



Residential Provider Meeting Q&A

Friday, June 2, 2023

Virtual Meeting

11:30am –12:30pm

1. If the new hire has had NHRR with another facility? and it's been a year, they have to take the NHRR again?
 - A. No. As long as they haven't missed 2 years of Annual Recipient Rights training online, then they're good to go. If they have missed 2 or more years of Annual RR trg, they have to take New Hire RR trg, over.
 - B. No, they will not. They must complete the ARRT to stay in compliance. They must also provide you with the cert. of completion from the facility it was completed with. Also, upload that information in MHWIN.
2. How can we set training in a timely manner when classes are scheduled a month out? I can get it done in 30 days.
 - A. Could you explain your question in a little more detail? Are you saying there aren't enough trainings offered?
 - Q. the classes available are more between 4 to 6 weeks out. It is difficult to perform the RR training timely as the classes fill up fast.
3. When did it become a requirement to complete the consent background checks for each staff?
 - A. Strongly encouraged, not currently required.
4. If employee took the training several years ago i.e. 5 years, do they have to do a NRTT again?
 - A. New Hire RR trg is valid from 1 year from the date it was taken. After 1 year NHRRT is expired and employees are required to take Annual RR trg each year thereafter. As long as an employee doesn't miss 2 or more years of the Annual RR trg (after New Hire), their NHRRT certificate remains valid. If the employee has missed 2 or more years of online Annual RR trg, they are required to take NHRRT over again.
 - B. If the NHRRT has been longer than a year and they haven't completed the Annual Recipient Rights Training, they will be required to take NHRRT again.
5. When will it become required for all DWIHN staff to have consent background checks prior to providing services?

- A. I'm sorry that I don't have the answer to that question, but if you let me know who you are or email me directly, I will check and get back to you. Thanks.
6. Credentialing-we are waiting confirmation on our status (Terry Adult Foster Care Inc.) All paperwork has been submitted about a month ago. When will we learn more
- A. Terry Adult Foster Care is still in PSV with Medversant.
7. I have reached out several time regulating pamphlets, grievance forms, and posters.
- Who do we contact to pick up these items?
- A. You can use this link <https://www.dwihn.org/brochures-and-handouts> and contact Bonnie Herndon at bherndon@dwihn.org to find out when ordered materials will be available.