



# STAFF COMPETENCIES CHECKLIST

Staff: \_\_\_\_\_

## 1. Client Specific Competencies for \_\_\_\_\_ (client initials)

Complete one sheet for each client served by this staff

Indicate competencies to be trained as determined by the individual's treatment planning team. Qualified Professional will provide updates on the treatment plan as needed.

### Before starting work:

- Training on this client's ISP/PCP/Treatment Plan: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_
  - Goals/Outcomes: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_
  - Approved Physical Interventions: **NCI Plus** \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ (updated annually)
  - Diagnosis/Needs: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_
 

Name of Training	Date Completed
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  - Diagnosis/Needs: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_
 

Name of Training	Date Completed
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  - Medical Concerns: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_
 

Name of Training	Date Completed
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- \_\_\_\_\_ Seizures    \_\_\_\_\_ Allergies    \_\_\_\_\_ Medical Equipment
- Medication Administration: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ (updated annually)

### Additional medication, medical equipment training

_____/_____/_____	_____/_____/_____
Name of Training	Date Completed
_____/_____/_____	_____/_____/_____
Name of Training	Date Completed

- Routines: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_
 

_____ Daily Care	_____ Use of Adaptive Equipment	_____ Transfers/Carries
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### Within 90 days or as specified:

- \_\_\_\_\_: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_
- \_\_\_\_\_: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

### Special Considerations:



## 2. Elements for Participant Rights

The competent paraprofessional and professional demonstrates a working knowledge of Participant Rights. The competent paraprofessional and professional assures the Participant Rights by safeguarding the rights, assisting the participant in exercising their rights, and advocating for the rights of the participant.

### A. Foundations of Client Rights

- Has a working knowledge of Participant Rights as described in NCGS 122-C, Rules for MH/DD/SA Facilities & Services - APSM 30-1 and Client Rights Rules in Community Mental Health, Developmental Disabilities, and Substance Abuse Services APSM 95-2
- Responsibility to provide people receiving services with information concerning their rights and ways the individual may exercise those rights
- Actively works to assure participants exercise their rights daily.
- Demonstrates an understanding of the role of client rights committees as a safeguard to protect participant rights

### B. Confidentiality Rules and HIPAA Guidelines

- Has a working knowledge of confidentiality rules as described in N.C.G.S. 122C-52.
- Has a working knowledge of HIPAA and PHI.
- Demonstrates an understanding of the agency policy on confidentiality rules and HIPAA and their responsibility.
- Demonstrates an understanding of “informed consent”
- Consequences for not maintaining confidentiality

### C. Abuse and Neglect

- Demonstrate understanding of the definitions of abuse, neglect, and exploitation as described in NCGS 122C-66, NCAC 26B and Rules for MH/DD/SA Facilities & Services APSM 45-1
- Demonstrates an understanding of the agencies policy on abuse, neglect, and exploitation
- Demonstrates an understanding of their responsibility for reporting suspected abuse or neglect to the local Department of Social Services
- Demonstrates an understanding of their personal responsibility to prevent and intervene if possible if observing abuse, neglect or exploitation.



#### **D. Understanding Making Choices and Decision Making**

- Demonstrates that all individuals need to make decisions and choices in their lives according to their abilities.
- Demonstrates a knowledge that a guardian:
  - \_\_\_ is appointed to act on the rights of the participants when that participant is not able to act on their rights
  - \_\_\_ is appointed by the clerk of court
  - \_\_\_ has duties that are outlined by the clerk of court
- Demonstrates an understanding of the differences of the Guardian of the Person, Guardian of the Estate, Limited Guardian of the Person, and General Guardian
- Demonstrates an understanding that parents are the “legally responsible person” for their minor children
- Demonstrates methods to insure participants make informed decision and choices.

### **3. Elements for Interaction and Communication Competencies**

**The competent paraprofessional and professional demonstrates the ability to interact positively and communicate effectively with participants, families and other service providers.**

#### **A. Communication:**

- Demonstrates communicating with dignity and respect
- Demonstrates willingness to understand what others are communicating
- Demonstrates the ability to communicate verbally and non verbally and exhibit effective listening skills with people with disabilities
- Demonstrates ways in which internal, and external factors affect communication (i.e. topic of conversation, location that communication takes place, personal space, family methods of interaction, cultural differences)

#### **B. Building Therapeutic/Supportive Relationships:**

- Demonstrate knowledge of effective skills for relationship building
- Demonstrate knowledge of effective strategies for helping a person learn about decision making and taking responsibility for his or her actions.
- Recognize differences between social relationships and therapeutic/supportive relationships with people with disabilities



- Recognize appropriate boundaries of care giving with people with disabilities
- Demonstrates working knowledge that all individuals have real lives and control of those lives

**C. Early Crisis Prevention and Intervention:**

- Demonstrate knowledge of behavioral cues that may indicate distress, change in ability to cope or possible loss of control
- Recognize and identify factors that may cause distress
- Demonstrate knowledge of techniques/strategies that may help the person productively manage distress and calm the situation
- Demonstrates knowledge of the PCP, Crisis Plan and Behavior Support Plan for each individual supported as appropriate
- Demonstrates Interpersonal Skills (oral and written) that consistently respect participants and family members that facilitate clear, concise communication in a crisis situation
- Demonstrates an understanding of mediation or conflict resolution
- Recognize environmental and/or internal factors that may be negatively influencing a person with a disability, and demonstrate ways to improve the environment or decrease the negative factors
- Have a working knowledge of specific developmental disabilities diagnosis, mental health, or substance use disorders, including co-occurring diagnoses, as appropriate for the service
- Demonstrate knowledge of ways to assess a situation to ensure the safety of the person and all others in the immediate area
- Demonstrate knowledge of alternative to restrictive intervention techniques

