

Outreach and Education

The State submits the enclosed information with respect to Outreach and Education, in response to the Court’s December 6, 2022 Order regarding substantial compliance.

Many efforts are underway to provide guidance and information to individuals in the Adult DD system and their families. The DDD has built a Communication and Training Unit to be able to provide much needed support in this area. There are also several contracts with Vendors that support these recommendations as well. Training schedules have been made, and the work will begin this Summer.

Court Order Required Actions	Required Documentation	Responsive Documentation
Develop a professional development curriculum for caseworkers and others to ensure consistent understanding, messaging and implementation of the new administrative processes.	Curriculum – topics, materials, training dates	Outreach and Education-000001 to Outreach and Education-000003: Communications & Training Status Report June 2023
Through the Statewide Workforce Initiative (described below) develop and implement a training hierarchy for direct support staff.	Component of the workforce initiative described above	Outreach and Education-000004 to Outreach and Education-000017 <ul style="list-style-type: none"> • Direct Workforce Solutions Workplan • Transformation Fund Phase I Activities List Providers • Sage Squirrel May 2023 Status Report
	Curriculum – levels, topics, training schedule	Outreach and Education-000004 to Outreach and Education-000011: Direct Workforce Solutions Workplan
Develop and implement a customized employment training curriculum for all employment staff.	Materials	Outreach and Education-000012 to Outreach and Education-000014: Transformation Fund Phase I Activities List Providers
	Training dates	Outreach and Education-000018 to Outreach and Education-000022: Transformation Fund Phase II Activities

Outreach and Education

<p>Provide outreach, education and support to individuals who are in segregated settings to ensure that those individuals have access to the services and supports necessary to make informed choices about integrated day activities and employment.</p>	<p>Specific strategies (with dates) targeted to individuals in segregated settings</p>	<p>Outreach and Education-000023 to Outreach and Education-000025: BHDDH Narrative.</p>
<p>Provide training for all individuals who self-direct their services and, if applicable, their primary guardians and caregivers, at no cost to the individuals or caregivers.</p>	<p>Specific strategies (with dates) targeted to those who self-direct</p>	<p>Outreach and Education-000026 to Outreach and Education-000038: RISWI Training Survey Summary of Results</p>
	<p>Topics, materials</p>	<p>Outreach and Education-000023 to Outreach and Education-000025: BHDDH Narrative.</p>

**Communications &
Training Status
Report June 2023**

Communications and Training Unit Status Report

Current Outreach/Future Planning

- Planning training sessions over the July and August months for providers and plan writers to review Rates and Individual Budgets, SIS changes, and Conflict-Free Case Management (CFCM).
- Committee meetings for “Black and Aging Fair” through Office on Health Aging (OHA) for 7-13 and Aug date TBD, BHDDH to attend and provide documentation to community at West End community center with DD, BH, DHS, and other applicable resources.
- Meeting with Thundermist to collaborate with Crisis Intervention Team (CIT) academy training in community with law enforcement and local police. Staff will attend training in July, present overview of DD services and in future present sessions to support law enforcement working with individuals with I/DD.
- Plans to coordinate with BH Link to provide outreach/resources of clients through Link connection.
- Met with Youth in Transition (YIT) unit to coordinate with unit as to how we can support future trainings already happening at schools and DCYF in the hope to increase outreach in the youth community through schools and events in local communities of school aged youth.
- Ongoing collaboration with Employment unit to develop training for both employers around hiring individuals with I/DD as well as participants understanding employment options and employment barriers.
- Met with Clinical/Residential team to discuss supporting outreach efforts to local Hospitals on quarterly basis to increase awareness of DD services with future for training staff. Discussed potential for plan to outreach Eleanor Slater Hospital and Department of Corrections for ongoing presentation of services and coordination.
- DDO Onboarding Process-Meeting with Quality Management Unit, developing policy for onboarding new providers with goal of streamlining QA, QI, Licensing and DD procedures for providers to ensure consistency, ease, and ensure ongoing provider support. Policy to include initial trainings for DDO’s to include Computer system use, internal DD structure, DD certification standards and services, documentation, overview of Eligibility and SIS process, transition and employment, comprehensive list of required training for licensing and DD, person-centered planning, billing manual, fiscal orientation, HCBS, and Consent Decree.

- State Workforce Initiative (SWI)- Training staff are serving on Training and Professional Development workgroup with the goal of assisting in developing a training framework for DSPs, correlate provider network of offered trainings and identify where DD can assist with gaps in training.
- State Workforce Initiative (SWI)-- Communications staff are serving on Marketing and Recruitment workgroup with the goal of assisting in messaging for DSP role, attracting candidates, and establishing relationships with Institutes of Higher Education and other pipelines for recruitment.
- Ongoing meetings to collaborate and assist with RICLAS training. DD assisting with crisis prevention (CPI), CPR and Sexuality training needs with goals of collaborating with future budget and offering training to outside agencies and self-directed staff as able.
- Develop structures for planning regular meetings in local communities for participant's feedback.
- Conduct stories for lived experience to help supplement training for social caseworkers and to promote peer to peer support.

Training/Info Sessions held for social caseworkers 1-2023 to present

- Blue Cross Blue Shield Dual Eligible Special Needs Plans (D-SNP) provided by BCBS staff
- Supportive Decision-Making Training by Kate Sherlock Sargent Center
- RIPIN parent panel w/ RIPIN and YIT transition administrator Susan Hayward
- PACE overview by PACE staff Marylin Girard
- Money Follows Person/Nursing home transition info-session by EOHHS Karen Statser
- Housing resources presented by Michelle Brophy BHDDH
- Agency presentation of services offered - Best Life, LAZO and Building Inclusive Futures
- CFCM/SIS changes/Individualized Budgets/Rate Review Info session 6/13/23

Scheduled:

- Supported Employment Overview 6/21/23
- ORS presentation to case workers, (2 sessions to include info and follow up) 7/24/23
- Meals on Wheels presentation 7/19/23
- DiSC training 8/1/23 and 8/8/23

Internal Training Needs Under Review and Development

- CFCM overview
- Future case flow and new roles of social caseworkers
- Individualized Budgets
- SIS changes
- New service definitions/rate review
- Customer Service Overview
- Communication Skills
- Boundaries
- Community Safety
- History of DD
- Behavioral Health services
- Supported Decision Making
- DD Employment overview
- LMS -Learning Management system (DOA requirements)
- DD internal policy
- DOA HIPAA
- Person centered Planning.
- PCOC
- Self-care
- HAB Waiver
- Mandated Reporting
- Wellsky computer system

Direct Workforce Solutions Workplan

Rhode Island Statewide Workforce Initiative Proposal

3.1.23

Introduction and Context

The Sherlock Center is working with Rhode Island BHDDH and other strategic partners to develop and implement key components of a sustainable statewide workforce development infrastructure. The shared goal focuses on improving direct support workforce stability for employers in Rhode Island. Direct Support Workforce Solutions is a national consulting group at the University of Minnesota's Institute on Community Integration assists community disability and other human services agencies in implementing workforce strategies that reduce turnover, attract, recruit, and retain qualified talent, and engage and prepare their workforce to deliver high-quality services. Key components of a sustainable workforce infrastructure include:

1. Marketing/Recruitment
2. Data Collection/Reporting
3. Training/Professional Development
4. Policy Development/Worker Voice
5. Selection & Retention
6. Leadership/Coordination/Accountability

This proposed scope of work builds upon past and current projects Direct Support Workforce Solutions has been providing with Sherlock Center. The proposed deliverables and activities align with the key components of a sustainable workforce infrastructure that have emerged from recent engagement with key stakeholders in workforce development across Rhode Island about developing, implementing, and evaluating RI specific workforce statewide strategies that support and align with Rhode Island's Statewide Workforce Initiative. This work will be completed through a contract with the Sherlock Center and input for all activities will be obtained through RI SWI summit attendees, relevant work groups and the Coordinating Council.

