

HOME & COMMUNITY SERVICES TRAINING

Frequently Asked Questions

1. Who runs the training?

CCIU Home & Community Services program coordinates all training for CCRES.

2. What is our Training "Year"?

Our year, for training purposes, goes from July 1 to June 30, inclusive.

3. How will it be known that I took training if there is no paper training record for me to turn in?

We will keep track of attendance at trainings with a sign-in sheet. You are also expected to submit the information on your electronic timesheet on the CCRES website.

4. How many credit hours do I need per year?

- BSCs, BSAs, and MTs need 10 credit hours per year.
- TSS/PCA need 20 credit hours per year.
- When Probationary TSS complete their training, they do not take any other trainings until the next training year, which begins on the following July 1.

5. Can I get credit for trainings taken elsewhere?

Yes, this is what you should do:

Obtain pre-approval for credits. Email your request for pre-approval to H&CSTraining@cciu.org

Submit proof of attendance: either a signed sheet, a grade report, or a printed certificate of attendance to H&CSTraining@cciu.org

Training credit hours are generally commensurate with the length of the training, e.g. two hours = two credits. If you take a course that we offer, for example, "Ethics", you will receive the two credit hours we give, even if the training you took lasted three hours.

The maximum number of credit hours we will give you for an outside training or conference is ten, even if you attended the entire week-long autism conference at Penn State.

Semester-long courses that you take in school, if appropriate, usually earn three credits.

The Training Coordinator can make an individual determination for exceptions.

We still need you to take our required CCRES/H&CS trainings, as well as some of our elective trainings.

You will not be paid for trainings for courses taken elsewhere, but you will be given training credit.

6. When will the training schedule be provided, and how will I know?

The training schedule is posted on My Learning Plan. You must register on My Learning Plan (MLP) in order to attend and to receive credit. To register on MLP, go to the CCRES site (www.ceres.org), and log into MLP, using your log in name and password, which are the same: first and last initial, and last six numbers of your Social Security. Click on District Catalog and then register for the training(s) that you want (they will say H&CS training). You do this by clicking on the title of the training. All specific information (time; location) plus the registration button will be visible.

- No "walk-ins" will be allowed for any in-person trainings.
- You must pre-register for 'in-person' trainings on My Learning Plan.
- Exception: New TSS can register through CCRES for TSS Orientation and CPR/First Aid if you have not yet been activated.

7. What are web trainings and how will I register for them?

Web trainings are online courses that you can take at home. The trainings are interactive and will involve careful reading. At the end of the training, there is a post-training quiz that you must pass.

There will be a contact email address with an instructor to whom you will be able to ask questions about the training, and you can always contact H&CSTraining@cciu.org for technical or content questions about any trainings.

These Web Trainings are in continuing development, so look for new additions! There are computers available in each county's office for those of you who do not have access at home or in your public library. Please be careful to download the suggested applications so that you are able to view the videos and listen to podcasts.

Registration for these online trainings is different than for face-to-face trainings. You do not go onto My Learning Plan; rather, you go to the Moodle website once your account has been established. The Moodle website is <http://hcs Moodle.cciu.org>. Your log-in is your complete email address, and your password is your first and last initial and the last six digits of your social security number. You will then be prompted to create a new password. If you have difficulty with your log-in, please contact H&CSTraining@cciu.org.

8. How do I enter training into electronic billing?

After you complete the training, you will enter it onto your electronic Timesheet in the Staff Information System the same way that you do paperwork billing. You also enter your online (Moodle) trainings onto your electronic timesheet, even though you do not register for these on My Learning Plan. Enter the CCRES site the way that you do your regular electronic timesheet. Go to 'Timesheets' and 'Add a new entry'. Enter the date of the training, the number of hours for the training and the start time. Under 'Client,' enter 'training.' Scroll down the trainings column and enter your training or put in 'Other' if your training is not designated. In the "Other" box, you can type in the name of your training if it was not listed in the drop-down list on the right. Enter 'Home' as your location, and 'Training' as your type of service. Under 'hours authorized', enter the number of credit hours for the training, and put in '0' under the code. Then submit the entry.

You do the same thing for the online Moodle trainings, except that the date should be the final date when you completed the training, and the number of hours is equal to the number of credits (most are two credit hours; Corporate Compliance, Role of the MT and Documentation are three credit hours, and TSS Initial Training is 11 credit hours and the HCS Autism Overview is six credit hours). Enter any "Start Time;" it doesn't really matter.

