

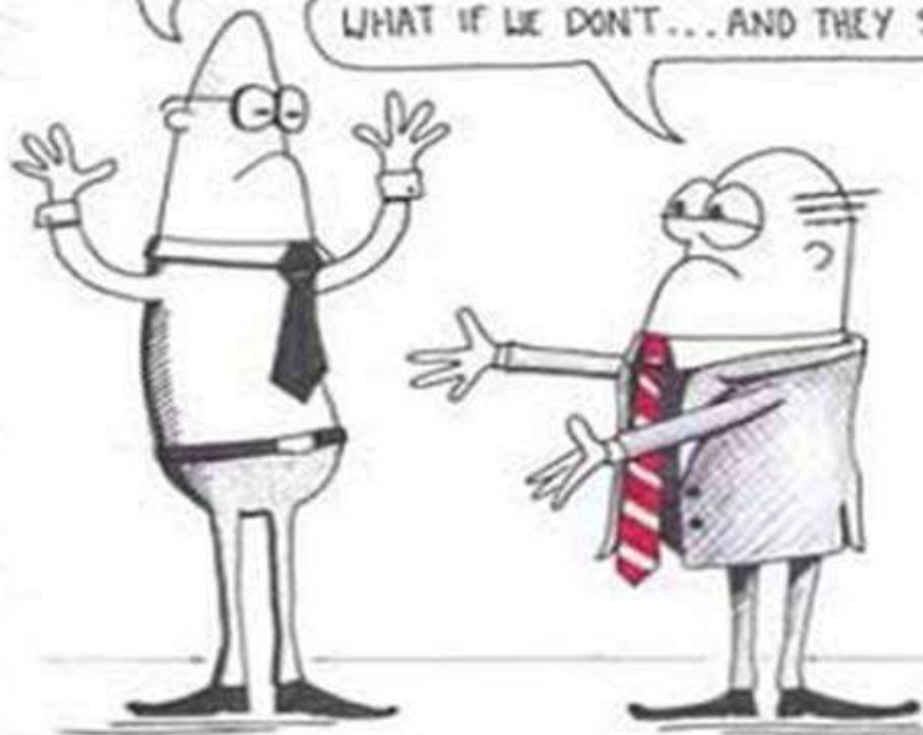
Options Counseling in Motion: Georgia Division of Aging Services and Boston University Training Partnership



CORPORATE DILEMMA

WHAT IF WE TRAIN THEM AND THEY LEAVE?

WHAT IF WE DON'T... AND THEY STAY?



INVESTING IN EMPLOYEES

H.W.

Presentation Outline

- Describe the partnership among the Georgia's ADRC Network, and the Center for Aging and Disability Education and Research (CADER)
- Describe the Georgia Division of Aging Services (DAS) vision for the creation of a State Certification process for Options Counselors
- Discuss how to effectively train and facilitate the transfer of learning using an integrated training model
- Discuss the results of the training
- Discuss DAS' plan to market "Certified Options Counselors" to private pay individuals and others as part of sustainability

EXERCISE

- ▶ Describe a great training program you've attended
- ▶ What made it special?
- ▶ The speaker?
- ▶ The content?

