



PROMOTE Questions and Answers – Updated 6-3-14

Transition from SCIP-R:

Q: Why are we changing from SCIP-R to PROMOTE? What is the difference between SCIP-R and PROMOTE?

A: The new PROMOTE training builds upon the foundation of positive approaches and information included in SCIP-R. A lot has changed in the last 14 years since SCIP-R was rolled out and PROMOTE is intended to reflect these changes and support OPWDD’s mission to help individuals with developmental disabilities live richer lives. The PROMOTE training uses a wide range of teaching techniques and tools to engage the learners and promote the transfer of knowledge and skills. In addition, participants will be taught, and have to show competency in, the use of Primary Tools (strategies for positive interaction), as well as Secondary Tools (strategies for ensuring safety). PROMOTE will teach staff members skills that increase an individual's self-confidence, connections to others and opportunities for relaxation and recreation. PROMOTE is based on the premise that if people are supported in leading richer lives, they will be less likely to engage in challenging behaviors. The information below highlights some of the differences between the two training programs:

<u>SCIP-R</u>	→	<u>PROMOTE</u>
• Gradient	→	Zones and Lifeline
• Positive Environments	→	Enriching the Green Zone
• Calming Strategies	→	R-Star
• “Know Your Person”	→	Case Study Approach
• Overheads	→	PowerPoint/Videos
• Lecture/Discussion	→	Group Activity/Role Playing
• Instructional Inconsistency	→	Standardization/Consistency
• P.I. Training from Photos	→	Training from Videos
• Minimal Review	→	Review in Game Format
• Assessed by Written Test	→	Assessed by Role Play & Test
• 1 “Level” of Certification	→	2 “Levels” of Certification

Q: How long will it take for all staff to be trained in PROMOTE?

A: It is expected that the transition of State employees from SCIP-R to PROMOTE will take 3 years, beginning April 2014. No timeline has yet been established for the staff of Provider Agencies but a multiple year transition will be required.

Q: What is the current status of PROMOTE? Is it still moving forward?

A: To date, over 1000 people have attended PROMOTE Levels 1 and 2, approximately 120 Instructor Candidates have completed the PROMOTE Instructor Training (PIT) course. At this writing, there are six (6) Master Trainers, four (4) Instructor Trainers and twenty (20) certified Instructors in NY State. Of the twenty Instructors, twelve work for OPWDD and eight work for Provider Agencies.

- Q:** In the transition period, how do agencies address the issue of having some staff trained in SCIP-R and some trained in PROMOTE at the same program site?
- A:** Every effort should be made to have the staff all become PROMOTE certified around the same period of time but some transition time is unavoidable. One key element of the rollout will be to have site managers and psychologists/behavior intervention specialists trained prior to direct support staff so that they will be able to help those staff make a smooth transition from SCIP-R to PROMOTE.
- Q:** What is the recommended order of staff working in the voluntary agencies to be trained in the up-coming roll out of PROMOTE?
- A:** PROMOTE Level 1 is being rolled out first to state employees and will be completed by March 2017. This roll out is proceeding as follows and may serve as a model for Provider Agencies.
1. Training department, or other staff identified as potential Instructors will attend the full PROMOTE course.
 2. Recommended Instructor candidates would then attend a PROMOTE Instructor Training class (PIT), and begin practicing to achieve certification.
 3. Program supervisors that do not generate overtime, investigators and psychologists will attend the full course.
 4. Supervisors who would generate overtime and DSPs that are current in their SCIP-R certification would be bridged from SCIP-R to PROMOTE by taking the shorter course. Training will focus on teams or clusters of staff that may share assignments. In this way a group of staff could be converted to PROMOTE more quickly.
 5. SCIP-R refresher trainings would be suspended for all staff in a focus team as soon as 50% of the team has been certified in PROMOTE.

Logistics, Staff Certification, and Training Requirements:

- Q:** Do all staff have to be trained on PROMOTE? Do all DSP's and their supervisors have to attend the PROMOTE training? If my agency doesn't utilize physical interventions, are we required to take PROMOTE?
- A:** All Direct Support Professionals, Clinical Staff, and Residential/Program Supervisors are to be trained in PROMOTE at the level corresponding to the needs of the individuals they support (see below).
- A. PROMOTE Orientation - a three hour overview of the PROMOTE philosophy and model for those staff working with individuals who are not in need of the level of support requiring a full PROMOTE course (e.g. supportive employment programs), or for those who indirectly provide support (e.g., clerical staff, Board of Visitors).
 - B. PROMOTE Level 1 – a three day training for those who support individuals with mildly to moderately challenging behaviors.
 - C. PROMOTE Level 2 - a two day additional training for those who support individuals with moderately to severely challenging behaviors.