The University of Minnesota workforce consultants will work Sherlock Center staff and other key stakeholders (e.g., BDDH Director, Sage Squirrel, RI SWI participants) to implement the proposed deliverable activities. The proposed timeline for this work is March 1, 2023-December 31, 2025.

Proposed Scope of Work and Deliverables

Deliverable #1: *Marketing Campaign and Corresponding Materials*

The Institute on Community Integration will develop and implement a statewide marketing campaign and corresponding materials, with feedback from stakeholders and the Coordinating Council.

Activities:

- Produce a 15-minute electronically distributed Realistic Job Preview (RJP) for DSPs who work in Rhode Island from the perspective of the employee. This will include varied content options a prospective employee can view based on employer type (organization or self-directed) and the

type of service delivered (e.g. in-home, group home, supported living, day program, competitive integrated employment).

- Produce 4-6 30-second public service announcements promoting the profession of direct support in Rhode Island.
- Create 4-6 DSP customizable DSP recruitment tools (e.g. looped video for job fairs, flyers, ads, website announcements).
- Provide 2-3 training sessions for employers on the appropriate use of these tools.

Deliverable #2: *Comprehensive Workforce Solutions Consultation for up to 33 employers.*

Provide training and consulting to implement the comprehensive workforce solutions consultation process in each provider in the state of Rhode Island who applies to participate. The purpose is to gather information to understand the employer's practices, policies, and culture concerning the Direct Support workforce.

This comprehensive workforce solutions model will continue with the current cohort of 5 employers moving to the action planning and implementation/evaluation phase. Three new cohorts of employers will be added over 3 years to allow up to 33 employers in RI to have access to comprehensive technical assistance and consultation that is specific to their organization's needs by participating in one of the cohorts.

Activities in the Discovery phase for each cohort include:

- Initial virtual planning session and follow-up meetings based on individual organization need.
- Support and technical assistance to collect workforce data and other key information including:
 - Conduct Baseline survey – measurement of turnover, vacancy, wages/benefits, demographics.
 - Facilitation Self-assessment – reflection on what has been done, how it has worked and what should change.
 - Conduct Stakeholder interviews – listening to staff at all levels to find solutions.
 - Conduct Focus groups - listening to staff at all levels to learn of their experiences and find solutions.
 - Conduct comprehensive document review related to workforce – learning about and gaining understanding about the organizational culture.
- Conduct a website and communications audit – review of workforce messages as an employer.
- Provide report analyzing workforce data and findings of Discovery evaluation with recommendations for addressing employer's workforce challenges.
- Complete a virtual presentation to organization's leadership team summarizing findings and recommendations, identifying priorities and initiating action planning (up to 4 hours scheduled over one or more sessions).

Activities in the Action Planning and Implementation phase for each cohort include:

- Conduct initial individual planning meeting with each participating organization.
- Provide participating organizations with framework for a systematic approach to implementing workforce solutions within their respective employers.

- Provide individual consultation and technical assistance to identify and develop or build upon existing action plans to implement recommended workforce solutions within respective employers.
- Provide individual consultation to participating employers to strategize, problem-solve and troubleshoot during implementation of workforce strategies.
- Provide a report for each of the 3 years summarizing key workforce findings and recommendations for future consideration.

Deliverable #3: *Create a Modified Comprehensive Workforce Consultation Model for Self-Direction Employers in Rhode Island*

Design, plan, and revise the current comprehensive workforce consultation model for use with self-direction employers in Rhode Island. Provide training and consulting to pilot and implement the modified comprehensive workforce solutions consultation process for up to three cohorts of up to 8 self-direction employers per cohort. Approximately 20% of employers in Rhode Island are self-direction employers. The purpose is to gather information to understand the employer’s practices, policies, and culture concerning the Direct Support workforce.

During year 1, the University of Minnesota’s workforce consultants will work with Sherlock Center, BDHHD and key stakeholders from self-directed employers to create a modified comprehensive workforce solutions model to meet self-direct employer needs. This will include gathering stakeholder and employer input that will be used to inform the model design. In years 1- 2, a pilot of the workforce consultation model with a small cohort of up to 3-4 self-directed employers will be initiated and implemented. Based on what is learned from cohort, in years 2-3, a second cohort of up to 3-4 self-directed employers will have the opportunity to participate in the comprehensive workforce solutions model.

An evaluation of the new model for self-direct employers will be conducted and will include recommendations for scaling implementation to other self-directed employers in Rhode Island beyond the pilot.

Activities in the planning phase for each cohort include:

- Engagement of self-direction employers, their supports, and other stakeholders in gathering feedback and input for modification of the Discovery phase.
- Planning and revision of Discovery phase tools and processes
- Planning and development of data collection tools for self-direction employers.
- Engagement of self-direction employers, their supports, and other stakeholders in gathering feedback and input for modification of the Action Planning and Implementation phase.
- Planning and revision of Action Planning and Implementation phase tools and processes

Pending the results of the planning phase, activities in the Discovery phase for each cohort may include:

- Initial virtual planning session and follow-up meetings based on individual employer need.
- Support and technical assistance to collect workforce data and other key information including:
 - Conduct Baseline survey – measurement of turnover, vacancy, wages/benefits, demographics.
 - Facilitation Self-assessment – reflection on what has been done, how it has worked and what should change.
 - Conduct Stakeholder interviews – listening to staff at all levels to find solutions.

- Conduct Interviews or Focus groups - listening to staff to learn of their experiences and find solutions.
- Conduct comprehensive document review related to workforce – learning about and gaining understanding about the employer culture.
- Conduct a website and communications audit – review of employer messages to their employees.
- Provide report analyzing workforce data and findings of Discovery evaluation with recommendations for addressing employer’s workforce challenges.
- Complete a virtual presentation to employer summarizing findings and recommendations, identifying priorities and initiating action planning (up to 4 hours scheduled over one or more sessions).

Pending the results of the planning phase, activities in the Action Planning and Implementation phase for each self-direction employer cohort may include:

- Conduct initial individual planning meeting with each participating self-direction employer.
- Provide participating employers with framework for a systematic approach to implementing workforce solutions.
- Provide individual consultation and technical assistance to identify and develop or build upon existing action plans to implement recommended workforce solutions for the employer.

