

# MAINE Direct Service Worker Training Program

## Long Term Services and Supports Workforce Commission

September 26, 2019

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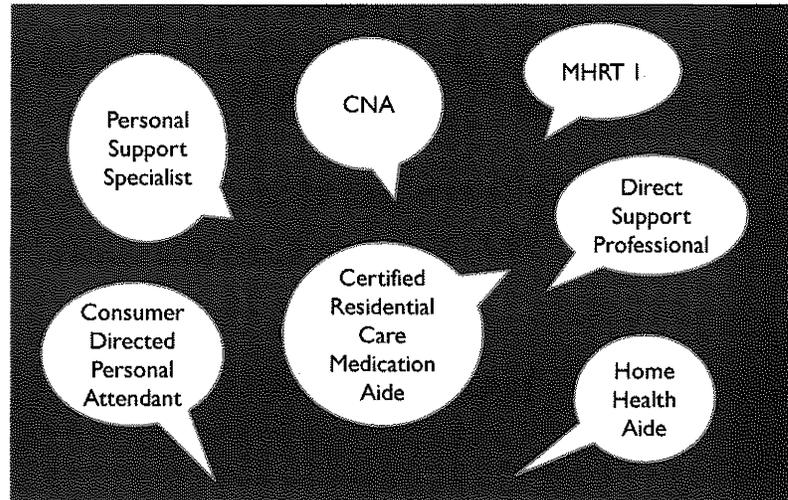
## Historic View of Training Program Development

- ❖ Many of the training programs for direct service workers have developed over time and in silos.
- ❖ Different programs developed in different departments and then within different offices.
- ❖ Individual program rules established different job titles, functions, qualifications, training requirements and rates.

**RESULT=** *Direct service workforce with multiple titles and sometimes similar functions. Titles with similar functions have varying training requirements, pay rates and benefits.*



## Array of Job Titles



## Policy Considerations

**A complicated and fragmented system for training and certifying workers can lead to:**

- ✓ Inefficient use of limited resources
- ✓ Barriers to entry and career advancement for workers
- ✓ Increased turnover rates
- ✓ Lack of flexibility to respond to the changing needs of a growing long term services and support population



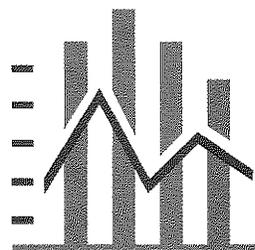
## Findings from Past Task Forces

- ✓ Too many job titles; vague titles creating confusion and barriers to employment
- ✓ Lack of a workforce plan reduces transferability and results in redundant, inefficient or limited training.
- ✓ Lack of competency-based approach



## More Findings

- ✓ Limited workforce data
- ✓ Lack of coordination and standardization across programs
- ✓ Job information is hard to find, reducing access and opportunities for workers.
- ✓ Lack of transferability and flexibility for workers, employers and consumers.



## Some Task Force Recommendations

- Develop a rational, clear framework for defining jobs, designing and delivering training and ensuring a sufficient and quality workforce.
- Develop a logical sequence of employment tiers, showing employment and training links among the long term care and acute care jobs.
- Identify common core functions and transferable skills.

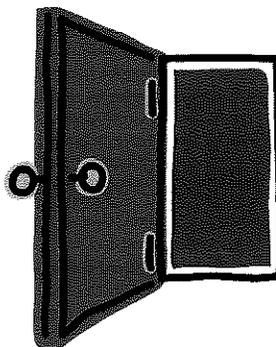


## Shift the Approach

- Long term improvements in workforce recruitment and retention
- Better support for individuals who have complex needs who may cross traditional program areas
- Potentially a means for establishing and achieving wage levels, transparency and parity across programs.



# An Opportunity



## HRSA Grant Overview

- HRSA issued a new demonstration grant program aimed at training individuals as qualified personal and home care aides in areas of high demand.
- Maine one of 6 grants funded; Sept. 2010. Other states were:
  - Iowa
  - California
  - Massachusetts
  - Michigan
  - North Carolina



## MDSW Training Program Goal

To establish a consistent, competency-based training and certification system that:

- Improves knowledge, competency and practice:
- Improves the supply and mobility of the workforce across service populations and programs;
- Optimizes the use of training resources across programs;
- Establishes the framework for a comprehensive training system responsive to the changing needs of the LTSS population.



