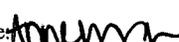


STAFF ORIENTATION TRAINING PLAN - GENERAL

Staff name: ANNELIESE ROBINSON **Date of hire:** 10/10/2018 (DSP) - 10/11/2021 (PROGRAM SUPERVISOR)
Date of background study submission: 10/4/2018 **Date of background study clearance:** 10/9/2018
Date of first supervised contact: 10/11/2021 (PS ROLE AT COMMERCE) **Date of first unsupervised contact:** 12/7/2022 (PS ROLE AT COMMERCE)

Orientation training: Within 60 calendar days of hire, the license holder must provide and ensure completion of orientation sufficient to create staff competency for direct support staff that combines supervised on-the-job training with review and instruction in the following areas. *Maltreatment reporting requirements must be completed within 72 hours of first providing direct contact services with persons served by the company.

Orientation to program requirement topics	Date of completion	Date and type of competency	Length of training	Name of trainer and company, if applicable
Job description and how to complete specific job functions	11/8/2021	Discussion	.5 hours	Kevin Kmetz, PAI
Current 245D policies and procedures including location and access and staff responsibilities related to implementation	11/8/2021	Discussion	.5 hours	Kevin Kmetz, PAI
Data privacy: MN Government Data Practices Act and HIPAA and staff responsibilities related to complying with data privacy practices	Completed during previous annual training cycle			
Service recipient rights and staff responsibilities related to ensuring the exercise and protection of those rights	Completed during previous annual training cycle			
Vulnerable adult maltreatment reporting: *See attached Training Index for VAA maltreatment training topics.	Completed during previous annual training cycle			
Maltreatment of minors reporting: *See attached Training Index for MOMA maltreatment training topics.	Completed during previous annual training cycle			
Principles of person-centered service planning and delivery and how they apply to direct support provided by staff (also part of PSR Core Training)	Completed during previous annual training cycle			
Sexual violence: strategies to minimize the risk of sexual violence, including concepts of healthy relationships, consent, and bodily autonomy of people with disabilities	Completed during previous annual training cycle			
First aid (can be certification or basic training)	Completed during previous annual training cycle			
Emergency use of manual restraint (EUMR), prohibited procedures, and Positive Support Rule 8 hour core training. *See attached Training Index for all topics included for this training.	Completed during previous annual training cycle			
Positive Support Rule: 4 hour function-specific training (if applicable). *See attached Training Index for function-specific training topics.	12/6/2021	Online module and quiz	4	STAR LMS
Positive Support Rule: 2 hour function-specific training (if applicable). *See attached Training Index for function-specific training topics.	11/17/2021	Online module and quiz	2	STAR LMS
Universal Precautions/Bloodborne Pathogens	Completed during previous annual training cycle			
Fraud Prevention	Completed during previous annual training cycle			
Other topics as determined necessary according to the person's <i>Coordinated Service and Support Plan</i> or identified by the company (this may include CPR): Topic:	n/a	--	--	--

Staff signature: 

Date: 12/8/21

*I understand the information I received and my responsibilities for their implementation in the care of persons supported by this program.

TRAINING INDEX

Vulnerable Adult Maltreatment Reporting Training

- Vulnerable Adult Act statute and definitions: 626.557 and 626.5572
- 245A.65: Company requirements and PAPP (if applicable)
- Company VAA maltreatment reporting policy
- Staff responsibilities related to protecting persons from maltreatment and reporting maltreatment

Maltreatment of Minors Maltreatment Reporting Training

- MOMA statute: 626.556
- 245A.66: Company requirements and PAPP (if applicable)
- Company MOMA maltreatment reporting policy
- Staff responsibilities related to protecting persons from maltreatment and reporting maltreatment

Positive Support Rule Core Training, 245D Emergency Use of Manual Restraint, and Prohibited Procedure Training Topics (8 hours)

Audience: Staff responsible to develop, implement, monitor, supervise, or evaluate positive support strategies, PSTPs, or EUMRs

