

**A: Maine Direct Service Worker Training Programs (DRAFT Fall 2009/Muskie MPCA-0809) Presented Nov.30,2009**

Trng Titles Pg.	CD-PA	PSS	CNA	CNA-M	HHA	Empl. Spec.	DSP	CRMA	Mandt Course (MHRT-1)	CPR/First Aid Course (MHRT-1)	MHSS Course	MHRT I	MH Worker I	OOMHP-PNMI / OQMHP-Day Trtmt	CIPSS	ADCA	Ed Tech I	Psych Tech I
Course Title Description	Consumer-Directed Personal Assistant (CD-PA) is employed through the Consumer-Directed Waiver works under the management of their consumer. Training is provided by the consumer or as requested.	Personal Support Specialist (PSS) is a standardized course for unlicensed entry-level direct care workers for home care; res. care; assisted living; licensed & registered agencies. Created in 2003 to replace Personal Care Attendants (PCA's) and Residential Care Specialist I's (RCS I's).	Certified Nursing Assistant (CNA) is a standardized course for entry level education and training in nursing skills, techniques required to provide the daily, hands-on care needed by people in hospitals, nursing facilities, doctor's offices. Works under the supervision of a Registered Nurse.	Certified Nursing Assistant - Medication (CNA-M) is a standardized course to provide understanding needed for the experienced CNA employed in a long-term care facility or state mental health institution to administer medications accurately and safely, and certifies the CNA to administer selected noninjectable medications to patients who are 14 years of age and older, under the direct supervision of a licensed RN.	The Home Health Aide (HHA) is required to meet requirements defined by federal regulations governing licensed Medicare home health agencies. These can be met in the state by completing the CNA requirements and a required 8-12 hour on-the-job orientation program provided by the licensed agency, and consists of curriculum review, skills demonstration and an orientation to the role of a HHA as a member of the multi-disciplinary teams working in the Medicare licensed and state certified home health and hospice care agency.	Employment Specialist (Empl.Spec.) provides Employment Services or Work Support. They may work either independently or under the auspices of a Supported Employment Agency. An Employment Specialist has successfully completed Maine's Employment Curriculum for Employment Support Personnel (approved only if taken by 1/1/2010). Other approved courses for the Employment Specialist in Maine include The New England TACE Center, USM course in Vocational Counseling and Placement in Rehabilitation, and UMF course in Counseling & Placement in Rehabilitation.	The Direct Service Professional (DSP) curriculum is designed for workers who support people with intellectual or developmental disabilities - who need personal care and other assistance in order to be self-sufficient.	The Certified Residential Medication Aide (CRMA) course is a standardized regulatory requirement for unlicensed direct care workers who distribute medications in certain assisted housing programs. (Level III and Level IV Residential Care Facilities, Level III and Level IV PNMI's and Assisted Living Facilities) Note: Level III Residential Care Facility is a three to six bed facility where residents receive room and board and services as needed. This includes Adult Family Care Homes. These facilities are primarily agency owned and operated and employ three or more un-related people. Level IV Residential Care Facility is a facility with more than 7 beds. They also provide room and board and services as needed. PNMI's are a type of facility that accepts MaineCare clients; PNMI I IV match the definition of Residential Care Facilities.	Mandt is a system of gradual and graded alternatives for de-escalating and assisting people, using a combination of interpersonal communication skills and physical interaction techniques designed to reduce injury to all of the participants in an encounter.	Cardiopulmonary Resuscitation (CPR) course teaches rescuers how to recognize and treat life-threatening emergencies in adults, children, and infants. The Heartsaver CPR Course teaches CPR and relief of foreign-body airway obstruction (FBAO). The Heartsaver First Aid Course teaches rescuers to effectively recognize and treat adult emergencies in the critical first minutes until emergency medical services personnel arrive.	The Mental Health Support Specialist (MHSS) course covers foundational information about roles and responsibilities and some theoretical underpinnings of the adult mental health field such as psychosocial rehabilitation, mental health recovery, and trauma-informed services, and is required of newly hired individuals providing residential services and daily living support services in Maine's adult mental health system.	Mental Health Re-habilitation Technician I (MHRT 1) See glossary for worker function.	Mental Health Worker- I See glossary for worker function.	Other Qualified Mental Health Professional (OOMHP) See glossary for worker function.	Certified Intentional Peer Support Specialist (CIPSS) Topics of this standardized curriculum include: Creating Learning Environments, First Contact, Language, Listening Differently, Challenging Situations and Working in the System. <i>Intentional peer support is about relational change; a commitment to mutuality, negotiation, noticing power dynamics, and a transparent agreement that both people (peers) are there to learn through the process of their relationship.</i>	Alcohol and Drug Counseling Aide (ADCA) See glossary for worker function.	Educational Technician I (Ed Tech I) See glossary for worker function.	Psychiatric Technician (Psych Tech) See glossary for worker function.

