

FUNCTIONAL SCREEN ONGOING TRAINING/MENTORING FOR EXPERIENCED STAFF

1) Training/Mentoring Activities for Experienced Staff:

- a) On an ongoing as-needed basis, consult with the Screen Liaison regarding any questions related to how to properly complete the Functional Screen, interpret directions, use the related tools, etc.
- b) As appropriate, participate with the Screen Liaison in preparing emails to the Regional Screen Liaison, when a Functional Screen question or concern cannot be resolved locally. Participate in any related phone consultation with the Screen Liaison and the Regional Screen Liaison.
- c) In day-to-day work, regularly use the Functional Screen instructions and supporting documents, such as the cue sheet and decision trees. Obtain, review and utilize any updated material as soon as it becomes available.
- d) If available, use a R.N. as a consultant for questions regarding health-related services, medications and diagnosis.
- e) Use any reference books regarding health diagnosis and medications available to Screeners.
- f) Participate in regular staff meetings where information about the Functional Screen received from ADRC-Department Screen Liaison meetings, the Functional Screen ListServ, DHS memos, Q&A's documents, and other sources shared and discussed.
- g) Obtain and review "Frequently Asked Questions" documents when they become available.
- h) Participate in continued skills testing (also called inter-rater reliability testing or IRRT) provided by the Department, as well as any other available Department or regional ADRC screen training.
- i) Consult with other experienced Screeners.

2) Monitoring Activities for Experienced Screeners:

- a) Following quality review of Functional Screen(s) by the Screen Liaison, meet to discuss. Subsequently, make any needed corrections/changes to the screen using established local office procedures.
- b) In regular staff meetings or in individual meetings with the Screen Liaison, discuss/resolve any screening problems that are identified as a result of continued skills testing. Follow any recommendations related to improving knowledge or skills in the problem area(s).
- c) As directed by the Screen Liaison, participate in responding to problems or concerns raised by the Regional Management Team and/or the Department on periodic reports that review and analyze screen data.

FUNCTIONAL SCREEN QUALITY ACTIVITIES

1) Bi-Monthly Training Quizzes from DHS:

- a) Screen Liaisons will give the quiz to screeners.
- b) Screen Liaisons will then review the quizzes and answers with their team within 2 weeks of staff completing the quizzes.
- c) Screen Liaisons shall document that Quizzes were reviewed by screeners using 31-03-c Quality Assurance Form. Screen Liaisons will e-mail form to the Regional Manager at the end of every quarter.
- d) Quizzes will be reviewed at the I & A quarterly regional meeting.
- e) The quarterly I & A regional meeting will have a standing agenda item to review the most recent state quiz and discuss any challenges or issues. The Regional Screen Liaison may e-mail the Department for clarification then communicate back to all staff.

2) Quarterly Screen Reviews

- a) Screen reviews will be completed at least quarterly. The Screen Liaisons will pull three screens per quarter. The three screens should represent each of the target client populations. The screens will be reviewed by the Screen Liaison using Reviewers Guide for Functional Screen Quality Review 31-03-a and Functional Screen Review Form 31-03-b.
- b) The Screen Liaison will discuss the outcome of the reviews with screeners.
- c) If the Screen Liaison's Screen is pulled, this screen will be reviewed by another screener within the Office. The screens will be reviewed in January for the fourth quarter; April for the first quarter; July for the second quarter and October for the third quarter. The Office Manager and the Regional Manager will be notified if an office is unable complete screen reviews.
- d) Screen Liaisons shall document that quarterly reviews were reviewed by screeners using 31-03-c Quality Assurance Form. Screen Liaisons will e-mail form to the Regional Manager at the end of every quarter.

3) State Desk Reviews

- a) Every two years the Department Screen Liaison will review a designated number of screens completed in the region.
- b) The Regional Screen Liaison with screeners to assure responses to the Department Screen Liaison are complete and replied to in a timely manner. The Regional Screen Liaison will submit all responses to the Department Screen Liaison. The Regional Screen Liaison may utilize the support of the Regional Office Administrative Support for clerical support.
- c) Unique situations and trends noted during the state review may be targeted for further discussion and education.