Deliverable #4: *Technical assistance and training to Sherlock Center workforce coaches to promote sustainability for workforce development using Train the Trainer model (Up to 5 Sherlock staff trained to support employers with ongoing implementation and evaluation of workforce interventions)*

Implement a Train the Trainer model to train up to four Sherlock Center staff to be workforce coaches in Rhode Island to support employers. Training will consist of bi-monthly trainings and shadowing of ICI workforce consultants to learn best practices and processes for two cohorts. Following their observation of the first cohort, in cohort 2 they will co-lead with University of Minnesota workforce consultants the consultation for employers. Following their co-leading of cohort 2, Rhode Island workforce coaches will have the opportunity to lead the comprehensive workforce process for employers participating in cohort 3. The University of Minnesota workforce consultants will observe and provide mentoring and support to coaches as needed during cohort 3 implementation.

Activities include:

- Train the trainer sessions that aligns with best practices regarding data management and how to utilize statewide and employer-specific workforce data to guide decisions.
- Continue training plan for two current workforce coaches from Sherlock Center observing the current cohort of employers participating in the action planning, implementation and evaluation phase.
- Provide training and support to current workforce coaches 1 and 2 to co-lead comprehensive workforce model with new cohort of employers.
- Initiate training of 2-3 new workforce coaches from Sherlock Center to observe and participate in comprehensive workforce model with new cohort of employers.
- Provide training and support to current workforce coaches 1 and 2 to lead comprehensive workforce model with a third cohort of employers.

- Provide training and support to new workforce coaches 3-4 to co-lead comprehensive workforce model with the third cohort of employers.
- Provide support and technical assistance to workforce coaches from Sherlock Center in leading implementation of comprehensive workforce model for the fourth cohort of employers.
- Coordinate and facilitate weekly/bi-weekly coaches huddle sessions to review and discuss progress, identify issues and determine plans for proceeding.
- Coordinate and facilitate monthly Coaches Connect session to share updates and engage in planning activities.
- Provide training guide and resources on workforce interventions and workforce discovery tools.

Deliverable #5: *Implementation and Administration of Rhode Island Direct Support Professional (DSP) I, II, and III certification through National Alliance for Direct Support Professionals (NADSP) e-badging program.*

Expand the existing organizational involvement in NADSP's certification program to train and support DSPs and provide consultation to develop a program statewide to train and support new DSPs to develop competencies needed to do their job. Provide technical assistance to identify opportunities for DSPs to pursue career pathways and professional certifications.

Activities:

- Provide consultation to develop, implement and administer a competency- based training plan to prepare new staff with the basic competencies to begin their employment and to create a framework for career pathways and professional certifications for DSPs based on the NADSP certification program.
- Provide technical assistance and support to Sherlock Center to develop a DSP training hub that will house the training records of Rhode Island DSPs.

Deliverable #6: *Expansion of a state-specific workforce portal to include intervention data collection and monitoring. (Up to 300 hours of training and consultation on data collection and monitoring over 3 years).*

In partnership with CPNRI, ICI is currently piloting a state-specific portal to streamline data collection requirements and offer employer and statewide reporting in real time. This work will build off of CPNRI's efforts to expand the portal for self-direct employers and build intervention data into the portal.

Activities:

- Provide consultation to develop and implement a system in RI to monitor progress on the workforce initiative deliverables and workforce data in RI.
- Work with key stakeholders in RI to figure out how individuals and families who self-direct can input their workforce data into the portal to provide a comprehensive picture of the workforce stability in RI.
- Collaborate with Sherlock Center to conduct a comprehensive scan of all data that is collected and provide a report with recommendations for improving efficiency and usefulness of current data collection systems.
- Use the workforce solutions portal to provide longitudinal reports to employers and the state BHDDH agency on data gathered within the portal.

Deliverable #7: *Provide technical assistance, engagement and facilitation support with RI SWI Coordinating Council and Workgroups.*

The University of Minnesota workforce consultants will continue to work collaboratively in the planning and implementation of the RI SWI Coordinating Council and Workgroups building upon the work from the two recent workforce summits initiated and lead by Sage Squirrel. Subject-matter experts in workforce solutions at the University of Minnesota will continue to support RI SWI Coordinating Councils and Workgroups in the various activities and tasks assigned to the groups.

Activities:

- Attend, participate and assist with facilitation with the RI SWI Coordinating Council meetings.
- Attend, participate and assist with facilitation for each RI SWI work group meetings.
- Provide technical assistance and support to Sherlock Center and BHDDH in the planning and implementation of the RI SWI Comprehensive Workforce Plan.

Project Management: ICI staff will provide ongoing project oversight and management for specific deliverables. It is anticipated that a Sherlock Center Project Team will be established and meet at least monthly to monitor and report on the progress toward meeting the deliverables.

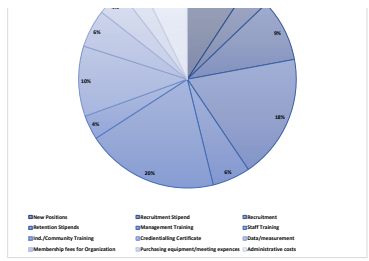
Proposed Timeline

The proposed timeframe for this proposed work is March 1, 2023-December 31, 2025 (34 months)

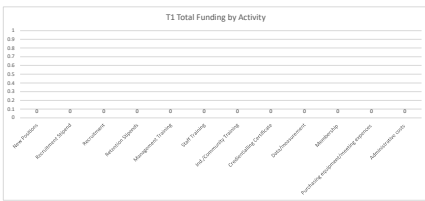
	Mar Y23	Apr-Jun Y23	Jul-Sep Y23	Oct-Dec Y23	Jan-Mar Y24	Apr-Jun Y24	Jul-Sep Y24	Oct-Dec Y24	Jan-Mar Y25	Apr-Jun Y25	Jul-Sep Y25	Oct-Dec Y25
Project Administration (60 hours over 36 months)												
Complete Project Proposal and Initiate Contract	X											
Monthly meetings with Project Leadership Team		X	X	X	X	X	X	X	X	X	X	X
Other Meetings as needed		X	X	X	X	X	X	X	X	X	X	X
Summary Report					X				X			X
Deliverable 1: Marketing Campaign and Corresponding Materials that Aligns with RI SWI Workplan Goals for Marketing and Selection .												
Produce 15-minute realistic Job Preview video.	X	X	X									
Produce 4-6 30-second public service announcements.	X	X	X									
Create 4-6 DSP customizable DSP recruitment flyers.	X	X	X									
Produce marketing campaign guide.			X	X								
Deliverable 2: Comprehensive Workforce Solutions Consultation for up to 33 employers												
Cohort 1 Action planning and implementation phase	X	X	X	X	X							
Cohort 2 Discovery phase			X	X								
Cohort 2 Action planning and implementation phase					X	X	X	X				
Cohort 3 Discovery phase					X	X						
Cohort 3 Action planning and implementation phase							X	X	X	X		
Cohort 4 Discovery phase							X	X				
Cohort 4 Action planning and implementation phase									X	X	X	X
Deliverable 3: Create a Modified Comprehensive Workforce Consultation Model for Self-Direction Employers in Rhode Island												
Planning & Design Phase	X	X	X	X	X							
Initiate and engage self-directed cohort 1						X	X	X	X			
Initiate and engage self-directed cohort 2								X	X	X	X	X
Written evaluation report summarizing									X			X
Deliverable 4: Technical Assistance and training to Sherlock Center workforce coaches to promote sustainability for workforce development using Train the Trainer model (Up to 5 Sherlock staff trained to support organizations with onaoina implementation and evaluation of workforce interventions)												
Workforce coaches 1-2 observe cohort 1 action planning/implementation .	X	X	X	X	X							
Train workforce coaches 1-2 to co-lead comprehensive workforce model with cohort 2.			X	X	X	X	X	X				
New workforce coaches observe comprehensive workforce model with cohort 2.			X	X	X	X	X	X				
Train workforce coaches 1-2 to lead comprehensive workforce model with cohort 3.					X	X	X	X	X	X		

