



COMMISSIONER  
Adelaide Horn

May 13, 2008

To: Home and Community Support Services Agencies (HCSSAs)

Subject: Provider Letter #08-15 – Initial HCSSA Administrator Training Approval

This provider letter describes the process for becoming a Department of Aging and Disability Services (DADS)-approved provider of initial training for HCSSA administrators and alternate administrators and for being listed as a known provider of association- or organization-endorsed or recognized training for HCSSA administrators.

### **New Administrator Training Requirements**

In December 2006, DADS adopted new training requirements for administrators and alternate administrators of HCSSAs. The regulations at 40 Texas Administrative Code (TAC) Chapter 97 require the administrator and alternate administrator to have:

- eight hours of initial training before being designated to the position;
- 16 hours of training no later than the end of the first year in the position; and
- 12 hours of continuing education each year thereafter.

Required training topics are in the regulations. You may view the regulations online at <http://www.dads.state.tx.us/handbooks/lshcssa/> and, specifically, 40 TAC §97.259 (relating to Training in Administration of Agencies) at <http://www.dads.state.tx.us/handbooks/lshcssa/C/RL97.259.htm>.

### **Training Providers**

HCSSA administrator training must be provided or produced by an academic institution, a recognized state or national organization or association, an independent contractor who consults with agencies, or a licensed agency.

An approved or accredited provider of a continuing education program does not have to seek prior approval from DADS.

### **Approval to Provide Training**

There are two ways that an agency or independent contractor may gain approval to provide the initial training required in 40 TAC §97.259(c) and (e).

#### *Option 1 – State or national organization or association recognition*

The agency or consultant may develop and provide training that is approved for continuing education credits. The training program may be approved for continuing education credits by organizations such as the National Association for Home Care and Hospice, National Association of Social Workers, Texas and New Mexico Hospice Organization, Texas Association for Home Care, Texas Nurses Association, and other state associations and organizations that are approved providers of continuing education programs for professional disciplines. If a recognized state or national organization or association approves the training course, DADS' approval is not necessary. The entity must ensure that the documentation provided to the participant clearly denotes the endorsement of the association or organization.

*Option 2 – DADS review*

The agency or consultant may submit the training documentation to the DADS Regulatory Services division Policy, Rules, and Curriculum Development unit. DADS policy staff will review and provide written approval or denial to the requesting individual. The address is as follows:

Department of Aging and Disability Services  
Regulatory Services Division  
Attn: Manager, Policy, Rules, and Curriculum Development Unit  
P.O. Box 149030 Mail Code E-370  
Austin, Texas 78714-0930

To facilitate a thorough review, you must submit a request for review and approval of administrator training for home and community support services agencies. To expedite DADS review, you may use [DADS Form 2026](#). You must attach the following:

- Copies of mock participant certificates for each course
- Trainer contact information that will be given to the participants
- The clock hours and duration of each course
- A course outline and list of discussion topics and course objectives
- A job description for the trainers
- Speaker biographies, resumes, or curriculum vitae for the trainers of each course
- Your marketing strategy and brochures, if applicable
- Other information you feel will be helpful to complete the review

You do not need to submit copies of your full curricula.

Your request for approval must note whether you wish to provide training to the public or only to your agency staff or consulting firm's clients and whether you wish to have your information posted to the DADS website.

The request and the documentation will be reviewed and approved or denied approximately 30 working days after being received by DADS Policy, Rules, and Curriculum Development unit staff. Criteria for approval will include coverage of topics required for initial administrator training, evaluation of learning and course objectives, and strength of documentation provided to the participants. DADS policy staff may contact the requestor by telephone or e-mail to obtain additional information; however, the requestor must submit all additional information in writing before DADS will make an approval. Requestors may submit additional information via facsimile, postal service, or electronic mail.

If approved for one or more subjects in the listing, the provider will receive a letter that it must give to HCSSA participants for their records. A sample letter is attached. Policy staff will add the agency or consultant name and contact information, including website, e-mail, contact name, address, and telephone number, on the list of approved providers as requested. The requestor must maintain a copy of the approval and provide a copy of this approval letter to each participant. Changes in the curricula, including additional topics, must be provided to DADS at the address above for review and approval. The requestor may use the DADS Form 2026.

If denied, DADS policy staff will send a letter to the requestor with the reasons for denial. DADS may deny a request if the requestor fails to provide requested information in writing. The denial letter will inform the requestor about his or her right to reapply. If the provider wishes to continue to pursue approval after denial, the provider may resubmit all documents with revisions as appropriate. If the provider resubmits within 30 days of the denial, the packet will be reviewed within 15 working days of receipt by the DADS Policy, Rules, and Curriculum Development unit.

### **List of DADS-approved and Known Recognized Providers**

DADS will maintain lists of DADS-approved providers of administrator training for the public and for DADS staff. DADS will also maintain a list of providers of administrator training who are recognized by an association or organization and of whom DADS is aware. The public list will be posted to the DADS website. The online list will include those agencies and consultants that have indicated they wish to provide training for persons other than their staff and consulting clients.

Inclusion on the list is voluntary. An agency or consultant that wishes to be included on the online list may submit information by mail or by electronic mail using the Request for Review and Approval of Administrator Training for Home and Community Support Services Agencies - [DADS Form 2026](#) to the manager of the policy, rules and curriculum development unit. To be placed on the list, you must provide the name of the entity, contact name, e-mail address, telephone number, and website if you have one. Please also indicate the portions of 40 TAC §97.259 with which your training courses comply.

An agency that wishes to provide training only to its staff may choose not to be on the list. A consultant who wishes to provide training only to his or her clients may choose not to be on the list. In such instances, DADS will add the provider's information to a list for DADS staff use only. DADS licensing and surveyor staff will use this list of approved providers to establish agency compliance with the regulations at 40 TAC §97.259(f) and (g) regarding training providers and required documentation.

