

D-Support Coordination Assessment and Care Planning Certification Training

D-100 Overview

All assessors must be trained and certified/re-certified by an OAAS trainer before he/she can complete interRAI Home Care (interRAI HC) assessments or Plans of Care (POC) for any OAAS Medicaid-funded Home and Community-Based Services (HCBS) participant. Assessors must comply with all applicable requirements of the training and certification/re-certification process. If it is determined that an assessor is not conducting or completing assessments and/or POCs accurately, OAAS reserves the right to suspend the certification.

New support coordinators (SCs) for waiver populations must have completed at least 16 hours of SC orientation with a Support Coordination Agency (SCA) before attending certification training.

For any SCA that does not maintain the required number of certified assessors, the agency may be removed from Freedom of Choice (FOC) list and participants offered FOC for another SCA.

OAAS will offer Assessment and Care Planning trainings on a regular basis. Training is typically offered in Baton Rouge, LA and/or Alexandria, LA; however, location is subject to change, depending on availability. The dates and locations of trainings will be posted on the OAAS website at: <http://new.dhh.louisiana.gov/index.cfm/page/463>.

Assessor supervisors will:

- Review the OAAS website for scheduled dates and locations of training.
- Complete and submit the training registration form for interRAI HC and/or Care Planning training to OAASMDS-HC&CPTRAINING@la.gov.

OAAS designee will:

- Send confirmation of training enrollment (including location and schedule) to trainee(s) and trainee(s) supervisor.

D-200 Assessment and Certification Standards

Note: Should a trainee not complete certification training, or, fail at any point in the certification process, the SCA must have a certified assessor complete new face-to-face meetings and a new interRAI HC assessment or POC. Any assessment or POC completed by the trainee is not eligible for approval by the SCA.

The interRAI HC assessment Certification Training consists of the following components:

- Assessment Training Class: Trainee will attend 2 days of classroom training.
 - Prior to attending classroom training, trainee must shadow at minimum one (1) assessment with a certified assessor/co-worker in the field.
 - Trainee must be on time for training class. Trainees arriving more than 15 minutes after scheduled start time for morning or afternoon session will have to reschedule the training.
- Assessment Test: Trainees must successfully complete an online test to receive certification. Trainees must be cleared to test, via email, by the OAAS trainer(s) before scheduling and taking interRAI HC assessment Test.
 - Report to nearby OAAS site on designated testing date(s) for assessment test. Tests must be taken under the supervision of OAAS staff. Passing score is 82.5%.
 - Trainees have one hour and thirty minutes (1 ½) to complete the test. No outside materials (i.e., purses, phones, binders, interRAI HC manual, etc.) are allowed during the test.
 - OAAS will provide a blank assessment form, pencil and a blank piece of paper to the trainee to take the test.
 - Trainees will have three (3) attempts to pass the assessment test. If the trainee does NOT pass the test on an attempt, he/she must wait until the next business day before testing again. If he/she fails the test three (3) times, he/she must start the certification process over. After completing the assessment training class a 2nd time, he/she will have a fourth (4th) and final attempt to pass the certification test.
 - If a trainee fails the assessment test the fourth (4th) time, he/she cannot conduct assessments.
 - The trainee is not allowed to participate in the Certification Process for a period of one (1) year from the date that he/she failed the fourth (4th) test.
- Field Assessment: To be completed within 3 business days of passing the assessment test.