- De-escalation techniques/methods and their value.
- Alternatives to manual restraint procedures including techniques to identify events and environmental factors that may escalate conduct that poses an imminent risk of physical harm to self or others.
- Simulated experiences of administering and receiving manual restraint procedures allowed by the company on an emergency basis.
- The safe and correct use of emergency manual restraint according to MN Statutes, section 245D.061.
- What constitutes the use of restraint, including chemical restraint, time out, and seclusion.
- How to properly identify thresholds for implementing and ceasing restrictive procedures.
- How to recognize, monitor, and respond to the person's physical signs of distress including positional asphyxia.
- The physiological and psychological impact on the person and the staff when restrictive procedures are used.
- The communicative intent of behaviors.
- Relationship building and how to avoid power struggles.
- Principles of person-centered service planning and delivery and how they apply to direct support provided by staff.
- Staff responsibilities related to prohibited procedures under MN Statutes, section 245D.06, subdivision 5; why the procedures are not effective for reducing or eliminating symptoms or interfering behavior; and why the procedures are not safe.
- Staff responsibilities related to restricted and permitted actions and procedures under MN Statutes, section 245D.06, subdivisions 6 and 7.
- Principles of positive support strategies (such as positive behavior support) and actual positive support strategies.
- The relationship between staff interactions with the person and the person's behavior, and the relationship between the person's environment and the person's behavior.
- Situations in which staff must contact 911 in response to an imminent risk of harm to the person or others.
- The procedures and forms staff must use to monitor and report use of restrictive interventions that are part of a positive support transition plan (PSTP).
- The procedures and requirements for notifying members of the person's expanded support team after the use of a restrictive intervention with the person.
- Understanding of the person as a unique individual and how to implement treatment plans and responsibilities assigned to the company.
- Cultural competence.
- Personal staff accountability and staff self-care after emergencies.

Positive Support Rule Function-Specific Training (4 hours)

Audience: Staff who develop positive support strategies and license holders, executives, managers, and owners in non-clinical roles

- Functional behavior assessment.
- How to apply person-centered planning.
- How to design and use data systems to measure effectiveness of care.
- Supervision, including how to train, coach, and evaluate staff and encourage effective communication with the person and the person's support team.

Positive Support Rule Function-Specific Training (2 hours)

Audience: License holders, executives, managers, and owners in non-clinical roles

- How to include staff in organizational decisions.
- Management of the organization based upon person-centered thinking and practices and how to address person-centered thinking and practices in the organization.
- Evaluation of organizational training as it applies to the measurement of behavior change and improved outcomes for persons receiving services.

STAFF ORIENTATION TRAINING PLAN - PERSON SPECIFIC

Staff name: Anneliese Robinson
Date of background study submission: 10/4/2018 **Date of hire:** 10/10/2018 (DSP) - 10/11/2021
Ongoing annual training period: Jan - Dec **Date of background study clearance:** 10/9/2018
Date of first supervised contact: 10/11/2021 (PS role) **Date of first unsupervised contact:** 12/7/2022 (PS role)

Before having unsupervised direct contact with persons served or for whom the staff has not previously provided direct support or any time these plans or procedures are revised, staff must review and receive instruction in the following areas as they relate to the staff's job functions for that person. *Complete this form for each person served to whom the staff person will be providing direct contact services.

Initials of person(s) served: AB, EB, SeB, SaB, AC, BD, JD, SE, AF, SF, JF, MG, BG, DG, SG, JG, HH, HJ, TK, KL, ML, DeL, TL, DaL, AnM, AmM, RM, JP, DP, SP, AR, DR, AS, MS, LS, BS, CS, AS, JS, CX, MY

Orientation to individual service recipient needs	Date of completion	Date and type of demonstrated competency	Length of training	Name of trainer and company, if applicable
CPR, if required by the CSSP or CSSP Addendum	previously completed on 2/23/21	n/a	n/a	n/a
CSSP, CSSP Addendum, and Self-Management Assessment to achieve and demonstrate an understanding of the person as a unique individual and how to implement those plans. Include outcomes, behavior plans, and any document specific to the person	11/18/2021	Discussion, observation, and plan review	20.5 hrs	Kevin Kmetz, PAI
Individual Abuse Prevention Plan to achieve and demonstrate an understanding of the person as a unique individual and how to implement those plans	"	"	"	"
Medication set up or medication administration training when staff set up or administer medications. Training also includes specific medication set up or administration procedures for the person	"	"	"	"

The safe and correct operation of medical equipment used by the person to sustain life or to monitor a medical condition that could become life threatening. This training must be provided by a licensed health care professional or manufacturer's representative	n/a	n/a	n/a	n/a
Mental health crisis response, de-escalation techniques, and suicide intervention when providing direct support to a person with a serious mental illness	11/18/2018	Discussion, observation, and plan review	included in hours above	Kevin Kmetz, PAI
Other topics as determined necessary according to the person's <i>Coordinated Service and Support Plan</i> or identified by the company: Topic: Topic: Topic:	n/a	n/a	n/a	n/a


Staff signature

12/8/17
Date

*I understand the information I received and my responsibilities for their implementation in the care of persons served by this program.



