



Unlocking Excellence in Direct Support Professionals

Nationally Accredited DSP Tier Program

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Presentation Overview

- DSP Credentialing Program is designed to empower DSPs with the knowledge and skills.
- New Horizons' DSP Credentialing Process
- This program cultivates a culture of excellence, leading to improved outcomes for individuals with disabilities.
- Organizational benefits from supporting their DSPs in pursuing NADSP credentials.



How it all began...

2018 - Spring Conference – Joe MacBeth

2019 – DSP subject matter expert Kelly Nye-Lengerman
(Research Associate at the University of Minnesota)

2020 – Covid

January 2022- Rolled out first cohort



The Emerging Role of Direct Support Professionals

Historically....

- Primarily Seen as Caretaker
- Focus on Custodial Care
- Providing Companionship
- Providing Coverage
- Primarily Focused on Health & Safety Issues
- Entry-Level Job

Now and in the Future....

- Ambassador, Mentor & Coach
- Culturally Competent
- Close Interactions with Families - often in Family Settings
- Supporting Informed Decisions – Assessing Risk
- Possession of Complex Skills

Retention and Recruitment of DSP

- Human Services Agencies – as high as 70% annual turnover rate
- DSP work requires a wide range of skills, including understanding complex health conditions, conflict mediation and de-escalation, emergency preparedness and response, positive behavioral support, teaching and reinforcement strategies.
- DSP often have the fewest qualifications to obtain employment – a high school diploma or equivalent, a valid driver's license and passing a criminal background check
- To recruit young people into field

(Johnson, K. E. 2019)

Benefits of NADSP Certification

The NADSP Certification program offers powerful benefits to practitioners, their employers and to the people they support. Direct Support Professionals benefit by learning and applying best practices and evidence-based skill and knowledge in the workplace. The organizations employing credentialed DSPs can provide stronger assurances of quality to funders and people supported and can proudly market their employment of nationally certified staff. People receiving supports from certified DSPs will have the advantage of partnering with highly trained professionals committed to supporting them using the ethical and effective interventions that they have mastered.

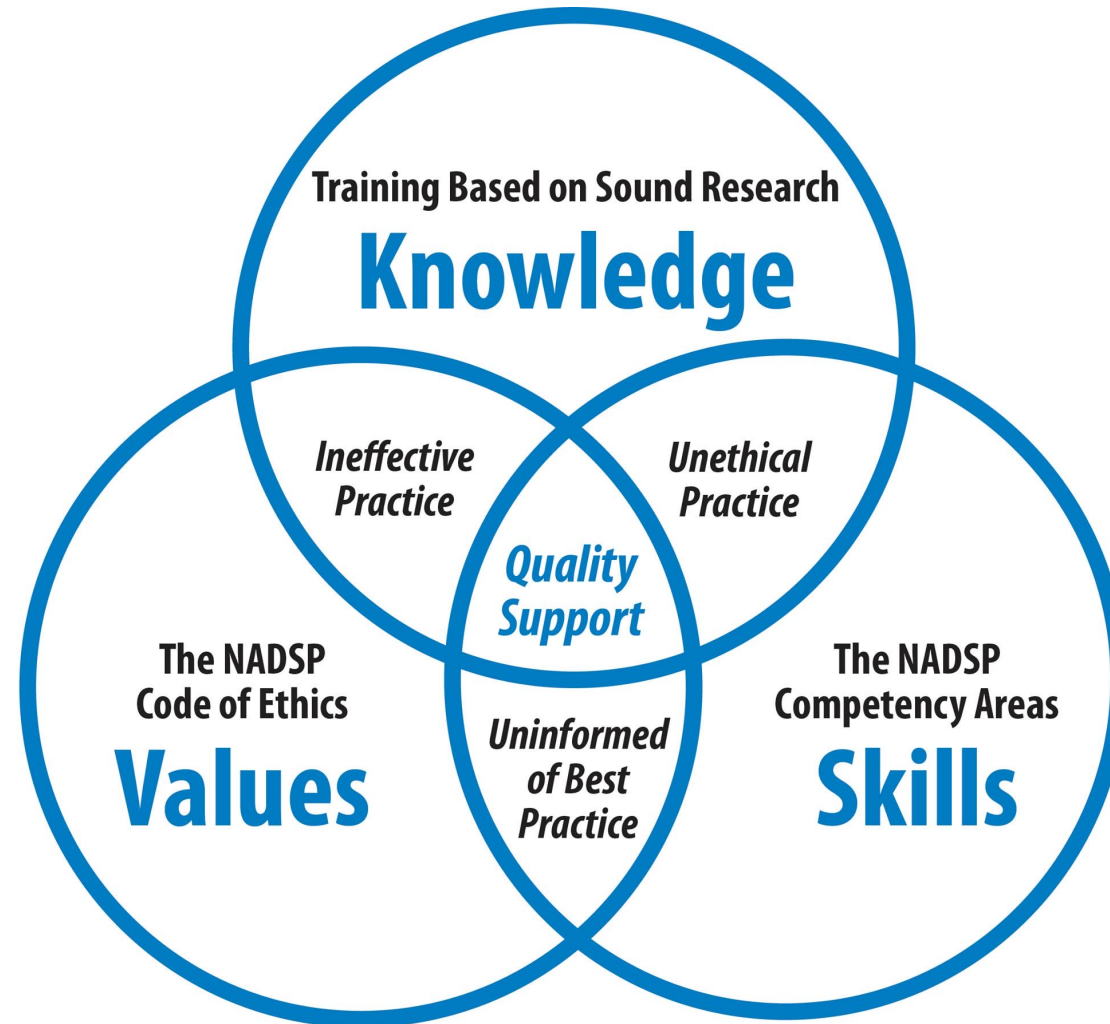
Finally, anecdotal evidence suggests that employees who complete rigorous credential programs stay on the job longer and provide a higher quality of support. The NADSP certification program affords DSPs the opportunity to commit to the profession of direct support through its three-tiered credential program, which includes DSP-I, DSP-II and DSP-III certification through the NADSP E-Badge Academy.