## MDSW Training Program Objectives

- Develop competency model.
- Create Core and Specialty components.
- Develop and pilot the coordinated, competency based curriculum.
- Evaluate effectiveness of curriculum, disseminate findings and lessons learned.
- Create continuing education modules.
- Create framework for sustainable model.



## Beginning with.....

Core and specialty curricula for three entry level positions:

- Personal Support Specialist (PSS)
- Direct Support Professional (DSP)
- Mental Health Rehabilitation Technician (MHRT-I)



## Maine's Model

- Is a blended model and includes both classroom and online lessons.
- Adheres to adult learning principles, is interactive and engaging.
- Is competency-based.
- Uses a variety of instructional materials.
- Instructors act as subject matter experts, coaches and facilitators.
- Includes technology support.



Welcome to the  
**Maine Direct Service Worker Training Program**



**Safe At Work: Enhancing Personal Safety for Direct Service Workers (1 hour) Coming Soon!**  
Being a Direct Service Worker can place you in situations where your personal safety is at risk. This training is designed to:

- provide you with the knowledge and skills to scan the environment for personal safety risk
- offer some strategies and tools to address more commonly encountered personal safety risks
- suggest resources for further exploration

Sign up **now** for other self-paced training and be the first to take Personal Safety when launched!

**DSP Specialty**  
**Log In**

For unenrolled DSP participants

**PSS Specialty**  
**Log In**

There is no current PSS session planned  
Check back later for more details.

**MHSS Specialty**  
**Log In**

There is no current MHSS session planned  
Check back later for more details.

**Continuing  
Education  
Self Registration**

Free online Continuing Education Modules  
Take them at your own pace.  
(Individual course details below)

What Direct Service Workers already certified in a variety of job titles:  
Why? Expand your knowledge and skills, grow in your career, and discover new ways to support the people you serve.  
Which Topics are available now - Infection Control and Prevention, Dementia Basics, Brain Injury Basics.

Trouble logging in? Contact [nds@jgsum.maine.edu](mailto:nds@jgsum.maine.edu)

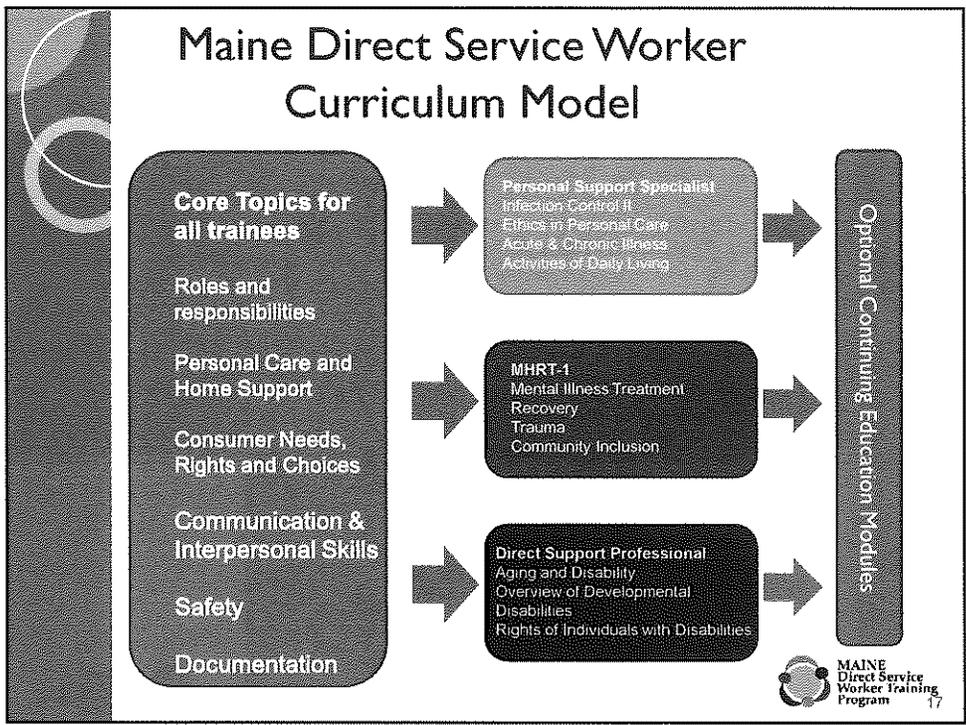


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Program**

# Core and Specialty Modules



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## A Quick Peek

**What should you do if you think a consumer is suicidal?**

If you believe a consumer is suicidal, do not leave him or her alone.