Job Description

Title: Program Supervisor	Employment Status: Full time
Department: Operations	FLSA Status: <input checked="" type="checkbox"/> Exempt

Summary/Objective

The Program Supervisor (PS) is a team manager and may work in conjunction with another PS within a single site, and reports to a Program Director (PD) who oversees two sites. The PS manages all direct care staff as assigned. The PS collaborates with PAI management as well as Programming, Training and Quality Assurance, Volunteer and Community Engagement leaders in order to support the delivery of safe, high quality on-site and community experiences for program participants. The PS is a role model for all site staff, fostering a culture of staff accountability, and continuous improvement in person-centered service delivery and community integration of PAI services. One "Lead DC" per site will be responsible for making administrative decisions that must be made in the absence of the PD or that are otherwise delegated to that DC by the PD.

Essential Functions and Primary Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Responsibilities:

- Understand and manage the Minnesota DHS licensing and regulatory requirements; assure the implementation of policies, processes, incident reporting and corrective actions when acting as the designated manager.
- Supervise, teach, coach, provide feedback and performance management to direct care staff to ensure their duties are fulfilled according to DHS licensing requirements and PAI performance standards. Ensure professional and regular communication so ideas, concerns and recommendations are given due consideration.
- Assist, observe and support direct care staff to ensure training, competency and performance standards are acquired and sustained, including documentation and tracking.
- Act as an effective and efficient case manager ensuring all 245d licensing regulations including coordinated services and support plans and addendums, as well as PAI policies, and procedures are followed, identifying patterns in incident reports. Collaborate with Director of Programming as requested to offer a high level of person-centered programming options.
- Collaborate with the PD in interviewing, hiring, on-boarding, retention of site staff, adequate daily staffing, and deployment of staff.
- Partner with the HR department ensuring we are in compliance with all PAI policies and HR processes, and federal, state, local laws and ordinances.
- Ensure effective and fair responses to employee related situations including accurate and complete employee documentation of information including workers compensation and FMLA, employee development, performance evaluations, investigations, and performance management. Include the director in the process as appropriate.
- Implement and ensure the initial and sustained training and learning processes created by and with

the Directors of Training and Quality Assurance.

- Participate in, monitor, and respond to employee payroll practices and employee attendance patterns. Complete required documentation and tracking of all related employee supports and systems.
- If applicable, train, manage and delegate responsibilities for any billing and payroll systems related to program participants.
- Manage the day-to-day communication and relationships with external parties such as residential providers, case managers, family members and guardians.
- Coordinate welcoming, training, on-boarding and ongoing support, and supervision of volunteers in partnership with the Volunteer and Community Engagement Manager.
- Work with internal partners and external stakeholders to coordinate and support new participant referrals.
- Collaborate with the PD regarding the program expense budget. Make recommendations and communicate progress and concerns.
- Participate in direct service delivery when necessary.
- Evaluate the effectiveness of service delivery with the principles of person-centered planning and delivery.
- Ensure all admissions, discharge, participant, and staff documentation, is accurately completed, and distributed within the designated time frame.
- Ensure a clean, safe, and hazard-free site by initiating and sustaining safety routines for the site in accordance with PAI policies and other applicable requirements.
- Maintain data privacy rights related to personal information; appropriately handle employee-related and other confidential information.
- Track and provide data relating to program services to the PD for county and other tracking and reporting.
- Manage the designated funds account for clients.

Secondary Responsibilities

- Perform miscellaneous projects and complete various tasks as requested by management.
- Meet company standards and have appropriate certificate in order to pass medications.
- Lead/participate in committees as requested.