Train workforce coaches 3-4 to co-lead comprehensive workforce model with cohort 3.					X	X	X	X	X	X		
Mentor workforce coaches 1-4 to lead implementation of comprehensive workforce model with cohort 4.							X	X	X	X	X	X
Weekly/bi-weekly coaches huddle sessions.		X	X	X	X	X	X	X	X	X	X	X
Monthly Coaches Connect sessions.		X	X	X	X	X	X	X	X	X	X	X
Deliverable 5: Implementation and Administration of Rhode Island Direct Support Professional (DSP) I, II, and III certification through National Alliance for Direct Support Professionals (NADSP) e-learning program												
Develop, implement and administer a competency-based training plan for career pathways and professional certifications using NADSP certification program.		X	X	X	X	X	X	X	X	X	X	X
Provide technical assistance and support to develop a DSP training hub for DSP training records.			X	X	X	X						
Deliverable 6: Expansion of a state-specific workforce portal to include intervention data collection and monitoring. (Up to 300 hours of training and consultation on data collection and monitoring over 3 years)												
Develop and implement a system in RI to monitor progress on the workforce initiative deliverables.		x	x	x	x	x	x	x	x	x	x	x
Engage key stakeholders to help individuals & families input their workforce data into the portal.							X	X	X			
Collaborate with Sherlock Center to conduct a comprehensive scan of data collection			X	X								
Provide report with recommendations			X	X								
Deliverable 7: Provide technical assistance, engagement and facilitation support with RI SWI Coordinating Council and Work groups (120 hours per year up to 360 hours over 3 years)												
Assist with RI SWI Coordinating Council meetings.	X	X	X	X	X	X	X	X	X	X	X	X
Facilitation for each RI SWI work group meetings.	X	X	X	X	X	X	X	X	X	X	X	X
Technical assistance and support in planning and implementation of RI SWI Comprehensive Workforce Plan.	x	x	x	x	x	x	x	x	x	x	x	x

**Transformation Fund
Phase I Activities List
– Provider**



New Positions	Recruitment Stipend	Recruitment	Retention Stipends	Management Training	Staff Training	Ind./Community Training	Credentialed Certificate	Data/measurement	Membership	Purchasing equipment/meeting expenses	Administrative costs
#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!



Sage Squirrel May 2023 Status Report

May 2023 RISWI Status Update
Sage Squirrel Consulting

- **Ongoing project management and transition activities/discussions**

- **RISWI Coordinating Council and Workgroup Meetings** – The Sage Squirrel team supported development of agendas during the first 3 weeks of May; throughout the entire month of May the Sage Squirrel team was responsible for meeting notes (draft and revised final versions based on review by group co-leads and Sherlock Center team)
 - **Coordinating Council**
 - a. Met on May 10
 - b. Meeting cadence 2nd Wednesday of every month, 3-4 eastern

 - **Workgroups**
 1. Selection & Retention
 - a. Meeting held 5/2 at 9am
 - b. 5/9 meeting cancelled
 - c. Planned meeting cadence is weekly, Tuesday mornings at 9 am

 2. Data and Reporting
 - a. Meeting held 5/2 at 10 am
 - b. No regular cadence established yet
 - c. Next meeting - TBD

 3. Training & Professional Development
 - a. First meeting planned for 5/12
 - b. No regular cadence established yet
 - c. Next meeting - TBD

 4. Marketing & Recruitment
 - a. First meeting is scheduled for 5/18
 - b. No regular cadence established yet

 5. Policy & Worker Voice
 - a. No meeting scheduled at this time; workgroup still forming

- **Training Survey**
 - The training s Survey was developed collaboratively by the prior Training and Professional Development Workgroup and the Standards and Credentials workgroup.
 - Fifty-eight people responded to the survey, although only about two-thirds completed the survey.
 - None of the respondents used the Spanish version.
 - The survey responses were presented by the Sage Squirrel team and discussed during the Training and Professional Development meeting on Friday May 12.

May 2023 RISWI Status Update
Sage Squirrel Consulting

- **L&D /Awareness Events**

- May 17: The 90-Day Challenge: How to Retain Direct Support Professionals from Day One (RISWI Learning and Diffusion Webinar)
 - A reminder about the event was sent on Wednesday, 5/10

WHAT: The 90-Day Challenge: How to Retain Direct Support Professionals from Day One

WHEN: 2:00 PM to 3:00 PM ET on May 17, 2023

HOW: [Click here \[us06web.zoom.us\]](https://us06web.zoom.us) to register and receive the Zoom link.

Overview:

The first 90 days are a crucial period when new DSPs are still adjusting to their roles and may be at risk of burnout or turnover. This webinar will explore practical steps that agencies and people who self-direct their services can take to address this challenge and ensure DSPs stay engaged and committed to their work.

First, **Barbara Kleist**, Program Director at the Institute on Community Integration (ICI), will share her expertise on this topic, drawing from ICI’s interactive online training resources for people who self-direct their services. Next, **Andrew Whalen**, a person who self-directs his services, and three DSPs (**Alicia Cole**, **Britney Eley**, and **William Harold**) will share their perspectives on best practices to engage and retain DSPs.

By the end of this session, attendees will gain new strategies to boost DSP engagement and support early in their employment—and improve retention in turn.

Visit the *Rhode Island Statewide Workforce Initiative Community Hub* to stay informed, access resources, and connect with one another: <https://riswi.org/> [riswi.org]

Actual event: Ninety-four people registered, and 49 attended (an attendance rate of 52%). These figures show a marked improvement over last month’s webinar when 72 people registered and 27 attended. Below is a breakdown of the attendees:

	Registered	Attended	Attendance Rate
Non-profit organization staff	35	21	60%
Agency provider front office staff	21	11	52%
Direct support professional	7	3	43%
State agency staff	8	3	38%
Family member of a person with I/DD	8	4	50%
Person with I/DD who directs their own services	1	1	100%
Other	14	6	43%
Total	94	49	52%

The event content came together nicely.

- The panelists (a person who self-directs his services, a frontline supervisor, and two DSPs) offered rich insights into early retention strategies.
- Barb’s content was accessible and informative.