Try to get the consumer to seek help from his or her doctor or the nearest hospital emergency room, and call 911 with your supervisor in mind.

This is an awkward situation. If you are stressed enough, you must take action. Do not suspect a suicide.

It may be a challenge not to write my opinion!

**What is Subjective Reporting?**

Another way of sharing information is to provide a "subjective" report of what happened.

**SUBJECTIVE**

It is similar to an objective report, but it includes observations about the reporter's attitudes, feelings, thoughts, and/or opinions.

Continuing on with Jimmy, a subjective report of his actions would read like this: "Jimmy was really mad." In reality, unless Jimmy told you he was angry, this is your opinion of how Jimmy is feeling.

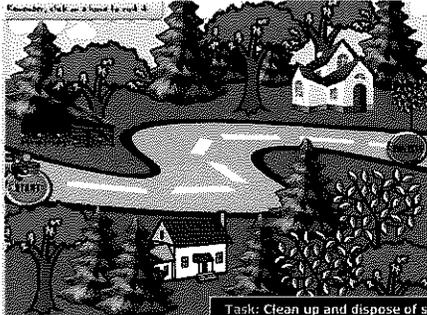
Laurie is 25 years old and you note that she washes her hands a lot of the day, more than what might be expected, up to 30 times a day.

Is this a sign or a symptom?

- It is a demonstrative sign
- It is a demonstrative symptom
- It is neither a sign nor a symptom

**Scenario 1**

## A Quick Peek at a Badge Challenge



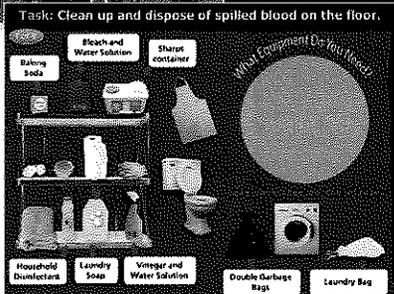
Remember, click on a house to visit it.

### MILLIONAIRE CHALLENGE

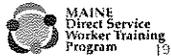
Welcome to the Millionaire Challenge!  
Read each question and then select the correct answer. If you miss three questions, you must start over.

Start

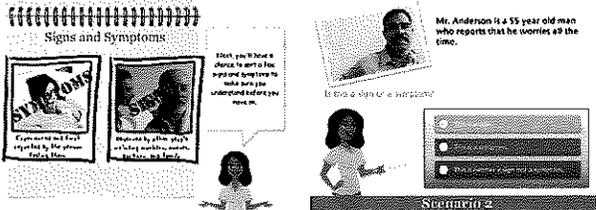
Task: Clean up and dispose of spilled blood on the floor.



What Equipment Do You Need?



## PSS Student Performance



80%

Online Lessons → Embedded Knowledge Checks → Online Unit Quiz



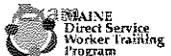
Online Badge Challenges



Skills Demonstration with nurse instructor



Comprehensive



## Continuing Education and Web Portal

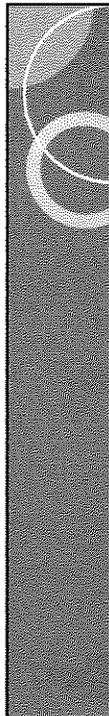
<http://www.maine.gov/dhhs/mainedirectserviceworker/>



## Continuing Education Modules

- Bloodborne Pathogens
- Brain Injury Basics
- Challenging Behaviors
- Dementia Basics
- Elder Abuse Prevention
- Infection Control and Prevention
- Introduction to Substance Abuse
- Safe At Work: Enhancing Personal Safety





# CAREER INFORMATION



### Healthcare & Human Services Career Pathway

The Maine Direct Service Worker Training Program Career Pathway is designed to help you explore and identify the education and training needed to enter the workforce in the field of healthcare and human services. This Career Pathway chart provides information about the entry-level occupations, education and training requirements, and the career progression opportunities available in the field. For more information on the career pathway, please visit the Maine Department of Education website to learn more about the University of Maine System and Maine Community College. <http://www.umaine.edu/education/>