Specialized and Restrictive Secondary Tools may be taught to staff, with authorization of their supervisors, based on person- specific or programmatic need. Restrictive Secondary Tools are to be taught only to staff certified at Level 2, who have been identified by their supervisors as

working with individuals having Restrictive Secondary Tools in their BSPs, **or** who work in a setting in which Restrictive Secondary Tools are likely to be needed on an emergency basis.

Staff must demonstrate competence in application of Primary Tools and Secondary Tools necessary to ensure safety at their work sites, as an essential condition of employment.

Q: Are residential nurses required to be trained in PROMOTE?

A: Residential and Clinical Program staff, including nurses, are to be trained in PROMOTE at the level corresponding to the needs of the individuals they support (see above).

Q: Will MSCs be required to take PROMOTE training?

A: MSCs will not be required to obtain certification in PROMOTE. However, it is recommended that they, minimally, receive the PROMOTE Orientation training.

Q: How many days is the PROMOTE Training?

A: Level 1 of PROMOTE, which includes Protective Secondary Tools (Physical Interventions), is 3 days. Level 2 of PROMOTE, which includes Intermediate Secondary Tools is an additional 2 days. Only staff certified in Level 1 of PROMOTE can take and become certified in Level 2 of PROMOTE. Training in Specialized and/or Restrictive Secondary Tools will take additional time depending on the number and type of Tools required.

Q: Do PROMOTE Level 1 and Level 2 need to be provided consecutively?

A: No, the PROMOTE curriculum is designed so that Level 1 and Level 2 do not need to be delivered consecutively, but they are sequential.

Q: Does a staff person need to complete both Level 1 and Level 2 of PROMOTE before receiving instruction in Restrictive Secondary Tools, which include Takedowns and Floor Holds?

A: Yes, certification in PROMOTE Level 1 and Level 2 is required prior to receiving training in any of the Restrictive Secondary Tools.

Q: Should all agency staff be trained at PROMOTE Level 2 just in case of an emergency?

A: Definitely not. Staff should be trained based on program and individual needs at the time of the training. While there is significant need to float or reassign staff to meet short term support needs at different locations, every effort should be made to minimize overtraining. Training all staff to the highest level maximizes flexibility but increases the chances of staff using Secondary Tools that they have rarely or never before used. It also increases the risk of staff injuries during training and instances of otherwise effective staff failing to be certified.

Q: Who makes the decision as to which staff need what level PROMOTE training?

A: Each agency will be responsible for making those decisions.

Q: What happens if a PROMOTE Level 1 certified staff transfers to a site which requires Level 2 and/or Restrictive Secondary Tools?

A: The staff will need additional training and certification in Level 2 and training in any necessary Restrictive or Specialized Secondary Tools. If a staff cannot be certified due to their inability to pass the Level 2 course and demonstrate competence in the required Restrictive Secondary Tools, they may not be able to work at the site.

Q: Is there any possibility of getting access to pictures/video or descriptions of the Secondary Tools (Physical Intervention Techniques) to gain a sense of what we expect to be training staff in?

A: Instructors, Instructor Trainers, and Master Trainers will receive the Instructor's Manual containing instructions, pictures and video demonstrations of all Secondary Tools they are expected to teach. They (especially Instructor and Master Trainers) will be able to ~~share~~ show and discuss this content with agency employees authorized to make decisions regarding PROMOTE training or Investigators.

Q: SCIP-R had "Core", "Specialized" and "Restrictive" Personal Interventions. Will PROMOTE have the same categories as SCIP-R?

A: PROMOTE Secondary Tools are grouped into six categories:

Protective - These are the least restrictive of the Secondary Tools characterized by releases, blocks, and deflections. They are taught to all staff taking PROMOTE Level 1, and demonstration of competence in these Tools is required for certification.

Protective (specialized) – These are Protective Secondary Tools which address less frequently observed challenging behaviors that may be exhibited by specific individuals. Specific Tools are taught on an individual basis to staff members taking Level 1 training, only if they have been identified by their supervisor as working with individuals who have those specific specialized Secondary Tools in their Behavior Support Plans.

Intermediate - These are Secondary Tools that are designed to address more challenging behaviors, and typically involve the application of some degree of restraint in a standing or seated position. These are taught to all staff taking PROMOTE Level 2, and demonstration of competence in these Tools is required for certification.

Intermediate (specialized) - These are Secondary Tools which address challenging behaviors which may be exhibited by specific individuals. Specific Tools are taught on an individual basis to staff members taking Level 2 training, only if they have been identified by their supervisor as working with individuals who have those specific specialized Secondary Tools in their Behavior Support Plans.

