MORC

Training Department Newsletter

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Online Bloodborne Pathogens: It's All the Same, Right?

We've launched our MORC Bloodborne Pathogens class and we couldn't be happier with the results. However, with its launch, we've received some questions about other online Bloodborne Pathogens classes and if they qualify to meet our gold standards.

There are many online agencies that do not meet the rigorous State requirements, unfortunately, so please be sure to complete this class through MORC or check with MORC staff if taking training through another institution.

VCE, which we reciprocate some online trainings, does NOT meet the BBP requirements. With any questions, please contact us at Training@morcinc.org.

Trauma Informed Care Information
from MORC Training Director, Kym Juntti

Dear Providers:

I hope this message finds you well. I am reaching out because I have received a number of messages regarding where to find training on **Trauma Informed Care**.

This is listed as a training requirement by Oakland County (OCHN), who is following a department requirement. OCHN was made aware of where MORC meets this training requirement within our DSP Entry Level training curriculum.

For Direct Support Professionals working in residential services: This training topic is covered in both our *Unit 1 - Introduction To Your Role and Human Services*, as well as, *Units 7 & 8 - Working with People*.

For Direct Support Professionals providing vocational services: You can send employees to *Unit 1 - Introduction To Your Role in Human Services* to meet this training requirement. Person Centered Planning is also covered in this course.

For Direct Support Professionals providing CLS supports in a 24/7 setting: *Unit 1 - Introduction To Your Role and Human Services* will fulfill the Trauma Informed Care training requirement.

For Direct Support Professionals providing CLS supports in where less than 24/7 support is given: This training is not currently listed as a requirement.

Please feel free to reach out should you have any questions regarding this topic.

Respectfully,

Kym Juntti

7th Annual
Culture of Gentleness Conference!

Please join us for the 7th Annual Culture of Gentleness Conference at the beautiful Weber's Inn, Ann Arbor!

We are very pleased to announce Dr. Michael Wilkins as our keynote speaker.

Dr. Wilkins is a renowned physician who was instrumental in exposing the abuses at Willowbrook State Hospital, leading to a civil rights movement for those with intellectual disabilities. The trailer of Geraldo Rivera's exposé can be found here at YouTube: https://www.youtube.com/watch?v=lWDt5IE8RPI Or search "Willowbrook: The Last Great Disgrace (Trailer, 1972, USA)"

Relationships with others are the foundation of our personal and professional lives and the method in which we interact is vitally important. The principles involved in a Culture of Gentleness are simple and yet, life-changing. They are applicable across all disciplines and for use in our everyday lives. This conference is dedicated to individuals who are in a position to influence, support, or train caregivers or family members who struggle with supporting those they serve.

As systems continue to change and transform, we invite you to join us in keeping the Culture of Gentleness growing even in the most challenging times.

Weber's Inn, Ann Arbor
August 23-24, 2018
One Day: $100   Both Days: $175

Please register at:
https://www.morcinc.org/upcomingevent/2018-culture-of-gentleness-conference/

The Center for Positive Living Supports

FREE CLASSES!

Centered on Training Classes

Practicum Training
May 22-24 – New Horizons: Auburn Hills
July 24-26 New Gateways Waterford
Sept. 18-20 New Horizons Auburn Hills
*Completion of this course is approved for 18 CEU hours

Leadership Training
May 16th Lincoln Center
July 18th Auburn Hills
September 26th MORC Lincoln Center

please join us

Online Mentor Training*
May 22nd
July 23rd
Sept. 17th
*This training is through GoToMeeting, using your own computer and internet connection

Register for any training by going to:
https://www.morcinc.org/training/courses/

Good News, Everyone!

Fashion meets functionality with Tommy Hilfiger's Adaptive Clothing line, focused on those with disabilities and differing abilities. The brand partnered with Runway of Dreams, an organization that strives and advocates for fashion inclusion.

Some alterations in this clothing line include magnets in place of buttons or zippers, adjustable lengths and waistbands, and different ways to be able to dress into the clothing.

Adaptive clothing for children and adults can be found on Tommy Hilfiger's website under "adaptive" and costs the same price range as the other products sold. https://usa.tommy.com/

Happy Nurses Week 2018!