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Training / Employment Prerequisites	NA	Employment requires: 17 yrs. old min, Criminal background check. Complete required course within 3 months of employment. Agency 8 hour orientation required if course not completed at time of employment. A CNA is approved to work in a PSS position in Level IV Assisted Living Facilities.	Training requirement: 16 yrs. old, high school diploma or GED, read/write English, background check, physical exam and required immunizations prior to clinical component. Employment requires successful completion of course and exam, placement on CNA Registry and be in "good standing" status.	Training requires: Successful completion of CNA training program, listed on the CNA Registry (background check), equivalent of one year or full-time employment as a CNA, two references from registered RNS. Employment requires successful of course requirements and continuing education.	Employment requires: CNA requirements plus successful completion of additional 12 hour on-the-job training.	An Employment Specialist has graduated from high school or acquired a GED. Persons without a high school diploma or a GED who are currently providing the services shall have 3 years to obtain the minimum educational requirements. An Employment Specialist also has a background check performed by the agency and has worked for a minimum of 1 year with a person or persons having a disability in the work setting.	Employment requires: A DSP has successfully completed the 45-hour Direct Support Professional curriculum as adopted by DHHS, or demonstrated proficiency through DHHS's approved Assessment of Prior Learning; has a background check consistent with Section 21.10-5; has an adult protective and child protective record check; is at least 18 years of age; and has graduated from high school or acquired a GED. Persons without a high school diploma or a GED who are currently providing the services must request a written exemption from DHHS. Staff or subcontractors currently providing this service must obtain the DSP certification or demonstrate proficiency through DHHS's approved Assessment of Prior Learning within 1 year (2080 hours) of actual employment from date of hire, or 3 calendar years, whichever is less.	Employment requires: 18 yrs. old; training in DHHS facility, DHHS oversight. CNA - M's who want to work in res. care need CRMA training (regulation 9/03). Recommended Prerequisites for the CRMA course: High School grad or equivalent; 18+ years; 10th grade or higher reading level (TABE test); Speak, read and write English. Free of communicable diseases, state bureau investigation SBI check; CNA registry check. Once enrolled in the CRMA course, participants must complete all classroom and clinical components of the course in order to obtain certification.	Training requires: None identified	Training requires: None Identified	Employment requires: Must complete documentation of reviewing the new provisional MHSS handbook with the employer	Employment requires: 18 years of age and pass a criminal background check. Must complete the residential worker orientation form for MHRT I with the employer in order to begin working as a provisional MHRT I. * Continued employment is contingent upon successful completion of training required for MHRT I certification.	Current valid certification as a Certified Nursing Assistant as issued by the Maine Department of Education. The ideal candidate would also have a Mental Health Rehabilitation Technician and/or psychiatric experience. (Riverview Psychiatric Center: Career Index).	Training requires: None identified	Training requires: 18 years of age, identifies self as having received services for a serious mental health issue, and a commitment to successfully complete all of the certification requirements.	An ADCA is required to be at least 18 years of age, have a high school diploma or its equivalent, be employed at an agency, and provide the name of the person who will be the applicant's certified clinical supervisor, and have paid an application and license fee under section 6215.	An Ed Tech I must have a high school diploma or GED. An Ed Tech II must have two years of post-secondary education or 60 hours of approved study in a related area. An Ed Tech III must have three years post secondary education or 90 credit hours of approved study in a related area.	Requirements are high school diploma or equivalent, good communication skills, experience and/or education in mental health preferred, not required. Basic Life Support training may be provided during employee orientation.