May 2023 RISWI Status Update
Sage Squirrel Consulting

- **Hub updates/ new materials**
 - 1-page snapshot that provides overview of each workgroup and goals/activities
 - Updated FAQs
 - General Hub updates (e.g., removing references to RI.Workforce@sagesquirrel.com)
 - Two new anchor documents we completed:
 - DSP Apprenticeships: [DSP Apprenticeships - Rhode Island Anchor - Rhode Island State Workforce Initiative \(riswi.org\)](#)
 - DSP Training Requirements: [DSP Training Requirements - Rhode Island Anchor - Rhode Island State Workforce Initiative \(riswi.org\)](#)
 - 508 compliance on new documents
 - Continued work on three new anchor documents and self-direction materials
 - Spanish version of anchor documents were posted

- **Preparation for June Advisory Group meeting**

Transformation Fund Phase II Activities

Agency/Organization	Tasks/ Projects
1 Action Based Enterprises, Inc	Activity Hire a Vocational Coordinator to facilitate the Supported Employment and Volunteer Work project. Hire 2 Job Coaches to deliver the core services of the Supported Employment project. Stipends to participants and natural supports for attending Vocational Focus Groups Stipends for participants doing Community Work Experience (10-40hrs trial work in an intergrated community work setting) Interpreters for non-English speaking Participants Accounting for Vocational expenses Transportation costs for ride share services, natural support mileage, and project staff mileage.
1 Accesspoint RI	Activity Finalize project plan Customized Employment Professional 30 iPads CQL Technical Assistance Memberships: ANCOR, ATECH, APSE SELN E-Learning Conferences: ATEC, CQL, ANCOR Trainings: Relias Training Platform Employment Professionals Emerging Leaders Training Community Inclusion Specialist (Navigators and DSPs) Customized Employment Mentor Platforms National Leadership Institute Performance Payments for Outcomes Employment Outcomes Individual Elements
1 Avatar Residential	Activity "The Agent" "The Facilitator" Administrative Oversight Barrier Buster Fund
1 Best Life RI	Activity One Lead Advisor Two Advisors Consultants (National and In-State)- Training, Development (Advisor/s, Allies, People with IDD) Marketing and Outreach Technology- Hardware and Software Administrative
1 Community Living Of Rhode Island, Inc (Withdraw)	Activity 1. Develop New Models for Community-Based Supports (a) Improve on person centered program by utilizing the latest technology in the market to develop CLRI 100% Community-Based Employment brand as well as creating our brand identity to suit our diverse participants. (b) Expand on family center model through our collaborative effort between our employment department and the America's Job Center of California SM (JCCSM). 2. Increase Employment Outcomes for Participants North Kingstown Chamber of Commerce Membership Southern RI Chamber of Commerce East Providence Chamber of Commerce (for 100+ Employees) 3. MBTI- (Myers Briggs Personality Assessment) MBTI- Certification for 10 Office Staff (in-person) x 4 Full Days Additional Person Each (More than 10) x 4 Full Days Strong Interest Inventory Assessment 10 Office Staff (in-person) x 2 Full Days 4. Purchase Bank of Inventory Reports For 100 Reports For 500 Reports Crowne Plaza Training Location x 4 Full Days w/Lunch 9-5pm (15 min) Crowne Plaza Training Location x 2 Full Days w/Lunch 9-5pm (15 min) CareerScope Subscription CareerScope for 150 Administrations

	5. Increase Integrated Community Activities for Participants
	Providence History Day Trip around RI (\$95.00x65 Participants)
	Boston Museum Entry Fee (\$29.00x65 Participants)
	Light House Cruise Membership (\$35.00x65 Participants)
	6. Administrative time for billing and quarterly reports
	7. Final Project Report
1	Community Residences, Inc
	Activity
	Personal Development Fund to support access to community activities to support ISP goals, increased recreational opportunities, etc.
	Hiring Community Liaison/Navigator to assess and develop comprehensive community inclusion plans and develop employment and social opportunities for personal growth.
	Training cost to enhance staff assigned to the program.
	Ongoing training quarterly
	Increased mileage for community exploration and development by Community Liaison/Facilitator
	Computer for Community Liaison/Navigator
	Cell phone/wireless card for dedicated line/internet access for responsive communication with potential resources for Community Liaison/Navigator when in the community
	Training Resources
1	Easter Seals RI
	Activity
	*salary and benefits, materials and travel are included within total costs for each activity
	Cultivation of Business Partners, jobs available, planning of tours and planning of training
	Employee training at all levels of organization and potential technical assistance
	Individual tours, planning for individuals and ISPs
	Individual work and support including any necessary technical assistance
	Individual community engagement outside work hours
	Administrative costs at 5%
	Project Report
1	Frank Olean Center, Inc
	Activity
	Advisor Role
	Director of SLA/Employment/Transitions
	Adult Trainer
	Marketing/advertising materials
	Membership (messy middle funding)
1	Fogarty Center
	Activity
	Provide DSPs with training opportunities focused on employment services and integrated day activities
	Provide job coach with mobile technology to access data collection and internet during community employment hours
	Hire full time community liaison to explore meaningful community opportunities for home based day programs
	Provide financial resources for participants to access the community through memberships and classes
1	Goodwill of Southern New England
	Activity
	6 individuals working 10 hrs a week with 1-1 coaching
	2 individuals working 15 hrs a week with 1-1 coaching
	Benefits Specialist/Retention Specialist
1	Justice Resources Institute, STEP
	Activity
	Employment Supervisor - Temporary 18 month position
1	LAZO
	Activity
	Hire Program Liaison / Admin Support
	Hire Program Facilitator
	Administration of Billing & Reports
	Continuing Education related to community integration and /or employment for participants
	Transportation
	Provide Quarterly Community Workshops
1	LIFE, Inc
	Activity
	Annualized salary and ERE for Employment and Inclusion Director
	Annualized salary and ERE for Employment Specialist
	Annualized salary and ERE for Job Developer
	Portion of annual salary and ERE for 2 Job Coaches
1	Living Innovations & Westbay
	Activity

	Vacancy management -\$244 day/8 people/60 day avg
	Transition supports to move people to GH \$2,000/8 people, 6 months to move, avg
	Community Facilitator -multiple educational events, surveys, resource materials
	Transition/Intake Manager
1	Looking Upwards
	Activity
	Transformation Director
	Consultation and follow up work with Joe W from Oregon
	Equipment for smart home not accessed through Tech grant
	Increase in job developers salary and cost associated
	Charting the Life Course training
	Transportation initiatives and Community Partnerships
	Space for Transformation services
1	Maier Center
	Activity
	part-time clinical social worker
	2 full time life coaches (enhanced DSPs)
	full-time nutritionist
	13 I pads (10 participants, 3 staff)
	Peer support network building
1	Ocean State Center for Independent Living (Withdraw)
	Activity
	CONTI JOSHUA
	HUGHES LINDA
	PINKHAM BETH
	SCHEY HEATHER
	Administration
	Consultants
	Office Space
	PROGRAM PROMOTIONS
	Peer support & Workshop;
	Supplies
	Travel/Transportation/Bus RIPTIKS/UBER
1	Opportunities Unlimited
	Contract with SAs to develop PCPs with adults with DD.
1	Perspectives Corp
	Activity
	One Lead Advisor (20 hours/week)
	Advisor salary supplement & professional development (4 full-time Advisors)
	Technology Equipment (6 Ninth Generation iPads for Advisors)
	Training/Consulting/Certification (Soapbox Consulting, Marc Gold & Associates, Institute for Community Inclusion at Umass Boston, Able Opportunities, Starfire Council & Neighbours Inc.)
	Membership, classes and club Fees (20 Individuals)
1	The Arc of Bristol County dba proAbility
	Activity
	Development of Project Plan
	Newly designed training that will be provided to current staff and self directed staff in PCP, community navigation, employment, and innovation strategies
	Marketing Consultant
	Hire additional staff to afford training time
	Project Coordinator
	Data Collection
	Administrative time for billing and quarterly reports
1	ReFocus, Inc
	Activity
	One Community Navigator will be hired for two years at \$23 per hour for 40 hours per week plus benefits.
	Community Navigator memberships and community integration activities costs.
	An incentive program will be established to reward 25 staff and individual teams \$1000 each upon completion of targeted outcomes.
	Training costs
	One Employment Specialist will be hired for 18 months at \$21 per hour for 40 hours per week plus benefits.
	Technology support & hardware for Community Navigator and two Employment Specialist.
1	RI Cross Disability Coalition
	Activity
	1. Peer and Family Empowerment
	RIDDC
	Staffing
	*Skills for RI Future
	Operational
	2. Workforce Development

