



PM-04-08

January 16, 2004

MEMORANDUM FOR ALL IN-HOME SERVICES PROVIDERS

From: Linda T. Allen, Director
Section for Senior Services

Subject: Recertification Training Program Revisions

Recertification training has been very well received. Many positive comments have confirmed this to be an effective method for all Certified Managers to maintain currency with policies, procedures, rules, regulations and statutes that affect their day-to-day work. We appreciate feedback regarding opportunities for Certified Managers to maintain their certification.

According to 19 CSR 15-7(14)(D) "all providers must ... Ensure the designated managers annually attend division sponsored training designed to update certified managers." The 'division sponsored training' is interpreted to be the regional provider meetings held in each region.

Please note the following regarding division sponsored training as it relates to continuation of certification for managers:

- Certified managers are responsible for attending at least one Senior Services regional provider meeting every calendar year.
- Provider meetings are held in each region and are scheduled by the regional office. You will receive information about the dates, times and locations of these meetings from the Provider Liaison or Regional Manager in your area. If a Certified Manager is unable to attend a quarterly meeting in their respective region, they may attend a meeting in another region.
- Certified Managers are encouraged to attend more than one provider meeting each year. The provider meetings present the most up to date information and attending more than one each year would be beneficial to providers.
- At each quarterly meeting, there will be a designated sign-in sheet for Certified Managers. Although prior registration is not required, the manager must sign in upon when you arrive at the meeting.

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The Missouri Department of Health and Senior Services protects and promotes quality of life and health for all Missourians by developing and implementing programs and systems that provide: information and education, effective regulation and oversight, quality services, and surveillance of diseases and conditions.

- Providers are encouraged to share all provider memos with the certified managers to ensure he/she remains up to date with the latest changes.
- Compliance with the CSR requiring a certified manager and ensuring the certified managers attend at least one division sponsored training will be monitored during the Quality Assurance Review.

Regional Provider Meetings provide the necessary information and updates to all certified managers in a manner that maintains their currency with provider memorandums and updates issued by the Section for Senior Services in a timely fashion. They also provide a forum for consistent interaction between the Certified Managers and regional staff for exchanges of information and data. Additionally, local meetings make it possible for each Certified Manager throughout the year, to have an forum for meeting with division staff in a convenient location while reducing travel and time away from work.

The initial Certification Training Program for new managers will continue to be held in Jefferson City, during the third month of each calendar quarter.

If there are any questions concerning continued manager certification, please contact Conrad Moody, Quality Assurance Bureau Chief, at 573-526-8546/8545 or Barb Rueter, Assistant Bureau Chief, at 573-526-7885/7887.

LTA/CM/cs

CC: Distribution List 3