Restrictive – These are Secondary Tools used to address the most challenging and dangerous behaviors. They involve restraining and intentionally guiding the person to the floor and/or holding the person on the floor. Restrictive Secondary Tools are to be used only when there is an imminent risk of injury to the individual or to others in their environment and it is determined that safety cannot be maintained using Protective or Intermediate Secondary Tools. Restrictive Secondary Tools are divided into three Groups. Only the necessary Group(s) of Restrictive Secondary Tools are to be taught to those staff certified at Level 2 who have been identified by their supervisors as working with individuals having Restrictive Secondary Tools in their BSPs, **or** who work in a setting in which Restrictive Secondary Tools are likely to be needed on an emergency basis.

Restrictive (specialized) – These are Secondary Tools which address severe and dangerous challenging behaviors which may be exhibited by specific individuals. Specific Tools are to be taught only to staff identified by their supervisors as working with individuals having those Restrictive Secondary Tools (specialized) in their BSPs.

- Q:** Will staff who are trained on the use of Restrictive Secondary Tools have to be CPR trained?
- A:** Training in PROMOTE is only one component of a total staff training program. Restrictive Secondary Tools can be used only by staff members who have received additional instruction on the following topics: basic first aid and cardiopulmonary resuscitation (CPR).
- Q:** Will the PROMOTE Recertification course be the same every year or will new material be incorporated?
- A:** This has not been determined yet. However, the curriculum will be standardized across the State; any modifications or new material will come directly from OPWDD and will be communicated to all Instructors through the Master Trainer network.
- Q:** Since Level 2 trains staff to implement Behavior Support Plans, can Level 2 be taught without the Secondary Tools if an agency wants staff trained in BSPs, but not Level 2 (Intermediate) Secondary Tools?
- A:** In order for staff to be certified in Level 2, it must be taught with the Secondary Tools. However, an agency can have a certified PROMOTE Instructor teach staff how to participate in the BSP process using relevant Activities in Level 2 of the PROMOTE curriculum. These options will be specified in the PROMOTE Standards and Procedures.
- Q:** If a person with a residential Behavior Support Plan incorporating Level 2 (Intermediate) Secondary Tools attends an agency program where staff have only received Level 1 training, is the latter agency obligated to provide staff with Level 2 training?
- A:** OPWDD encourages agencies to train staff in the skills necessary to ensure people's safety. However, Primary Tools and less intrusive Secondary Tools are always preferable and should be attempted first. Moreover, individuals may not engage in the same challenging behaviors in all settings, and Behavior Support Plans should reflect those differences.
- Q:** If it is difficult for an agency to release staff for full day trainings, can the curriculum be broken into part days?
- A:** OPWDD does not mandate how the training is provided, as long as the required number of hours is fulfilled and the Activities are delivered in sequential order on consecutive days. For example, Level 1 must be taught on consecutive days, so if each training day was shorter, the three full days of training would need to be spread out over four or five consecutive days. This approach of splitting the program up into partial days may reduce the designed impact of the course and should be avoided whenever possible.
- Q:** If a staff person is unable to demonstrate a Primary Tool in a PROMOTE class, what is the agency's obligation to that staff to ensure competency?
- A:** A staff person who is unable to demonstrate the requisite Primary Tool competencies will not be certified and thus will not be allowed to work in a direct support role that requires PROMOTE certification. Participants will be given ample opportunity to demonstrate competence in the Primary Tools. They will also be provided with the opportunity to watch their peers demonstrate the Primary Tools and receive feedback from them. The curriculum includes a supportive Remediation process that can be completed within two weeks of taking the course. Remediation is designed to assist participants who may have difficulty during the written assessment or the assessment of Primary or Secondary Tools. It is up to the individual agency to determine the appropriate action to take with a participant who does not attain proficiency in the Primary Tools or Secondary Tools given Remediation, but retaking the full

course is a recommended option. The ultimate evaluation of competency must be conducted by a certified PROMOTE Instructor.

Q: If a PROMOTE certified staff moves to another agency, will the certificate be portable?

A: The certification will be portable and the staff doesn't have to start over with PROMOTE training. However, if the individuals served require a higher level of training, the staff person will need to be trained at that level only and will not have to start at the beginning. The certification means that the staff is competent and has passed the competencies required at that level, not that they merely attended the training.

Q: What is the mandated ratio of instructors to trainees?

A: The mandated ratio is 1 instructor for every 10 trainees. It is highly recommended that where possible, at least 2 instructors teach a class because the PROMOTE course requires the instructors to operate many different training tools such as videos, power points as well as running role plays.