Making a world of difference
in people's lives

National Alliance for Direct Support Professionals Mission

- NADSP's mission is to enhance the quality of support provided to people with disabilities through the provision of products, services, and certifications which elevate the status of direct support workers, improve practice standards, promote systems reform and, most importantly, advance the **knowledge, skills, and values** of direct support workers.



How Quality Happens...NADSP

The NADSP

Direct Support Professional Competencies

Area 1: Participant
Empowerment

Area 2: Communication

Area 3: Assessment

Area 4: Community and Service
Networking

Area 5: Facilitation of Services

Area 6: Community Living Skills
& Supports

Area 7: Education, Training &
Self Development

Area 8: Advocacy

Area 9: Vocational, Educational &
Career Support

Area 10: Crisis Prevention and
Intervention

Area 11: Organizational Participation

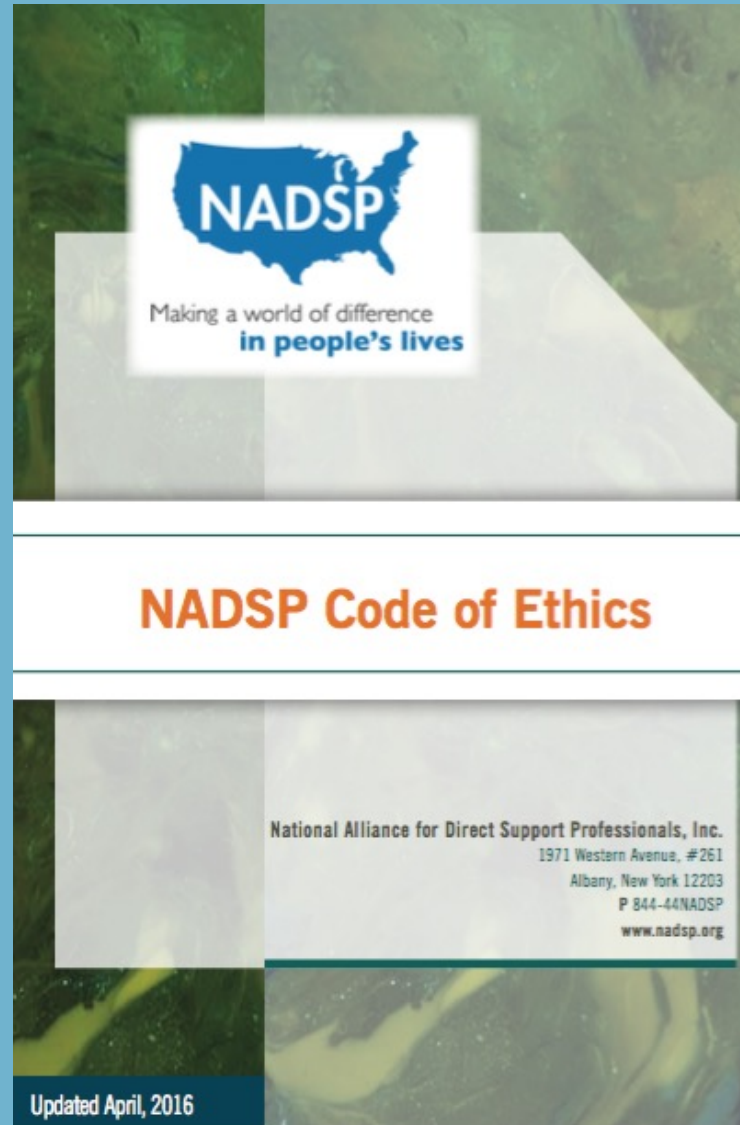
Area 12: Documentation

Area 13: Building and Maintaining
Friendships and Relationships

Area 14: Person Centered
Supports

Area 15: Supporting Health and
Wellness





NATIONAL ALLIANCE FOR DIRECT SUPPORT PROFESSIONALS

CODE OF ETHICS

- Person Centered Supports
- Promoting Physical and Emotional Well-Being
- Confidentiality
- Self-Determination
- Integrity& Responsibility
- Justice, Fairness& Equity
- Respect
- Relationships
- Advocacy



WHAT YOU NEED TO KNOW ABOUT DSP TIER & FLS

**MAINTAIN "3" FOR
ALL EVALUATION
CATEGORIES ON
YEARLY STAFF
EVALUATIONS**

CRITERIA

- Good Attendance & Punctuality
- Team Player
- Reliable
- Willingness/Flexibility
 - Work within all program areas
 - Work various shifts (if feasible)
 - Usage of personal vehicle (if applicable)
- Must Demonstrate Professionalism
