



HCBS/TBI

Notice Regarding Changes to NHTD and TBI Waiver Service Training Protocols



Dear Nursing Home Transition and Diversion (NHTD) and Traumatic Brain Injury (TBI) Providers:

Currently, the Program Manuals for both the Nursing Home Transition and Diversion (NHTD) and Traumatic Brain Injury (TBI) Medicaid waivers describe the training requirements for waiver service staff. NYSDOH is seeking to amend those requirements pending revisions to the Program Manuals. There will continue to be three components of required training:

1. Basic Orientation Training
2. Service Specific Training
3. Annual Training

NYSDOH continues to seek the provision of high-quality training opportunities for all staff providing waiver services.

Effective January 1, 2020, NHTD and TBI waiver service providers are responsible for:

- Developing a written training curriculum for each training component noted above.
- Ensuring that all waiver service staff attend required training.
- Providing Basic Orientation Training and Service Specific Training to all staff prior to their unsupervised contact with a waiver participant.
- Providing required annual training to all waiver service staff who have direct contact with a waiver participant.
- Documenting all training participation in the employee file, including training opportunities that staff have attended outside of the organization.

NHTD and TBI waiver service providers will be responsible to develop and implement provider specific Basic Orientation and Service Specific training curricula which must then be reviewed and approved by the Regional Resource Development Center (RRDC) prior to implementation. In addition, all Home and Community Support Services (HCSS) staff must attend at least 6 hours of in-service training annually, based on the calendar year. Annual training is also required for all other waiver services except those noted below:

Providers of Assistive Technology; Community Transitional Services; Environmental/Vehicle Modifications; Moving Assistance; Nutritional Counseling; Wellness Counseling; Respiratory Therapy; Congregate Meals and Home Visits by Medical Personnel are not required to receive additional training beyond their professional experience and/or licensure.

The Regional Resource Development Center staff must review and approve all training curricula and related materials prior to implementation using criteria established by NYSDOH and may observe training sessions as needed. Providers will be responsible to provide the RRDC with monthly training schedules or indicate if training is not offered in that month. On audit, OMIG will obtain the RRDC training curriculum approval document(s) for Basic Orientation and Service Specific curriculum.

Training may be conducted as a group or one-on-one basis. Staff who have not successfully completed the required training will not be left unsupervised with waiver participants until Basic Orientation and Service Specific training is completed. The Basic Orientation and Service Specific training must be completed within thirty (30) days of employment with the provider.

If a staff person has completed Basic Orientation and Service Specific training offered by another provider, prior to their current employment, the employer must have proof of the employee's successful completion of the training. A certificate of successful completion of the training must be maintained in the prior and current employer's staff personnel file. If the certificate of training completion is more than two years old, the staff person must be re-trained.

All employee personnel records must contain Basic Orientation and Service Specific training documentation, as follows: 1) a description of the course content, 2) dates of training attendance and copies of the sign in sheet(s) verifying attendance at all trainings, 3) pre- and post-tests, and 4) certificates of training completion. For HCSS Annual training, the topic(s) training sheets and attendance sheets for at least 6 hours of training should be included. Annual training documentation for other waiver services should include the training curriculum and attendance sheets. For all trainings that were not conducted by the provider, the employee will need to provide verification of continued education credits or a training session that has met prior approval from the employer.

In addition to participation at provider training, all new Service Coordinators will be required to meet with Regional Resource Development Center staff within one (1) month of employment. The type of training and supervision offered during that session is at the discretion of the RRDC and will be fully documented with sign-in sheets and certificates of completion.

All staff are required to meet the professional qualifications established in the 1915(c) waiver applications.

All staff must receive training related to person-centered planning as related t42 CFR §441.725. Information regarding the training initiative may be found at: <https://www.cvent.com/c/calendar/a80427e7-4d30-4cfe-864b-a4080b07e48e>

Basic Training should also include information about the philosophy of the HCBS/TBI/NHTD waiver programs and Serious Incident Reporting protocols.

Training must be provided by individuals who are knowledgeable about waiver programs, the needs of specialized service populations, incident reporting and record keeping requirements. Any staff person providing training must meet the service qualifications established in the waiver application for their related profession.

The RRDC will have established criteria for the review and approval of training curricula and will discuss additional training criteria with providers at the time of approval of the training materials. Further clarification will be provided as the revision of the program manuals proceeds.

The approved training certificate will be distributed to providers by the Regional Resource Development Centers.

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