Q: Will there be any flexibility in the ratio count of 1:10 in regards to the length of time of the class? In other words if there are only 4 individuals in the class is the class time shorter?

A: The seven-hours/per day is dictated by the script of the curriculum. There is no flexibility built into this time frame. Level 1 has a minimal 21-hour training mandate, and level 2 is an additional 14 hours. Wherever "extra" time is available it will be invested in additional practice time for using Primary and Secondary Tools.

Q: During this transition period from SCIP-R to PROMOTE, will there be an issue from a QM standpoint if some behavior support plans utilize SCIP-R language and others utilize the PROMOTE?

A: No, there will be a grace period. The 633.16 regulation was written in such a way to allow for some flexibility in the rollout of the PROMOTE model and Tools.

Bridge:

Q: Will there be a Bridge for currently SCIP-R certified staff? What will comprise the content of a Bridge course?

A: Yes, a Bridge has been created for staff members who are currently certified in SCIP-R. The Bridge consists of activities adapted from the full PROMOTE program highlighting the most essential competencies. The Bridge for Level 1 is two days and the Bridge for Level 2 is an additional (1) day.

Q: Will there be a separate annual recertification class for staff in addition to the Bridge?

A: The Bridge will serve as "certification" in PROMOTE during the rollout period for staff who are currently certified in SCIP-R. Thereafter, an annual recertification class for PROMOTE certified staff will be used.

Q: Does taking the Bridge course qualify as compliance to training requirements until staff members are scheduled to take the full 5-day PROMOTE course? Within what period of time would agencies be required to schedule staff from Bridge course to the Full course?

A: The Bridge is created for SCIP-R certified staff who will **not** be required to take the entire course. However, if a staff person demonstrates a need for more in depth training, they should take the entire PROMOTE course. Also, if the staff person has been transferred to a program

where they will require more in depth training, they should be required to take the entire course.

- Q:** Do we need to start training the Bridge at the same time new employees start taking the full course?
- A:** Given the focus on “team” specific training for the roll out, the Bridge class will be offered before we are ready to have all new employees receive PROMOTE. Every effort should be made to have supervisors and psychologists/BIS in all sites trained in PROMOTE as soon as possible so that they are ready and able to support the arrival of new employees trained in PROMOTE.

Instructor Certification and Monitoring:

- Q:** How do I become an Instructor?
- A:** An Instructor needs to take the full PROMOTE training up to the Level that he/she will need to present to staff. In addition, a three to five day PROMOTE Instructor Training program is required, depending of the levels of the course they intend to teach. After these trainings, practice training with an experienced co-Instructor is typically required. The Instructor-Trainee must then successfully plan and teach the complete program with a co-instructor, with observation by an Instructor-Trainer or Master Trainer who will evaluate and, if appropriate, certify them as an Instructor.
- Q:** Will there be annual Instructor Updates or Recertification for PROMOTE?
- A:** Yes, Instructors will be required to attend annual Instructor Updates in order to maintain certification. The agenda/curriculum for these Updates will be determined by the Statewide Master Trainer Group.
- Q:** Will there be a cost to the agencies for the training materials such as binders, CDs, and DVDs?
- A:** Instructor candidates, who have completed a PIT and are recommended by the Instructor/Master Trainer to continue toward certification, will be provided access to an “Instructors only” web site where they can download copies of all needed curricular materials, except for the Primary and Secondary Tools videos which will be provided on disc. Duplication, distribution or altering any of the materials beyond the provision of handouts for class participants is strictly prohibited. Instructor’s who violate these rules will have their instructor status suspended or revoked.
- Q:** If Instructors need to be able to demonstrate all Secondary Tools (Physical Intervention Techniques), will they lose certification if they become physically unable to demonstrate certain interventions, or can they rely on co-Trainers to teach those interventions?
- A:** Instructors can be certified as an Instructor in either Level 1 or Levels 1 and 2 of the curriculum. Instructors who are certified in both Levels 1 and 2 of the curriculum may additionally be certified to train the Restrictive Secondary Tools. All Instructors must be able to demonstrate all tools and techniques that are required at the level of certification they intend to train.
- Q:** Do staff who are to become Instructors need to take the full PROMOTE course before taking the PROMOTE Instructor Training, or can they take the PROMOTE Instructor Training after taking the "Bridge"?
- A:** Prospective Instructors are required to take the full PROMOTE training for the Level at which they expect to become certified as a trainer. The “Bridge” cannot be substituted for the full course if a participant expects to become an Instructor. If the prospective Instructor was

originally certified based on the Bridge, they must attend, and be certified in, the full course at the level for which they will become an Instructor.