- Responsible with Time Management
- Ability to use/navigate technology with ease

REQUIREMENTS

DIRECT SUPPORT PROFESSIONAL TIER & FRONT LINE SUPERVISOR

- Submit NADSP Application by Due Date
 - Letter of Commitment
 - Letter of Support
 - With Appendix B- Code of Ethics
- Successful Completion of DSP-I
 - 15 E-badges
 - 50 hours of Training
 - New Horizons Requirements
 - Vocational Training Plan in Relias
- Frontline Supervisor
 - Leadership Training
 - In a leadership role for 6+ months
 - Must have DSP experience
 - FTF billable services (total # of hours TBD)
- Must complete an entrance & exit interview

LEARNING PLATFORMS



RELIAS
LEARNING

**CONTACT ANDREA DAVIS
WITH QUESTIONS**

adavis@newhorizonsrehab.org

Training

- You must complete 50 training hours of accredited education. (Relias or Open Future Learning).
- Complete a Tier 1 training plan in Relias that consists of 13 trainings.

STEP
01

Skills

Completion of 11 written testimonials to demonstrate your skills in the field of Direct Support.

STEP
02

Commitment

Throughout the process, you will also be working with a Front-Line Supervisor to learn case coordination. NOTE: This training will all be completed on your personal time.

STEP
03



Steps for
Direct Support Professional

TIER 1

WWW.NEWHORIZONSREHAB.ORG



Set Your Objectives

Taking on a caseload of 3-5 individuals.

STEP
04



Define Strategies

Get involved with one Committee within the agency. The options include:

- Diversity, Equity & Inclusion
- Quality Assurance
- Corporate Compliance
- Safety
- Business Advisory
- Employee Engagement Initiative

STEP
05

If you have any questions related to any of the Tiers, please contact, Andrea Davis, Manager of Operations & Staff Development at adavis@newhorizonsrehab.org.

