

## Welcome to Agency with Choice!

As the State of New Jersey transitions into the fee-for-service model, Provider Agencies are **required** to adhere to enhanced training requirements, for all employees including self-directed employees.

You have automatically been enrolled in the College of Direct Supports for the following mandatory trainings that must be completed (**within 6 months of your start date in AwC**) by \_\_\_\_\_

1. DDD Life Threatening Emergencies (Danielle's Law)
2. DDD Stephen Komminos' Law
3. Shifting Expectations: Changes in Perception, Life Experience & Services
4. Prevention of Abuse, Neglect, & Exploitation Lessons 1,3,4,5 and 7.
5. Prevention of Abuse, Neglect, & Exploitation Practicum
6. Individual/ Family Developed Orientation
7. Medication modules 1,2,3,4 (if administering medication, must be completed prior to administering medications)
8. Medication practicum (if administering medication, must be completed prior to administering medications)

Attached are the instructions on how to access the College of Direct Supports website. If you have any questions, concerns, or difficulty with logging into the website, please contact AwC Customer Service. Attached here are the in-person practicums. These practicums are to be completed with the Managing Employer **after** the self-directed employee takes the online course. After they have completed the online course and signed the practicum be sure to submit the forms back to Agency with Choice through this Adobe Sign link.

**In addition**, CPR/ First Aid training is required. Please schedule your CPR/ First Aid training as soon as possible by contacting Agency with Choice Customer Service at the toll-free number listed below. The course must be completed by (**within 6 months of your start date in AwC**) \_\_\_\_\_

These are state-required trainings, if they are not completed as required, the self-directed employee will not be able to work and will be suspended without pay until they are in compliance with the training requirements.

Also please be advised that the self-directed employee will receive a separate email for CARI from [support@njportal.com](mailto:support@njportal.com) and from HireRight for motor vehicle.

The courses must be taken once and if you have previously taken the College of Direct Supports training with a passing score you **do not** have to take that specific training again.

Attached is an **optional** fillable **Training Checklist** to assist in keeping track of the completed training requirements.

If you have any additional questions, please contact one of our Agency with Choice customer service representatives at our toll-free number 1-800-471-3086 or at [AwCcustomerservice@nj.easterseals.com](mailto:AwCcustomerservice@nj.easterseals.com).

## **AwC CPR/First Aid COVID-19 Training Notice**

Please do not delay in scheduling your CPR/ First Aid course. Due to COVID-19 impacts we have limited openings available each week.

All sessions are held at our NEW Agency with Choice Administrative Support office currently located at 241 Forsgate Dr. Jamesburg, NJ 08831.

To enroll in a session, email [AwCcustomerservice@nj.easterseals.com](mailto:AwCcustomerservice@nj.easterseals.com) with your name, contact number. Due to COVID-19 Agency with Choice has taken additional measures to ensure the safety of the staff and training participants.

After enrolling in a class with our customer service team you will be sent email instructions to complete the online portion of the CPR and First Aid course offered by the American Red Cross Association. This online course on average takes approximately 3.5-4 hours to complete.

The training participants will still be required to attend the in-person skills component to receive their certificate. The receipt of completion of the online portion must be brought with the training participant on the date of their in-person skills component. The training participant will receive their timeslot for the in-person component, for the designated training date they selected when enrolling in the course. The in-person component on average takes approximately 45-60 minutes to complete.

After completing both portions of the course there is no need to send Agency with Choice your finalized certificate. We will automatically upload a copy into your staff profile.

The following are the additional measures Agency with Choice is taking:

- Training is scheduled so that you have no more than (6) SDE's at one time.
- Everyone is expected to wear gloves, but masks are optional. We still provide masks in case anyone would like one.
- All CPR mannequins and equipment are disinfected and sanitized before & after each training.
- The entire room is disinfected after use and again prior to training.

If you have any additional questions, please contact one of our customer service representatives at our toll-free number 1-800-471-3086 or at [AwCcustomerservice@nj.easterseals.com](mailto:AwCcustomerservice@nj.easterseals.com).

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## College of Direct Support (CDS) Online Training How Do I Do It?

