

FAQ Guide

245D Training Requirements

A. What kind of training are 245D employees required to complete?

Training requirements for all staff working for a program that falls under Minnesota Statute 245D and Rule 9544 includes a variety of trainings:

1. Employees are required to review Lifeworks policies and procedures as well as complete a quiz demonstrating their understanding of the material. These policies and procedures are developed by Lifeworks. This ensures not only Lifeworks' standards for excellent services, but it also ensures safe conditions for everyone.
2. Training content focuses on building skills, awareness, and knowledge for employees to best support people with disabilities.
3. On-the-job supervision and training with the person being served and the responsible party to ensure the employee knows how to best support the person and demonstrates their competency.
4. Reading the person's Support Plan addendum (SP addendum) and other documents that describe the person's required supports.

B. Do all 245D employees have to do this training?

Yes. Each employee has to complete their own training and quizzes. The training an employee does on a routine basis will ensure compliance with 245D requirements. If an employee works with more than one person, they will only complete the online training once per cycle. The employee will need to demonstrate competency for each person supported and acknowledge that they have read and understand each person's SPA/IAPP (Support Plan Addendum/Individual Abuse Prevention Plan).

C. How long do new employees have to complete the required training?

We ask that all employees complete their required training within 30 days from their hire date. 245D statute allows for up to 60 days to complete training.

D. What happens if new employees don't complete the required training in 60 Days?

Employees must complete all training to be eligible to work under the 245d Basic Program. If new employees do not complete the training within 60 days of their date of hire, the employee will be terminated and will need to re-start the hiring process. An amended re-hire process may be completed.

E. How much does Lifeworks pay employees for training hours?

Lifeworks Services pays employees for actual time spent on online training modules and reviewing client specific paperwork at a rate of \$15.00 per hour (unless otherwise required by law).

F. When can new 245D employees start training?

New employees may start their training modules after receiving the email invitation from Lifeworks' Training dept to begin. Employees may not start training until notified by Lifeworks via e-mail and may not work with the person receiving services until all training has been fully completed. All employees will receive an e-mail confirming their training has been completed and that they may begin working direct care.

G. Can new employees work with the client and do training in the same work week?

Employees may work with the person and complete their required training during the same work week. Employees will need to ensure all required training is completed and that they have received clearance from Lifeworks. They will also need to work with their Support Manager to obtain, read, and understand how to implement the Support Plan Addendum prior to beginning the first direct care shift. Training and direct care hours combined in one work week (Sunday-Saturday) may not exceed 40 hours. Support Managers should adjust employees' schedules to allow employees to complete the required training.

H. Where can an employee find the required training?

Employees are sent the information needed to log in and complete the training online via e-mail. New employees receive information to start the required training with their hiring letters and in a welcome email from STAR Services directly.

I. What training lessons do employees have to complete?

Employees are required to complete all of the training lessons assigned to them in the online learning system. Some lessons are only a few pages and some are longer. The amount of time an employee spends learning the content depends on the employee's personal learning style. Employees will need to demonstrate a level of competency in the information to pass the quiz at the end of each lesson.

J. Will Lifeworks training department know an employee completed trainings on the Online Learning System?

All Lifeworks Training completed online has accompanying certificates of completion that are able to be saved/printed by the employee for record keeping purposes. Lifeworks is also able to view/save these certificates of completion.

K. What should employees do if they do not have access to a computer, iPad, or tablet to use the online learning system?

Employees can utilize publicly available resources, such as a library, to access the technology required to complete the online trainings. If there are barriers to accessing publicly available options and access to appropriate technology is needed, please call the Lifeworks contact center at 651-454-2732 and request to speak to the Training Dept.

L. Is the online learning system supported through STAR Services accessible on a Mac, iPad, phone, or tablet?

Yes, though it may appear a little different on each device.

M. Where can I find technical requirements for the online training?

The technical requirements for the online learning can be found on the Online Training page at www.lifeworks.org or <https://www.lifeworks.org/fiscal-support/online-training/>

N. What happens if an employee has already done 245D training with another agency in the previous 12 months? Will this training apply toward the 245D training requirements for Lifeworks?

Some of the 245D training completed while working at other human services agencies may transfer. Employees should send their completed training records/certificates of completion from other agencies to the Lifeworks Training department for review. Lifeworks will let the employee know if the external training meets the same requirements and can be transferred. Employees should also contact the Lifeworks Training department to determine what remaining training must be completed to meet Lifeworks requirements.

O. What if an employee has requested to have training delivered in a language other than English?

The Lifeworks Service Coordinator and Lifeworks Training department will work together with the Support Manager and determine the best interpreter solution

based on the employee's needs. Employees must contact Lifeworks Training department to request assistance.

P. How do employees access the online learning system?

Each employee will receive a welcome message sent to their e-mail from both Lifeworks and Star Services. The one from Start Services will allow the employee to create their own unique login information. Employees should contact the Lifeworks Training department if they have not received either welcome email within a week of receiving an official hire date from Lifeworks.

The link to the online training is:

<https://lifeworks.edvance360.com/lifeworks/index.php>