

Process for Requesting Support for Living Well or Tomando Control Leader Training

May 19, 2010

Overview

Currently, the Oregon Department of Human Services (DHS) has limited funding available to support statewide Living Well and Tomando Control leader training in areas of the state with a need for leaders. The leader training must be provided by two certified Master Trainers that will be required to follow the Stanford Master Trainer curriculum as written.

DHS has a range of options for supporting Living Well and Tomando Control leader training. One or more of these options can be requested.

- ❑ Promotion of leader training through www.healthoregon.org/livingwell Web site
- ❑ Provision of leader training materials (leader manuals, participant books, and CD sets), free of charge
- ❑ Assistance with arranging and providing a stipend for one or both certified Master Trainers in areas where there are no Master Trainers
- ❑ Assistance with partnership development in order to identify organizations and potential leaders to be trained to implement Living Well or Tomando Control.

Roles and Responsibilities

In order to make the leader training go as smoothly as possible, certain responsibilities are required for both DHS and the requesting organization. These responsibilities may vary depending on the type of assistance requested. Below are some general guidelines for support of leader training.

Training Requestor Roles and Responsibilities:

1. Complete Leader Training Request Form and submit a minimum of 6 weeks before requested training dates. **Please note that a minimum of 5 training participants must be identified before submitting the request form.**
2. Secure training location and other necessary on-site logistics.
3. Collect leader training registrations and work with DHS Living Well staff to ensure that all applicants are affiliated with a Stanford licensed organization.
4. If arranging Master Trainers locally, ensure that both Master Trainers meet Stanford's current requirements for Master Trainers. Arrange for fidelity observation as necessary, with DHS support.
5. Ensure that two weeks prior to the training date, a minimum of 10 people have registered and are committed to attend the training. If fewer than 10 people have registered within two weeks of the training date, notify Master Trainers and DHS Living Well staff to reschedule or cancel the training.

6. Ensure that no more than 18 people have registered for the training. If more than 18 people wish to register, maintain a wait list should anyone cancel.
7. Send confirmation emails to trainees and make follow up phone calls as necessary; a template for these emails can be provided by DHS Living Well staff.
8. Participate in planning calls and other communication with DHS Living Well staff and Master Trainers.
9. Provide training logistics support for leaders and Master Trainers (i.e., ensure room is set up as needed, supplies are available, etc.), which may involve meeting the Master Trainers an hour before the training starts each day.
10. Communicate with DHS Living Well staff if any major concerns or issues arise (e.g., Master Trainer gets sick, concerns about participants in the training, etc).
11. Provide a CD player, flipchart paper, flipchart stands, and markers for all four days of training, and/or work with Master Trainers to ensure these training materials are available.
12. Send roster of those who successfully complete the training to DHS Living Well staff, along with complete contact information (address, phone number, and email), for each newly trained leader.

Master Trainer Roles and Responsibilities:

1. Work together in advance of the leader training to coordinate the training facilitation and other necessary details.
2. Maintain contact with training requestor and DHS Living Well staff to ensure that all questions about the leader training are answered.
3. Provide hats, timer/clock, pre-made flipcharts, fish bowl cards, and Master Trainer manuals needed for the training.
4. Follow the Stanford Master Trainer curriculum as written.
5. Set aside time to thoroughly address the concepts of quality assurance and fidelity during the leader training. DHS will supply Master Trainers with any quality assurance and fidelity tools that have been developed for statewide use in advance of the leader training.
6. Address any concerns Master Trainers may have about a leader's facilitation ability. If Master Trainers feel that a participant is not appropriate to become a leader, they should discuss their concerns with the leader and indicate that they will be following up with the participant's organization and DHS Living Well Staff to discuss options for follow-up – e.g., involving the participant in supporting the programs other than as a leader, having him/her facilitate as a 3rd leader to gain more experience, or repeat the training.
7. Share any concerns that come up with specific individuals with the licensed organization that sent the individual, and with DHS Living Well staff.

