





Activities, exercises & tips	STAFF DEVELOPMENT	Resources and Links
<p>QUOTE <i>The mediocre teacher tells. The good teacher explains. The superior teacher demonstrates. The great teacher inspires.</i> William Arthur Ward</p> <p>QUOTE <i>Learning is not a spectator sport — it is an active, not a passive, enterprise. Accordingly, a learning environment must invite, even demand, the active engagement of the student.</i> D. Blocher</p> <p> TIP <i>Try to implement new strategies within two weeks of learning them. They're more likely to stick.</i></p> <p>QUOTE <i>Knowing is not enough; we must apply. Willing is not enough; we must do.</i> Goethe</p>	<div data-bbox="976 407 1121 574" data-label="Image"> </div> <p>❖ Mr. Spock from Star Trek had a great training technique called "the Vulcan mind meld." Spock placed his fingertips on another person's head, which in turn, transferred knowledge, thoughts, and memories from their brain to his, or vice versa. That sure would be nice if we had that ability! But since we don't, we must use other methods of transferring skills, knowledge and awareness to our employees.</p> <ul style="list-style-type: none"> ▶ <i>Employee training occurs the minute a new employee walks in the door. Employees observe their new environment and form opinions and attitudes based on what they see. So think about what you want your employees to see. You want to make sure the work environment reflects person-centered practices and that you provide an effective orientation that includes information and skills staff need to do their jobs effectively and helps to make them feel welcome and valued.</i> ▶ <i>Staff should demonstrate new skills on-the-job. Use performance evaluations to provide feedback to employees and to establish goals for future performance. Set up a mentoring program where other competent staff provide one-to-one teaching and support. Use recognition strategies often to acknowledge the contributions made by all employees.</i> ▶ <i>The more equipped a staff member is to provide the necessary support to an individual, the more likely they are to stick with the job.</i> 	<p><i>DDSD website training section:</i></p> <p>http://www.health.state.nm.us/ddsd/training/trainingpg1.htm#Sec3</p>

<p>QUOTE <i>What I hear, I forget. What I see, I remember. What I do, I understand.</i> - Kung Fu Tzu (Confucius)</p> <p> TIP If you want to know what trainings your staff has completed or has not yet taken, check with the person in your agency who is responsible for entering employee status information into the DDSD database.</p> <p> TIP Establish a peer mentoring program in your agency where experienced staff are paired with new staff to provide training and mentorship and “show them the ropes”.</p> <p> TIP As a supervisor, you can be instrumental in making sure any training that your staff participate in stays with them. Discuss any training they received in your staff meetings; have staff present to their co-workers what they learned; set up time to observe staff applying what they learned and provide feedback to help them develop their skills.</p>	<ul style="list-style-type: none"> ❖ Training Requirements- DDSD has established training requirements along with training curriculums which are value-based and competency-based and address pertinent topics for different staff roles. Additionally, there are training requirements listed in the DD Waiver Standards. <ul style="list-style-type: none"> ▶ You and your staff must complete these trainings within the established timeline- pre-service level (within the first 30 days & before working alone), orientation level (within the first 90 days) and Level 1 (within the first year). The trainer, whether employed by your agency, or from another agency, will enter course completion in the DDSD statewide training database. ❖ Training Compliance- DDSD monitors training compliance levels for all DD agencies throughout the state. Additionally, the DHI surveyors and the Community Practice Review auditors look at training compliance. <ul style="list-style-type: none"> ▶ The Training Coordinator in your Regional Office will work with you to help ensure your staff are trained. They can provide technical assistance to you and your agency and encourage you to develop capacity to complete trainings timely. If your agency’s compliance with training does not meet acceptable levels a performance improvement plan may be developed and your agency may be referred to the Internal Review Committee (IRC). ▶ In addition to the core competency classes, staff are required to complete individual specific training for each individual they support. This training consists of more than simply reading the individual’s file. Spending time observing competent staff provide supports to an individual with opportunities to ask questions and demonstrate skill acquisition is the most effective way of preparing your staff to effectively support an individual. ▶ Encourage the individual to provide training to their staff. After all, who knows the person better than him/herself! <p>There are other training requirements that you and your staff must meet. These include transportation training, Incident Management training (see IM section), HIPAA, Fire Safety, Universal Precautions, Proper lifting, etc. Make sure you know what trainings DDSD and other governing bodies require of your agency.</p> 	<p><i>Training Requirements:</i> http://www.health.state.nm.us/ddsd/training/Requirements/documents/TRAININGREQUIREMENTSSUMMARY-FEB09.pdf</p> <p>The DD Waiver Standards include training requirements for staff providing Community Inclusion & Community Living services. Topics such as transportation, fire prevention, accident prevention, incident management and reporting, and Emergency procedures are also addressed. http://www.health.state.nm.us/ddsd/rules/standards/documents/DD_W_Standardf.pdf</p> <p>For a complete guide to how to provide individual specific training follow this link on the DDSD website. http://www.health.state.nm.us/ddsd/training/Requirements/TrainingResources.htm#Sec2</p>
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