Here is how it works:

- Make sure the following address is typed into your browser:  
<http://www.collegeofdirectsupport.com/EMBCenter>
  - Once there you will be asked for your user name and password in order to log in.  
Your user name is the first initial (capital), last name (1<sup>st</sup> letter is capital), and the last 4 digits of your social security number. For Example: John Smith would be **JSmithXXXX (last 4 digits of SSN)**. Your password is **hello**.
  - If this is your first time to log in you will have to check the box at the bottom of the first page of the “user agreement”. Then click “send my response”.
  - You should not be at your personal page. This is where you will begin every time. Look for **My E-Learning Lessons**.
  - Choose **My E-Learning Lessons**. Click **View**.
  - You will then come to a page with various tabs. **E-Learning Not Completed** will list the class or classes assigned to you.
  - You will first need to ALWAYS complete the **Pre-Test** if listed.
  - Once you choose **Pre-Test** it will take you to a brief description of the module you are about to complete.
  - In the **top right** corner you will see a round circle button that says **Take Test**.
  - **Once you click Take Test you must complete the TEST. ANSWER ALL THE QUESTIONS** even if you are not certain of the answers. (This is only a pre-test).
  - At the bottom of the **Pre-Test** you will find a bar that says “**Complete the Test**”.
  - Click “**Complete the Test**” once you are finished.
  - Your test will then be scored. Then click **Personal Page** in the top right corner.
  - You will then see the lesson listed but there is no longer a pretest option available. You are now ready to begin the lesson.
  - Click on the **Lesson Name**, for example **Title VI**. This takes you to the start of your lesson.
  - You will navigate through your lesson using the **Next** → and ← **Last** buttons in the top right corner.
  - Once you have completed the lesson you will be able to take the final **Test**.
  - The option to **Take Test** will only be available once you have completed the lesson, not before. Follow the same procedure as taking the pretest.
  - If you get a **Passing Score** (above 80) then you are done. If not, then you need to review the material and re-test until you do receive a passing score.
  - If you are done, you will return to your **Personal Page** and notice a green checkmark beside the lesson completed with your passing score.
  - Continue the process above for all lessons assigned and listed as **E-Learning Not Completed**. Otherwise, feel free to use any of the other resources on the site.

Training Requirements (to be completed) Online – In person, or - Both

Training	Timeframe	Frequency	Method/Source
DDD Life Threatening Emergencies	Within 6 months of start date	Upon hire	Online through College of Direct Supports (CDS)
DDD Stephen Komninos' Law	Within 6 months of start date	Upon hire	Online through College of Direct Supports (CDS)
Shifting Expectations: Changes in Perception, Life Experience & Services	Within 6 months of start date	Upon hire	Online through College of Direct Supports (CDS)
Prevention of Abuse, Neglect, & Exploitation Lessons 1, 3, 4, 5, and 7	Within 6 months of start date	Upon hire	Online through College of Direct Supports (CDS)
Prevention of Abuse, Neglect, & Exploitation Practicum	Within 6 months of start date	Upon hire	ME or Authorized Representative shall complete in-person with SDE (CDS training packet)
Individual/Family Developed Orientation	Within 6 months of start date	Upon hire	ME or Authorized Representative shall develop content and conduct in-person training with SDE (CDS training packet)
Medication Modules: Lessons 1 through 4	If applicable, Prior to giving medications	Upon hire	Online through College of Direct Supports (CDS)
Medication Practicum	If applicable, prior to giving medications	Upon hire	ME or Authorized Representative shall complete in-person with SDE (CDS training packet)
CPR	Within 6 months of start date	Every 2 years	In-person, Nationally Certified Training Program <b>**MUST include practical skills component; online only is not acceptable</b>
First Aid	Within 6 months of start date	Every 2 years	In-person, Nationally Certified Training Program <b>**MUST include practical skills component; online only is not acceptable</b>
Specialized Trainings	Within 6 months of start date, if applicable	As needed	Determined by Individual and/or Authorized Representative
Behavior Supports Plan overview	Within 6 months of start date, if applicable	As needed	Determined by author of Behavior Plan

## Training Completion Tracking Chart

SDE Name: \_\_\_\_\_

Managing Employer Name: \_\_\_\_\_

**CDS TRAINING MUST BE COMPLETED WITHIN 6 MONTHS OF START DATE, EXCEPT FOR MEDICATION TRAININGS THAT MUST BE COMPLETED PRIOR TO ADMINISTERING MEDICATIONS.**

