

Connecticut Developmental Disability Services Self-directed Training and Technical Assistance Process Timeline

Purpose

To provide a timeline for the training process and set the expected time of communication between PPL and Case Managers.

Training and Contact Timeline Breakdown

Day 1:

- ✓ Public Partnerships receives the referral.
- ✓ Public Partnerships assigns a Training Staff based on region, availability, and Training Staff's location.

Day 2-3:

- ✓ Training Staff completes the Welcome Call and Options Counseling Self Direction Training is scheduled.

***Welcome Call: Introductory call of Training Staff to EOR and the

Day 4-5

- ✓ Options Counseling Self-Direction Training takes place
- ✓ Self-Direction checklist is completed.
- ✓ Checklist is sent to the Case Manager for a decision to continue with Self-Direction.
- ✓

***Options Counseling Self Direction Training (OCSD): 1st training on an initial track introduces self-direction and EORs role within the program.

Note: This portion of the timeline is dependent on the EOR's availability.

Day 5-10

- ✓ Decision to move forward with Self-Direction
 - Case Manager will meet with EOR to discuss the EOR decision to move forward with self- direction.
 - or-
 - Training Staff will inform the Case Manager of the EORs decision to move forward with self-direction.
- ✓ Case Manager will return the checklist filled in with any notes on meeting discussion and acknowledge that Training Staff can move forward.

Day 10-12

- ✓ Training Staff reaches out to the EOR to schedule the EORs SDSA Initial Visit

Day 12-14

- ✓ EOR SDSA Initial Visit Training is completed

- ✓ SDSA is signed and returned to Training Staff
- ✓ Signed SDSA Is sent to the Case Manager and saved
- ✓ Brainier Walk-through Training

***Brainier Walk-through Training: Training Staff will introduce EOR to Brainier Learning Platform to ensure comfortability navigating assigned courses.

Day 14-17

- ✓ Self-Pace- Complete training in Brainier Learning Platform
 - Before you Hire
 - Hiring Your Employee
 - EVV
 - New Hire Application

Day 17-30

- ✓ Self-Pace- Continue to complete additional training in Brainier Learning Platform
 - Managing your Employee
 - Fraud Waste and Abuse
 - Terminating Your Employee

Note: On a guided path these trainings will all be scheduled with a Training Staff keeping the same timeline in mind.

Unable to Contact Process

Welcome Call (Day 1-3)

1. Training Staff will contact a referral with the first three business days of receipt.
2. After the first attempt, two additional attempts will take place 3 days apart.
3. A total of 3 contact attempts will take place within 9 days.
4. Contacts will be a mix of calls and emails if both are available.
5. If unsuccessful, Training Staff will email the CM to let the CM know that we have been unsuccessful and inquire about alternate contact information or persons.
6. If a new contact person or number is provided the process restarts from step 1 mentioned above.
7. If no additional information is available, Training Staff will wait on the Case Managers for next steps. We may opt for inactivating the profile until further notice. It is important to note this is reversible.

After Completed Welcome call (4-30)

1. Training Staff will always attempt to schedule all meetings when guided pace is selected during the call prior. The same is true for the OC Meeting and the SDSA Initial Meeting since these are both guided training courses regardless of the chosen paths.
2. Once EORs are working on their own, Training Staff will follow up a few times during their training to see how things are going.
 - a. After the completion of
 - i. Before you Hire
 - ii. Hiring Your Employee
 - b. 3-5 days after the last completed training if no further action is taken. The same is true under the enhanced training.
 - c. At the 30-day mark if training is not progressing or non-responsiveness
 - i. The Case Manager will be made aware.
 - d. At the 60-day mark of training not progressing or non-responsiveness
 - i. The Case Managers will be made aware.

e. At the 90-day mark of training not progressing or non-responsiveness

It is important to note after 90 days the EORs profile will be moved to inactive and PPL's outreach attempts will end. The Case Manager will be made aware of this. EORs can be reinstated at any time.

Process Timeline

