

Supported Living Services Your SLS Training Tool Box



Connections for Information and Resources
on Community Living (CIRCL)

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Supported Living Services Training Tool Box

General Information for SLS Staff

Developed for

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Learn the Basics, Learn the Process, Apply What You Learn: Service Coordination Orientation and Training Curriculum (1999).

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Introduction

Special Welcome and Introduction for New Staff

Congratulations! You have been hired to work in a supported living agency and assist people with developmental disabilities to enjoy all of the benefits of living in their own home and community. You have taken on a very important job. Your work will present you with both rewards and challenges. No one who does this work becomes an expert. We just get wiser. Supported living agencies and their staff are continually learning how to do a better job.

While this document will help you get started in understanding supported living services, your best teachers are the people you support and your most important learning tool will be your ability to listen carefully to what they have to say. Enjoy the journey!

You can now skip ahead to **Part One: History**. The next brief introduction section is included to help agencies develop their staff training process.

Introduction for Supported Living Agencies

This document can help supported living agencies develop a toolbox of information, materials and resources for learning about supported living. Included in this document are:

1. Ideas for setting up a staff training program including requirements from the SLS regulations
2. History of residential and living arrangement services
3. Introductory information on supported living services
4. The five principles or values of supported living services
5. Information Briefs on basic information about the service system for people with developmental disabilities
6. Tools to help staff do their work and implement the principles.
7. Resources to add to the agency's staff training/resource library

Putting Together A Staff Training Process

Every agency will want to organize a Staff Training Manual or new staff orientation process. In fact, the regulations for Supported Living require that agencies train new staff in several topics within the first two weeks of hiring. Following are a few lists of training topics (regulation training requirements are identified) to help your agency organize the staff training process.

Cross Referenced List of SLS Staff Training Requirements	
<p>The regulations for supported living services require that the agency Service Design for funding approval from the Regional Center include a description of the staff training program. This cross referenced list of staff training requirements can help agencies put together their required training process.</p>	
<p>SLS regulations require that staff be trained in the following areas in the first two weeks of employment:</p> <ol style="list-style-type: none"> 1. Overview of the mission, policies, practices and SLS philosophy as included in the agency's service design. 	<p>Where to find the training information: (where the word "required" follows a reference to the Agency Service Design, this is because the regulations for SLS require that the Service Design address this topic.)</p> <p>Agency Service Design (required by regulations to become vendored)</p> <p>General SLS philosophy and practices in this Toolbox; Part Two: Principles of SLS</p>
<ol style="list-style-type: none"> 2. Understanding of the IPP objectives of each person with whom the staff member works directly. 	<p>Individual's Individual Program Plan and the Individual's Individual Service Plan</p>
<ol style="list-style-type: none"> 3. Focus on the practical use of SLS to promote a consumer's self-reliance 	<p>Agency Service Design (requirement) Toolbox; Part Two: Principles of SLS</p>

<p>SLS regulations require that staff be trained in the following areas in the first two weeks of employment:</p> <p>4. Consumer's protections and rights, including:</p>	<p>Where to find the training information: (where the word "required" follows a reference to the Agency Service Design, this is because the regulations for SLS require that the Service Design address this topic.)</p> <p>Toolbox; Part Three: Information Brief on the Rights of Individuals Receiving SLS, and the Information Brief on Basic Rights</p>
<ul style="list-style-type: none"> Agency internal grievance procedure; 	<p>Agency Service Design (requirement)</p>
<ul style="list-style-type: none"> Fair hearing provisions, pursuant to Title 17, Section 54326 (a)(2); 	<p>Toolbox; Part Three: Information Briefs on Rights, Laws and Regulations: Appealing Regional Center Decisions</p>
<ul style="list-style-type: none"> Special incident reporting, pursuant to Title 17, Section 54326 (a)(2); 	<p>Regional Center Special Incident Reporting procedures and forms (from your agency's regional center).</p> <p>Agency Service Design</p> <p>Toolbox; Part Three: Rights, Laws and Regulations: Information Brief on Special Incident Reports</p>
<ul style="list-style-type: none"> Rights of consumers specified in Sections 58620 and 58621; and 	<p>Agency Service Design</p> <p>Toolbox; Part Two: Principles of Supported Living</p>
<ul style="list-style-type: none"> Protection of consumers from abuse, neglect and financial exploitation, including requirements for documenting and reporting such occurrences. 	<p>Agency Service Design</p> <p>Toolbox; Part Three: Rights, Laws and Regulations: Information Brief on Protection from Abuse</p>