Training

- You must first acquire a Tier 1 Certificate.
- Complete 50 training hours of accredited education (Relias or Open Future Learning).
- Complete a Tier 2 training plan in Relias that consists of 5 APSE Employment Domain Trainings (5-7 hours).

Skills

Completion of 13 written testimonials to demonstrate your skills in the field of Direct Support.

Commitment

Throughout the process, you will also need to complete the ACRE Training with our New Horizons staff. NOTE: This training will all be completed on your personal time.

Set Your Objectives

Increasing your caseload 2-4 more individuals.



Define Strategies

Maintaining involvement with one Committee within the agency. The options include:

- Diversity, Equity & Inclusion
- Quality Assurance
- Corporate Compliance
- Safety
- Business Advisory
- Employee Engagement Initiative



New Horizons
Improving Employment Outcomes

Steps for
Direct Support Professional

TIER 2

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STEP
01

STEP
02

STEP
03

STEP
04

STEP
05

Training

- You must first acquire a Tier 2 Certificate.
- Complete a Tier 3 training plan in Relias that consists of approximately 15 trainings (an ANCOR specialization in Relias).

STEP
01

Commitment

You will have to earn an additional 20 badges in order to receive your Tier 3 certificate. . NOTE: This training will all be completed on your personal time.

STEP
02



Set Your Objectives

- Increasing your caseload 1-2 more individuals.
- Supervising a group of staff in the specialization area you are certified in.

STEP
03

Define Strategies

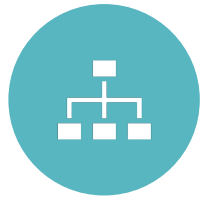
Maintaining involvement with one Committee within the agency. The options include:

- Diversity, Equity & Inclusion
- Quality Assurance
- Corporate Compliance
- Safety
- Business Advisory
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STEP
04

If you have any questions related to any of the Tiers, please contact, Andrea Davis, Manager of Operations & Staff Development at adavis@newhorizonsrehab.org.

Three Main Components of our Credentialing



Agency Customized
Tier Training Plan-
Relias



50 Hours of Training
as outlined by NADSP



Badges/Testimonials -
a requirement of
NADSP



Learning Platforms

- Relias
- Open Future Learning
- <https://nadsp.org/services/accredited-education/>

Tier 1 Badges/Testimonials- NADSP



- You have 15 badges to earn
 - 1 Code of ethics
 - 3 accredited education (10, 25 & 50 hours)
 - 4 core competency badges
 - Safety
 - Health & Wellness
 - Person Centered Supports
 - Crisis Prevention & Intervention
 - 7 additional badges from the catalog

Badge Example

By earning Communication Modes, you will demonstrate the following:

- 1A. Uses positive and respectful verbal, non-verbal and written communication a way that can be understood by the individual, and actively listens and responds to him or her in a respectful, caring manner.
- This badge is part of the Communication CMS Core Competency. It also aligns with the NADSP Competency Area of Communication.
- In writing your testimonial for Communication Modes, you must address the following prompts:
 - Describe one example of you facilitating effective communication with a person you support. What impact did this communication have on the person's life?
 - Explain how supporting communication is consistent with the NADSP Code of Ethics.



Approve or
Deny?



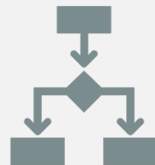
The expectation



You have one year to complete the requirements



You must complete this outside of New Horizons work hours



If you are struggling or falling behind, talk to program coordinator to see what you need to do to get back on track

