



PROMOTE Questions and Answers – Updated 4-25-12

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.

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

A: It is expected that the transition from SCIP-R to PROMOTE will take around 2 years.

Q: Is there a schedule we could share so people could begin to prep/alter their work schedules to attend? Any info about the regions/locations for the sessions would also be appreciated?

A: Currently 4 regional sessions have been conducted for about 120 Master Trainer and Instructor Trainer Candidates. The next phase, coming later this Spring, will be PROMOTE Instructor Training for these individuals. Once the Instructor Training has been completed, additional full PROMOTE Level 1 and 2 courses will be made available locally to key groups across the State. Please refer to this site for additional announcements regarding the PROMOTE roll-out.

Q: Should SCIP-R training and SCIP-R recertification training be suspended once PROMOTE training begins. If so, how will this be reconciled with existing training requirement deadlines?

A: Agencies will be provided with at least a two year window to fully transition staff from SCIP-R to PROMOTE certification. It is highly recommended that all staff within a program are PROMOTE trained around the same time to ensure consistent support to the individuals being served. The requirement for recertification in SCIP-R may be modified during this roll out period, but this matter is still under review. More information will be provided once the details of this decision are available.

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. One key element of the rollout will be to have site managers and psychologists/behavior 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.

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: The decision regarding which staff will be required to become certified in PROMOTE is still under review. Minimally, if protective, intermediate or restrictive physical techniques are incorporated into a person's BSP, the staff must be trained and certified in PROMOTE. In addition the supervisors of these staff as well as the psychologist/ABSS who has written the BSP will be required to become certified in PROMOTE. There will probably be some other requirement for a foundation training in PROMOTE, focusing on Primary Tools, for those staff who do not work with individuals who engage in behavior requiring Secondary Tools to ensure people's safety.

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.

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?

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

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/or Restrictive Secondary Tools. If a staff cannot be certified due to their inability to pass the Level 2 course and additional Restrictive Secondary Tools if needed, 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 physical techniques to gain a sense of what we expect to be training staff in?

A: The Manual for Instructors, Instructor Trainers, and Master Trainers includes a complete list of the Secondary Tools (physical techniques). In addition, pictures, descriptions, and video will be utilized by instructors in the delivery of the course.

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 pieces of the PROMOTE curriculum. These options will be specified in the PROMOTE manual.

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 are fulfilled. However, splitting the program up into partial days is not recommended.

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. It is up to the individual agency to determine the level of support provided to the participant to help them to attain proficiency in the Primary Tools, but retaking the full course is a recommended option. The ultimate evaluation of competency must be conducted by a certified PROMOTE Instructor.

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 is being created for staff members who are currently certified in SCIP-R. The Bridge will consist of activities adapted from the full PROMOTE program highlighting the most essential competencies. The Bridge for Levels 1 and 2 is expected to be approximately 2 days.

Q: Who will need to take the bridge? What about supervisors and ABSS's?

A: Staff members who are currently certified in SCIP-R will need to take the Bridge. Supervisors, Psychologists, and ABSSs will need to take the Full PROMOTE program as they will play key roles in the implementation of the program, mentoring staff and ensuring that staff demonstrate the PROMOTE competencies when interacting with individuals they support. An agency may also opt to train certain staff or certain groupings of staff in the full PROMOTE curriculum rather than using the Bridge.

Q: When are we expecting the Bridge to be ready? Will there be a separate, abridged recertification class for staff?

A: The Bridge will be ready prior to the roll out of PROMOTE training to direct support staff. The Bridge will serve as "certification" in PROMOTE for staff who are currently certified in SCIP-R. Thereafter, a new annual recertification class for PROMOTE certified staff will be developed and 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 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.

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 two or three day train-the-trainer program is required. After these trainings, Instructor Candidates will co-teach with an experienced Instructor at least once. They must then successfully plan and teach the complete program with a co-instructor, with observation

by an Instructor-Trainer or Master Trainer (this may also be the co-instructor) who will evaluate and if appropriate, certify them as an Instructor.

Q: How will Master Trainer oversight work if an agency is overseen by more than one DDSO?

A: There will be regional supports provided by the DDSO's, rather than one specific DDSO being responsible. It is possible that an agency might span more than one region.

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 OPWDD be sharing the curriculum or a summary to providers so that they can determine the best instructor trainers? What skills should PROMOTE instructors have?

A: The PROMOTE curriculum emphasizes that increasing the frequency of positive interactions with people and helping them to lead richer lives will result in fewer challenging behaviors. Prospective Instructors should reflect this philosophy. Instructors should have strong platform skills and be able to manage group dynamics. The Instructor should also be able to effectively present the PROMOTE curriculum as written. The curriculum is very detailed to ensure consistency of delivery. Prospective Instructors must be physically able to demonstrate competency in all PROMOTE Secondary Tools they will be expected to teach.

Q: Will there be a cost to the agencies for the training materials such as binders, CDs, and DVDs?

A: Agencies that have certified Instructors will be provided with a disc, which includes all the materials needed for the course. Agencies can make copies of the manual from this disc and will be responsible for printing out participant materials. When new Instructors are approved and certified, they will be registered with OPWDD in the Instructor database and issued their own disc of the PROMOTE curriculum materials.

Q: If Instructors need to be able to demonstrate all physical interventions, 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 Levels 1 and 2 of the curriculum may additionally be certified to train the Restrictive Secondary Tools. Instructors must be able to demonstrate all tools and techniques that are required at that level of certification.

Q: Do staff who are to become Instructors need to take the full PROMOTE course before taking the Train-the-Trainer, or can they take the Train-the-Trainer 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. 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 the entire 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 as well as 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.

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: What's the difference between a "core" and a "specialized" physical intervention?

A: Core Secondary Tools are the techniques that staff are required to learn and demonstrate at each Level of the PROMOTE training. Specialized Techniques are also specific to a level of the curriculum, and are taught as add-ons to the appropriate level based on the training needs of the staff. A specific Specialized Secondary Tool is only taught to staff working with an individual who has that specific Specialized Secondary Tool written into their Behavior Support Plan.

Q: If you are trained in a Specialized Secondary Tool and use it on someone who doesn't have it in their plan (even though it may be appropriate), is that considered abuse?

A: PROMOTE provides guidelines for the use of physical interventions in emergency situations. Utilizing the tool would not necessarily constitute abuse. Many different factors will be reviewed. For example, did staff use the least restrictive technique available, was the use of the tool required to ensure safety, did staff implement the tool correctly, etc. In an emergency, staff may utilize Specialized Secondary Tools as appropriate and necessary to avoid physical injury, even if it is not included in a person's Behavior Support Plan. However a 147 must be filed to document what occurred, and also to ensure that the technique will be incorporated into the person's plan if required.

Q: Will an agency be able to send their staff to DDSO (State) 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 you must be a party 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. A Secondary Tool can be modified with approval by an Instructor Trainer and notification to the regional Master Trainer, but only for a specific individual as documented in the individual's BSP. A new Secondary Tool can only be authorized by a Master Trainer, with notification to OPWDD.

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