- Assessor must complete one (1) field assessment (initial, annual, status change, follow-up, or a case scenario provided by OAAS) on a participant who is linked to his/her agency within three (3) business days.
- A certified assessor must attend the field assessment with the training assessor to guide or redirect the assessor as appropriate, as this is a learning/training assessment.
 - If a new Support Coordination Agency (SCA) does not have any participants linked to his/her agency, the assessor must complete an assessment on one case scenario provided by OAAS trainer(s).
- Input the completed assessment into the assessment database by the date assigned by the OAAS trainer.
 - New SCAs must contact the OAAS trainer to input the assessment(s) into the database.
- Notify the OAAS trainer of the final completion of the assessment by emailing the demographic information of the participant to the OAAS trainer.
- Field Assessment Reviews: OAAS trainer(s) will review the assessor's assessment within 1-2 business days of receipt of the field assessment and will schedule an appointment with the assessor, at the OAAS office or by telephone, to review the assessment.
 - Meet with the OAAS trainer for feedback regarding the assessment in person at the OAAS office or by telephone.
 - The assessor's supervisor can be present for the feedback meeting (i.e., listen on the phone or at the face-to-face meeting).
 - If the assessment(s) is incorrect, the assessor is responsible for obtaining the needed information as soon as possible and sending the information back to the OAAS trainer. Assessors will not be cleared to continue the certification process until the assessment is complete and correct.
 - If it is determined that an assessor did not complete an accurate interRAI HC assessment, the trainer and/or the assessor's supervisor may request that the assessor complete a second interRAI HC assessment. Assessors will not be allowed to continue in the certification process until 2nd interRAI HC assessment is completed and determined to be accurate by the OAAS trainer.

- Once the assessment is complete and valid, the OAAS trainer will clear the assessor to continue to certification process via email.
- Assessor certification is valid for three (3) years from the date he/she passes the final assessment test.

Assessors may begin conducting interRAI HC assessments once they have completed training, passed the assessment test and the OAAS trainer has cleared the assessor to continue in the certification process.

However, assessors cannot proceed to Care Planning training until they have passed the assessment test and have been cleared by the OAAS trainer to continue.

D-300 Care Planning and Certification Standards

After completion of the assessment training, passing the assessment test and being cleared by the OAAS trainer, the assessor will be eligible to attend Care Planning training. The Care Planning Training consists of the following components:

- Care Planning Training Class: Assessors will attend 2 days of classroom training.
 - Assessors must be on time for training class. If an assessor arrives more than 15 minutes after scheduled start time for morning or afternoon session, he/she will have to reschedule the class to complete the training.
- Field Care Planning Meeting: To be completed within 3 business days following the classroom training.
 - The Care Planning meeting **MUST** be held face to face **after** the assessor completed the 2 days of classroom training. All care planning documents must be signed at this face-to-face meeting and not prior to the face-to-face care planning meeting.
 - A certified assessor must attend the field care planning meeting with the training assessor to provide guidance and redirection, as this is a learning/training meeting.
 - The assessor must complete one (1) POC (preferably using the assessment(s) that was reviewed by OAAS trainer during the Assessment Training).

- If the new Support Coordination Agency (SCA) does not have any participants linked to his/her agency, the new assessor will complete a POC on a case scenario provided by the OAAS trainer.
- The assessor will submit via email the POC (including the budget and signature pages) to OAAS trainer prior to the scheduled review with the OAAS trainer.
- Field Care Planning Reviews: OAAS trainer(s) will review the assessor's Care Plan within 2 business days of receipt.
 - The assessor will meet with the OAAS trainer for feedback regarding the POC. This meeting may be in person at the OAAS office or by telephone.
 - The assessor's supervisor can be present for the feedback meeting (i.e., listen on the phone or at the face-to-face meeting).
 - If the POC needs corrections, assessors are responsible for making the changes and promptly submitting corrections to OAAS trainer.
 - If it is determined that an assessor completed an inaccurate POC, the trainer and/or the assessor's supervisor may request that the assessor complete a second POC. The assessor will not be allowed to take Care Planning test until 2nd POC is completed and determined to be accurate by the OAAS trainer.
- Care Planning Test: Assessors must successfully complete an online test. Assessors must be cleared to test by the OAAS trainer(s) before scheduling and taking Care Planning Test. Assessors must test within 30 calendar days of being cleared to test by the OAAS trainer(s).
 - Tests must be taken under the supervision of OAAS staff and can be taken at a designated nearby OAAS site. Passing score is 80%.
 - Assessors will have one (1) hour to complete the test. No outside materials (i.e., purses, phones, binders, manuals, etc.) are allowed during the test.
 - Assessors will have three (3) attempts to pass the Care Planning test. If an assessor does NOT pass the test on any attempt, the assessor must wait until the next business day before taking the test again. If he/she fails the test three (3) times, he/she must start the Care Planning training process over.