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Course Hours and Testing Requirement	NA	50 hrs. (40 hr classroom and 10 hour face to face clinical component) standard. If > 20 hr. work in a res. care facility level IV must take PSS. Pass the test. PSS offers 20 hr. credit towards CNA course- if taken within 2 years of PSS class/test.	Effective 1/1/10 a new curriculum will increase the program hours from 150 to 180 (90 hours theory, 20 hours skills laboratory, and 70 hours clinical practice) Successful completion and an evaluation of competency through testing	120 hours including 40 hours 1:1 work with instructor in a clinical setting administering medications, certificate of completion stating Board of Nursing approval.	CNA requirements plus 16 hrs. home health training provided by a licensed employer.	Approximately 30 hours. Participants must successfully pass the course requirements.	The DSP training process is approximately 45 hours; Or demonstrated proficiency through DHHS's approved Assessment of Prior Learning. Successful completion and an evaluation of competency through testing	The CRMA program is a 24 hour curriculum for the Level III and Level IV residential facilities that are served by the Office of Adults with Cognitive and Physical Disabilities. The CRMA 35-45 hour (35 minimum hours and 45 maximum) curriculum is for all other level III and Level IV facilities. Participants must take a quiz after each of the three units. They must pass at 80% and one retake is allowed. Participants also must take a final exam. They must pass at 80% and one retake is allowed. They are also graded on participation and demonstration of medication administration skills.	Mandt training generally lasts 3 days for all modules to be covered. Successful completion and an evaluation of competency through testing. Note: Training hours could vary depending on whether an individual takes Mandt, Nappi, CPI, or an approved DHHS-OAMHS behavioral intervention program.	CPR involves 4 hours of instruction time. Successful completion and an evaluation of competency through testing, <b>First Aid</b> generally takes 3.5 hours. If individuals become certified through the American Heart Association, they take a combination of CPR and First Aid. Successful completion and an evaluation of competency through testing	The MHSS curriculum is a 35-40 hour course. Successful completion of requirements includes an evaluation of competency through testing.	MRHT-1 must successfully complete test requirements in all required courses.	See requirements for CNA and MHRT I	If an individual does not have a relevant degree, certification requires successful completion of the nine topic areas. These nine topic areas of training are not standardized. Individuals must pass testing requirements for the non-aggressive physical intervention program, CPR, and First Aid.	Participants must complete a three hour Peer Support 101 training as well as ten days of classroom training (participants may not miss more than a total of 5 hours of classroom training); 50 total hours of training Participants must complete and pass the final test. If the test is not completed, the entire training must be repeated.	No training required, but must have clinical supervision.	Ed Tech I: High School Diploma or GED, successful completion of PRAXIS exam after hire. Ed Tech II: two years of post-secondary education or 60 hours of approved study in a related area. Ed Tech III: Three years post secondary education or 90 credit hours of approved study in a related area.	Internal orientation offered at the psychiatric hospital. Orientation includes Basic Life Support training. The BLS training is designed to help healthcare professionals develop the ability to recognize several life-threatening emergencies, provide CPR, use an AED, and relieve choking in a safe, timely and effective manner. The course is intended for certified or noncertified, licensed or nonlicensed healthcare professionals. The course lasts approximately 4.5 hours. Participants must pass a written test (usually multiple choice) and a practical exam using a mannequin.

