

Topic	SSBG Training Requirements	ID #	14.05-24.01
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Provider employees serving Social Services Block Grant (SSBG) clients must meet the following training requirements within or beyond those of licensing:

Training Requirements for All SSBG Providers	
Conflict of Interest	<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 staff member reasonably available to provide services.</p>
Confidentiality of Client Information	<p>Frequency: Annually</p> <p>SSBG-funded provider staff members must be trained on their agency's policies regarding confidentiality, including: code of ethics and conduct, data security, customer relations, and releases of information.</p>
Title VI	<p>Frequency: Annually</p> <p>SSBG-funded provider staff members must attend annual Title VI training. Each provider agency must designate a Title VI coordinator responsible for conducting training and documenting attendance. Each employee must be given a copy of the agency's Title VI policy.</p>
HIPAA Compliance	<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>
Abuse/Neglect/Exploitation	<p>Frequency: Annually</p> <p>SSBG-funded provider staff members must receive no less than one (1) hour of training per year on detecting and reporting abuse/neglect/exploitation of elderly and/or vulnerable adults.</p>

Training Requirements for All SSBG Providers

Universal Health Precautions

Frequency: Once on initiation and annually

SSBG-funded provider staff members must receive health and safety training as part of their initiation and annually thereafter. Training must include infection control, bloodborne pathogens, hand hygiene, respiratory hygiene/cough etiquette, proper lifting techniques, fire safety, and the use of personal protective equipment (PPE)

Training Requirements for Personal Support (Homemaker) Services

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.