- After he/she completes the Care Planning Training process for the second time, he/she will have a fourth (4th) and final attempt to pass the test.
 - If the assessor fails the Care Planning test for the fourth (4th) time, he/she will receive interRAI HC Assessment certification, but will not receive Care Planning certification. The assessor will be able to complete interRAI HC assessments, but will be unable to complete Care Plans. The assessor will not be allowed to participate in the Certification Process for a period of one (1) year from the date that he/she failed the fourth (4th) test.
 - If the assessor fails, or does not complete certification training, then the SCA must have a certified assessor complete the POCs that were previously completed by the trainee.
- After the assessor successfully passes both tests the OAAS trainer will issue a “Certificate of Completion” to the assessor and SCA.

D-350 Re-certification

The Re-certification Process consists of the following components:

- Assessors will complete one (1) assessment and POC 30 days prior to training. Assessors will submit the assessment and POC to the OAAS trainers before or on the due date given at the time of registration.

An assessment and POC that has been approved by the SC Supervisor may be submitted for recertification training. However, should the assessor submit an assessment and POC that has not been approved, the assessor will have an opportunity to correct the assessment or POC based on feedback from the trainers or from the training class.

- One day of classroom training on the interRAI HC assessment and Care Planning.
- Assessors must successfully complete an online-test. Tests must be taken under the supervision of OAAS staff and can be taken at a designated nearby OAAS site. Passing score is 82.5% Assessors must test within 30 calendar days of being cleared to test by the OAAS trainer(s), or, before the assessor’s current certification ends, whichever date is first.
- Assessors will have three (3) attempts to pass the Re-certification test. If an assessor does NOT pass the test on any attempt, the assessor must wait until the next business day before taking the test again. If he/she fails the test three

(3) times, he/she must start the certification process over (See Sections D-200 and D-300).

- If an assessor fails assessment and/or care planning test the fourth (4th) time, he/she must no longer conduct Assessments or POCs.

Assessors will not receive the Re-certification Certificate until he/she passes test. Assessors that are interRAI HC only certified will complete an interRAI assessment only for training and will take the interRAI HC Assessment test.

- If Assessment and/or Care Planning certification expires, the assessor must enroll in the full Assessment and Care Planning certification. Assessors will not be allowed to complete recertification training should certification expire.

D-500 Provisional Standards (For New Support Coordination Agencies Only)

Assessors of new Support Coordination Agencies (SCAs) that successfully complete both trainings and pass both tests will be issued a “Provisional Certificate of Approval”.

- Provisional certificates are valid for six (6) months from the date an assessor passes the final Care Planning test. Once the SCA receives linkages he/she must complete the following on current waiver linkages/participants:
 - Field Assessments – The assessor must conduct/complete one (1) assessment within seven (7) working days of linkage of new participant and submit to OAAS trainer.
 - Refer to D-200 and D-300 for field assessment and care plan review process.
 - If assessor is unable to input the assessment into the database, contact the OAAS trainer to input into the database.
 - After the assessor completes the assessment and care planning reviews with the OAAS trainer, the assessor will be issued certification for the full 3 year period. The effective date on the certificate will be the day that the OAAS trainer reviewed and approved the final POC with the assessor.
 - OAAS trainer will notify the Regional Manager/Supervisor and appropriate OAAS SO staff of certification completion.

If the SCA does not receive linkages within 6 months, the SCA will contact OAAS.