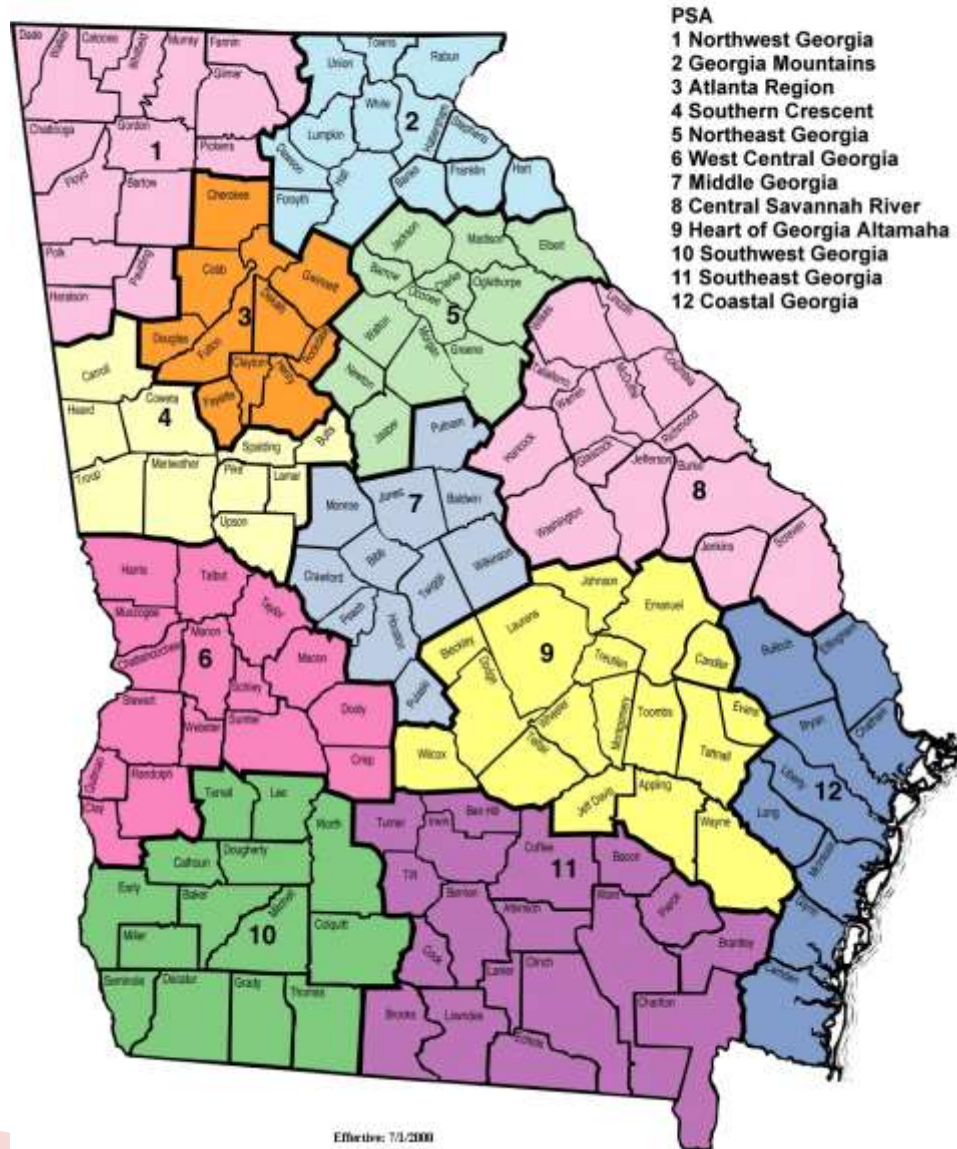


Setting The Stage: Program Description

- ▶ Training partnership among Georgia DAS, Georgia ADRC, SE4A and CADER
- ▶ Goal for DAS was to create Georgia ADRC Options Counseling Training Program and Certification
- ▶ DAS created standards and requirements based on the National OC standards
- ▶ CADER'S role - to provide relevant online courses that can be taken prior to testing and participate in face to face session mid- program

Division of Aging Services

Planning and Service Areas



Effective: 7/1/2000

Georgia: www.georgiaadrc.com



System Integration

BIP

Georgia



Local Contact Agency



Part B Enhanced Options
Counseling

Data Collection System

- ▶ Aging Information and Management System (AIMS) [In Progress]

- MDSQ Options Counseling
- Community Options Counseling

- Enhanced Services Program Database (ESP)


- Basic Client Demographics for all clients
- Ad hoc report builder
- Houses Resource Database with 25,000+ resources related to LTSS across populations

*Moving to Harmony 2015

GA's Partnership with Boston Univ. CADER

- ▶ Past working relationship
- ▶ GA Part B Grant Awardee looking to move Options Counseling Certification ahead
 - Marketing
 - MDSQ Options Counseling
 - Private Pay
 - Community Options Counseling

