

Frequently Asked Questions (FAQs)

The following FAQs are helpful for both providers and caregivers:

If I have already taken this training, do I have to take it again? Why?

Unfortunately, the old system does not identify or track who completed the training. The new Provider Portal will capture and track this required information. Therefore, each caregiver must complete or retake the training in the Training Hub no later than January 31, 2022 at 11:59 p.m.

In November 2020, Court Monitors advised DFPS they could not confirm compliance without a list of all caregivers who are required to take the training *prior to* completing the course. Currently, DFPS relies on who completed the course to identify caregivers. DFPS has never had a comprehensive list of caregivers required to take the training and, thus, we have not been able to demonstrate compliance. For this reason, we developed the Training Hub for providers to identify each caregiver before they take of the training. During the development, we also identified a need for real time updating of caregiver information to provide timely data analysis and reporting in advance of the May 2022 hearing when compliance on Remedial Order 4 will be reported to the court by the monitors.

Will we be able to enter non-expired credit for completing this training into the Caregiver Training Hub or must everyone take it again?

The Caregiver Training Hub does not allow for existing certificates or training completions to be uploaded or added into the system. All staff and caregivers must retake the training.

Do unverified respite providers and babysitters have to take this training?

Yes, anyone who will provide direct care for more than 72 hours must take the training.

If foster parents are due before the 2/1/2022 deadline, can we wait until then so that they only have to take it once?

If a foster parent's training renewal is due in January 2022, then the foster parent may take the training in the new Caregiver Training Hub by the renewal date if the provider registers the foster parent in the Provider Portal by the renewal date. The foster parent would not need to take the training again until January 2023.

Is this the same training everyone has taken in the past?

Yes, it is the same training.

What does LMS stand for?

LMS stands for Learning Management System. The Caregiver Training Hub is part of DFPS's Learning Management System (LMS), which tracks required training programs.

The course completion certificate does not have the number of hours that is credited to our caregivers and staff. How many hours should we be giving them credit for?

One hour. You will be able to see the completion dates in the Course Completion Statuses section of the Provider Portal.

Will caregivers receive a course completion certificate and, if so, how will it be sent to them?

Yes, caregivers will receive a certificate inside the Caregiver Training Hub. Once they complete the course there is a certificate for them to generate, save, and print. Providers will be able to see their completion dates in the Course Completion Statuses section of the Provider Portal.

If a caregiver completed the training under another agency's umbrella today, but they are transferring to a new agency, will they need to take it again when they transfer agencies or just when they are due at their one-year mark?

A caregiver's training data will follow their social security number (SSN). So if the new provider admin creates the caregiver's profile using the same SSN, they will enter the date the caregiver started with their agency, and then they will be able to see the training completion date. The caregiver will not need to retake the training, except at the annual review time.

Example: If a caregiver is entered as a caregiver for three agencies, and she took the training one time, then the Provider Portal will show she completed the training in all three agencies' records.

The following FAQs only apply to providers:

Has this directive given any consideration to operations that employ Practicing Registered Nurse (PRN) staff?

Yes, anyone who would be providing direct care must take this training.

How will the Provider Portal be maintained? Who is responsible for removing foster parents that close?

Each provider is responsible for identifying its current caregivers in the Provider Portal. Each caregiver must be identified in the Provider Portal before taking the caregiver training, or they will not receive credit for taking the course.

Each provider must maintain the current status of each caregiver through the Provider Portal in real time, which includes immediately reporting when a caregiver ceases to serve in that capacity.

We are licensing new foster parents every month. Are we going to have to enter in all newly licensed foster parents as they are licensed?

Yes, all newly licensed foster parents and anyone who falls within the court's definition of a caregiver must be identified by providers in the Provider Portal before they take mandatory caregiver training.

If we can't have the foster parents wait to take the training, can we upload the most recent training, so they don't have to take the training twice in the span of a few months?

The most recent training will be uploaded. The next version of the training with new content will not be ready until March, which is too late for the May 2022 hearing where compliance with Remedial Order 4 will be reported.

Do we register families in the Provider Portal that are not yet licensed because it is required that they take this training as a part of the verification process?

Yes, your agency would register them as part of the licensing process.

Can you send me the link for the Provider Portal?

Unfortunately, we cannot send you the Provider Portal link. This was sent to all Providers, and you must obtain the link through your agency. If you did not receive the Provider Portal link, and you are the Provider Administrator, then please send an email to the [Caregiver Training](#) mailbox.

Can I enter caregivers into the Caregiver Portal?

No. Providers can only enter caregivers into the Provider Portal.

I didn't receive a link to register my organization as a provider. What should I do?

The link was sent to whomever is on the distribution list for the residential contracts. Please reach out to your chain of command for access to the link. If no one in your agency reports to have received the link, please let us know by sending an email to the [Caregiver Training](#) mailbox.

Password reset is not working, or I am locked out of my Provider Portal account. What should I do?

Contact the [Caregiver Training](#) mailbox, and we will help you.

How do I delete a caregiver record from the Provider Portal?

I am unable to edit an error on a mistake I made when entering a caregiver.

This IT issue was resolved on January 4, 2022. If you continue to have an issue editing an account, then please send an email to the [Caregiver Training](#) mailbox.

We have several operations. Can we enter all of them in the Provider Portal under one of the operations' IDs versus entering each separately? Can we blend them - GRO, CPA, etc.?

Use one contract ID as a main account, and list all Caregivers at all branches under that main account.

Each operation only needs to register their operation once and register caregivers under that operation account. An operation should choose one of their contract numbers, and use that as their unique ID. If you have an RCC legacy contract and multiple CSCs, please use the RCC legacy contract number. If you only have CSC contracts, you can choose any one of the CSC contract numbers as their unique ID.

All providers are required to enter all their caregivers that are actively providing care in the Provider Portal. Do I need to enter inactive foster parents who are not actively providing care?

While the goal is to enter all caregivers who are providing care and will provide care, the urgency right now is to enter caregivers who are currently providing care. However, if a foster parent is inactive, they need to be registered and take the training **before** they can accept placement. We recommend they do it now, so the home is in compliance when placement is made.

When we add our families who are still in the application process, what do we need to put as the “Date Started as Caregiver”?

Please refer to "Date Started as Caregiver" in the [Portal Provider Job Aid](#) .

How do I run a report to review compliance training dates?

Please reference page 22 in Section 3.4 of the [Portal Provider Job Aid](#) .

I have successfully been set up in the Provider Portal as Secondary Administrator in one of our programs. However, the system does not allow me to be set up as Secondary Administrator in our other two operations, since it only allows my email address to be used once. Can I be on both operations? How do I do that when my email is already being used?

If you have a different email address, then this can be done. If not, then a different person needs be assigned.