<p>SLS regulations require that staff be trained in the following areas in the first two weeks of employment:</p> <p>5. Review of appropriate conduct of staff in establishing and maintaining personal relationships with consumers; and</p>	<p>Where to find the training information: (where the word “required” follows a reference to the Agency Service Design, this is because the regulations for SLS require that the Service Design address this topic.)</p> <p>Agency Service Design</p> <p>Toolbox; Part Two: Principles or SLS, Section 3, Relationships: Relationships and Obligations</p>
<p>6. Participation of consumers in a teaching, consulting, or other instructional resource capacity.</p>	<p>Agency Service Design</p>
<p>Continuing training requirements:</p> <p>1. Recent developments in the theory and practice of SLS.</p>	<p>Toolbox; Part One and Two: History and Principles</p> <p>Conferences, trainings, gatherings and focus groups offered within the agency and offered throughout the state for supported living service providers (i.e., CIRCL trainings and networking, Supported Life Conference).</p>
<p>2. Policies, procedures, and practices of the agency targeted at meeting IPP objectives for SLS; and</p>	<p>Agency Service Design</p>
<p>3. Identification of service delivery issues and challenges, and the accumulated experience of the SLS vendor’s staff and others in dealing with them.</p>	<p>Conferences, trainings, gatherings and focus groups offered within the agency and offered throughout the state for supported living service providers (i.e., CIRCL focus groups, Supported Life Conference). Participation on the CIRCL Supported Living List Serve.</p>



Information To Include In A Staff Training Manual Or Staff Training Process

While the best training for new staff comes from spending time with the individual or individuals they are hired to support and learning from them and the people who know and love them, it is still very beneficial to pull together all of the written information about the agency and the agency's mission and methods. The following checklist is designed to make this process a little easier for agencies that want to develop a new staff manual.

Information Specific to the Agency:

- Agency staff training plan/process
- Agency brochure
- Agency Service Design
- Personnel Policies
- Rights of people receiving SLS
- Consumer Grievance Procedure
- Staff Grievance Procedure
- Job Descriptions
- Employment Agreements
- Employee job evaluation
- Organizational chart
- History of agency
- How the agency is funded
- Example of a staff schedule or a description of a day in the life of a staff person
- Examples of Individualized service plans
- Agency quality assurance or agency evaluation process
- Process for handling risky decisions
- Process for assessment and Individual Service Plan development
- Special Incidence Reporting Procedures
- Community Integration Strategies
- Emergency response system
- Protection of financial abuse policy
- Confidentiality policy
- Emergency or 24 Hour Response service procedures

Paper Work:

- Time cards
- Mileage reimbursement
- Expense reimbursement
- Daily and other documentation of services provided

For staff who hire and supervise:

- Recruitment, screening and hiring process
- Interview questions
- Staff evaluation process (if it is not in personnel policies)
- Disciplinary procedures
- New staff training requirements

Information about the individuals the staff person will be supporting:

- General information and facts about the individual
- Everything that was learned during the assessment process and the individual person centered planning processes including but not limited to:
 - What staff need to know and do to help the person be healthy
 - What staff need to know and do to help the person be safe
- Information about how the person communicates
- Who and what is important to the person and what staff need to do to help the person live they way that is important to them
- The individual's service plan objectives
- Routines and rituals that are important and what staff can do to support these preferences



Ideas About Printing and Setting Up The Training Toolbox to Meet Your Needs

The toolbox is distributed on letter-sized, single-sided paper. This allows agencies the opportunity to copy, set-up and distribute the document in a way that works for them. Here are several ways to organize the toolbox for you and your staff:

- **Double-sided copy, three-hole punched**
- **One binder, four tabs for major sections**
- **Four binders, tabs for subsections**
- **Distribute sections to staff as needed for inservice training**