Division of Aging Services Certification Criteria

- ▶ Completion of 8 online courses through CADER
 - ▶ Written examination
 - ▶ Oral examination
 - ▶ Alliance for Information and Referral Services Certification (AIRS)
 - ▶ Documentation training
- 

Courses:

1. Core Issues in Aging & Disability*
2. Options Counseling & Consumer Control, Direction, Choice
3. Options Counseling and Mental Health Training
4. Assessment with Older Adults and Persons with Disabilities
5. Ethics in Practice with Older Adults
6. Working with Informal Caregivers
7. Alzheimer's Disease and Other Dementias*
8. Aging in Place*

32 hours in total

Alternate Courses

- ▶ For those who have completed other certificate programs with Boston Univ.
 - Team Approach Working Across Disciplines
 - Substance Abuse
 - Care Transitions
- ▶ For Supervisors:
 - Team Approach Working Across Disciplines
 - Supervising Options Counselors
 - Care Transitions

BLENDED LEARNING



AND/
OR

+



= Blended
Learning

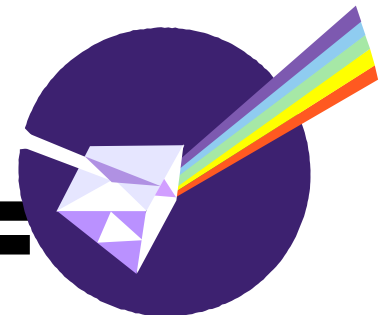
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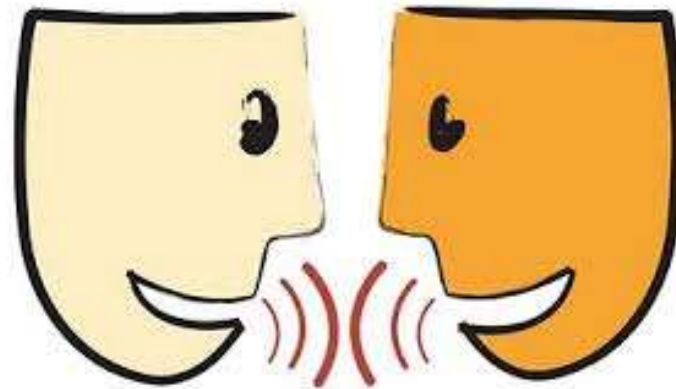
Written Examination Content

- ▶ 3 sections of exam
 - Case Scenario
 - Options Counseling core components questions
 - Write an action plan based on a case scenario
- ▶ Open book exam
- ▶ Rubric for grading of exam
- ▶ If given a failing score, have opportunity to correct and resubmit.
- ▶ Wanty to creat a certified work force that does good work and vreates income



Oral Examination

- ▶ Case Scenario to walk through with proctor
- ▶ Looking for skills in:
 - Critical thinking
 - Person-centeredness
 - Body Language & Rapport Building