	Healthcare Services	Human Services
High School Diploma	1001 Nursing 1107 Counselor/Therapist 1199.1 Support Services Technician	1101 Social Worker 1102 Counselor 1199.1 Counselor
Bachelor's Degree	1101 Nursing 1107 Counselor/Therapist 1199.1 Support Services Technician Community Health Worker	1101 Social Worker
Associate's Degree	1101 Nursing Medical Assistant 1107 Counselor/Therapist Assistant 1199.1 Support Services Technician Licensed Alcohol and Drug Counselor (LADC) Licensed Practical Nurse (LPN)	1101 Social Worker
Certificate Program	Certified Nursing Assistant (CNA) Certified Nursing Assistant - Medication (CNAM) Certified Health Services Technician (CHST) Health Services Technician (HST) Family Practice Center Support Assistant (FPCA) Certified Alcohol and Drug Counselor (CADC)	Health Services Technician (HST) Certified Healthcare Rec. Counselor (CHRC) Health Services Professional (HSP) Health Services Technician (HST)
Non-Credit Course	Community Health Worker (CHW) Health Services Technician (HST) Health Services Professional (HSP) Health Services Technician (HST) Community Health Worker (CHW) Alcohol and Drug Counselor (ADC)	



## By the numbers

- Trained.....161 individuals
- Certificates.....176
- Cross-trained.....36
- Continuing Education enrolled.....4,378

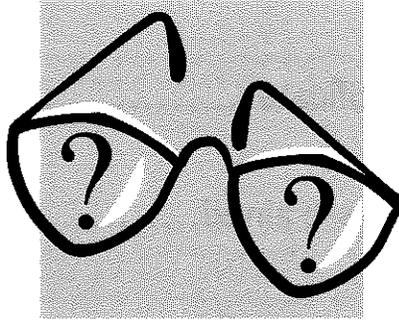


## What did we learn?

- The blended approach was well received by both participants and instructors
- Trainees and instructors felt the training was high quality.
- Participants in pilot did just as well as the comparison group.
- Trainees require technical support and coaching to ensure completion of the program.
- Distance delivery method served trainees from a much wider geographic area than traditional face to face programs.
- Workers are interested in attaining multiple certifications.
- Workers are interested in online continuing education.
- We need further study on training retention.



## Questions and Comments



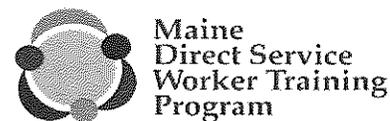
## Contact information

- Nadine Edris, MSW, Capital Center Director, University of Southern Maine, Muskie School of Public Service, Cutler Institute Aging and Disability Program, [Nadine.edris@maine.edu](mailto:Nadine.edris@maine.edu); 207-626-5220

Thank You!



# PERSONAL SUPPORT SPECIALIST PSS



## Description of PSS

Personal Support Specialists (PSS) are unlicensed assistive personnel employed to provide hands-on assistance with daily living for older adults and people with disabilities. PSS's provide services related to a member's physical requirements for assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs), including health maintenance activities, which must be activities the member would otherwise be able to do if physically or cognitively able. A PSS provides these services according to an authorized plan of care, which can be different depending on where and who they are working with.

## PSS Work Settings and Population Served

- A PSS works with older adults and persons with disabilities
- Works with children with disabilities
- Can work in a residential setting such as assisted living complex or residential care complex, or in a person's home

## Hiring Requirements

A person may not be hired as PSS if that person has ever been:

- Convicted of a crime involving abuse, neglect or misappropriation of property in a health care setting
- While working as a CNA, is/was the subject of a complaint involving abuse or neglect or misappropriation of property- if the complaint was substantiated by the Maine Department of Health and Human Services and entered on the CNA Registry
- Convicted within the last 10 years for sexual misconduct, or abuse, neglect or exploitation in a setting other than a health care setting
- Convicted within the last 10 years for a crime that was punishable by 3 or more years in prison

## TRAINING REQUIREMENTS

- Be at least 17 years old
- Complete the 50-hour PSS training program: necessary for certification

## CAREER PATHWAY

A person who is certified as a PSS can move into the following positions with additional education:

### Health Services:

- CRMA
- Home Health Aide
- CNA
- CNA-M
- LPN
- Medical Assistance
- Nursing Degree

### Human Services:

- MHRT-1
- CIPSS
- MHRT-C
- DSP