245D Basic Services Training Guide

- ## Who do I contact with questions?

  If you have questions about training—such as resetting your username or password, accessing your training records, or understanding your assigned modules—email: trainingforlifeworks@lifeworks.org.

  For help with entering your time in Pavillio, email: cashesupport@lifeworks.org.

  For general questions about the services you're providing, contact your Lifeworks Service Coordinator.

- ## What kind of training are 245D employees required to complete?

  Training requirements for all staff working under Minnesota Statute 245D and Rule 9544 include a variety of components:

  - **Review of Lifeworks policies and procedures,** followed by a quiz to demonstrate understanding. These materials are developed by Lifeworks to uphold high service standards and ensure safe conditions for all.
  - **Completion of state-mandated trainings,** such as mandated reporting and training on fraud, waste, and abuse.
  - **Training focused on skill-building, awareness, and knowledge** to effectively support individuals with disabilities.
  - **On-the-job supervision and training** with the person served and their Support Manager, ensuring the employee can competently provide individualized support.
  - **Review of the person's Support Plan Addendum (SP Addendum)** and other relevant documents outlining required supports.

- ## Do all 245D employees have to do this training?

  Yes. Each employee must complete their own training and quizzes. The routine training ensures compliance with 245D requirements. If an employee works with more than one person, they will only complete the online training once per cycle. However, the employee must 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).

- **How often do I need to do annual training?**

  Annual training is assigned on a rotating schedule based on the client's last name, following a ten-month cycle (with no trainings assigned in December). Each year, your training window will shift earlier by two months. Trainings are assigned on the first day of your designated month and must be completed by the last day of that month. Failure to complete required annual training may affect your employment status, up to and including termination.

- **What happens if employees do not complete required training on time?**

  Timely completion of all required training is mandatory. Employees who do not complete training by the assigned deadline risk being suspended from work duties until training is completed. Continued failure to complete required training may result in termination of employment. Lifeworks is committed to maintaining compliance with 245D requirements and ensuring all employees are fully prepared to provide safe, high-quality support.

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

  Some 245D training completed at other human services agencies within the past 12 months may be transferable. Employees should submit their training records or certificates of completion to the Lifeworks Training Department for review. Lifeworks will determine whether the external training meets its requirements. Employees are also encouraged to contact the Training Department to identify any additional training needed to fulfill Lifeworks-specific requirements.

- **What training lessons do employees have to complete?**

  Employees are required to complete the training assigned to them in the online learning system. Lesson lengths vary—some are just a few pages, while others are more in-depth. The time needed to complete each lesson depends on the employee's individual learning style. To successfully complete a lesson, employees must demonstrate competency by passing a quiz at the end.

- **Will Lifeworks training department know an employee completed trainings on the Online Learning System?**

  Yes. All Lifeworks training completed online generates a certificate of completion, which employees can save or print for their records. The Lifeworks Training Department also has access to these certificates and can view and save them for verification purposes.

- **Where can an employee find the required training?**

  Employees receive login information and instructions for completing the required training via email. New employees are provided this information in their hiring letters and in a welcome email sent directly from STAR Services.

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

  Employees can use publicly available resources, such as libraries, to access the technology needed for online training. If accessing these options presents a barrier, employees should contact the Lifeworks Training Department via email to request assistance with obtaining appropriate technology.

- **Is the online learning system supported through STAR Services accessible on a Mac, PC, iPad, phone, or tablet?**

  Yes, the system is accessible on a Mac, PC, iPad, phone, or tablet, though the interface may appear slightly different depending on the device used.

- **When can new 245D employees start training?**

  New employees may begin their training modules after receiving an email invitation from the Lifeworks Training Department. Training cannot begin until this notification is received, and employees may not work with individuals receiving services until all required training is fully completed. Once training is complete, employees will receive a confirmation email indicating they are cleared to begin direct care work.

- **How long do new employees have to complete the required training?**

  Employees are expected to complete all required training within 30 days of their hire date. While the 245D statute allows up to 60 days for completion, Lifeworks encourages completion within the first 30 days to ensure timely readiness for direct care responsibilities.

- **What happens if new employees don’t complete the required training in 60 Days?**

  Employees must complete all required training to be eligible to work under the 245D Basic Program. If training is not completed within 60 days of the hire date, the employee will be terminated and must restart the hiring process. In some cases, an amended rehire process may be available.

- **How much does Lifeworks pay employees for training hours?**

  Lifeworks Services pays employees for the actual time spent completing online training modules and reviewing client-specific paperwork. The training wage is determined by Lifeworks, and employees are informed of their specific rate in their employee wage notice.

- **Can new employees work with the client and do training in the same work week?**

  Yes, new employees may work with the person receiving services and complete their required training within the same work week. However, they must first complete all required training and receive clearance from Lifeworks. Before beginning their first direct care shift, employees must also work with their Support Manager to obtain, read, and understand how to implement the Support Plan Addendum. Combined training and direct care hours in a single work week (Sunday–Saturday) must not exceed 40 hours. Support Managers are responsible for adjusting schedules to ensure employees have adequate time to complete training.