

Office of Developmental Programs Information Sharing and Advisory Committee

Update on Recommendation #7: Develop and Support Qualified Staff

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Management

Recommendation #7: Develop and Support Qualified Staff

People with disabilities receiving services benefit when staff who support them are well trained. Values, ethics, and person-centered decision-making can be learned and used in daily practice through mentorship and training. Providing professional training that strengthens relationships and partnerships between individuals, families, and Direct Support Professionals (DSPs) will improve the quality of support.

2021 Training Highlights

- **27,389** participants attended **215** ODP live webinars in FY 2020-2021
- **1,925** new learners added to College of Direct Support (CDS) for FY 2020-2021
- **545** new trainees enrolled in the College of Employment Services (CES) for FY 2020-2021

College of Direct Support

All CDS courses meet the Centers for Medicare and Medicaid Services (CMS) set of **Core Competencies**. The addition of 1,925 new learners for FY 20-21

The top 5 topics studied included:

- Universal Precautions
- Safety
- Emergency Preparedness
- Maltreatment
- Everyone Can Communicate



2021 Everyday Lives (EDL) Virtual Conference:

(Held May 11 through June 10, 2021)

- EDL Virtual Conference hosted nearly **70** speakers and **1,200** unique attendees over the 7-day conference.
- The conference was held in a weekly symposium style that averaged approximately 350 attendees per session and featured tracks that reflect ODP initiatives including:
 - Racial Equity
 - Supporting Families
 - Technology Innovation
 - Dual Diagnosis
 - Employment



Strategy #1

Adopt the Direct Work Force Core Competencies

Incentivize Core Competencies by:

- Identifying if there are any providers who have adjusted pay scales to promote/incentivize completion of Core Competencies;
- Reviewing the payment models of other states to report on how Core Competencies are incentivized elsewhere

Strategy #2

Discuss opportunities to promote additional credentialing and competencies

CMS Core Competency Areas

1 - Communication	7 - Empowerment & Advocacy
2 - Person-Centered Practices	8 - Health and Wellness
3 - Evaluation and Observation	9 - Community Living Skills & Supports
4 - Crisis Prevention and Intervention	10 - Community Inclusion & Networking
5 - Safety	11 - Cultural Competency
6 - Professionalism & Ethics	12 - Education, Training and Self-Development

Core Competency Example

2. Competency Area: Person-Centered Practices (7)

The DSW uses person-centered practices, assisting individuals to make choices and plan goals, and provides services to help individuals achieve their goals.

Skill Statements

The Direct Service Worker:

- a. *Helps design services or support plans based on the choices and goals of the individual supported, and involves the individual in the process.*
- b. *Builds collaborative, professional relationships with the individual and others on the support team.*
- c. *Provides supports and services that help the individual achieve his or her goals.*
- d. *Participates as an active member of service or support team.*
- e. *Works in partnership with the individual to track progress toward goals and adjust services as needed and desired by individual.*
- f. *Gathers and reviews information about an individual to provide quality services.*
- g. *Completes and submits documentation of services on time.*

Strategy #5

Build incentives into the reimbursement system to promote staff credentials, encourage professional growth and development, and adopt incentive-based training and credentialing.



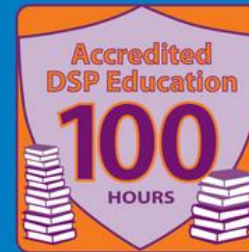
National Association of Direct
Service Professionals



pennsylvania
DEPARTMENT OF HUMAN SERVICES

E-Badge Academy

- Offers DSPs and Frontline Supervisors the ability to earn national certification through stackable electronic badges.
- Badges demonstrate the knowledge, skills, and values that these professionals utilize every day



Human
Resources
Center, Inc.



InVision Human
Services SVCS



Penn-Mar Human
Services



St. Josephs
Center

American Rescue Plan Act (ARPA)
Provide Funding for Staff Training, Credentialing and
Business Associates Programs for Employment



Announced for all providers March, 2022

One time supplemental payments to provider for the following types of activities:

- agency adoption of Centers for Medicare and Medicaid Services core competency training for Direct Support Professionals
- agency completion of National Association for Dual Diagnosis Accreditation
- establishing business associate program in industry to promote employment for people with disabilities
- Lifecourse Ambassador program
- Enhances HCBS by improving staff and agency competencies and areas of expertise and provides models for linking pay/career ladder to certifications or credentialing.

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A business associate in industry:

- **embedded staff person** within a typical **community business to assist with hiring practices** and supporting people with disabilities in the workplace.
- The associate is typically an employment specialist on provider agency payroll and works on-site at that community business.

American Rescue Plan Act (ARPA)

Provide Funding for Staff Training, Credentialing and Business Associates Programs for Employment



- The business associate in industry provides training and technical assistance to human resource and other employees in the community business in which it is embedded on the following:
 - hiring practices, including job specification/description/posting language,
 - methods of recruitment
 - application and interviewing practices
 - onboarding practices
 - supporting or arranging supports for people with disabilities in the workforce
 - providing disability awareness training to the company's workforce
 - being an in-house expert/resource to the business on all publicly-available programs, funding streams, and tax and other incentives for hiring and supporting people with disabilities
 - workplace accommodations.

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Expected outcomes:

- (1) a demonstrable increase in number of individuals with disabilities hired and retained in competitive-integrated jobs by the community business

- (2) permanent changes in the business's HR policies and practices that lessen barriers for future qualified applicants with disabilities to secure employment with the company.

Discussion