

ORIANA HOUSE, INC.

CCP Training and Proficiency Process

Skill Rating on Specific Skills:

Extremely Proficient: No more than 1 point from the maximum
Proficient: No more than 2 points from the maximum
Unacceptable: 3 points or more from the maximum; however, 6 or 7-step skills are unacceptable at 4 points or more from the maximum.

- Please note for Relationship/Rapport the rating categories are Exceeds Expectations, Meets Expectations and Unacceptable

Skill Rating Overall:

Extremely Proficient: 3 or more extremely proficient skills, with the remaining skill rated as proficient.
Proficient: All skills rated as proficient or above
Needs Improvement: 1 skill rated as Unacceptable
Unacceptable: 2 or more skills rated as unacceptable.

- There will be an overall skill rating for the CCP skills and a separate overall skill rating for Relationship/Rapport. Both are calculated utilizing the same criteria.

Facility Implementation of CCP: (Please note this process can be modified based on differing circumstances. This is a general guideline utilizing lessons learned during prior implementation)

1. Meeting is held with leadership team and CQI to create implementation plan and timeline.
2. Facility coaches are selected. (Supervisors must become certified as a coach, however, you can also select additional facility staff to become a coach)
3. Observations are conducted on each coach. A minimum of 2 observations will occur for each skill. Staff must score as proficient or above on the 2 most recent observations (of that skill) to be considered proficient on each skill set.
4. Staff with an overall skill rating of Proficient or above are eligible to attend the Coaches Certification Training.
 - a. Staff must pass the testing in order to coach staff.
 - b. Staff who do not pass are eligible to retake just the portion they struggled with.
5. Meeting is held with leadership and CQI to modify implementation plan and timeline based on the number of certified coaches, facility resources, etc.
 - a. Several factors are taken into account with timeline and how to implement skills
 - i. Number of coaches
 - ii. Number of staff being coached
 - iii. Frequency of coaching sessions (per week, per month, etc)
 - iv. Current skill set of staff
 - v. Other facility projects occurring during implementation
 - vi. Challenges of coaching line staff (scheduling time, facility situations, etc)

- b. Process for accountability is established for coaches and staff. This will include a deadline for staff to obtain an overall proficiency rating of proficient or above. Timeline will need to take into account factors from 5(a).
6. Roll out to all or part of staff begins.
- a. Ideally training of line staff does not begin until coaches are certified.
 - b. For large facilities it is highly recommended to not roll out CCP to all line staff at one time.
 - i. Programs must take into account a turnover in coaches and the ability for other coaches to absorb staff into their coaching team while replacements are found and trained.
 - ii. A ratio of 1-3 staff per coach is ideal. Variations may need made based on:
 - 1. How frequent coaching is to occur
 - 2. Availability and job position of the coach
7. Process is continually monitored at a minimum monthly and changes are made as needed based on successes/challenges identified.