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Who regulates/oversees content	NA	Maine Dept of Health & Human Services, Office of Licensing & Regulatory Services oversees standardized curriculum and training qualifications	Maine Dept of Education provides Curriculum, with review by the Maine Board of Nursing.	Maine Dept of Education provides Curriculum, with review by the Maine Board of Nursing. Standardized Medication Course as prescribed by the Maine State Board of Nursing (MSBON).	Maine Dept of Education provides Curriculum, with review by the Maine Board of Nursing	Maine Department of Health and Human Services, Office of Adult Mental Health Services; and Adults with Cognitive and Physical Disabilities Services.	The Direct Support Professional Curriculum is administered by the Behavioral Health Sciences Institute, under a contract with DHHS.	This requirement is implemented by the Department of Health and Human Services, licensing and regulatory services.	Maine Dept of Health & Human Services, Office of Adult Mental Health Services oversees Mandt requirements for MHRT I workers in collaboration with Muskie School's Center for Learning.	Maine Dept of Health & Human Services, Office of Adult Mental Health Services oversees CPR and First Aid requirements for MHRT I workers in collaboration with Muskie School's Center for Learning.	Maine Dept of Health & Human Services, Office of Adult Mental Health Services oversees MHSS requirements for MHRT I workers in collaboration with Muskie School's Center for Learning.	Maine Dept of Health & Human Services, Office of Adult Mental Health Services oversees MHRT I requirements and collaboration with Muskie School's Center for Learning.	Psychiatric Centers employ Mental Health Workers. These are centers of treatment, research and education for people with serious and persistent mental illness. Psychiatric centers are operated by the Department of Health and Human Services. DHHS-OAMHS oversees training requirements.	Maine Dept of Health and Human Services - Children's Behavioral Health Services oversees OQMHP-PNMI requirements in collaboration with Muskie School's Center for Learning. The Department oversees OQMHP-Day Treatment requirements.	Maine Dept of Health and Human Services-Office of Adult Mental Health Services oversees requirements for certification.	Department of professional and financial regulation; Office of Licensing and Registration, Board of Alcohol and Drug Counselors	Each school district has committees for an Ed Tech chair person. These school district committees provide oversight and ensure that Ed Tech requirements are being met. The Maine Department of Education Certification Office issues the Ed technician authorization.	American Heart Association offers BLS course but certified trainers also offer the course to psych techs during their orientation in the place of employment. Hospitals that employ techs have oversight of the content delivered during orientation.
Registry/ Listing		PSS – Listing	CNA Registry	CNA Registry	CNA Registry	None	None	None	None	None	CFL has an MHSS database of certified workers	CFL has an MHRT I database of certified workers	CNA registry MHRT I database at CFL	CFL has a database of OQMHP-PNMI certified workers.	CFL has a database of CIPSS workers	Board of Alcohol and Drug Counselors registry	Department of Education keeps records of Ed Tech's certification.	None

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Who offers training courses?	NA	Taught by DHHS approved trainers. PSS, Train the trainer programs: BHSI, (Spurwink Institute and University of Maine Augusta)	Offered in approved high school and adult ed. and community colleges, and by approved employer sites	Taught by Board of Nursing approved instructors. Courses offered at facilities, by adult education and vocational programs.	Taught by approved licensed professional nurse at licensed Medicare home health agencies.	Center for Community Inclusion (Maine's Employment Curriculum for Personnel, approved only if taken by Jan 1, 2010). Additional approved courses include: The New England TACE (Technical Assistance and Continuing Education) Center; USM course-Vocational Counseling and Placement in Rehabilitation, and UMF course- Counseling & Placement in Rehabilitation. The following web-based trainings have been approved: Virginia Commonwealth University Supported Employment Certificate; Virginia Commonwealth University supported employment for individuals with mental illness (OAMHS only); and University of Georgia Job Coach/Employment Specialist Certification. If taken by 8/1/2003, the following courses are approved: University of Hartford CRP RCEP certification, Southern Maine Community College Employment Specialist course, BDL Employment Specialist course, and Goodwill Employment Specialist Course.	Individual agencies offer the training.	The program can only be taught by DHHS approved course providers.	Training is designed by David Mandt and delivered by certified instructors. Individual agencies coordinate and offer the training.	Training is delivered by certified instructors. Agencies coordinate and offer the training.	Training is delivered by MHSS certified trainers at individual agencies	MHRT I courses are offered in individual agencies that contract with the Department of Health and Human Services-Office of Adult Mental Health Services.	CNA courses are offered by approved high school, adult ed., and community colleges and by approved employer sites. MHRT I courses are offered in individual agency settings that contract with DHHS-OAMHS.	Each agency that employs OOMHP-PNMI workers trains them in the nine required areas. DOE trains OOMHP-Day Treatment workers.	The Intentional Peer Support training is offered by the Office of Adult Mental Health Services in collaboration with Shery Mead from the Office of Consumer Affairs. In addition, consumers throughout Maine helped to develop this trauma-informed curriculum.	No standardized training	Each school district provides individualized training to the Ed Tech level, the work assignment (ie, working in a self-contained classroom), and the needs of the students. There are no standardized training requirements for Ed Techs.	Hospitals that employ psych techs offer the orientation, using certified BLS instructors.