	Employer Engagement Training
	DD Providers Business Education, Marketing and Production
	In-State and National Webinars
	3. Employer Engagement
	Employer Diversity and Inclusion Series
	Minority Employer and Chamber Outreach
	Employer Recognition
	4. Transformation Stakeholders Learning Collaborative
	5. Project Management
	Staffing
	Operational costs
	Administrative costs
	6. Project Evaluation and Research
1	RISDC
	Project Management Staff:
	Public Relations
	Web Support
	Speaker fees:
	Training for DSPs/Relias
	Licensing Fees (NADSP)
	CPR/First Aid Training
	Training Supplies/Materials/Office Supplies
	Stipends for DSP Trainees
	DSP Coordinator
	Instructor Fees
	Interpreters/Translators
	Training /Office Space Rental
1	Seven Hills RI
	Activity
	Basic Agency-Wide Transformational training on Person-Centeredness will be provided to 250 staff (134 Phase 1, 116 Phase 2) through a two day, 16 hour workshop with the goal of enhancing organizational capacity to understand the importance of person-centered and community-based supports for person's served.
	ACRE Customized Employment training will be provided to 22 SHRI day, employment, and residential staff through a 5 week, 8 hours p/week workshop (40 hours total) with the goal of enhancing staff competencies through certification and improving employment outcomes for person's served.
	Discovery Mentor training will be provided to 10 SHRI day, employment, and residential staff who complete the ACRE certification. This training will be conducted over 12 weeks, 4 hours p/week (includes 3 hours job related field work and 1 hour class time - 40 hours total) with the goal of enhancing staff competencies through certification.
	Assistive Technology training will be provided to 125 SHRI day, employment, and residential staff through 3, 1-hour TechFirstShift trainings plus quarterly 1-hr Seven Hills Foundation "AT Expo zoom sessions" with the goal of enhancing staff competencies through certification and independent case study work.
	Incentives @ \$100 /staff Phase 1 (125 AT training); Phase 2 - (21 ACRE , 9 Discovery Mentoring)
	Transformational Training Certification Incentive @ \$100/staff
	Final project report
	Administrative time for billing and quarterly reports
1	Skills RI (RI Cross Disability Coalition)
	Employer Engagement Staff (Client Services) Wages + Benefits
	Candidate Engagement Staff (Career Coaches) Wages + Benefits
	Professional Development for Network Partners (Employer Engagement) Wages + Benefits
	Professional Development for Network Partners (Candidate Engagement) Wages + Benefits
	Candidate Work-Readiness Training Program Stipends (Ready.Set. workAbility)
	Internal Data Staff
	Program Marketing + Program Materials
	Independent Researcher
	ADMIN
1	Spurwink RI
	Activity
	Target Area 1-Innovative Strategies-Hybrid Model a: Pilot Project Community Connector Specialist
	Target Area 1-Innovative Strategies: Professional Supervision of intern(s) provided by licensed professional
	Target Area 1-Innovative Strategies-Pod Model b - Manager(s)
	Target Area 2 - Expansion/Continuation of a career ladder
	Final project report
	Administrative time for billing and quarterly reports
1	The Arc of Blackstone Valley
	Activity
	Development of Project Plan

	Marketing and Communications
	4 months of training for 3 Job Coaches
	Provide trainings to current staff in PCP, community navigation, employment and retention.
	Project Coordinator
	Data Collection
	Administrative time for billing and quarterly reports
	Final project report
1	Trudeau Center
	Activity
	Project Plan
	Person centered plan/facilitation for 12 people
	Community mapping/plan for 12 people
	Data collection
	Community access/ membership
	Utilize a transformation/QI coordinator to take the lead on Trudeau's transformation and Quality Improvement initiative (Transformation Fund year 2)
	Performance payments for community memberships and employment successes (30 at \$200 each)
	Software and applications
	Final report
1	UCP ArcRI
	Activity
	Futures Advisor
	Person Centered Future Facilitator
	Futures Life Coach
	Project Plan
	Final project report
	Administrative time for billing and quarterly reports
1	West Bay RI
	Activity
	DSP (2) Community Connectors
	Training 2-day
	Self-determination Instruction (24 classes at \$500 each)
	Admin time for billing and quarterly reports
	Tech Alliance (5) members
1	WHITMARSH
	Chromebooks for 10 Community Based staff/Employment staff
	Chrome Licenses 10
	ANCOR Community Inclusion trainings through RELIAS will be provided to 30 staff (20 current, 10 new hires) in 7 sessions totaling 8.25 training hours (at 15.75 per hour)
	Money towards hiring and paying the salary for two Full-time Employment Specialist
	ANCOR Customized Self-Employment trainings through RELIAS will be provided to 2 Employment Specialist in 10 sessions
	ANCOR Community Employment Specialist trainings through RELIAS will be provided to 2 Employment Specialist in 5 sessions
	Money to be use for Person-Centered Activities or Memberships in the community by Whitmarsh Participants with their staff
	Money to be use for Person-Centered, skill building classes that focus but are not limited to the following areas: daily living skills, independence, employment, community inclusion, socialization, relationship building, child care, etc.
	Money towards training hours for Supervisors to mentor/guide DSPs while completing ANCOR Certifications
1	Work Opportunities Unlimited
	Activity
	Latitude 3420, 14" Screen, i5 Processor
	8gb of Ram, 256gb solid state drive,
	Microsoft Home Business 2021
	ASL Instructor Levels 1-3
	DSP Wages for ASL Class
	Team wages for ASL Classes
	ACRE certificate & DSP wages (12, 25 hr classes for mini certificate)
	SME DSP completion Bonus (existing and new certificates)
	DSP Community Based Work Bonus
	West Bay Collaborative
	Training/support Design person centered plan to drive self-directed programing

BHDDH Narrative



STATE OF RHODE ISLAND
Department of Behavioral Healthcare, Developmental Disabilities & Hospitals

DIVISION OF DEVELOPMENTAL DISABILITIES
6 Harrington Road – Simpson Hall
Cranston, RI 02920

TEL: (401) 462-3421
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Outreach and Education Required Outcomes

Many efforts are underway to provide guidance and information to individuals in the Adult DD system and their families. The DDD has built a Communication and Training Unit to be able to provide much needed support in this area. There are also several contracts with Vendors that support these recommendations as well. Training schedules have been made, and the work will begin this Summer.