Current Enrollment for GA

- ▶ August 2014 53 individuals enrolled
- ▶ August 2013-27 enrolled



Best Practices

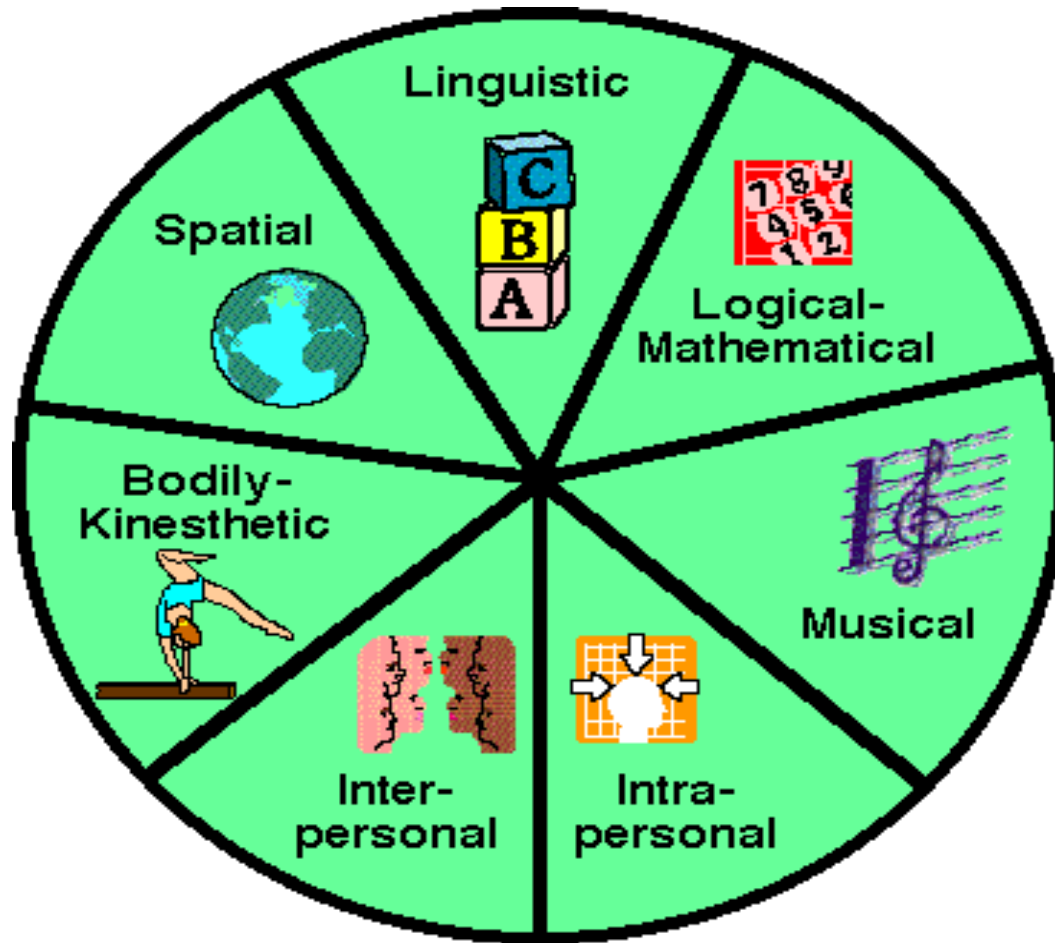
- ▶ Emphasize practice competencies
- ▶ Maximize congruence between training and job
- ▶ Address different learning styles
- ▶ Evaluate training effectiveness
 - ▶ Each course contains: pre-course assessment, discussion questions, mini-quizzes to test knowledge, post-course assessment, course evaluation,
 - ▶ Emphasize the transfer of learning

CADER ONLINE COURSES

- ▶ Easy to use, self-paced instruction
- ▶ Incorporate video clips and case studies
- ▶ Include instructional aids and resources
- ▶ Pilot-tested in the community
- ▶ Encourage student reflection
- ▶ Enjoyable



GARDNER'S MULTIPLE INTELLIGENCES



What Is Tol?

Transfer of Learning:

is the degree to which trainees apply the knowledge, skills and attitudes learned in training when they return to the job, AND the degree to which new learning is maintained over time.

Baldwin and Ford

Learner Profiles

- ▶ 43 participants enrolled in the certificate program
- ▶ 40 (93.0%) completed the certificate
- ▶ 91%, of enrolled participants identified as female
- ▶ The average age of enrolled participants was 45 years old
- ▶ 32% reported having a bachelor's
- ▶ 26% a master's
- ▶ 9% an associate's
- ▶ All (100%) of the enrolled participants worked in an ADRC

Outcomes



Outcomes

- ▶ Participants' competency scores were measured from a self-identified skill level on a scale of:
 - 0 - Not skilled at all
 - 1 - Beginning skill
 - 2 - Moderate skill
 - 3 - Advanced skill
 - 4 - Expert skill