COURSE/TRAINING	SCORE	COMPLETE
DDD Life Threatening Emergencies		
DDD Stephen Komninos' Law		
Shifting Expectations: Changes in Perception, Life Experience & Services		
Prevention of Abuse, Neglect, & Exploitation Lessons 1 ,3, 4 ,5, and 7		
Prevention of Abuse, Neglect, & Exploitation Practicum		
Individual /Family Developed Orientation		
Medication Modules Lessons 1-4 (if applicable)		
Medication Practicum (if applicable)		
CPR		
First Aid		
Specialized Trainings (if applicable)		
Behavior Supports Plan overview (if applicable)		

## Self-Directed Employee Orientation

In order to ensure appropriate service to all individuals served, and be in compliance with State of NJ Division of Developmental Disabilities requirements, all Self-Directed Employees must complete an orientation developed by the Managing Employer. This must be completed within 30 days of hire, but should be completed as soon as possible.

The following information has been reviewed with \_\_\_\_\_ in accordance with above-noted requirements:  
(Print Employee's Name)

List all covered topics below (these should reflect duties approved on service detail report):

- ✓ Tour of home, including location of any appropriate safety equipment (fire extinguisher, etc.
- ✓ Review of special needs of the individual served
- ✓ Great things about the individual
- ✓ Areas of importance to the individual
- ✓ Best ways to support the individual
- ✓ Information about how the individual communicates
- ✓ Other (List): \_\_\_\_\_
- ✓ Other (List): \_\_\_\_\_

### Managing Employer Attestation

As the Managing Employer, I am comfortable that the above-named employee has been properly trained regarding his/her role in providing support to address the needs identified in the service plan. I have answered all questions and provided clarification of requirements as needed. I understand that this employee cannot perform duties outside of his/her job description or exceed the approved number of hours without prior authorization and approval from DDD.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### Employee Attestation

As the Self-Directed employee providing support, I am comfortable that I have received appropriate training regarding the needs of the individual I am working with and the duties of my role as a Self-Directed Employee. I have asked questions if needed and am comfortable with the answers provided. I understand that I am only to perform duties as noted in my job description.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



**Preventing Abuse, Neglect, & Exploitation Agency Competency Assessment  
Completion Verification Form  
Effective February 1, 2016**

**Instructions:** Use this document to verify that discussion took place and the staff person demonstrated understanding for each of the items. Use the accompanying supervisor question and answer guide to facilitate the discussion, determine understanding, and reinforce each of the concepts described in the answer key. This completed and signed document must be maintained by the agency for proof of completion.

Competency Assessment Questions	Check upon demonstration of competency
1. What is abuse, and what are some examples and signs?	
2. What is neglect, and what are some examples and signs?	
3. What is exploitation, and what are some examples and signs?	
4. What steps should you take if you see or suspect abuse, neglect, or exploitation occurring?	
5. Describe your role in the investigation process.	
Case Study 1	
Case Study 2	

☐ The employee demonstrated understanding of the topics presented and relevant agency policy

☐ The employee ***did not*** demonstrate understanding of the topics presented; further training is recommended

**Supervisor/Authorized Agency Personnel:**

\_\_\_\_\_  
(Print Full Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

**Employee:**

\_\_\_\_\_  
(Print Full Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

*By signing this I attest that I was trained on the above topics and agree to abide by agency policy. I am aware that if there are any questions or concerns regarding abuse, neglect, and exploitation policies or practices I should contact my supervisor or authorized agency personnel.*



## New Jersey Division of Developmental Disabilities

### Preventing Abuse & Neglect Agency Competency Assessment

#### Supervisor Question & Answer Guide

Effective February 1, 2016

**Instructions:** Use the following five questions and two case studies to facilitate a discussion with the employee that recently completed the Preventing Abuse, Neglect, & Exploitation training. Throughout your discussion, the employee should demonstrate understanding of the information. As a facilitator, you should reinforce how these concepts apply to where you work and the people you support. Use the accompanying document to verify that discussion took place and understanding was demonstrated for each of the items. The signed document must be maintained by the agency for proof of completion.