Q: Can an Instructor or Instructor-Trainer just be an Instructor or Instructor-Trainer for Level 1 if their agency only uses Level 1 (Protective) Secondary Tools? Will the PROMOTE Instructor Training be divided into Level 1 and Level 2?

A: Yes, Instructors can be certified as a Level 1 Instructor. However, Instructor Trainers are expected to be able to train both Level 1 and Level 2 of the PROMOTE curriculum. The PROMOTE Instructor Training will be broken up into Levels 1 and 2 so Instructors can be certified in only Level 1 if desired, but Instructor Trainers will be required to be certified at both Levels. Master Trainers must also demonstrate competency in Restrictive Secondary Tools.

Q: How will PROMOTE ensure that all Instructors are using similar standards in evaluating participants' competency in the use of Primary Tools?

A: Instructors are required to attend a PROMOTE Instructor Training program, which will provide guidelines for evaluating the Primary Tools. In addition, new Instructors will be observed by a Master or Instructor Trainer as they conduct the Primary Tools assessment. Feedback will be provided and an Instructor will not be certified if they are not evaluating the Primary Tools appropriately and accurately.

Q: How big are the "train the trainer" (PROMOTE Instructor Training) classes going to be?

A: The Instructor to participant ratio for the PROMOTE Instructor Training will be 1 Instructor to 8 participants.

Q: How many trainers would each agency need to begin training new employees in PROMOTE? How many to start the Bridge?

A: Because of the detailed training requirements and potential risk involved in teaching and demonstrating Primary or Secondary Tools, the maximum instructor to trainee ratio is not to exceed 1 to 10. This applies to the Bridge as well as the full course. The number of Instructors needed for an agency would depend on the size of the agency, the time devoted by Instructors to training, and the degree to which an agency cooperates with other agencies for its training needs.

Q: How many Master Trainers will be needed for each DDSOO and Instructor Trainers for the private agencies?

A: There will be two Master Trainers for each DDSOO. The number of Instructor Trainers will be dependent on the number of Instructors needed for the agency.

Q: To provide assistance with the PROMOTE Instructor Training, could other trainers be identified to assist the Master Trainers in the PROMOTE Instructor Training process?

A: PROMOTE Instructor Trainers will also be able to deliver the PROMOTE Instructor Training (PIT). Instructors who are projected to become Instructor Trainers or Master Trainers are required to assist Instructor Trainers and Master Trainers in delivering the PIT as part of their certification process.

Q: After becoming an Instructor Trainer, can a person train an Instructor to also become an Instructor Trainer?

A: Only Master Trainers can certify new Instructor Trainers.

Other:

Q: Currently, CPAT is used to train transportation staff. Is it permissible to continue CPAT until a PROMOTE version is developed?

A: Yes

Q: Will the PROMOTE Standards and Procedures have the force of regulation (e.g. will agencies be cited by BPC if they do not follow them)?

A: Yes, PROMOTE Standards and Procedures will take the form of an OPWDD Administrative Memorandum, and will be consistent with Parts 633.16 and 624.

Q: When will the supplemental modules (e.g. for children) be made available?

A: This has not been determined. The current focus is on the roll out of the main curriculum.

Q: Will an agency be able to send their staff to OPWDD PROMOTE training if unable to justify having their own Instructors? If so, will they have to pay for this training?

A: Yes, agencies that do not have their own Instructors can send their staff to an OPWDD class or one offered by another provider agency if space is available. There will not be a charge to attend an OPWDD sponsored session; however provider agencies can charge a fee for other agency staff to attend their training after the initial roll out period.

Q: Will PROMOTE be made available to agencies outside of OPWDD (e.g. BOCES)? If so, under what circumstances, and will these agencies be able to have their own Instructors?

A: Agencies outside of OPWDD can send their staff to become certified in PROMOTE; however special permission is required. In order to be an Instructor in PROMOTE, the party must be employed by OPWDD, or by an agency certified or authorized by OPWDD.

Q: Will agencies be able to use programs other than PROMOTE (e.g. TCI), or develop their own modifications of PROMOTE?

A: PROMOTE is the only course approved by OPWDD resulting in certification of Primary Tools (strategies for positive interaction) and Secondary Tools (strategies for ensuring safety). There can be no modifications made to the course, and no other course can be offered, unless officially sanctioned by OPWDD.

Q: Should agencies be collaborating?

A: Most definitely, collaboration will be a key element in the roll-out. It would be most beneficial if agencies share instructors and also advertise open slots to other agencies.

**The PROMOTE Questions and Answers will be continuously updated.
Please submit any additional questions to TalentDevelopment@opwdd.ny.gov.**