Announcement

Provider Applicant Orientation Requests for Plans from Administrative Entities

ODP Communication Number: Announcement 049-15

The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

Audience: Administrative Entities

Purpose: To announce the Office of Developmental Programs (ODP) request for plans from Administrative Entities to train Provider Applicants using the ODP Applicant Orientation curriculum.

Background and Discussion: ODP is implementing a process for Applicant Orientation for individuals or entities that have expressed an interest in becoming providers of waiver services to Pennsylvania enrolled recipients. ODP will mandate this training as part of the enrollment process for provider applicants. The Applicant Orientation will consist of a one-day face-to-face training session given by an Administrative Entity (AE), followed by a successful completion of a post-test in order to continue with the enrollment process.

AEs are requested to provide this face-to-face orientation on a regular basis within their region, and will collaborate with ODP on a regional model to provide the training. ODP is anticipating the Applicant Orientation training to ‘go live’ in January 2016.

ODP is requesting that (AEs) work together with their regional colleagues and the ODP regional offices to develop a collaborative plan that includes how they plan to implement the training requirements in their respective regions.

For your reference, a description of the process is attached. In the presentation, there are projected and tentative timelines.
The training requirements include:

- One [1] face-to-face training per month in the Western and Southeast regions and one [1] face-to-face training in the Central and Northeast regions per quarter.

- Attendance at all Train the Trainer sessions provided by ODP. The first session is projected to occur in September 2015 at a central location to be identified. It will be a full one day training. Additional training may be needed depending on curriculum updates and/or training needs.

- Presentation of the nine section of the Applicant Orientation Curriculum which include:
  - The Pennsylvania Intellectual Disabilities Service System;
  - ODP Mission & Values;
  - Person Centered Planning;
  - Rules & Regulations;
  - ODP Waivers;
  - Becoming A Provider;
  - Incident & Risk Management;
  - Financial Management;
  - Quality Management

- Complete Trainer Feedback Forms.

- Monitor onsite attendance.

- Make decisions regarding cancellations.

The plans shall address the following:

- A description of the process used to complete the training, including who participated and what was the decision-making process.

- Accessibility to potential applicants - The proposed regional model must ensure the availability of training as described above. Consideration should be given to high and low incidence of new applicants and the geographical distribution of training sites.

- The number of trainers per AE – ODP recommends that each region identifies a minimum of three [3] trainers per region. Consideration should be given on how to effectively implement the requirements. ODP will provide Train-the-Trainers sessions
initially and annually thereafter. Additionally, the plan should address back-up plans in the event of turnover and/or emergencies.

- **Potential locations** – include recommended locations that can accommodate from 3-30 attendees per session. Ideally, the locations are free of charge; have adequate parking, accessible by public transportation; availability of a projector; and comfortable capacity for up to 30 attendees.

- **How the Trainers were selected** – The plan should describe if Trainers were selected based upon their roles, their understanding of the system, their training skills, etc.

- **Model Description** – The plan should describe the model selected, i.e. 1 ‘lead’ AE; rotation among all regional AE’s; a team representing multiple counties; etc.

- **Concurrence** – The plan should confirm all AE’s concurrence with the proposed model.

Regional plans can always be modified, as long as they meet the criteria above, trained Trainers are available and approved by ODP regional offices.

Please submit one [1] regional plan by July 6, 2015 to your respective Regional Program Managers.

For information regarding the above, please contact Vicki Stillman-Toomey at vistillman@pa.gov.

Attachments
PROVIDER
APPLICANT
ORIENTATION
PROCESS DESCRIPTION
PURPOSE OF APPLICANT TRAINING

- To ensure that individuals or corporations choosing to provide services to people with intellectual disabilities obtain a basic understanding of how the system works.
- To introduce important information on the values and mission of ODP
- To provide Applicants with a view of the complexities of the system.
• ODP estimates that over 126 new providers have enrolled to provide services in the last 3 years.
• ODP has terminated almost as many providers in the same time period.
• ODP designed the Applicant Orientation Training to ensure when providers elect to offer services, they are informed of our requirements and of the people we serve and of the quality of services ODP wants to support.
• ODP wants to promote the principles of person-centered supports and self-determination prior to an Applicant receiving authorization for services.
PROCESS DESCRIPTION

• Provider Applicant Orientation is a required training by the Department of Human Services [DHS] Office of Developmental Programs [ODP] for all new entities or individuals seeking to provide waiver services to individuals with Intellectual Disabilities [ID].

• ODP has developed a standardized curriculum that will be presented face-to-face in each region.

• ODP will train the trainers selected by Administrative Entities [AEs].