#### GENERAL COMPETENCY

##### 1. What is abuse, and what are some examples and signs?

- Abuse causes or is likely to cause physical, emotional, and/or psychological distress or harm to the individual and involves a misuse of power on the part of the caregiver
- Types include physical, verbal, emotional/psychological, and sexual
- Signs include:
  - Visible signs (bruising, cuts, burns, STDs, rashes, etc.)
  - Behavioral signs (being withdrawn, avoidance, fearfulness, changes in sleeping or eating patterns, risk-taking behavior, comments made, etc.)
  - Sexual abuse (pregnancy, STDs, pain or itch, wetting the bed, inappropriate touching or other behavior, etc.)

##### 2. What is neglect, and what are some examples and signs?

- Neglect is a lack of food, shelter, water, interactions, or expected care in ways that are damaging or potentially damaging to an individual's well-being, health, and life
- Forms of neglect include physical, emotional/cognitive, medical, and neglect of supervision
- Signs include:
  - Filthy, chaotic, and hazardous environment
  - Unclean body or clothes
  - Signs of dehydration or starvation
  - Denying access to relationships or activities
  - Encouraging engagement in illegal behavior
  - Medical issues not addressed
  - Failing to administer medications and/or prepare food as prescribed
  - Accidents or incidents that occur due to lack of supervision (choking, falling, hit by a car, ingesting poison, etc.)

##### 3. What is exploitation, and what are some examples and signs?

- Exploitation is the intentional or unintentional misuse of a person's money, goods, or body for the benefit of a caregiver, and involves a misuse of power on the part of the caregiver
- It takes unfair advantage of the individual and may lead to financial, legal, emotional, or other hardship for the individual



- Examples of exploitation include:
  - Financial exploitation: taking a person's prescription medications, letting the individual buy things for you, taking money or items from the person without permission
  - Personal exploitation: making a person do chores/work for your benefit (e.g. cleaning your home, car, etc.)
- Signs include:
  - Missing money or items of value, not being able to pay bills, comments made by the individual, etc.

## **NJ-SPECIFIC POLICY AND PROCEDURES**

### **4. What steps should you take if you see or suspect abuse, neglect, or exploitation occurring?**

- Stop the event from happening, whenever possible
- Check the individual involved to see if any help is needed, such as first aid, EMS, emotional comforting
- Once it is safe, report the incident to the supervisor verbally as soon as it is safe to do so, and follow up with a detailed written report before leaving the shift that day; it should include who, what, when, and where
- The supervisor will share the information within the agency at an administrative/leadership level reporting to the necessary state agencies
- If at any time an employee does not believe the typical incident report system was followed or the employee does not feel comfortable reporting to his/her supervisor, s/he must contact the appropriate state agencies directly:
  - NJ DHS Reporting Hotline - 1-800-832-9173
  - DDD Community Services Office\_ <http://www.state.nj.us/humanservices/ddd/staff/cso/index.html>
  - Person's Support Coordinator or DDD Case Manager

### **5. Describe your role in the investigation process:**

- Once staff see something or hear about something, they must report it immediately to their supervisor verbally and in writing
- All staff must cooperate in all investigations
- The incident may be investigated by someone in their own agency, someone from a state office like the Office of Investigation (OI), or both
  - The investigation will be objective
  - People may feel more comfortable talking to someone outside the situation, making it easier to find the truth
  - The investigation will be done by someone trained in investigating
- It is not the DSP's role to investigate the situation or try to find proof; this could make finding the truth much harder

## **CASE STUDIES**

**Instructions:** In order to complete this, you should share the case study with the employee by either reading it to them or providing them with a copy to read. The case studies were designed for you to have a conversation with the employee. In order to address these, you should:

- Use the questions found with the case studies to guide your conversation
- Ask the employee to describe the action that could be considered to be abuse, neglect, or exploitation. Prompt them to name the form of abuse.
- Use the answer key to elaborate on the employee's responses as needed (e.g., the employee identifies abuse, but if neglect also took place you should explain why).

*Note:* Some of the examples contain multiple actions considered to be abuse, neglect, and/or exploitation. As with the other discussion topics, the employee is expected to demonstrate a reasonable understanding. The employee is not expected to give a response that addresses everything found in the answer key.