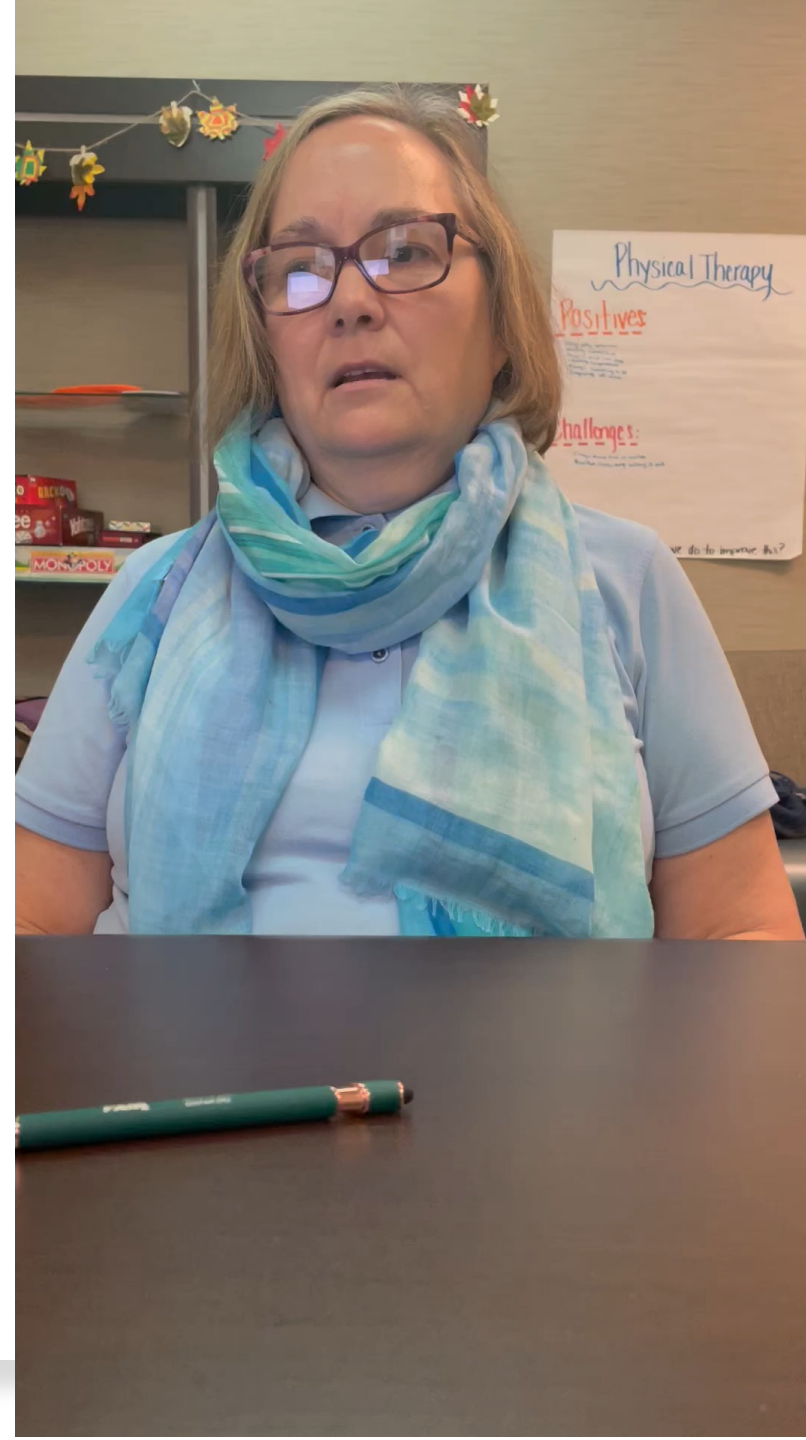
How would you
describe your
experience with the
DSP Tier Program?



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describe your
experience with the
DSP Tier Program?



Do you believe that this program has equipped you with the necessary skills and knowledge to perform your job more effectively?