DHS Living Well Staff Roles and Responsibilities:

1. Respond to Leader Training Request Form within two weeks of submission.
2. Provide consultation to the training requestor throughout the planning and training implementation process.
3. Advertise the leader training on the www.healthoregon.org/livingwell Web site.
4. Secure certified Master Trainers to provide the training if there are not two Master Trainers available in the surrounding region.
5. Set up an initial planning conference call between the Master Trainers and training requestor, if DHS is arranging for Master Trainers.
6. Arrange for Master Trainer payment, if DHS is providing a stipend.
7. Arrange for fidelity observation of Master Trainers, if DHS is arranging for Master Trainers.
8. Provide leader training materials as requested, which includes leader manuals, participant books, and one CD set for each pair of leaders.

Additional Information

DHS will only provide stipends for Master Trainers and the essential training materials (leader manuals, CDs, and program books) for the leader training. DHS will not provide funds for meals, snacks, or beverages during the leader training. If the training requestor would like to provide food or beverages, this would be at the cost to the requestor's organization.

DHS will review and process leader training request forms on an as-needed basis. Ability to provide the training will be subject to the following terms:

1. Current availability of trained leaders for the program in the region. Priority will be given to regions that have a higher need for leaders and less overall capacity to offer programs.
2. Availability of Master Trainers to provide training during the requested dates. Should no Master Trainers be available, the training requestor will be asked to find alternative dates for the training.
3. DHS Living Well staff reserve the right to request a four days in a row training based on how far the Master Trainers will be traveling.
4. The leader training must be open to anyone who wants to attend who is affiliated with a Stanford licensed organization. However, preference can be given to individuals from the surrounding region.
5. DHS will work with the training requestor to ensure that the training is observed for fidelity/quality purposes, and that both Master Trainers are currently licensed and meet Stanford's guidelines for active Master Trainers.
6. DHS will ensure that training support is provided in a fair and equitable manner in order to benefit the entire state proportionally. Therefore, DHS may be unable to fulfill all leader training requests.

If a leader training is needed but there are too few participants to meet the minimum criteria, please consider submitting a request form that covers multiple counties and/or licensed organizations to increase the likelihood that the training can take place.

Leader training can take place four days in a row (i.e., Monday, Tuesday, Wednesday and Thursday), or two days per week over two weeks (i.e., Week 1 - Monday, Tuesday; Week 2 - Monday, Tuesday).

Living Well/Tomando Control Leader Training Request Form



Date of Request: _____

Requestor's name: _____

Requestor's organization: _____

Requestor's mailing address:

Requestor's phone number: _____

Requestor's email address: _____

Will the requestor be the primary contact for setting up the training? If not, please provide the name and contact information for this person.

Type of support requested (check all that apply):

- Promotion of leader training on www.healthoregon.org/livingwell
- Leader training materials (manuals, participant books, CD sets)
- Arranging and providing a stipend for one or both certified Master Trainers (in areas where there are no Master Trainers available)
- Assistance with partnership development

Type of training requested:

Living Well with Chronic Conditions (English language) _____

Tomando Control de su Salud (Spanish language) _____

Does your organization or an affiliated organization have a Stanford license to offer this program?

Yes _____

No _____

If no, please explain _____

Licensure is in process _____

What dates are you requesting for the leader training?

Where will the training be located? Include address, city, and conference room name, if applicable.

Names and organizational affiliations of at least 5 people who will attend the planned training:

1. _____
2. _____
3. _____
4. _____
5. _____

Will you require DHS to secure Master Trainers to provide the training? If you will be providing your own Master Trainers, please list their names and contact information.

Master Trainer #1

Name: _____
Phone: _____
Email: _____

Master Trainer #2

Name: _____
Phone: _____
Email: _____

What else would you like us to know?

Please submit this completed form to the Oregon Living Well Program by email to living.well@state.or.us or by fax to 971-673-0994.

Questions? Please contact us at 1-888-576-7414.