# ISAC 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.

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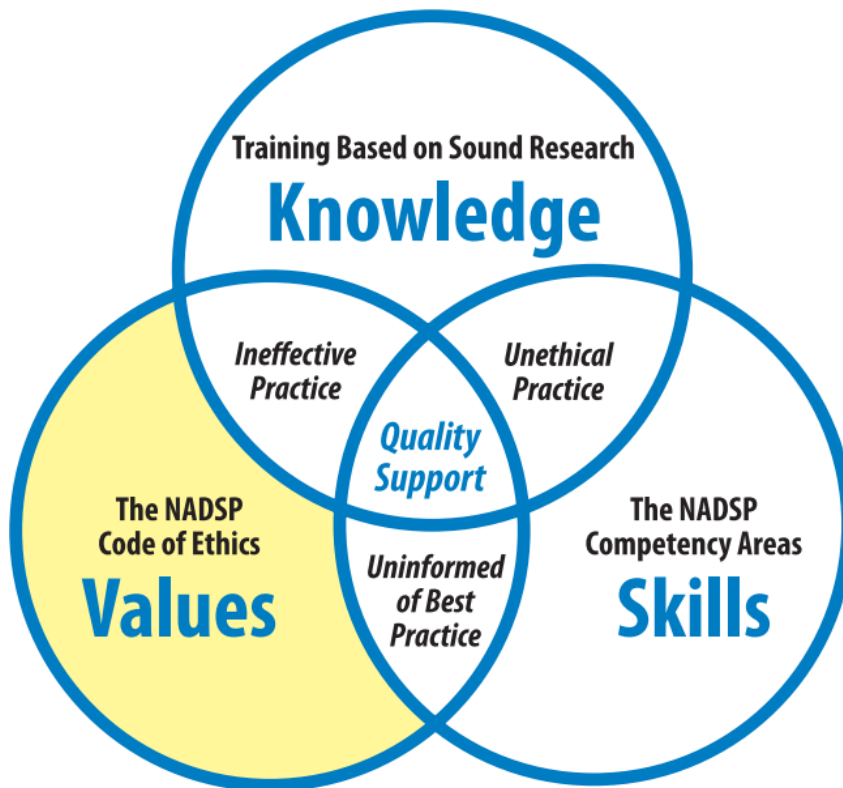
- **Increasing DSP and FLS**
  - Knowledge
  - Skills
  - Values

- **Create Workforce Stability**
- **Create Portability of Training for DSPs and FLSs**
- **Create a Career Ladder through Pay for Performance**

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DSPs and Frontline Supervisors (FLSs) can use any NADSP accredited trainings toward their certificates and E-badges

MyODP and **College of Direct Support** trainings count toward Chapter 6100 required training hours
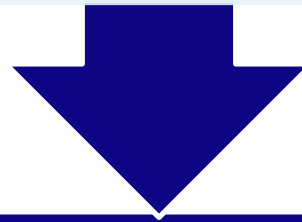
DSPs and FLSs submit essays and testimonials for work experiences

Testimonials describe work experiences about real life occurrences of the activities to support people.

2025-2026 Tier Requirements:

Primary

- Submit a timeline for implementing a NADSP credentialing program for DSPs and FLSs.

Select and Clinically Enhanced

- Report the number of DSPs and FLSs enrolled in the NADSP credentialing program, requiring 5% of DSPs be credentialed by 12/31/2025 and 10% by 12/31/2025 if they already achieved the 5% at the time of the application.

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Pay for Performance (P4P)

- Available to primary, select, clinically enhanced tiers

- Optional

- In addition to Fee For Service (FFS) payments, providers earn financial incentives to build capacity and reward performance

- Timeline
  - Milestone 1 – Plan submissions due March 15, payments May 2025
  - Milestone 2 – Increase baseline (minimum 2% Primary, 5% Select and Clinically Enhanced) by December 31, payments beginning in March 2026

Technical Assistance offered to Providers

ODP has been facilitating Regional Peer to Peer Workgroups for Technical Assistance