Being placed on the public list does not indicate DADS endorsement of the training provided. A current list of DADS-approved or known training providers is online at:

<http://www.dads.state.tx.us/providers/HCSSA/training.html>

If you need additional information or have specific questions, please contact a HCSSA policy specialist in the Policy, Rules, and Curriculum Development unit at 512-438-3161.

Sincerely,

*[signature on file]*

Veronda L. Durden  
Assistant Commissioner  
Regulatory Services

VLD:ca

Attachment



COMMISSIONER  
Adelaide Horn

August 15, 2007

Ms. Education Provider  
Your Training Headquarters, Inc.  
Any Address  
Any Town, Texas Any Zip

Dear Ms. Provider:

You submitted documents for approval to provide training in the administration of an agency as required by 40 Texas Administrative Code (TAC) Chapter 97 Licensing Standards for Home and Community Support Services Agencies (HCSSAs) under 40 TAC §97.259 (related to Training in the Administration of an Agency), effective December 1, 2006. The Department of Aging and Disability Services (DADS) has completed its review of the information provided, including:

- Course listing identifying duration and objectives
- Faculty/speaker biographies and resumes
- Mock participant certificates

Based on the information provided, DADS has determined that the Your Training Headquarters, Inc.'s training meets or exceeds the minimum standards for 24 hours of HCSSA administrator training in home health and personal assistance services. Limited clock hours are approved for hospice as indicated. The following courses have been approved for initial administrator training in the licensure categories specified.

<b>Your Training Headquarters, Inc. HCSSA Administrator Training Approval</b>						
<b>COURSE NUMBER</b>	<b>DURATION*</b>	<b>TOPIC**</b>	<b>CATEGORY</b>			
			Licensed Home Health (LHH)	Licensed and Certified Home Health (L&CHH)	Personal Assistance Services (PAS)	Hospice
1.	2.0 hours	Information on the licensing standards for an agency	X	X	X	
2.	1.0 hour	Health and Safety Code, Chapter 142, HCSSA	X	X	X	X
3.	1.0 hour	Chapter 250, Nurse Aide Registry and Criminal History Checks of Employees and Applicants for Employment in Certain Facilities Serving the Elderly or Persons with	X	X	X	X

<b>Your Training Headquarters, Inc. HCSSA Administrator Training Approval</b>						
<b>COURSE NUMBER</b>	<b>DURATION*</b>	<b>TOPIC**</b>	<b>CATEGORY</b>			
			Licensed Home Health (LHH)	Licensed and Certified Home Health (L&CHH)	Personal Assistance Services (PAS)	Hospice
		Disabilities Act				
4.	1.0 hour	Human Resources Code, Chapter 102, Rights of the Elderly	X	X	X	X
5.	1 hour	American with Disabilities Act	X	X	X	X
6.	1.0 hour	Civil Rights Act of 1991	X	X	X	X
7.	.5 hour	Rehabilitation Act of 1993	X	X	X	X
8.	.5 hour	Family and Medical Leave Act of 1993	X	X	X	X
9.	.5 hour	Occupational Safety and Health Administration requirements	X	X		X
10.	1.0 hour	Information regarding fraud and abuse detection and prevention	X	X	X	
11.	1.0 hour	Legal issues regarding advance directives	X	X	X	
12.	1.0 hour	Client rights, including the right to confidentiality	X	X	X	
13.	1.0 hour	Agency responsibilities	X	X	X	
14.	1.0 hour	Complaint investigation and resolution	X	X	X	
15.	1.0 hour	Disaster preparedness planning	X	X	X	
16.	1.0 hour	Abuse, neglect and exploitation	X	X	X	
17.	1.0 hour	Infection control	X	X	X	
18.	1.0 hour	Nutrition (for agencies licensed to provide inpatient hospice services)				X
19.	1.0 hour	Outcome and Assessment Information Set (OASIS) (for agencies licensed to provide licensed and certified home health		X		

Your Training Headquarters, Inc. HCSSA Administrator Training Approval						
COURSE NUMBER	DURATION*	TOPIC**	CATEGORY			
			Licensed Home Health (LHH)	Licensed and Certified Home Health (L&CHH)	Personal Assistance Services (PAS)	Hospice
		services)				
20.	1.0 hour	Advanced educational training in course numbers 10-19 above	X	X	X	
21.	2.0 hours	Development and interpretation of agency policies	X	X	X	X
22.	2.0 hours	Basic principles of management in a licensed health-related setting	X	X	X	X
23.	1.5 hours	Ethics	X	X	X	X
24.	2.0 hours	Quality improvement	X	X	X	
25.	2.5 hours	Risk assessment and management	X	X	X	X
26.	4.0 hours	Financial management	X	X	X	X
27.	2.0 hours	Skills for working with clients, families and other professional service providers	X	X	X	
28.	2.0 hours	Community resources	X	X	X	
29.	4.0 hours	Marketing	X	X	X	X
* Durations are measured in clock hours						
** Topic titles are named as provided by the requester						

Please be aware that if your training delivery methods or content changes significantly, this approval will no longer be valid and you will have to get a new approval for your training. Please maintain this letter in your office and make this approval available to training attendees for their documentation.

**Note to Training Participant:** If you have questions regarding the appropriateness of this training, you may contact the DADS Regulatory Services Division, Policy, Rules, and Curriculum Development Unit, at (512) 438-3161.

Sincerely,

Michelle Dionne-Vahalik, BSN, RN, CMP, Manager

Ms. Provider  
August 15, 2007  
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Policy, Rules, and Curriculum Development Unit  
Regulatory Services Division

MDV:rjng

c: HCSSA Licensing Unit

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