On-line option	NA	SacoRiver Education, Healing Spirit, Assistance Plus (private providers)	Portions of the course can be completed through the PSS program.	No	No	Yes See "Who Offers Training Courses."	Not in Maine (See College of Direct Support for national curriculum)	None	None	Note: Online CPR is not an option for MHRT I credit	No re-certification requirements	No	No	No	The entire course is not offered online, however, one of the requirements of the CIPSS is to complete a web-based training	N/A	N/A	No

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Trainer Quals		Trainers need min. 2 yr. degree in health-related field + 3 yrs. adult ed. Experience. The Train-the-Trainer program- 3 days. Day 1:Principles of Adult Learning. Day 2: PSS curriculum content and the Paperwork process. Day 3:Curriculum delivery and a demonstration of Participant's skills in training.	Qualified agency, DOE oversees: offered in approved high school and adult ed. and community colleges (base rate by cost of CNA program/hot per credit hr at the college); Qualifications of trainer = RN + 2 yrs. experience in LTC services; complete train the trainer class (8 hrs.)	Instructors must be approved by the Board of Nursing and have: a current RN license, 2 years clinical experience, teaching experience, written recommendations. Evidence of continuing education and Baccalaureate degree recommended.	The HHA orientation must be taught by a registered professional nurse who has a minimum of 2 years of nursing experience, at least 1 year of which has been in the provision of home health care.	Must be a trainer, instructor, or faculty member who offers the course approved by DHHS-OAMHS, Office of Cognitive and Physical Disabilities Services, and Maine Bureau of Rehabilitation Services.	A high school diploma/GED and a resume noting 5 years of direct care experience OR an Associate's Degree in the human services field and a resume noting 2 years of direct care experience; A resume/letter detailing 2 years of experience training adult learners OR copies of training evaluations; Current letter of reference; and successful completion of either the APL or the in-class (48 hour) DSP training. To become a Provisional Instructor, the above requirements must be met and given the lack of availability of a Train-the-Trainer experience; the applicant must be able to co-teach all 14 modules with a DSP certified Senior or Professional Instructor.	The program can only be taught by trainers approved by the DHHS Division of Licensing and Regulatory Services.	Mandt trainers complete a 5-day training. Qualifications are: Demonstrate the ability to present to small and medium sized groups (up to 20 people); ability to maintain balance while moving; ability to maintain balance while being pushed or pulled; ability to read and write English at a functional level in human service settings; ability to treat others with dignity and respect. Cleared by agency Human Resources Department ; no restrictions or limitations. Re-certification for trainers is every two years for 1-3 days.	CPR: Individuals usually start the process of becoming certified as CPR instructors by completing the basic classes of Standard First Aid with CPR/AED and CPR-Infant/Child. Afterward, individuals who want to become instructors must take: A. First Aid/CPR/AED Instructor Pre-Course Testing B. Fundamentals of Instructor Training C. First Aid/CPR/AED Instructor Course First Aid: First Aid instructors usually start by becoming certified in the basic classes of Standard First Aid with CPR/AED and CPR-Infant/Child. individuals who want to become instructors must take: A. First Aid/CPR/AED Instructor Pre-Course Testing; B. Fundamentals of Instructor Training; C. First Aid/CPR/AED Instructor Course. Authorized instructor certification is valid for two years.	An Associate's Degree in a Human Services field and two years of relevant work experience, or five years of relevant experience. Two years of recent experience in training adult learners. Two current letters of recommendation from an administrator supervisor, colleague, or recent recipient of training. A commitment to offer the MHSS training two times per year and to participate in ongoing Quality Assurance Trainers must become re-certified once every two years. Re-certification training is ½ day	Trainers have to meet the requirements for each specific course (see trainer requirements for MHSS, Mandt, CPR, First Aid and CRMA)	See CNA and MHRT I trainer requirements	There are no standardized requirements for OQMHP-PNMI trainers.	Trainers are from OAMHS and Office of Consumer Affairs. Consumers have input on the curriculum and its delivery. No specific trainer requirements are identified.	A certified clinical supervisor must show proof of clinical supervision work experience: 1000 hours for a licensed Psychologist, Registered Clinical Nurse Specialist, Clinical Professional Counselor, Clinical Social Worker or any other licensed or certified mental health professional that is qualified to provide alcohol and drug services at an independent level. If currently a licensed LADC, 4000 hours with high school diploma or GED, 2000 hours with Associate or Bachelor's degree, or 1000 hours with a Master's degree. They must also show proof of education.	There are no standardized trainer requirements. Ed Techs are supervised by classroom teachers, principals, and depending on work assignment, the Director of Special Education.	BLS instructors must have a current BLS certification for at least 2 years, they must score a minimum of 90% on the written examination during training without remediation, they must have a completed instructor candidate application, and should be at least 16 years of age.