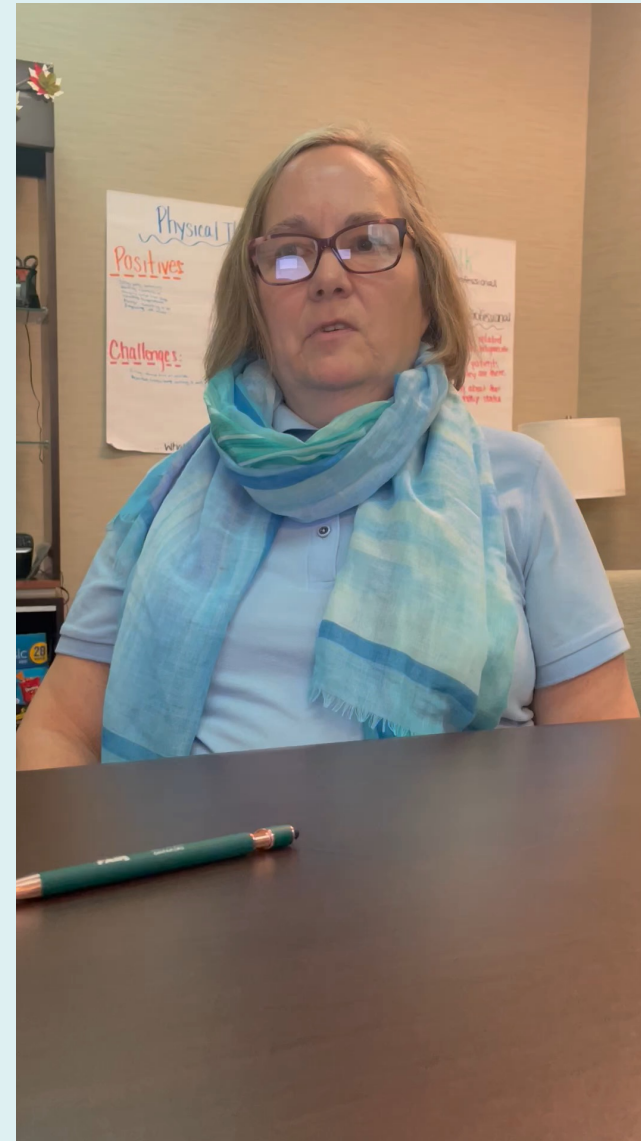
Do you believe that this program has equipped you with the necessary skills and knowledge to perform your job more effectively?



What was the most
challenging aspect of the
program for you?



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What advice would
you give to DSPs
and/or other
agencies who are
considering
participating in this
program?



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Timeline of New Horizons' Process



Credentialing Awareness Campaign



Onboarding



Welcome Meeting and Orientation



Monthly Progress Monitoring



Quarterly Check-in Meetings



Graduation at Board Meeting



DSP CREDENTIALING OPEN HOUSE

OCTOBER 24TH
8AM-12PM → AUBURN HILLS CONFERENCE ROOM
1PM-4PM

OCTOBER 25TH
8AM-10AM → MADISON HEIGHTS CONFERENCE ROOM

OCTOBER 26TH
8AM-2:30PM → NOVI CONFERENCE ROOM

VIRTUAL OPTIONS AVAILABLE

OCTOBER 25TH: 3:30PM-4PM
OCTOBER 27TH: 3:30PM-4PM

The National Alliance for Direct Support Professionals (NADSP) has launched The NADSP E-Badge Academy, which offers Direct Support Professionals (DSPs) and Frontline Supervisors (FLSs) the ability to earn national certification through stackable electronic badges.

These badges demonstrate the knowledge, skills, and values that these professionals utilize every day, recognizing the professional development that might otherwise go unacknowledged.

Show DSPs a sample schedule for time management and what the requirements of the tier credentialing will look like for them as they pursue this on their personal time.

- DSPs future career expectations.