Qualifications and Conditions of Employment Required:

- Minimally have one of the following:
 - a baccalaureate degree in a field related to human services + 1 year of FT work experience providing direct care services to persons with disabilities or persons age 65 and older;
 - an associate degree in a field related to human services, and 2 years of FT work experience providing direct care services to persons with disabilities or persons age 65 and older;
 - a diploma in a field related to human services from an accredited postsecondary institution and 3 years of FT work experience providing direct care services to persons with disabilities or persons age 65 and older; or
 - minimum of 50 hours of education and training related to human services and disabilities + 4 years of FT work experience providing direct care services to persons with disabilities or persons age 65 and older under the supervision of a staff person who meets one of the qualifications in a-c above.
- Twenty-one years of age or older.
- Pass a DHS Background study and maintain clearance to provide direct contact services without

continuous supervision.

Skills and Experience

Required

- Supervisory and/or leadership experience in a social service organization.
- Effective oral and written communication skills.
- Experience with the administration of 245D licensing requirements.
- Coordination/case management experience or familiar with fundamentals of case management service delivery.
- Proficiency in Microsoft Word and Excel.
- Reliable transportation for work driving purposes, valid driver's license, proof of valid car insurance, satisfy insurance criteria for driving history and permit driving record checks as needed.
- Experience with people and program management and oversight.
- Leadership and management skills including time management organization and prioritization skills.
- Receptive to learning and applying new skills, techniques, and approaches.
- Demonstrated flexibility, anticipate, and respond effectively to change.
- Ability to consistently exercise discretion and independent judgment.

Desired:

- Supervisory and/or leadership experience with programs serving persons with developmental disabilities.

Physical Requirements Necessary to Perform the Job

R = Rarely (0-15%) O = Occasionally (16-45%) F = Frequently (46-100%)

The employee must be able to:

1. Lift and carry work supplies, reach above head, light lifting (between 21-40 lbs.)	O
2. Perform heavy lifting, push/pull individuals weighing 100-200 lbs. in wheelchairs, standing to assist individuals.	O
3. Ability to work in a noisy environment with distractions, including loud noises, odors and multiple interruptions. Most of the job is indoors but may need to travel to other locations or participate in outdoor activities.	F
4. Perform other physical requirements such as sitting, standing, walking, grasping/grabbing, using a keyboard and/or mouse, audio visual equipment and technology, operate office equipment, track systems and other adaptive equipment.	F

5. See, hear and respond to individuals as described in the CSSP and CSSPA.	F
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Work Authorization

Authorized to work in the United States

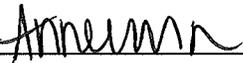
AAP/EEO Statement

PAI is fully committed to equal employment opportunities (EEO). All employment decisions will be made without regard to race, color, age, religion, sex, pregnancy, marital status, familial status, disability, national origin, sexual orientation, veteran status, status with regard to public assistance or activity in a local human rights commission. In addition, we comply with all applicable state and local laws governing nondiscrimination in employment in every location in which we maintain facilities. Decisions concerning employment are based strictly on an individual's qualifications and ability to perform the job under consideration, the comparative qualifications and abilities of the other applicants or employees, and the individual's past performance within the organization. Employment decisions include, but are not limited to: recruitment, hiring, promotions, salary or other compensation, benefits, transfers, corrective actions, layoffs, termination and training.

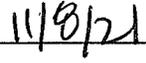
If you believe that an employment decision has been made that does not conform to management's commitment to equal opportunity, the matter should be brought promptly to the attention of Human Resources. Your complaint will be thoroughly investigated. There will be no retaliation against any employee who files a complaint in good faith, even if the result of the investigation produces insufficient evidence to support the complaint. Please see the PAI Workplace Harassment Policy for additional information.

I acknowledge that I have read, understand and agree with the contents of this position description. I agree to use my best efforts to fulfill all expectations of the position. I also acknowledge that I am an at-will employee.

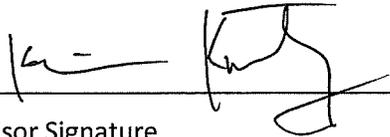
This job description does not necessarily list all the functions or accountabilities of the job. Employees may be asked by management to perform additional duties and tasks. Management reserves the right to revise and update job descriptions at any time.



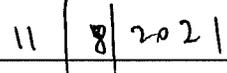
 Employee Signature



 Date



 Supervisor Signature



 Date