

## **Direct Care Worker Pre-Service Orientation**

### **What is the DCW Pre-Service Orientation?**

Effective December 1, 2018 the Office of Long Term Living (OLTL) required that all new DCWs with a Public Partnerships LLC (PPL) intake date on or after 12/01/18 attend a pre-service orientation prior to providing services.

The orientation provides a basic understanding of the functioning and requirements of participant directed services, including the requirement of not infringing, in any way, with the role and responsibility of the Participant-CLE as the employer to select, direct, supervise, and train the DCW.

### **How was stakeholder input received?**

PPL and the subcontractor, PA Frontline Healthcare, Inc. (Frontline), tapped current CLE's, participants and workers in the program to provide input to the delivery and content of the curriculum. The final curriculum is OLTL driven.

PPL notified the Advisory Group on the November's 6, 2018 meeting call of the orientation requirement and reviewed the process.

Participants/workers and PPL staff previously attended pilot sessions of the pre-service orientation in May of 2017 and provided additional feedback that was incorporated in the orientation.

### **How was the orientation curriculum developed?**

PPL worked with Frontline to build the curriculum in accordance with OLTL requirements. OLTL reviewed and approved the curriculum. Main curriculum topics include:

- Understanding Independent Living Principles
  - Roles and responsibilities in the independent living system
  - PDS roles of CLE, DCW, PPL, SCs
- Recognizing and Reporting Fraud, Abuse, and Neglect
- Worker's Rights
- Operational Procedures and Paperwork

### **How is the Orientation advertised?**

New CLE instructions will include the requirement for their DCW in the new hire application. New DCWs packets will also include the requirement.

When the CLE and DCW call the over-the-phone enrollment number to sign up as a worker, the PPL representative will remind them of the new requirement (most of new hires use this method to provide their information).

In early November of 2018, PPL added it to the message of the day, on the customer service line.

PPL posted the new requirement postcard on the website prior to implementation on 12/01/18.

The PPL Regional Enrollment Manager notified their SCE (Service Coordination Entity) of the Orientation and the mechanics of the process.

## **The mechanics.**

Each day, a file with new DCW intake information is uploaded to a secure site. The information includes the DCW E# to indicate that this is a worker that needs to complete the orientation. There is no participant information transferred to the subcontractor other than the C# which is added for determining the worker/CLE association.

- The file will include:
  - New DCWs working for a new participant-CLE in the program with intakes on and after 12/01/18.
  - DCWs who are currently working for a participant; but are being hired by another participant on and after 12/01/18.
  - DCWs who have been terminated by their participant-CLE for 30 days or longer and are being re-hired.

The DCW is required to complete the Pre-Service Orientation once; they do not need to repeat the orientation for additional CLEs (Common Law Employers) they work for.

The subcontractor, PA Frontline Healthcare Inc., will call the DCW to schedule an orientation session.

Each day, a file listing which DCWs who have completed the orientation will be sent from Frontline to PPL. This file will update the PPL system to record each worker who has completed the orientation.

Upon completion of an in-person, pre-service orientation, Frontline issues a certificate of completion to the DCW and notifies PPL by updating the DCW electronic record on a secure file.

Once the worker has completed their enrollment materials, the background checks are processed fully, and the orientation is complete; and the authorization for services (for new participants) from the SC has been received by PPL, the DCW will be able to provide services.

Scheduled sessions will be set up with frequency to allow for the orientation to occur in parallel to the enrollment processing cycle time; which includes:

- Home Visits to the CLE (optional but strongly encouraged) to train on the employer role, business rules, and assist with the completion of enrollment documents, and more.
- Calling PPL with DCW new hire information.
- Processing background checks, including clearance from the CLE for any DCWs who have a history (background checks where a DCW has a record normally take 3 weeks to fully process).
- Completion of the pre-populated DCW packet.
- Processing the packets.

Many of the above activities already occur in parallel with each other (PPL feels that the orientation is another activity that can occur during the enrollment period without delaying the good to go process).

The DCW will be paid for 3.5 hours at minimum wage for their completed Orientation.

If the DCW does not complete the enrollment process (they never become Good to Go), they will not be paid for the orientation.

On rare occasions, if the DCW is geographically unable to attend an orientation, Frontline will arrange for the DCW to complete the orientation online.