waiver Providers</p> | 1. Overview of Medicaid Waivers | <p>Prior to providing services</p> | <p>Trainers must be APD staff</p> | <p>Once – However, poor provider reviews must result in being required to retake course</p> |
| | 2. Overview of current APD Waiver | | | |
| | 3. Provider Qualification and Enrollment (under current waiver) | | | |
| | 4. Services Coverage and Limitations (under current waiver) | | | |
| | 5. Other relevant information provided in current handbooks | | | |
| | 6. Compliance with Federal and State laws | | | |
| | 7. Administrative Programmatic Requirements | | | |
| | 8. Provider Self Assessments | | | |
| | 9. Elements of Waiver Services Agreement | | | |
| | 10. APD Regional and field office liaisons for specific types of provider | | | |
| | 11. Zero Tolerance | | | |
| | 12. Incident Reporting | | | |
| | 13. Overview of Chapters 65G-7 and 8, F.A.C. | | | |

| Section 3: Pre-service Training Requirements for Specific Service Providers - | | | | |
|--|---|-----------------------------|--|---|
| Each Course has a Standardized Curricula Developed by APD | | | | |
| Course Title | Course Content | Time frame | Trainer Qualification ² | Frequency |
| <p>Supported Employment Pre-service - Best Practices in Supported Employment and Introduction to Social Security Work Incentives</p> <p>link to Web-based course = https://trn-store.com/content/florida-required-supported-employment-pre-service</p> | 1. Best Practices | Prior to providing services | Classroom trainers must be certified in writing by APD | One Time - Provider Discovery Reviews below 86% by the QIO may result in retaking the course if the citations are related to this topic |
| | A. Introduction to Supported Employment | | | |
| | B. Rules and regulations Governing Supported Employment | | | |
| | C. Discovery: What is It and How to Use It | | | |
| | D. Preparing Resumes, References and Cover Letters | | | |
| | E. Marketing | | | |
| | F. Job Coaching | | | |
| | | | | |
| | 2. Introduction to Social Security Work Incentives | | | |
| | A. Introduction/Overview | | | |
| | B. Advocacy | | | |
| | C. Eligibility (SSI, SSDI) | | | |
| | D. Effects of Earned Income on SSDI | | | |
| | E. Effects of Earned Income on SSI | | | |
| | F. SSI and SSDI Work Incentives | | | |
| G. Resources | | | | |
| H. Glossary | | | | |
| Supported Living Pre-service | 1. Introduction to Supported Living | Prior to providing services | Classroom trainers must be certified in writing by APD | One Time - Provider Discovery Reviews below 86% by the QIO may result in retaking the course if the citations are related to this topic |
| | 2. Roles of Various Providers | | | |
| | 3. Coaching Services and Requirements | | | |
| | 4. The Planning Process | | | |
| | 5. Documentation | | | |
| | 6. Supporting People to Succeed | | | |
| | 7. Enhancing Quality | | | |

²Trainer Qualifications - on this table

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|------------------------------|--|--------------------------------------|--|---|
| WSC Pre-Service | 1. Overview of APD | Prior to signing provider agreement | Classroom trainers must be certified in writing by APD | One Time - Provider Discovery Reviews below 86% by the QIO may result in retaking the course if the citations are related to this topic |
| | 2. In-depth person-centered planning | | | |
| | 3. Legal Rights and Ways to Provide Decision-making Assistance | | | |
| | 4. Ethics, Advocacy and Choice | | | |
| | 5. Overview of current waiver handbooks | | | |
| | 6. Support Plans and Cost Plans | | | |
| | 7. APD's current automated requirements and how to access | | | |
| | 8. APD Regional and field office liaisons | | | |
| | 9. Monitoring: Your Role with your Recipients and Being Monitored Yourself | | | |
| | 10. Overview of medication administration and behavior emergency procedures | | | |
| WSC Region-Specific Training | <ol style="list-style-type: none"> 1. APD's current automated requirements and how to access 2. APD Regional and field office liaisons | Within 90 days of providing services | Classroom trainers must be certified in writing by APD | One Time - Provider Discovery Reviews below 86% by the QIO may result in retaking the course if the citations are related to this topic |