• There is a required post test that will be available online after attendance at the 1 day training to obtain a certificate of satisfactory completion.
THE CURRICULUM

• The curriculum provides a high level overview of the Intellectual Disabilities system in Pennsylvania.
• The curriculum covers the following topics:
  – The PA Intellectual Disabilities Service System
  – ODP Mission & Values
  – Person-Centered Planning
  – Rules & Regulation(s)
  – ODP Waivers
  – Becoming a Provider
  – Incident & Risk Management
  – Financial Management
  – Quality Management
• The curriculum includes 2 attachments:
  – Glossary
  – Resources
APPLICANT ORIENTATION PROCESS

1. APPLICANT CONTACT
2. ODP REFERS APPLICANT TO ENROLLMENT PROCESS FLOWCHART
3. APPLICANT REGISTERS FOR ORIENTATION SESSION ONLINE
4. APPLICANT ATTENDS 1 DAY FACE-TO-FACE ORIENTATION SESSION
5. APPLICANT RECEIVES LINK TO THE ORIENTATION CURRICULUM
6. APPLICANT COMPLETES PROVIDER ENROLLMENT [QUALIFICATIONS, REGISTRATION, PROMISe™, PROVIDER MONITORING FOR NEW PROVIDERS, ETC.]
7. AE VERIFIES SUCCESSFUL COMPLETION
8. APPLICANT DOES NOT PASS THE TEST
   - Applicant may repeat the test 2 more times
9. APPLICANT PASSES THE TEST AND RECEIVES CERTIFICATE OF SUCCESSFUL COMPLETION
10. APPLICANT COMPLETES POST TEST ONLINE & SUBMITS
The Applicant may make its first ‘contact’ with ODP through the Provider Enrollment Office mailbox [RA-odpproviderenroll@pa.gov] or the Regional Offices or the Administrative Entities.

The Applicant shall be incorporated as a legal entity and seeking to provide waiver services for people with intellectual disabilities.
• All Applicants will receive a link to a Flowchart that outlines the steps in completing their enrollment.
• Some of the steps in the flowchart are sequential and include prerequisites.
• Applicants may register for the Applicant Orientation at any time following their first contact.
• Applicants will complete their Orientation registration online.

• ODP will publish an annual calendar of scheduled trainings on the registration website.

• Training will be provided monthly in Western and Southeast Regions, and once quarterly in Central and Northeast Regions.

• Training may be subject to cancellation for lack of attendees [fewer than 3] or acts of nature beyond the trainer’s control.
• The Applicant must attend the 1 day of training.
• Up to three [3] representatives of the Applicant’s organization are permitted to attend, contingent upon available space.
• Only one [1] representative of the Applicant’s organization is permitted to take the post test.
• The CEO or the person responsible to sign the Provider Agreement must attend the training and complete the post test.
• At the end of the face-to-face training, the Applicant will be given a link to access a PDF version of the curriculum for their reference.
• The Applicant may download the curriculum.
• ODP requests that all Applicants honor the confidentiality of the curriculum and not share it with other agencies.
• After the Applicant has attended the full day face-to-face training, they will be instructed on how to access the online post test.

• Applicants who meet or exceed 86% correct answers will pass.

• Applicants who score 86% or higher on the post test will receive a Certificate of Successful Completion.
• If the Post Test score is lower than 86%, the Applicant may take the post test again.
• The Applicant may take the post test up to three [3] times.
• Failure to pass after 3 tries requires the applicant to return for a face-to-face session.
• The Applicant will then have another opportunity to pass the post test.
• Failure to pass the test will result in the Applicant being denied enrollment.
When an AE receives an Applicant’s [new provider] request to be qualified, they shall request a copy of the Certificate of Successful Completion of the Applicant Orientation.
• When the Applicant has received their Certificate of Successful Completion, they may proceed with completing all the other steps in the enrollment process.

• The Applicant is responsible to provide the qualifying AE with a copy of their Certificate of Successful Completion.
Administrative Entities [AE] Responsibilities

- AEs will select and organize training in their respective regions with the assistance and approval of the ODP Regional Offices.
- Trainers will be expected to deliver the curriculum in their home counties or within their regions.
- Trainers will disseminate and collect training feedback forms at each session and submit them to the designated ODP staff.
• ODP will train the trainers.
• ODP will design and maintain the online registration process.
• ODP will maintain the standardized curriculum including updates/revisions due to changes in regulation, policies & procedures, etc..
• ODP will analyze the training feedback.
• ODP will conduct the post test online and issue Certificates of Successful Completion.
TIMELINE

• June 2015 - Requests for regional plans for Train the Trainers released
• June 2015 - Requests for Pilot county released
• June 29, 2015 - Regional Plans submitted
• July 2015 - Train ODP staff
• August 2015 - Pilot County[s] selected
• September 2015 - Pilot conducted
• October through December - ODP Trains the Trainers
• January 2016 - Go Live with Statewide Training
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