Competency Score Results

- ▶ There were 69 competencies analyzed for this certificate program, focused in the domains of knowledge, skills, and values
- ▶ Statistically significant increase in self-reported competence levels for 67 out of the 69 competencies
- ▶ The average increase in scores 43.9%, with increases in ranging from 14% to 123%

Competency Score Results

- ▶ Lowest average competency score pre:
 - Alzheimers -1.65
 - Ethics-1.66
 - Mental Health-1.66
 - Aging in Place-1.71
 - Team Approach-1.83
 - Core Issues in Aging and Disability-1.84
 - Working with Informal Caregivers- 1.85
 - Consumer Control-1.89

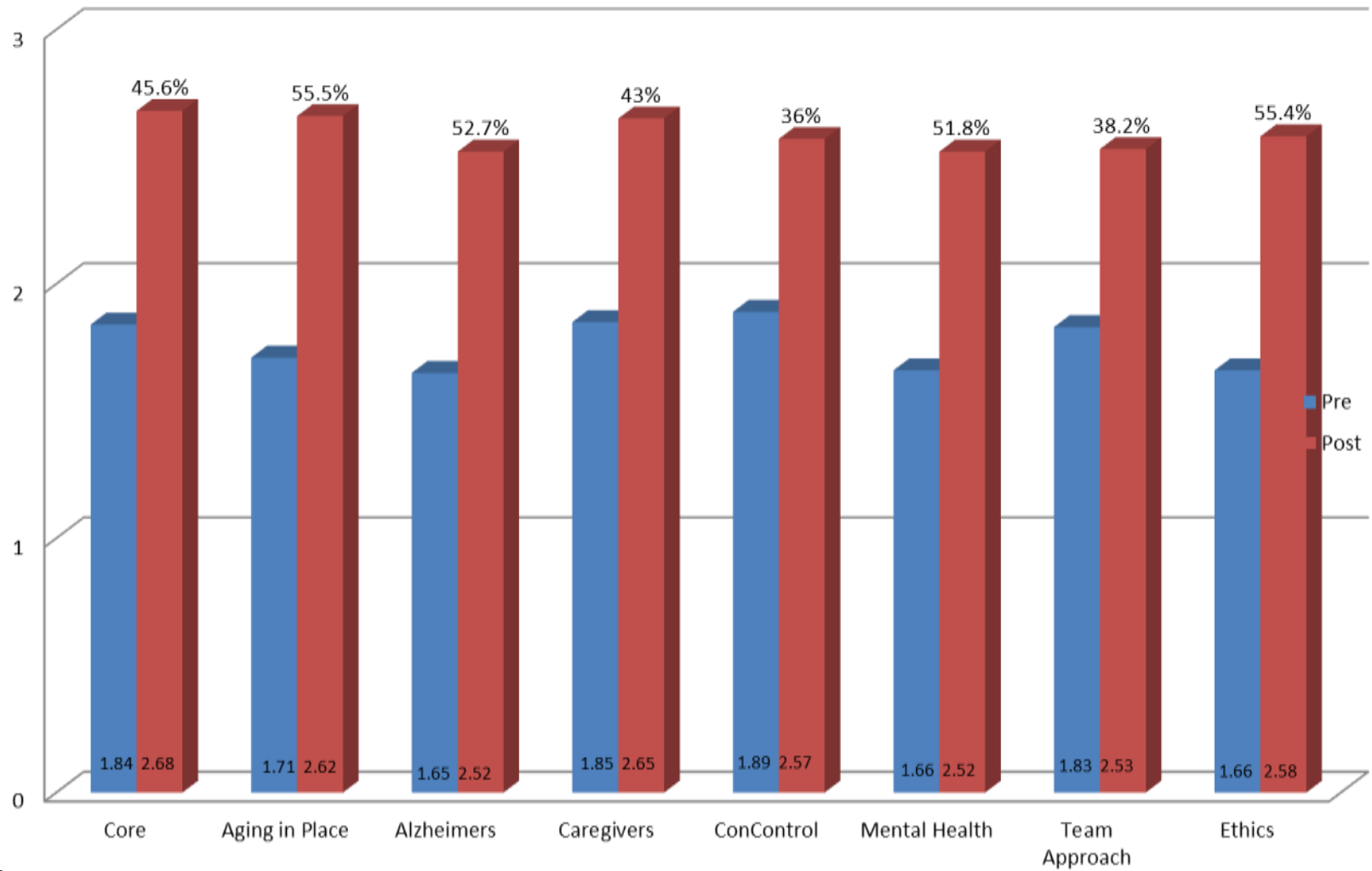
Competency Score Results

- ▶ Highest average competency score post was
 - Core Issues in Aging and Disability-2.68
 - Working with Informal Caregivers- 2.65
 - Aging in Place-2.62
 - Ethics- 2.58
 - Consumer Control-2.57
 - Team Approach-2.53
 - Alzheimers -2.52
 - Mental Health-2.52

Greatest Change in Competency

- Aging in Place- 55.5%
- Ethics-55.4%
- Alzheimer's -52.7%
- Mental Health-51.8%
- Core Issues in Aging and Disability-45.6%
- Working with Informal Caregivers- 43%
- Team Approach-38.2%
- Consumer Control-36%

Percent Increases in Competency by Course



Greatest Change in Individual Competence Pre and Post

Course 1 - Core Issues in Aging and Disabilities

- *“Describe the most common causes of disability through the life cycle,”* a 67% increase in mean score.

Course 2 – Aging in Place

- *“Discuss the risk capacity model when addressing the issue of aging in place,”* a 123% increase in mean score.

