Provider Incentive Program for Participant Achievement: Provider Readiness Assessment

HOME & COMMUNITY-BASED SERVICES
WYOMING DEPARTMENT OF HEALTH
DIVISION OF HEALTHCARE FINANCING

Provider Name: _____ **Date:** _____

Participant's Name:_____

Anticipated Transition Date: _____

Wyoming Medicaid Chapter 45, Section 6 (b) establishes requirements for providers before they accept a participant into services. Ensuring that you as the provider have the capacity, commitment, and resources necessary to provide support to all participants served is critical to ensuring the needs of participants can be met, and the quality of participant's lives can be upheld and thrive.

Part 1: Staff Development and Support

A provider's commitment, capacity and resources can be demonstrated in their development and support of Direct Support Staff (DSP) and Supervisors. The first part of the Readiness Assessment ensures that DSPs and Supervisors are given the tools, training and support needed to provide quality services to all participants served during the Pilot Project. Please submit the following:

Training Plan:

Submit a training plan that outlines how you will support and develop the supervisor(s) and the DSS working with the participant to understand and apply the Plan of Care, including the PBSP, protocols or other person-specific information, and in the on-the-job application of principles and strategies from Mandt/CPI and other trainings.

Training Plans for DSS should include:

- An initial training outline for new DSS working with the participant.
- A plan for on-going training and development for the DSS working with the participant.
- Components such as educating the DSS, demonstrating or modeling for the DSS, observing and providing feedback to the DSS.
- How you will determine and ensure understanding by the DSS, and support on-going skill development and retention.
- An outline of staff responsible for conducting on-site training.
- General timeframes for both initial and on-going training.

- How you will evaluate the effectiveness of your training plan.

Training Plans for Supervisors should include:

- Resources and training to support the supervisor's understanding of Positive Behavior Supports, Trauma Informed Care, and/or other relevant information.
- How you will ensure the supervisor is equipped and supported to train the DSS.
- How you will evaluate the effectiveness of the supervisor's training and support of the DSS, including what supports will be in place to assist the supervisor's success in areas in which they are challenged.

Support Plan

Consider the support the DSS working with the participant might need. What does supporting the DSS look like, and who will provide it? What do you have in place, or will you implement, to provide consistent, on-going and 24 hour support to the DSS? Staffing shortages and other surprises may occur when you are serving this individual. How will you ensure and provide appropriate staffing for the participant in the event of staff illness, or other unexpected vacancies?

Consider the DSS who will be working with a participant who is transitioning from a facility to a community setting, who may use challenging and aggressive behavior, and who may have a trauma history, among other things. How will you foster a supportive work environment? What is in place to support staff to take time off? How will you address potential DSS frustration, burn-out and possible secondary trauma? How will you evaluate staff morale?

The supervisor will play a critical role in the effectiveness of the DSS, and the successful transition of the participant into community living. Consider the supervisor's role and responsibilities in day-to-day tasks, in addition to the potential frustration and burn-out they may feel from supporting both the participant and the DSS. What does supporting the supervisor look like?

Part 2: Home and Community Environment

The following section requires an analysis of your organization's readiness, ability, and capacity to support the success of not only the participant transitioning from the Wyoming State Hospital to a community based setting. Please consider the home and community environment the participant will be transitioning to, what it has to offer and what challenges it may pose.

Describe the residential and community settings the participant will live in. Please include the following in your description:

1. A general description of the home and neighborhood, and why the residence was recommended as a potential living site for the participant.

2. Consider the compatibility of the participant and their potential housemates. Why might these individuals reside successfully together? Do they have common interests, needs or personality traits that you feel may lead to successful relationships, or at the very least, compatibility? What challenges do you foresee in these relationships, and how do you plan to address those challenges?

3. Consider the interfering or challenging behaviors the participant is known to use. Why do you believe the anticipated living environment, both the residence and the neighborhood, is an appropriate setting for the person? How does the environment support the behavioral success of the participant? Do you have any concerns about the environment, and what is your plan to address them?

4. Consider the participant's interests, goals, and dreams. How does the living and community environment support the interests and goals of the participant? How would your organization support the participant with their employment goals? What might a meaningful and fulfilling life look like for the participant?