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Continuing Ed Requirements		12 hrs./yr. by regular of facility for in-service (original) curriculum being reviewed. Changes to add a mental/behavioral health component is expected.	12 hrs./yr continuing ed and; work min 8 hrs./2 yrs as a CNA.	12 hrs./yr. as CNA with recommendation that 4 of the hours be devoted to topics pertinent to medication administration, and active status/good standing on the CNA Registry.	12 hrs./yr. of in-service training.	No recertification requirements	No requirement	8 hrs in 2 yrs.	Individuals must be re-certified each year. Length of time for re-certification is usually one-day. If certification lapses, they must repeat the full training with an approved program.	CPR: If individuals are certified through the American Red Cross, they must become re-certified annually. If individuals are certified through the American Heart Association, they take a CPR and First Aid combination of training and they must become re-certified every two years. Re-certification training generally takes a ½ a day. If certification lapses, they must repeat the full training with an approved program. <b>First Aid:</b> If individuals are certified through the American Red Cross, they must become re-certified every three years. If individuals become certified through the American Heart Association, they must become re-certified every two years. Re-certification generally takes less than a ½ day. If certification lapses, they must repeat the full training with an approved program.	No re-certification requirements	Individuals must be re-certified each year for Mandt (or other DHHS approved program), CPR, First Aid, and CRMA.	See CNA and MHRT I Trainer Recert requirements	The non-aggressive physical intervention program, CPR, and First Aid must be kept current (see requirements for Mandt, CPR, and First Aid).	In order to earn and maintain certification, participants must complete Peer Support 101, complete the application process, participate in a Web training, complete 10 days of classroom training, complete the final test, engage in quarterly co-supervision (1 time per quarter), complete two continued education classes per year, and deliver 75 hours of peer support per year (documented quarterly).	12 contact hours of continuing education must be completed once every two years to maintain certification.	The individual must have completed 3 semester hour credits (or their equivalent: 4.5 CEU's or 45 clock/contact hours at the end of five years to renew their certification. Training for continuing ed requirements must be education related to the subject area that could be part of a traditional school setting.	The BLS must be taken every two years. Recertification lasts approximately 4 hours.

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Reference Source (website)		<a href="https://portalxw.bisoex.state.me.us/dhhs-apps/assisted/pss_overview.asp">https://portalxw.bisoex.state.me.us/dhhs-apps/assisted/pss_overview.asp</a> Train the Trainer: PSS Trainer : Faith Hauger, Program Coordinator- BHSI - 688-4589 x165 fhauger@bhsi.net				MaineCare Benefits Manual and "Changes and Opportunities for Training Employment Specialists and Job Coaches in Maine, 2009-2010" by DHHS-OAMHS; Adults with Cognitive and Physical Disabilities Services; and Maine Bureau of Rehabilitation Services.	Behavioral Health Science Institute: DSP. (2008). www.bhsi.net College of Direct Support: An Internet Based College for Direct Support Professionals (2007). National Association of State Directors of Developmental Disabilities Services. Knoxville, TN. <a href="http://info.collegeofdirectsupport.com/">http://info.collegeofdirectsupport.com/</a>	Department of Health and Human Services: CRMA Training Standardized Curriculum, 2007. Department of Health and Human Services: CRMA Licensing and Regulatory Services: CRMA Curriculum Materials Department of Health and Human Services, Licensing and regulatory services. CRMA overview. <a href="https://portalxw.bisoex.state.me.us/dhhs-apps/assisted/crma_overview.asp">https://portalxw.bisoex.state.me.us/dhhs-apps/assisted/crma_overview.asp</a>	The Mandt System: Reducing Workplace Violence Through Positive Behavior Supports: <a