We would like to thank our MORC Training Nurses: Kathleen, Marije, and Tanya!
We wish you the happies Nurses Week (May 6th-12th) and appreciate your patience and nurturing during even the prickliest situations! You have all shown us examples of structure, critical thinking, and kindness throughout our time together.
Thank you for being wonderful and being you!

Cornerstone Corner

Quick Question;
Quick Answer

I have tried twice to schedule a learner for an online test out or class and it will not let me! It says it's already completed. What's going on?

Now that we've passed the three year mark with our software, we're starting to see how our repetitive curriculum and test out process works on the Cornerstone platform. In this case, we can assign the test out before its due date when we enable to function for the learning assignment.

You should be able to push the test outs to their transcripts by going to "Learning Assignment Tool" and enrolling them into the online class. However, on the Users page, be sure to click on **ASSIGN NEW OCCURANCE** so that there is a green check mark. This should let them be able to take the class or test.

Wise Words from our Cornerstone Guru, April Strnad!

If you'd like to navigate Cornerstone with more confidence, check out these cool resources:
MORC Cornerstone YouTube channel
https://www.youtube.com/channel/UCmBIuWPxfk7Nu7KcBg0tuLQ

Request a Webinar for new Training Managers! Send an email to
April.Strnad@morcinc.org

Spring Cleaning: Account Maintenance

Keep your audits clean and everyone's costs lower by doing a bit of spring cleaning on your Cornerstone Staff List.

But what can you do? And how do you do it?

1. Please run the custom report named **Staff List**
2. Compare this list of active accounts to the active staff list from your payroll software
3. For those staff no longer working for you:
   a. Go to Admin/Users
   b. Search for the name(s) of those you need to remove from your Cornerstone Staff List
   c. Open their account, delete your Provider association. Do NOT delete other provider associations. Each provider manages their own staff list.
   d. Scroll down and click the SAVE button
4. If you haven't already done so, make this part of your HR Exit process to keep up with this important task

Account Maintenance Help:
For more information on account maintenance, please log into Cornerstone and head to the Knowledge Bank. Look in the admin folder named **Cornerstone Manual for Provider & Learning Managers**. Open the **MORC Cornerstone LMS User Guide**; pages 39-40 will show you more information on the Staff List report and pages 13-18 have the account maintenance information you need to manage accounts for your organization.

Working together we have created and maintained a reliable database from which we can pull useful and relevant information.

Cheers and sincere thanks to each of you! - April

New Employees? New Managers? New to Cornerstone? We have User Guides!
To find guides **for staff**, log into Cornerstone and look under *Knowledge Bank,* and then User Guides to find the *General User Guides*. **For Provider Managers**, look under *Knowledge Bank* and *Cornerstone Manual for Provider & Learning Managers*.

Quote of the Quarter

To be able to look back upon one's life in satisfaction, is to live twice.

- Khalil Gibran

UPDATED Online Learning Guide: Workstation Requirements

Cornerstone is no longer supporting Internet Explorer 10, so we've updated some of our information to best help our learners and managers.

MORC has developed five online training courses to help individuals and providers meet training compliance requirements. Here are some workstation requirements to help you get the most out of Cornerstone and our online classes. Training Managers (with Provider & Learning Manger access to Cornerstone) will find that desktops & Laptops running a Windows operating system will give them the most functionality. Learners who need to take online classes or sign up for instructor-led courses can more easily work with mobile phones, tablets, and iPads as long as they download the mobile-friendly App.

Windows Desktop/Laptop
Operating System (OS): Windows 7 or newer
Browser: use IE (internet explorer), version 11 or newer, Firefox is ok, DON'T USE CHROME
Make Sure:
1. OS updates are current
2. Browser updates are current
3. Update JAVA (free application): https://www.java.com/en/
4. Update or install Adobe Flash (free application): https://get.adobe.com/flashplayer/?promoid=KLXMF
5. Download a PDF reader to view/print certificates
6. BEST TOOL for managers: full website functionality

Android Smart Phone
Make Sure:
1. BEST BET: download the Cornerstone App from the Google Play Store
2. Watch online courses & register for classes
3. The main website is NOT mobile friendly, but the app is!
4. You CAN NOT create an account or update your password
5. Download a PDF reader to view/print certificates
6. No access to the Knowledge Bank

iPads & iPhones
The 'i' family
Make Sure:
1. BEST BET: download the Cornerstone App from the iStore
2. Watch online courses & register for classes
3. The main website is not mobile friendly.
4. Download a PDF reader to view/print certificates
5. You CAN NOT create an account or update your password
6. **Older devices (i4, some i5's) will not be able to run our content**