Course 3- Alzheimer’s Disease and Other Dementias

- *“Understand how to conduct psychosocial interventions in order to help caregivers manage and/or decrease stress,”* an 83% increase in mean score.

Course 4 – Working with Informal Caregivers

- *“Understand methods for reducing caregiving stress and maintaining caregiver mental and physical health,”* a 57 % increase in mean score.

Greatest Individual Change in Competence Pre and Post

Course 5 – Consumer Control, Choice and Direction in Options Counseling

- *“Understand the history of Disability Rights Legislation and the Independent Living Movement,”* a 53 % increase in mean score.

Course 6 – Mental Health Training in Options Counseling

- *“Understand recovery and the recovery movement ”,* a 73 % increase in mean score.

Course 7 - Team Approach: Working Across Disciplines

- *“Understand how different professional disciplines perceive their roles when working in teams,”* a 67 % increase in mean score.

Course 8 – Ethics in Practice with Older Adults

- *“Discuss how the law and public policy influence ethical decisions, “a 79 % increase in mean score.*

Course Evaluations

- ▶ Across all courses evaluated, 91.1% of respondents agreed or strongly agreed the training would help apply practice skills.
- ▶ For *Options Counseling in Mental Health Training, Ethics in Practice, Alzheimer's disease and other Dementias'*, 100% of respondents agreed or strongly agreed that the course expanded knowledge of the topic area
- ▶ 86% agreeing or strongly agreeing for *Core Training, Aging in Place* and *Team Approach*, respectively.