- **How do I register for the 12-hour or Supervisory Autism training for Chester County or the 12-hour Autism training in Lancaster County?**

Those of you working with Chester County clients must take the two-day Autism Training, and BSCs must also take the one-day Supervisory training at some point after they have completed the first one. You can register for these trainings at <http://autismregistration.cciu.org/> The agency password is ccesautism. Scroll down to locate the session that you want.

**In Lancaster County, contact Jeanette Swartzentruber (JeanetteS@cciu.org) to register.

9. What are the Autism Training requirements in Montgomery County and Delaware County?

New TSS hired after July 1, 2009 in these counties will be required to take the H&CS Autism Overview Package, which consists of the H&CS Autism Overview (online training: <http://hcsmoodle.cciu.org>) plus three face-to-face required trainings during their first six months of employment. These in-person required trainings are PECS, Verbal Behavior I and Verbal Behavior II. This is a total of 12 training credits (six for the online training and six for the in-person trainings).

Chester County staff who are unable to register for the Chester County Autism Training within their probationary period may also take the H&CS Autism Overview Package, but only with pre-approval from H&CSTraining@cciu.org

10. What do I do if I cannot make it to a training for which I am registered?

THE FOLLOWING IS REQUIRED:

- First, go to My Learning Plan and drop the training at least 24 hours in advance. You do this by clicking on the training in your "Approved and In Progress" list and following the directions to drop the course.
- If it is less than 24 hours, due to a last-minute illness or emergency only, go to MLP and delete the registration, BUT....you must also email H&CSTraining@cciu.org to notify us of your cancellation. Please mark the subject of the email CANCELLATION, since we will attempt to notify the next person on the waiting list that there is an opening.
- "No shows" at trainings who have not followed the above procedure will be considered a personnel issue. You will receive a letter saying that this is going in your personnel record. Exceptions for unexpected events may be made, as appropriate. Remember: your lack of attendance at a pre-registered training inconveniences everyone.

11. When will credits appear in My Learning Plan?

There will be a time lag from the time that you complete a training until when the credits for that training appear on My Learning Plan. Credits are generally entered into the database within two weeks, with the exception of holidays when CCIU is closed.

Online trainings are entered into the database the first week following the month of completion. That is, grades are checked one time per month, at the very end of the month. If you completed a Moodle training on February 1, that grade will likely not enter our database until the first week in March, and will show up as credits on My Learning Plan by mid-March.

12. When will I be paid for the trainings?

First, you MUST email H&CSTraining@cciu.org to request an audit of your trainings.

If you have registered on My Learning Plan, signed the sign-in sheets at the trainings, and entered the information on your electronic timesheet after completion of the trainings (including Moodle trainings), you will be paid upon completion of your required number of credit hours for the year, as long as you have also completed all required trainings.

13. Probationary TSS Payment:

You will be paid for the trainings upon completion of all required trainings in your county PLUS 240 direct client contact hours.

If, unfortunately, you have not kept track of your client hours, please contact H&CSTraininga@cciu.org to find out if you have completed the 240 hours needed. Your training credits are available on both My Learning Plan and your electronic timesheet.

To view your completed training credits, log on to My Learning Plan, and then click on My Portfolio — Click on View Current Year and View In Progress in order to see all trainings taken during your Probationary TSS period, or, if you are regular staff, during the current training year.

When your six months are up (from date of hire), it is your responsibility to contact CCRES (610-269-4740) to sign your contract to become a Regular TSS. The Probationary TSS period is six months even if you have completed your trainings and client hours prior to that time. If you have not completed your trainings in six months, please contact CCRES at 610-269-4740 to request an extension of your Probationary period.

14. Regular Staff Payment

BSCs/BSAs/MTs: 10 credit hours per year

TSS: 20 credit hours per year

Payment for Trainings for non-probationary staff will be made after completion of required annual trainings. When you have completed the required trainings, contact H&CSTraining@cciu.org and we will check documentation of attendance against the registration information on file.

If you have completed your required trainings, we will take care of entering that into the payment rotation.

Note:

S CPR/First Aid is a mandatory, but unpaid training, required every two years.

S Documentation-Refresher is an unpaid, non-credit training.

If you have additional questions, please contact H&CSTraining@cciu.org.