Develop a professional development curriculum for caseworkers and others to ensure consistent understanding, messaging and implementation of the new administrative processes.

Curriculum – topics, materials, training dates

Please see Communications and Training Status Report attached.

Through the Statewide Workforce Initiative (described below) develop and implement a training hierarchy for direct support staff.

Component of the workforce initiative described above.

Through the SWI work being done with Direct Workforce Solutions, there will be training provided to DSPs. See Deliverable 5 in the attached Direct Workforce Solutions contract, which details the plan for training hierarchy.

Additionally, many Providers offered trainings to their staff through the Transformation Phase I Funding. As of March of 2023, there have been a reported 1066 staff that have gone through some type of training. Leadership and Management training seemed to be the top area of focus, but there were also trainings related to Person-Centered Planning, Employment, and other areas. (See Transformation Fund Phase 1 Activities List Providers and Sage Squirrel May 2023 Status Report)

Curriculum – levels, topics, training schedule

Built into the Direct Workforce Solutions contract is a training component. Training will be through National Alliance for Direct Support Professionals (NADSP). There are 3 levels of

certification that a DSP can go through. These will be made available to DSPs through the e-badging program. A competency-based training program will also be developed for DSPs to gain the needed skill sets to perform their job. Engaging in trainings to become certified will assist in making career ladders for DSPs doing this work, but who want opportunities for growth.

Please see Direct Workforce Solution Contract Deliverable 5, which explains the methods to be used for training. The training will span over the course of the contract.

The E-Badge Academy was the most widely identified mechanism by Providers through the Transformation Phase I Funds. It was a training tool that would be used to train over 150 DSPs and leadership staff.

Develop and implement a customized employment training curriculum for all employment staff.

Materials

Through the Sherlock Center contract, there is an Association of Community Rehabilitation Educators (ACRE) training offered and a Customized Employment (CE). This training is open to everyone. There are also trainings to obtain a Vocational Assessment Mini Certification, there is a Job Developer Mini Certificate, Job Coaching and Retention Mini Certificate and they will be developing a Refresher course. There will be some changes made to the trainings offered. This will happen during the Fall and Winter.

Providers have been using funding from Transformation Phase I and Phase II to access employment training for their staff. As providers report out on Transformation activities there is more and more staff who have received training. ACRE training was the 2nd most requested training activity in Transformation Phase I.

Training dates

Trainings on supported and customized employment are ongoing. The Sherlock Center offers employment trainings in the Fall, Winter, and Spring.

One DDO has offered Employer Engagement Trainings to all Supported Employment Providers. These trainings started in September 2022 and have continued since. They are in their 4th round of this training. Providers are encouraged to send their staff.

There are not exact dates to all the training being offered by the Providers through funding from the Transformation Phases I and II, but they are happening. (See Transformation Phase I Activities and Transformation Phase II Activities attached)

Provide outreach, education and support to individuals who are in segregated settings to ensure that those individuals have access to the services and supports necessary to make informed choices about integrated day activities and employment.

Specific strategies (with dates) targeted to individuals in segregated settings.

The most recent outreach efforts were made in March of 2023. The State Social Caseworkers went out to visit individuals while they were at the Adult Day Health programs, Andrade and Generations.

Some individuals want to have a day program that they attend where they are not out in the community all day. They want a place to go where they can meet up with friends, hang out, and do activities, all in the same place. There are also parents who want their adult children to attend this type of programming because they feel it is safe for their child. The DDD over the years consistently makes efforts through the individual's SCW to inform them of their choices. It ultimately is up to the individuals.

Newly eligible individuals can choose to go through Person Centered Option Counseling (PCOC). Going through this process allows individuals to learn about all the different service options available to them through the State, not just DDD. This too helps people decide what services are right for them. For others who opt out, these discussions are still happening through the individual's planning meetings.

Provide training for all individuals who self-direct their services and, if applicable, their primary guardians and caregivers, at no cost to the individuals or caregivers.

Specific strategies (with dates) targeted to those who self-direct.

A survey was sent to individuals who self-direct through their Fiscal Intermediaries (Fis), Self-Directed listserv, and other stakeholders. The survey was intended to capture training needs and provide information on future training topics. (See attached RISWI Training Survey Summary of Results-Reference Tables 4, 6, 9)

The Rhode Island Parenting Network (RIPIN) was awarded the Support Brokerage contract. The contract began on June 1, 2023. RIPIN is planning to provide webinars and training. They will begin in late Summer.

Topics, materials

RIPIN is beginning to develop a training and webinar schedule. They will offer guidance on topics such as employment, overview of self-directed services (what it means to self-direct), being an employer, how to manage a self-directed program, person-centered planning, self-determination, and peer connections.

The first webinar will be about Employment held in late August to provide individuals self-directing their services with information on how to access employment supports, gain knowledge about what employment supports and funding are available, information on self-employment, and employment.

**RISWI Training
Survey Summary of
Results**

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RISWI Training Survey Summary of Results

Background

The Rhode Island Statewide Workforce Initiative (RISWI) Training Survey was collaboratively developed by Altarum, Sage Squirrel Consulting, the Training and Professional Development workgroup, and the Standards and Credentialing workgroup. The survey's objective was to catalog the training accessible to direct service professionals (DSPs) employed by agencies and individuals who self-direct their services. Ultimately, the survey aims to present a comprehensive overview of DSP training in Rhode Island, highlighting any training gaps that the RISWI workgroups and partners can work to address.

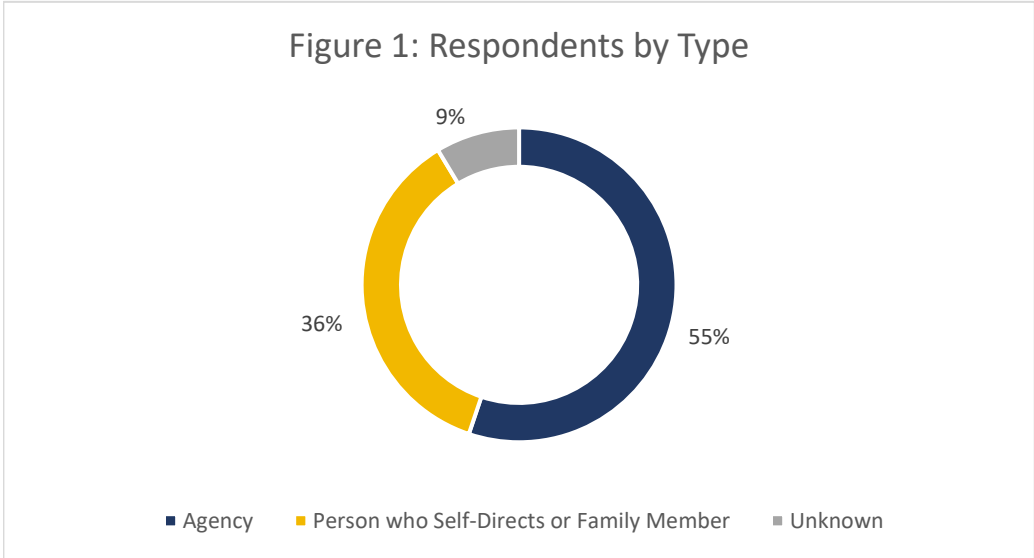
Methodological Notes

The English version of the survey was fielded from February 20 to April 28, 2023, and a Spanish language version was disseminated from April 5 to April 28. Survey links and sample dissemination language were shared with LAZO, the RISWI Coordinating Council, the Paul V. Sherlock Center on Disabilities, and BHDDH (including staff with access to agency providers and fiscal intermediaries).