Feedback

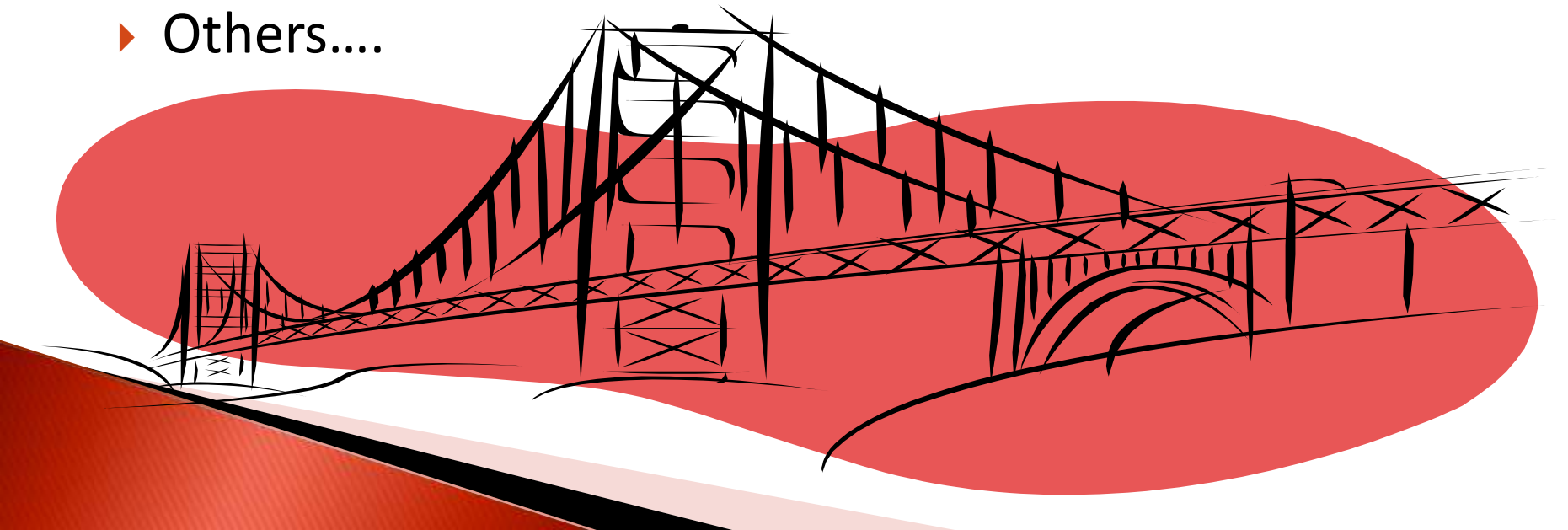
- ▶ *“It was the most professional training I have had since I received my degree.”*
- ▶ *“The material was very useful and informative.” (Core Issues in Aging and Disability)*
- ▶ *“Good course to review periodically.” (Ethics Course)*
- ▶ *“All the case studies were excellent, and it allowed me to use several thought processes.” (Options Counseling in Mental Health Training)*
- ▶ *“I found the options counseling portion most valuable because it is helping be have a more person centered mind set.”*
- ▶ *“I gained valuable insight from the scenarios.”*

Success Stories



Expanding Options Counseling Certification to:

- ▶ Division of Developmental Disability Staff
- ▶ Centers for Independent Living Staff
- ▶ Housing Authority Staff
- ▶ Brain & Spinal Cord Injury Trust Fund Commission Staff
- ▶ Tools for Life Staff
- ▶ Others....



Other Requirement to Become Certified by DAS

- ▶ AIRS Certification
- ▶ Face to face training
 - 1-2 face to face one-day trainings in SFY2013
- ▶ Written exam with DAS (tentative November 2013)
 - Demonstrate critical thinking skills and use of the core components of options counseling
- ▶ Oral exam with DAS (tentative December 2013)
 - Demonstrate critical thinking skills and use of the core components of options counseling

Marketing of Options Counseling

- ▶ DAS “Certified” Options Counselors to reach out to private pay markets
- ▶ “Start Here” concept



SE4A University - Moving Forward

- ▶ **Training to advance workforce competencies**
- ▶ **Enroll in any of the following starting now:**
 - ▶ **Option 1** – SE4A Foundation in Aging & Disability Training Program
 - ▶ **Option 2** – SE4A ADRC/Options Counseling Training Program
 - ▶ **Option 3** – SE4A Care Management/Coordination Training Program
 - ▶ **Option 4** – SE4A Behavioral Health Training Program
 - ▶ **Option 5** – SE4A Values and Ethics in Aging & Disabilities Training Program
 - ▶ **Option 6** – SE4A Supervision & Leadership Certificate Program
- ▶ **Customized training programs through SE4A University are available upon request for agencies, state associations, state agencies or providers within the member states**

Contact Information

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