- Forum for providers to support one another to implement agency credentialing programs
- ODP and NADSP representatives available to answer questions
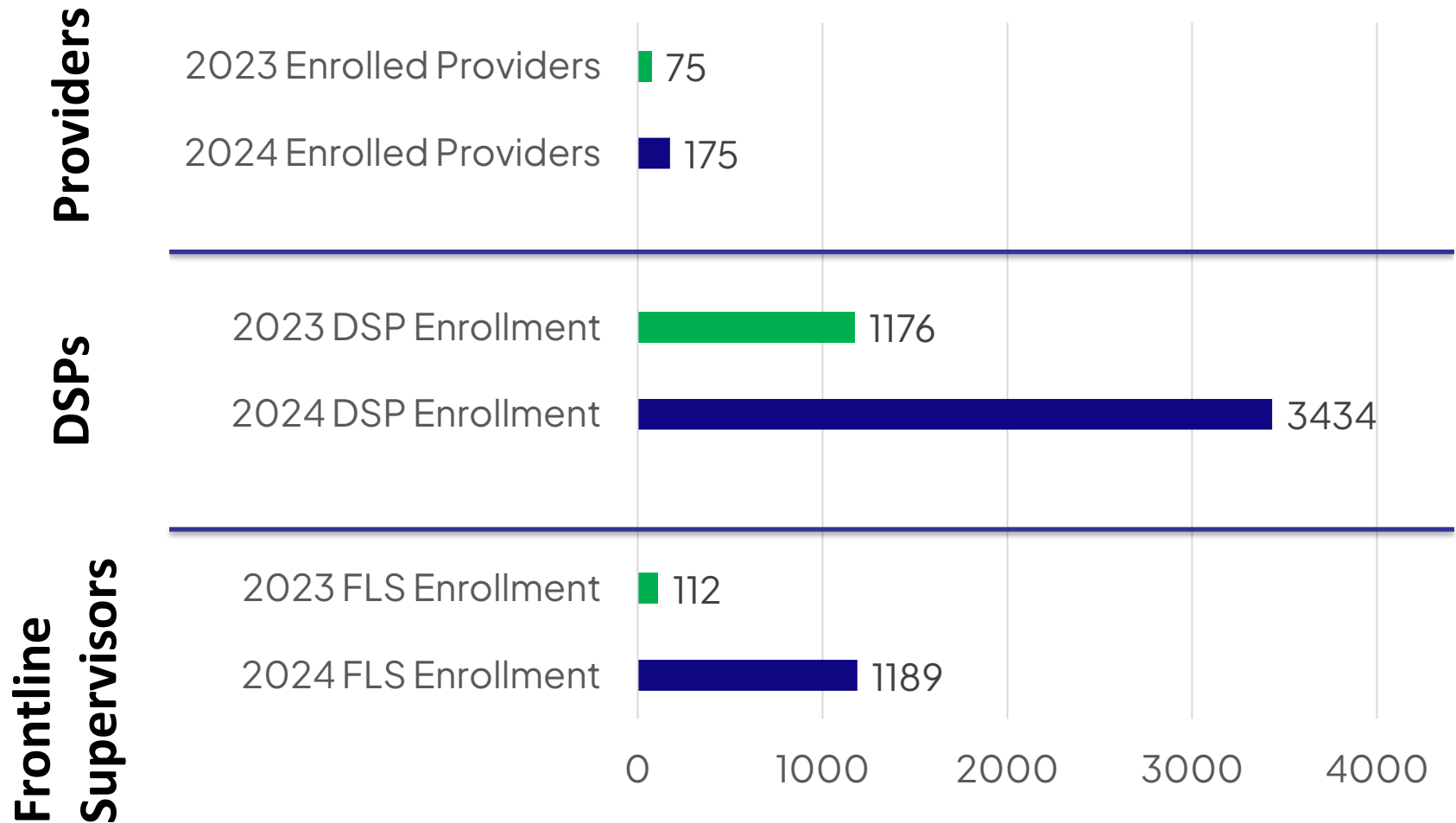- Optional monthly meetings

Monthly Special Topic Meetings – Educating Provider Leads

- Frontline Supervisor Certification Process
- Direct Support Professional Certifications
- NADSP – The Big Picture

NADSP Enrollment Data

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Providers
- 2023 Enrolled Providers — 75
- 2024 Enrolled Providers — 175

DSPs
- 2023 DSP Enrollment — 1176
- 2024 DSP Enrollment — 3434

Frontline Supervisors
- 2023 FLS Enrollment — 112
- 2024 FLS Enrollment — 1189

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Category	Value
2023 FLS Certifications	48
2024 FLS Certifications	463
2023 DSP – III Certifications	132
2024 DSP – III Certifications	354
2023 DSP – II Certifications	232
2024 DSP – II Certifications	575
2023 DSP – I Certifications	486
2024 DSP – I Certifications	1391