### **Case Study 1:**

Darryl takes out \$100 from his bank account to buy a new coat. Two staff people take him to the store to buy it. They find a "buy one, get one free" sale. One staff person helps Darryl pick out one coat and then picks out the other coat for herself. She states, "If I hadn't found this sale Darryl would have had to pay full price anyway so I deserve the second coat." The other staff person nods in agreement. When they return to the program they help Darryl put away his new coat and finish their shift as usual.

1. Identify the actions that could be considered abuse, neglect, or exploitation.
2. How should you handle the situation?
3. What could you have done to prevent the situation?

### **Case Study 1 Answer Key:**

#### **Identify the actions that could be considered abuse, neglect, or exploitation.**

- Financial exploitation: The staff person taking the coat, as well as the staff person who did not intervene.
- Neglect: Failing to intervene or report the situation.

#### **How should you handle the situation?**

- The coat needs to be returned and the money returned to Darryl (or a second coat purchased for him).
- Report needs to be made verbally to the supervisor, DDD, and legal guardian and a written report needs to be done.

#### **What could you have done to prevent the situation?**

- The staff person who took the coat should have assisted Darryl in picking out another coat for himself.
- The staff person who witnessed the situation should have either intervened immediately to stop the theft or reported the situation immediately upon returning to the program.

*Facilitator: Discuss that taking program money or items is theft, not financial exploitation. It would still need to be reported immediately. Because theft of program money or supplies can be common, discuss with the DSP any theft s/he may have heard about, witnessed, or could predict may occur at his/her program.*

### **Case Study 2:**

A staff person answers her personal cellphone as three individuals are getting out of the van. On the way in the staff person walks behind the individuals, talking on the cellphone and making plans. Tom, one of the individuals, is a 62 year-old man who requires assistance walking up and down stairs. Tom asks the staff person to help him up the stairs. The staff person replies to Tom, "I'm busy, don't bother me." While the staff person keeps talking Tom begins to go up the stairs on his own. He falls backwards down the stair striking his head on the ground. He is bleeding from a cut on his head.

1. Identify the actions that could be considered abuse, neglect, or exploitation.
2. How should you handle the situation?
3. What could you have done to prevent the situation?

### **Case Study 2 Answer Key:**

#### **Identify the actions that could be considered abuse, neglect, or exploitation.**

- Neglect: Answering a personal call rather than providing service/support.
- Emotional Abuse: Tom was ignored when he asked for help and he is in an unsafe environment.

#### **How should you handle the situation?**

- Call 911, do not move Tom, and do whatever first aid you are trained to do.
- Once it is safe, make appropriate verbal reports to supervisor, DDD, the Office of the Ombudsman, and any legal guardian and do a written report.
- Even though it is not Tom's fault he fell, it is a good time to evaluate if this is the best placement for him—perhaps a program with fewer stairs or an elevator could be found for him.

#### **What could you have done to prevent the situation?**

- The staff person could have ignored the personal phone call and provided the support necessary.

*Facilitator: Discuss your agency's policy about the use of cellphones/personal electronic devices and the appropriate times for personal calls regardless of the type of phone used.*

## **Case Studies Handout for Staff**

### **Case Study 1:**

Darryl takes out \$100 from his bank account to buy a new coat. Two staff people take him to the store to buy it. They find a “buy one, get one free” sale. One staff person helps Darryl pick out one coat and then picks out the other coat for herself. She states, “If I hadn’t found this sale Darryl would have had to pay full price anyway so I deserve the second coat.” The other staff person nods in agreement. When they return to the program they help Darryl put away his new coat and finish their shift as usual.

1. Identify the actions that could be considered abuse, neglect, or exploitation.
2. How should you handle the situation?
3. What could you have done to prevent the situation?

### **Case Study 2:**

A staff person answers her personal cellphone as three individuals are getting out of the van. One the way in the staff person walks behind the individuals, talking on the cellphone and making plans. Tom, one of the individuals, is a 62 year-old man who requires assistance walking up and down stairs. Tom asks the staff person to help him up the stairs. The staff person replies to Tom, “I’m busy, don’t bother me.” While the staff person keeps talking Tom begins to go up the stairs on his own. He falls backwards down the stair striking his head on the ground. He is bleeding from a cut on his head.

1. Identify the actions that could be considered abuse, neglect, or exploitation.
2. How should you handle the situation?
3. What could you have done to prevent the situation?