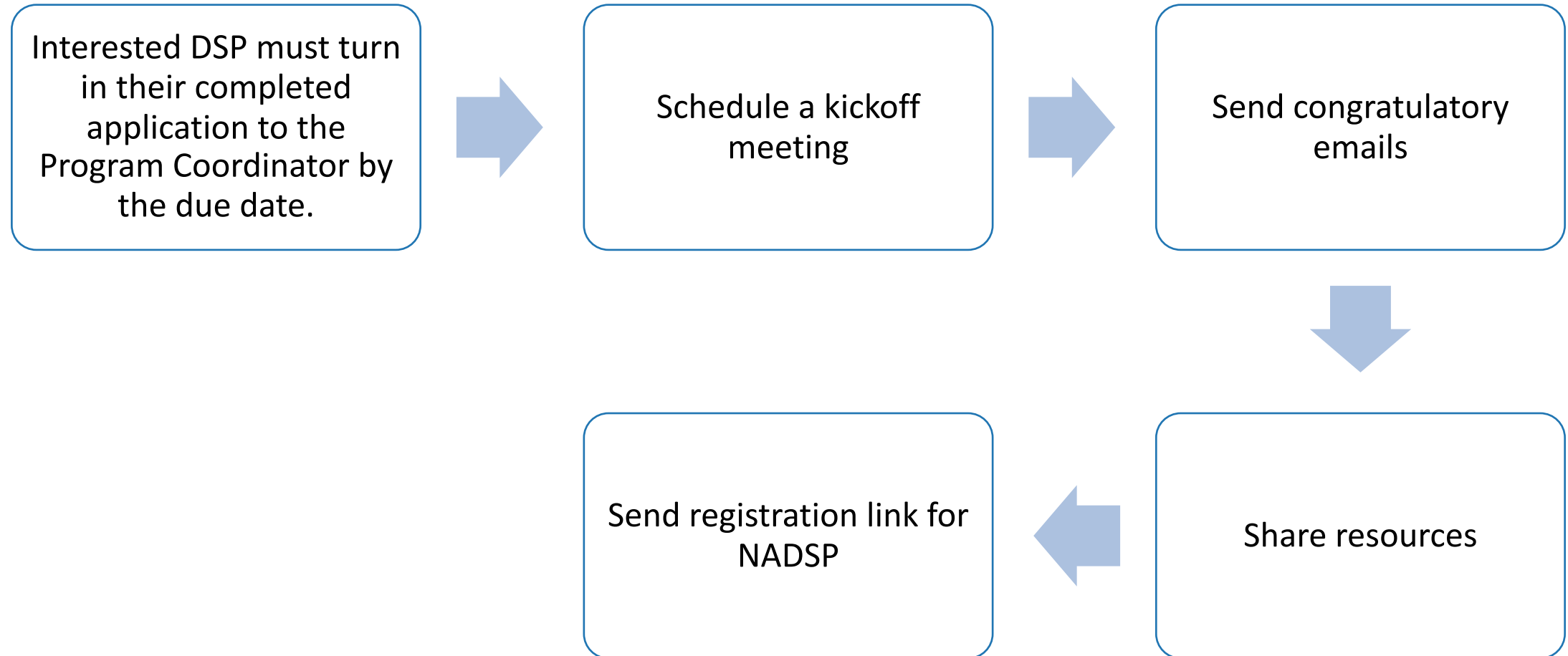
Going through what to expect for the branch visits:

- Scheduled for the first and second week of December.
- Any unanswered questions from the open houses will be addressed at the branch visits.

DSPs will be receiving instructions on how to register with NADSP prior to the branch visits in December.

Questions? Contact Andrea Davis at adavis@newhorizonsrehab.org

Onboarding



Welcome Meeting and Orientation

- Host a 3 hour in-person orientation to program with new cohort.
- Introductions of everyone in the cohort (if everyone doesn't know each other)
- Introduction of NADSP
- Discuss the 3 main components of the program:
 - Tier Training Plan – New Horizon's assigned trainings in Relias
 - Training Hours – Complete 50 hours of NADSP approved trainings in either Relias or Open Future Learning. We give a training on how to find NADSP approved trainings in these platforms.
 - Testimonials/Badges through NADSP - We give a training on how to complete a testimonial, how to navigate the catalog and what core competencies are required.

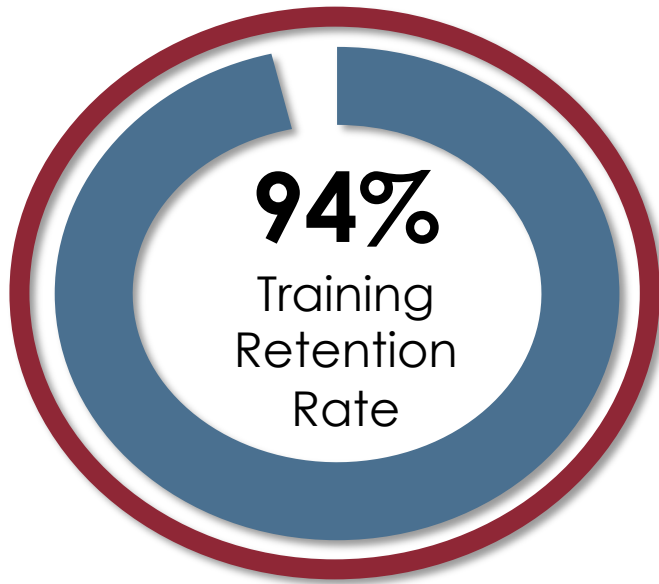
Monthly Progress Monitoring & Quarterly Check-In Meetings

