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Andrew M. Cuomo, *Governor*
Courtney Burke, *Commissioner*

Division of Person-Centered Supports

Gerald Huber, *Acting, Deputy Commissioner*

44 Holland Avenue
Albany, NY 12229-0001

TEL: 518-473-9697
FAX: 518-473-0054
TTY: 866-933-4889

www.opwdd.ny.gov

To: DDSO Directors
Provider Association Members
Executive Directors of MSC Vendors
DDSO MSC Liaisons

From: Gerald Huber, Acting Deputy Commissioner
Division of Person-Centered Supports

John A. Monteiro
Deputy Commissioner
Division of Workforce and Talent Management

Date: June 25, 2012

Subject: MSC Training Requirement Changes: Individualized Service Plan

This letter is to provide you with important information regarding planned changes to Medicaid Service Coordination (MSC) training requirements **effective July 1, 2012.**

Currently, service coordinators are required to attend and complete four out of six OPWDD professional development programs within two years of their employment as an MSC. These courses are: Home and Community Based Services (HCBS) Waiver, Introduction to Person Centered Planning, The Individualized Service Plan, Self-Advocacy/Self-Determination, Benefits & Entitlements, and Quality Assurance.

As of July 1, 2012, The Individualized Service Plan course will be required of all MSCs. In addition to the ISP course, service coordinators will be required to attend/complete three more of the six above referenced programs within two years of their employment as an MSC. It is highly recommended that service coordinators complete all six professional development programs at some time during their career.

- Newly hired service coordinators, hired on or after July 1, 2012, will need to compete ISP training within the first two years of their employment as an MSC.
- Service Coordinators hired prior to July 1, 2012, who have not previously taken the ISP course as one of their required 4 out of 6 trainings must take the ISP training by **July 1, 2013.**
- Service Coordinators who have verification of having previously taken the ISP course will automatically meet this new requirement.
- MSC Supervisors who also carry a caseload must meet all professional development requirements for service coordinators.

The ISP curriculum is available on the OPWDD website http://www.opwdd.ny.gov/node/999 for agencies who wish to deliver the course to their own employees or employees of other agencies. COMPASS agencies and provider agencies/other organizations that have already obtained OPWDD permission to deliver the MSC CORE training may begin providing the ISP training without further approval. Provider agencies/other

organizations who have not obtained permission to deliver MSC courses must contact OPWDD by emailing a request to TalentDevelopment@opwdd.ny.gov

For additional information regarding agency requirements to deliver MSC training please visit the OPWDD website: http://www.opwdd.ny.gov/sites/default/files/documents/msc_agency_requirements.pdf

This memo serves as official notice of the changes and has the force and effect of the MSC Vendor Manual.
A revised MSC Vendor Manual reflecting this change will be available on the OPWDD website.

cc: Eric Pasternak
Lynda Baum-Jakubiak
Kate Bishop
Karen Galarneau