MacBook Laptop
Operating System (OS): Mac OS X, Lion 10.6 Snow Leopard or newer
Browser: Internet Explorer if you can, Safari, Firefox
Make Sure:
1. OS updates are current
2. Browser updates are current
3. Java and Flash players are not well supported
4. You can access the main site but some functionality may be lost
5. Download a PDF reader to view/print Certificates
6. BEST BET: download the Cornerstone App from the iStore
7. Watch online courses & register for classes

A full list of Workstation Requirements can be found on our website at
https://www.morcinc.org/training-resources/

Cornerstone App: Free and Easy

MORC has developed six online training courses to help individuals and providers meet training compliance. **Learners** who need to take online classes or sign up for instructor-led courses can more easily work with mobile phones, tablets, and iPads as long as they download the mobile-friendly App.

But how can they do that? With these easy steps!

Requirements:
Android Phone
Android Smart Phone
Make Sure:
1. BEST BET: download the Cornerstone App from the Google Play Store
2. Best for learners to watch online courses & register for classes
3. The main website is not mobile friendly, but the app is!
4. You cannot create an account or update your password
5. Download a PDF reader to view/print certificates
6. No access to the Knowledge Bank

The 'i' family (iPad, iPhones)
Make Sure:
1. BEST BET: download the Cornerstone App from the iStore
2. Watch online courses & register for classes
3. The main website is not mobile friendly
4. Download a PDF reader to view/print certificates
5. You cannot create an account or update your password

In the App Store (or Google Play), search for **Cornerstone onDemand (business)**.

Allow notifications and choose "Log In with Credentials".
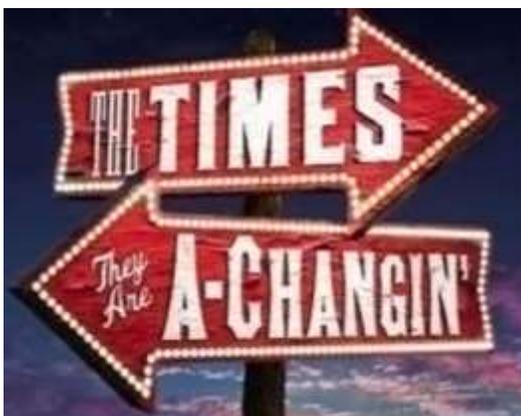
Portal: morcinc
Username: (same as for CSOD: your email)
Password: (same as for CSOD)

It will require a 5 number pin and then you will be able to enter the App. Click on the "Launch" button of the class you need and begin to watch the class. Congrats and enjoy your classes!

New Changes in MORC Training

New Location: JARC

We are happy to share the news that we are offering some Unit 1: Introduction, Working With People classes, and Medications Refresher at JARC!

Please be sure to check each class for their location and relay that to your staff. Sometimes learners will still come to the Auburn Hills location in error.

The address for JARC is:
30301 Northwestern Hwy # 100, Farmington Hills, MI 48334

New Changes in MORC Training: Continued

When does a learner qualify for Test Out?

Test Outs and Refreshers are an option for recertification of current training and are offered through MORC Training for:

A. Introduction to Human Services (Unit 1)
B. Health (Unit 5)
C. Medications (Unit 6)
D. Working With People (Units 7 & 8)

Learners qualify for a Test Out or Refresher only if their training is still current; the classes listed above are valid for three (3) years from the date the training was successfully completed. In Cornerstone, we look to the Certification to find out if training is current. See the **Due:** date field? If there is a date in the future, the training is current.

If there is a **Due:** date but it's in the past, the learner no longer qualifies for the Test Our or Refresher process and must attend the instructor-led training class. If there is no **Due:** date, the learner must attend the instructor-led training class.