- At the conclusion of each month, the program coordinator will conduct comprehensive assessments on the Relias, Open Future Learning, and NADSP platforms to assess individual progress and determine the percentage of course completion.
- Should the program coordinator identify any individuals who may be falling behind, they will reach out to them to offer assistance and support.
- In addition to our monthly reviews, our quarterly check-ins are a valuable tool for maintaining motivation and ensuring everyone stays on course. These check-ins can take the form of either one-on-one meetings or group discussions, allowing for flexibility in choosing the format that best suits each individual's preferences and needs. These meetings can be held either in person or via Teams, depending on what is most convenient for all involved.



“For anyone that wants to grow and develop in their ability to help the people they serve reach their goals and dreams and who is willing to be committed and put in the work, the tier program is for you. It is worth the effort.”

Karen Emmert, Services Coordinator – New Horizons Rehabilitation Services, Inc.



35
Staff
Participating

17
Staff
Certified

60
Eligible Staff



3

DSP Plus \$1.00 / hour

2

DSP Plus \$ 1.00 / hour

1

DSP Plus \$.75/ hour
(\$1.00 total)

R

DSP-R Starting wage + \$0.25

Direct Support Professional



1 Year

Average Time
to Complete



Enhanced Quality
of Service to
Persons Served



\$1/Hr

Average Merit
Increase

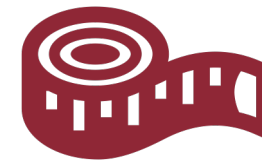


Attract &
Retain Staff



7

Average Cohort
Size



Tiered

Measurable
Skill Gain



Agency budgeting for the DSP Tiers

- * We budgeted for all staff to be a DSP Tier 1 or Tier 2 graduate.
- * Tier 3 is capped at 5 total staff
- * FLS is capped at 5 total staff

Grant Funding is also available



Cost to run the program

Open Future Learning approx. \$1,700/yr
(46 seats)

NADSP user license (member) is \$1,950 (30
licenses) \$65/license/year

* Relias training platform – Existing Training
Platform for New Horizons.

RECAP SLIDE



Benefits for staff
and agency

Challenges for
the staff

Drawbacks for
the agency

Our
recommendation
– GO FOR IT!

Peer-Reviewed References for New Horizons
(Kimberly Pietrylka-Miller, Jason Kaszubski, Andrea Davis)

1. DIRECT SUPPORT PROFESSIONALS' PERSPECTIVES AND ROLE PERCEPTIONS IN THE FIELD OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

Johnson, K. E. (2019). DIRECT SUPPORT PROFESSIONALS' PERSPECTIVES AND ROLE PERCEPTIONS IN THE FIELD OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES (Doctoral dissertation, University of Delaware).

2. How to attract and retain PWS caregivers

Garrick, L., & Poor-Harmon, C. (2022). How to Attract and Retain PWS Caregivers.

3. Stabilizing the Direct Care Workforce: Challenges and Progress

Calder, K. (2023). Stabilizing the Direct Care Workforce: Challenges and Progress. *Health & Social Work*, 48(2), 87-90.

These were our originals that we sent with our proposal (#4-#6)

4. Bibliographic Reference 1 (APA Format): National Alliance for Direct Support Professionals. (n.d.). Home. NADSP. <https://www.nadsp.org/>

- 5. Bibliographic Reference 2 (APA Format): Relias. (n.d.). Home. Relias. <https://www.relias.com/>

- 6. Bibliographic Reference 3 (APA Format): Open Future Learning. (n.d.). Home. Open Future Learning. <https://www.openfuturelearning.org/>

ANY
QUESTIONS





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- Director of Human Resources
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