

<b>Topic</b>	SSBG Training Requirements	<b>ID #</b>	14.07-21.01
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**Provider employees serving SSBG clients must meet the following training requirements above and beyond those of licensing:**

Training Requirements
<p><b>Conflict of Interest</b></p> <p>Frequency: Once on initiation</p> <p>Employees are not allowed to participate in the care of their own family members, unless the employee is the only qualified paraprofessional reasonably available to provide the services.</p>
<p><b>Confidentiality of Client Information</b></p> <p>Frequency: Annually</p> <p>SSBG-funded contracting agency staff must be trained on their agency’s policies regarding confidentiality, including: code of ethics and conduct, electronic communications, customer relations, and releases of information.</p>
<p><b>Title VI</b></p> <p>Frequency: Annually</p> <p>Each provider must designate a Title VI coordinator responsible for conducting and documenting attendance at mandated annual Title VI training. Each employee must be given a copy of the agency’s Title VI policy.</p>
<p><b>HIPAA Compliance</b></p> <p>Frequency: Annually</p> <p>Each provider must designate a HIPAA compliance training coordinator (can also be the Title VI Coordinator) responsible for conducting and documenting attendance at mandated annual HIPAA compliance training. Each employee must be given a copy of the agency’s HIPAA policy.</p>
<p><b>Abuse/Neglect/Exploitation</b></p> <p>Frequency: Annually</p> <p>SSBG-funded contracting agency staff must be provided no less than one (1) hour of training per year on the detection and reporting of the abuse/neglect/exploitation of elderly and/or vulnerable adults.</p>

**Training Requirements**

**Employee Orientation**

Frequency: Once on initiation

Each personal support assistant (PSA) must be provided a minimum of forty (40) hours of basic orientation training (twenty-five (25) if the PSA possesses a CNA or Bachelor's Degree). Appropriate training areas include but are not limited to:

- Advanced age
- Protective services
- Physical handicaps
- Physical and mental illnesses
- Methodologies for service delivery
- Agency policies, procedures, and regulations
- Care and services for clients with chronic illnesses
- Teaching/encouraging clients in self-care, household management, and community living

**In-Service Training**

Frequency: Annually, preferably provided quarterly

Each provider is required to develop a training plan complete with an outline of the content to be covered. Each PSA must be trained according to the plan, receiving a minimum of twenty-five (25) hours per year.