href="http://www.mandtsystem.com/mandtnew/education/EDBroschure.pdf">www.mandtsystem.com/mandtnew/education/EDBroschure.pdf</a> The Mandt System: Reducing Workplace Violence means increasing workplace safety through positive behavior supports. <a href="http://www.mandtsystem.com/mandtnew/education/EDIntroPrint.pdf">www.mandtsystem.com/mandtnew/education/EDIntroPrint.pdf</a>	CPR: American Heart Association: Heart Saving Courses. (2009). Channing Bete Company, Inc. <a href="http://aha.channing-bete.com/heartsaver-courses/heartsaver-main.html">http://aha.channing-bete.com/heartsaver-courses/heartsaver-main.html</a> American Red Cross (2009). Taking a Class: CPR, First Aid, and AED. Prepare a Safer Workplace and Protect Your Most Valuable Asset: Your Employees. American Red Cross in Greater New York. (2009). <a href="http://www.nyredcross.org/page.php/prmID/143">http://www.nyredcross.org/page.php/prmID/143</a> ECC Class Connector: FAQs. 2009. <a href="http://www.americanheart.org/presenter.jhtml?identifier=3066158#Pricing">http://www.americanheart.org/presenter.jhtml?identifier=3066158#Pricing</a> Education-portal.com (2003-2009) CPR Instructor Certification. <a href="http://education-portal.com/cpr_instructor_certification.html">http://education-portal.com/cpr_instructor_certification.html</a>  Continued on next page	Provisional MHSS Handbook. (2006). Department of Health and Human Services Office of Adult Mental Health Services in collaboration of Muskie's School of Public Service.		Maine Department of Health and Human Services, Psychiatric Center: Career Opportunities Index.	Maine Department of Health and Human Services: MHRT/OQMHP Reference Manual	Maine Dept of Health and Human Services- Office of Adult Mental Health Services, Wellness & Recovery: Intentional Peer Support. Website Address: <a href="http://www.maine.gov/dhhs/mh/wellness/intentional_peer_s.html">http://www.maine.gov/dhhs/mh/wellness/intentional_peer_s.html</a>	Department of professional and financial regulation; Office of Licensing and Registration, Board of Alcohol and Drug Counselors: <a href="http://www.maine.gov/professionallicensing">www.maine.gov/professionallicensing</a> and <a href="http://www.mainelegislature.org/legis/statutes/32/title32ch81sec0.html">http://www.mainelegislature.org/legis/statutes/32/title32ch81sec0.html</a>	Department of Education: <a href="http://www.maine.gov/education/index.shtml">http://www.maine.gov/education/index.shtml</a>	State Board of Education: <a href="http://www.maine.gov/education/index.shtml">http://www.maine.gov/education/index.shtml</a>	BLS Healthcare Provider Course. 2009 American Heart Association: American Psychiatric Technicians, 2007: <a href="http://www.psychtechs.org/cert.shtml">http://www.psychtechs.org/cert.shtml</a> ; <a href="http://www.heartland-health.com/body.dfm?id=1448">http://www.heartland-health.com/body.dfm?id=1448</a>

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Reference Source (website) (continued)											First Responder, Inc. (2004). <a href="http://www.frinc.net/product_2.htm">www.frinc.net/product_2.htm</a> ; <a href="http://www.americanheart.org/presenter.jhtml?identifier=3012127">www.americanheart.org/presenter.jhtml?identifier=3012127</a> ; American Heart Association: HeartSaver First Aid. (2006). University of Rochester Medical Center.; <a href="http://www.urmc.rochester.edu/SMD/education/oer/support/education/aha_fa.cfm">http://www.urmc.rochester.edu/SMD/education/oer/support/education/aha_fa.cfm</a> ; American Red Cross in Greater New York. (2009). <a href="http://www.nyredcross.org/page.php/prmID/143">http://www.nyredcross.org/page.php/prmID/143</a> ; American Red Cross: Become a First Aid CPR/AED Instructor (2009). Cabarrus County Chapter, Concord, ; NC. National Safety.Org ; <a href="http://cabarruscounty.redcross.org/media/Instructor_class_flyer_April_2009.pdf">http://cabarruscounty.redcross.org/media/Instructor_class_flyer_April_2009.pdf</a> ; American Red Cross of Yolo County. 2004-2005. <a href="http://yc-arc.org/medicalinstructor-application_a.doc">http://yc-arc.org/medicalinstructor-application_a.doc</a> ; (cost); Training-classes.com. (1998-2009) Hearsaver CPR course <a href="http://www.training-classes.com/programs/01/60/16003_heartsaver_cpr_course.php">http://www.training-classes.com/programs/01/60/16003_heartsaver_cpr_course.php</a>																	