Effective July 1st – NO-SHOW Policy Change

Previously, at the quarterly provider meeting in Fall 2017, we met collectively to review the topic of no-shows and possible solutions to reduce the high numbers. We discussed options to affect the no-show rates such as making sure learner information is correct in Cornerstone; utilizing Cornerstone's training confirmations to make sure learners get to the correct site, time/date, and class; withdrawing a learner when it's known they will not be attending a scheduled class; and most importantly, running frequent no-show reports from Cornerstone.

To assist with reducing the costs associated with required trainings and to increase success rates, we at MORC Training have been working diligently to develop high-quality online learning options and additionally created supplemental online training videos. However, current no-show rates continue to hover around 28-37 percent and MORC can no longer absorb the cost of the high no-show percentage and the increased number of learners needing additional supports and re-training.

Two mandatory, live training sessions will be held in June (22nd & 26th) to prepare training managers for upcoming changes. Our focus will be on the new training approval process and REPORTS! Effective July 1, 2018 the Pilot Program will begin. The biggest change will be the additional approval step needed for instructor-led classes where the learner has self-registered.

It will be essential for those you have identified as Learning and Provider Managers to understand how to run and interpret no-show and other essential reports through Cornerstone. We recommend that if you are not currently utilizing these reports, you start using them now to become familiar with the process and to understand your organization's baseline no-show rate for reference.

To help manage their no-show numbers, each provider will be given a 15% margin of accommodation as a standard limit, regardless of the situation or reason for the no-show. Data will be pulled from Cornerstone on a quarterly basis. The cutoff time to withdraw a learner from any course without a no-show fee being applied is 5pm the prior day; in addition, tardiness the day of class will also be considered a no-show.

We will continue to hold webinars and quarterly Provider Cornerstone meetings to keep our Provider Community on top of the latest tools and operating information. These regular meetings are highly recommended. We look forward to working in partnership with you during this process change. Please feel free to reach out if you have any questions.

Alzheimer's Awareness Interview: Part Two

We have had the privilege and pleasure to partner with the Alzheimer's Association-Greater Michigan Chapter. Recently, we've hosted them with amazing webinars to explain Dementia and how to best support those with the disease.

Recently, I was able to interview Kate Pierce of the Alzheimer's Association. Please join us now for the second and final part; and I highly recommend checking out the last issue for part one!

What have been some barriers in the past for those with disabilities living with Alzheimer's and/or Dementia and what do you see may be future barriers as awareness and self-advocacy continues?

Katie Pierce: I think a barrier in the past was simply lack of awareness. Because people with disabilities tended to not live long enough to encounter dementia, so when the occasional person did, we didn't necessarily know what to do. Now, thanks to advances in medical treatment, people are living longer, so we're seeing more dementia in those with disabilities, so we are in a much better place to begin addressing it appropriately. I think the challenge will always be how do we get people diagnosed with dementia early enough that they can be involved with future planning; how can we support people in the community rather than sending them back to institutions (nursing homes); and how do we help friends, co-workers, and family members understand and accept the changes they notice related to dementia.

How can we better support those living with Alzheimer's?

KP: I think the most important thing is to "let go" of what the person did or did not do in the past and embrace them as they are today, in this moment. Otherwise, we get stuck in trying to get people to "get better" or get back to who they were, and we miss out on enjoying their presence now. I think sometimes it's almost easier for someone who is new to the person to support them, because they don't come with the same baggage of "Oh, well, they used to be able to do _____, so I really need to push them to continue to do it." Instead, they can focus on what the person's remaining strengths and interests and cultivate those instead.

What is some advice that you would like to pass on to caregivers at MORC?

KP: You have the skills to support people with Alzheimer's and other dementias already! Just keep the 6 elements of a Culture of Gentleness in mind, and use your Culture of Gentleness Tools and you really can't go wrong, especially if you keep in mind that what feels "safe" or may be viewed as a "demand", appropriate "structure", etc. may be different now for the person that what it was in the past.

Thank you, Kate, for your insight and this opportunity to interview you!

COG Network: Free Classes for Managers and Supports Coordinators

We are pleased to announce a new group focusing on building Culture of Gentleness skills - *designed especially for Managers, Supports Coordinators, and front-line supervisors, **The COG Network**.*

      The challenges of serving a people with diverse needs and limited resources is greater than ever. Building a Culture of Gentleness is one way to help with these seemingly overwhelming issues. The better understanding we have; the better job we can do!

