Updated: April 10, 2025

Aging Well PA New Hire Instructions

Steps to take when you have a new hire who needs access to the PIA system

1. Email your QCSS to let them know you have a new staff member who needs to be opened in the LMS.

2. Let your QCSS know the following:

    a. First and Last Name
    b. Email address
    c. Their title at your agency
    d. Role or roles you want them to have in PIA
        i. Assessor (for anyone who will complete FED assessments)
        ii. Supervisor (for intake and supervisors)
        iii. Both

3. Once your QCSS has opened them in the LMS for the first time, they will receive an email from the LMS system to begin their trainings. *Please note that the LMS link will expire 24 hours after being sent. To ensure the link does not expire, please have staff click the link and enter, even if they do not plan on doing their training right away.

4. The training required is below, but you can always have your staff take more if you want.

    a. **Assessor:** Should take all the trainings listed on the new hire sheet.
    b. **Supervisor:** Should take all the trainings listed on the new hire sheet.
    c. **Intake**: They will only have to take the PIA training, but may take other trainings if they wish. No new hire sheet is needed.
    d. **Desk Reviewer**: FED, PIA, and Desk review trainings. No new hire sheet is needed

5. The following documents must be received before PIA access is provided:

    a. For all staff the DPW Form will need to be sent to your QCSS. Fill out the Management Directive enclosure 3.

    b. If they are an assessor or supervisor, you will need to send the following:

i. Once your staff has completed their new hire assessor LMS training, please email the completed new hire sheet to your QCSS. This means dating, initialing, and signing off on every individual area. This form is needed for supervisory staff because, as a supervisor, you might need to submit a FED for your staff if they are out.

ii. All required Assessor QA documentation as per Exhibit E in our contract (see Exhibit E of your Aging Well contract and the QA information below).

c. If they are in an intake role, email your QCSS to let them know that they have completed their training for the intake role. No new hire sheet is needed. Intake staff will need to provide proof of a background check.

6. Your QCSS will check that all training was completed and let you know if any need more time. This will now be your staff's annual recertification date.
    a. Please note that we are aware that the PIA training supervisor and administrator modules are getting stuck. If they are completed, let us know, and we will mark them.

7. If everything is completed correctly, your QCSS will request your staff's b-account and email you the b-account information once it has been received.

NEW

Quality Assurance information is due at the time of LMS completion.

Beginning April 1st, 2025, Aging Well PA will now require all assessor qualification information to be sent to your QCSS before PIA access can be provided. Please ensure that you include the following information along with your staff's New Hire Sheet and DPW form. Please encrypt any emails with this sensitive information attached.

Assessor QA information Required (Exhibit E in your Aging Well Contract):

1. Criminal Background Check
2. Child Abuse Check
3. FBI clearance (if they have lived in the state of PA for less than 2 years)
4. Proof that they meet the minimum job qualifications approved by CMS.

a. This can be a CSCS100 from your county administration, Transcripts to show the credit hours or a degree. If they have spent time at your agency in another role you can provide proof of that position and time spent in that position.

5. A copy of their ID badge.

Intake/Clerical QA information (Exhibit A in your Aging Well Contract):

1. Criminal Background Check