**4. Elements for Incident/Accident and Other Reportable Events**

**The competent paraprofessional and professional demonstrates the ability to identify and properly report incidents accidents and other reportable events.**

- Identify types of situations that are required to be reported.
- Demonstrate knowledge of required timelines for incident/accident reporting
- Demonstrate understanding of agency protocol for the reporting of incidents or accidents.
- Demonstrate knowledge of information required when reporting incident or accidents.
- Demonstrate ability to fill out the accident/injury form
- Be able to identify other events that are required to be reported



- Demonstrate knowledge of agency policy regarding use of restrictive methods
- Demonstrate knowledge of notification procedure for use of restrictive methods
- Demonstrate knowledge of health monitoring while using a restrictive method
- Demonstrate knowledge of debriefing
- Demonstrate knowledge of notifications that must be made before, during, and after the use of a restrictive method
- Demonstrate ability to document and report the use of restrictive methods.

### **5. Elements for Person Centered Thinking**

**The competent professional and paraprofessional demonstrates the ability to support individuals based on a Person Centered approach.**

- Demonstrates the ability and understanding of the importance of language that demonstrates respect, shared control, and use of “person first” language.
- Demonstrates the ability and understanding of the basic philosophy of Person Centered Planning.
- Demonstrates the ability and implements the Person Centered Plan to achieve the outcomes derived from the individual’s goals.
- Demonstrates the ability and understanding of support staff roles and responsibilities in planning and implementing a plan with a person or with a family.

### **6. Elements for Role/Purpose/Philosophy of Services**

**The competent professional and paraprofessional demonstrates the ability to support individuals based on the preferences and outcomes chosen by the individual.**

- Demonstrates the ability to support individuals in achieving their chosen outcomes.
- Demonstrates the ability to support individuals to maximize their independence, productivity, talents, and quality of life according to their preferences.
- Demonstrates the ability support individuals in their ability to live, learn, work, play, and retire in environments of their choice and reflective of the *Most Integrated Setting*.
- Demonstrates the ability to advocate on behalf of individuals to promote full community inclusion.
- Demonstrates the ability to educate the individual to be a self-advocate, by encouraging and



assisting the individual to speak on his/her own behalf in all life situations, and when ethically appropriate advocates on behalf of the individual.

- Demonstrates the ability to provide individuals with true choices in daily life and encourages the individual to participate in activities that create and support a meaningful life.
- The competent paraprofessional demonstrates the ability to be respectful of cultural, religious and ethnic differences and interacts with individuals in a non-judgmental manner.
- Demonstrates the ability to afford individuals the opportunity to make informed life choices and experiences, affording dignity of risk as appropriate.
- Demonstrates the ability to carry out the individual's outcomes as specified in the Person Centered Plan.
- Demonstrates the ability to provide feedback to the individual's team to facilitate the achievement of the individual's chosen outcomes.

#### **7. Elements for Overview of Intellectual/Developmental Disabilities (I/DD) and/or Mental Health**

**The competent professional and paraprofessional demonstrates an understanding of the factors related to supporting individuals who experience Intellectual and Developmental Disabilities and/or Mental Health diagnosis.**

- Demonstrates the ability to define the I/DD or Mental Health diagnosis
- Demonstrates an understanding of the I/DD or Mental Health diagnosis.
- Demonstrates the ability to identify biological causes and psychosocial factors of the I/DD or Mental Health diagnosis
- Demonstrates the ability and understanding of the characteristics and challenges experienced by persons this diagnosis or disability.
- Demonstrates the ability to gather additional information that might be helpful in establishing goals, objectives and strategies for person served.
- Demonstrates the ability and understanding of the concepts of independence, productivity, integration, inclusion, *Meaningful Day*, *Meaningful Activities* and *Most Integrated Setting*.



**8. Elements for Service and Documentation**

**The competent paraprofessional demonstrates the ability to write entries in the medical record, according to established medical record standards.**

- Demonstrate knowledge of the purpose of the service being provided to the participant
- Demonstrate knowledge of service limitations
- Demonstrate knowledge of the elements required in service documentation
- Demonstrate knowledge of when a service note should be used and when a grid should be used
- Demonstrate ability to appropriately document using a grid and/or a service note
- Demonstrate knowledge of agency policy regarding documentation and the consequence for falsifying documentation
- Demonstrate ability to use the Record Management and Documentation Manual as a resource

**9. Elements for Core Values**

**The competent professional and paraprofessional demonstrates the ability to support individuals based on the preferences and outcomes chosen by the individual**

- Demonstrates knowledge of the core values and how they relate to their responsibilities.

**Training in the elements indicated above has been completed and the employee understands their responsibilities relating to these elements.**

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

<b>This forms meets these standards</b>
Authority: 10A NCAC 27G .0202(g)(3)