These face-to-face meetings will take place on the following dates, in **Room 400A at the Auburn Hills Office of MORC from 10:30am-Noon:**

Wednesday, **June 13**
Wednesday, **August 8**
Wednesday, **October 10**
Wednesday, **December 12**

RSVP is not necessary. Certificates of Participation (suitable for AFC licensing) will be available. Please forward this email to those you feel would benefit from this experience to chris.hench@morcinc.org

Also, be sure to check out our **COG Webinars on the following dates from 1:30-2:30pm:**

Wednesday, **July 11**
Wednesday, **September 12**
Wednesday, **November 14**

For any upcoming webinars, please go to: https://www.morcinc.org/upcomingevent/

For any additional information or to be added to our mailing list, please contact:
chris.hench@morcinc.org

Quick Stats:

Fiscal Year 2018 Instructor-Led Courses									
Start Date	End Date	Quarter	Registered	No Show	Complete	Failed	No Show %	Complete %	Fail %
1/1/2018	3/31/2018	fy 18 Q2	2475	763	1530	182	31%	62%	7%

Fy18 Online Courses			
Start Date	End Date	Quarter	Complete
1/1/2018	3/31/2018	Q2	2235

Fy18 Online Test Out						
Start Date	End Date	Quarter	Attempted	Passed	Failed	Complete %	Fail %
1/1/2018	3/31/2018	fy 18 Q2	571	469	102	82%	18%

COMPARE: Fiscal Year 17 Instructor-Led Courses									
Start Date	End Date	Quarter	Registered	No Show	Complete	Failed	No Show %	Complete %	Fail %
1/1/2017	3/31/2017	Q2	3416	1021	2209	186	30%	65%	5%

Centered on MORC Training: Jenn Brandt

Jenn Brandt has been with MORC since 2014, first as a temporary employee in the MORC H.I.M. Department, and then as Secretary of the MORC Training Department and the Center for Positive Living Supports.

Every year, she supports thousands of caregivers who walk through our doors, call on the phone, or contact us via email, and strives to ensure each person is treated with kindness and compassion. She has orchestrated events for caregivers, such as 2016's CoG Easter Egg hunt, and Women's Day celebrations in 2017 and 2018; and has contributed to the Futures Foundation through various means including making silent auction baskets, organizing a plant sale, and creating a fundraiser at 2017's Culture of Gentleness Conference.

Since it's re-implementation in 2015, she has been a contributor and the editor of this Newsletter, being able to bring news and the good vibes of both MORC and The Center as they continue to grow and develop.

What was your first training like?
Well, I don't train the classes at MORC Training, but my favorite class that I've taken was Working With People. It's really the core of the Culture of Gentleness and was really my first introduction to the concept. I really enjoyed it and still remember that my companion was "Danny" and it was taught by now-retired MORC Trainer, Mike Waskul.

What's changed in yourself from the time you started until now?
Understanding. I have learned so much via trainings and conferences, but mostly through real-life experiences and interactions with the caregivers. Our caregivers are some of the humblest, hardest-working people I have ever had the opportunity to meet. They've taught me to be a stronger advocate of those we support and to a more patient, more gracious person.

What was the best advice you've received from a caregiver (in regards to training, caregiving, or just in life)?
Stop worrying about what could go wrong; and even *if* something does go wrong, just keep moving forward.

How do you teach, mentor and empower learners?
Knowledge and communication are key. When people come to me, it's usually because there's an issue with their training or their account. I understand that the requirements and using our LMS can be really overwhelming, confusing, or intimidating, especially if you're not familiar with computers. I strive to have open communication and follow-through. I may not always have the answer right away, but I'm trying my darnedest to find you a resolution.

Out of all of the 6 Elements, which one has made the biggest impact in your life?
Structure. It sometimes can be forgotten behind the glamour of Safe/Loved, but Structure can be so essential in helping people feel safer. It helps to keep everyone on the same page and have better connections.

What is one thing that may surprise people about you?
I'm going to be a presenter at this year's CoG conference.

What's the strangest family tradition in your family? On Christmas night, we watch the movie series, *Die Hard*, and eat fried chicken. We started it years ago on a whim and it stuck. Each year I try not to fall asleep by the time we get to get to Die Hard 3. Some years I make it, and some years I don't.