The Altarum Team analyzed the survey data. We tabulated findings separately for agency employers and people who self-direct their services because their responses were distinct, and because strategies to improve DSP training may need to be tailored to these different employment models.

Table 1: Respondents by Employer Type

Type of Respondent	Frequency	Percent
Agency	32	55%
Person who Self-Directs or Family Member	21	36%
Unknown	5	9%



Observation:

- Fifty-eight (58) people responded, including 32 from agencies, 21 who self-direct their services and family members, and 5 who did not select a respondent type.

Table 2: Availability of BHDDH Regulatory Training Topics by Employer Type

Training Topic Category	Training Topic	Agency	Person who Self-Directs or Family Member
Universal Precautions	Universal Precautions: Communicable Diseases	100.0%	38.1%
Universal Precautions	Universal Precautions: Evacuation Review	100.0%	33.3%
Universal Precautions	Universal Precautions: Exposure Control	100.0%	33.3%
Universal Precautions	Universal Precautions: Fire Safety	100.0%	33.3%
Universal Precautions	Universal Precautions: Infection Control	100.0%	38.1%
Medication Administration	Medication Administration Documentation	96.9%	28.6%
Medication Administration	Medication Issues Related to Administration per Acceptable Standards	96.9%	23.8%
Medication Administration	Safe Medication Administration	96.9%	47.6%
Injuries and Emergency Care	Emergency Care: Basic First Aid	100.0%	52.4%
Injuries and Emergency Care	Emergency Care: Cardiopulmonary resuscitation (CPR)	100.0%	23.8%
Injuries and Emergency Care	Appropriate Actions to Take Regarding Illness or Injury	96.9%	57.1%
Injuries and Emergency Care	Signs & Symptoms of Illness & Injury	96.9%	38.1%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Healthy Lifestyle	100.0%	38.1%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Personal Hygiene	100.0%	38.1%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Nutrition/Food Handling	87.5%	38.1%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Sexual & Reproductive Health	75.0%	19.0%
Other Training Topics	Individualized Procedures	100.0%	61.9%
Other Training Topics	Communication: Compliance with DDO Policy Regarding Healthcare Issues	96.9%	14.3%
Other Training Topics	Communication: Importance of Clear Communications	96.9%	42.9%
Other Training Topics	DDO Specific Policies, Procedures, and Protocols	93.8%	23.8%
Other Training Topics	Staff Qualifications: Concepts of Supported Employment	84.4%	38.1%
Other Training Topics	Diversity, Equity, and Inclusion and Cultural and Linguistic Competence	75.0%	33.3%
-	Average	95.2%	36.1%

Observations:

- Nearly all agency employers provide training in the topics required by BHDDH regulations, although fewer providers offer training in sexual and reproductive health and diversity, equity, and inclusion (75%).
- People who self-direct their service are less likely to offer training in the topics required for agency-employed DSPs with a few exceptions (e.g., 61.9% provide training in individualized procedures).

Table 3: Frequency of Training in BHDDH Regulatory Topics Offered by Agency Employers

Training Topic Category	Training Topic	Before the DSP starts working	Shortly after the DSP starts working	Monthly	Multiple times a year	Once a year	Whenever it's needed
Universal Precautions	Universal Precautions: Communicable Diseases	57.7%	50.0%	11.5%	11.5%	76.9%	46.2%
Universal Precautions	Universal Precautions: Infection Control	53.8%	53.8%	11.5%	11.5%	73.1%	46.2%
Universal Precautions	Universal Precautions: Exposure Control	53.8%	53.8%	11.5%	15.4%	69.2%	46.2%
Universal Precautions	Universal Precautions: Evacuation Review	38.5%	38.5%	46.2%	38.5%	26.9%	33.3%
Universal Precautions	Universal Precautions: Fire Safety	30.8%	57.7%	23.1%	69.2%	19.2%	34.6%
Medication Administration	Safe Medication Administration	40.0%	68.0%	12.0%	28.0%	64.0%	64.0%
Medication Administration	Medication Administration Documentation	40.0%	64.0%	12.0%	24.0%	68.0%	64.0%
Medication Administration	Medication Issues Related to Administration per Acceptable Standards	40.0%	60.0%	12.0%	28.0%	60.0%	64.0%
Injuries and Emergency Care	Emergency Care: Basic First Aid	50.0%	65.4%	11.5%	19.2%	65.4%	50.0%
Injuries and Emergency Care	Appropriate Actions to Take Regarding Illness or Injury	48.0%	64.0%	12.0%	20.0%	52.0%	56.0%
Injuries and Emergency Care	Emergency Care: Cardiopulmonary resuscitation (CPR)	46.2%	69.2%	7.7%	11.5%	69.2%	46.2%
Injuries and Emergency Care	Signs & Symptoms of Illness & Injury	44.0%	64.0%	16.0%	20.0%	60.0%	48.0%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Sexual & Reproductive Health	57.9%	42.1%	10.5%	21.1%	57.9%	42.1%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Nutrition/Food Handling	50.0%	54.5%	13.6%	18.2%	68.2%	45.5%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Personal Hygiene	50.0%	57.7%	7.7%	38.5%	50.0%	38.5%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Healthy Lifestyle	50.0%	53.8%	11.5%	23.1%	46.2%	46.2%
Other Training Topics	DDO Specific Policies, Procedures, and Protocols	54.2%	66.7%	12.5%	37.5%	50.0%	58.3%
Other Training Topics	Diversity, Equity, and Inclusion and Cultural and Linguistic Competence	45.0%	45.0%	5.0%	35.0%	35.0%	45.0%
Other Training Topics	Communication: Importance of Clear Communications	44.0%	60.0%	16.0%	36.0%	36.0%	60.0%
Other Training Topics	Communication: Compliance with DDO Policy Regarding Healthcare Issues	44.0%	68.0%	12.0%	28.0%	56.0%	44.0%
Other Training Topics	Individualized Procedures	38.5%	65.4%	11.5%	53.8%	34.6%	61.5%
Other Training Topics	Staff Qualifications: Concepts of Supported Employment	27.3%	63.6%	9.1%	31.8%	27.3%	59.1%
-	Average	45.6%	58.4%	13.5%	28.2%	53.0%	49.9%

Observations:

- Agencies primarily provide training to DSPs in BHDDH regulatory topics around the time they start working, and then on an annual or ad hoc basis.
- On average, 58.4% of agencies reported they provide training to DSPs on BHDDH regulatory topics shortly after they start working, 53.0% reported providing training once a year, 49.9% reported providing training as needed, 44.6% reported providing before the DSP starts working, 28.2% reported providing training multiple times a year, and 13.5% reported providing training monthly.

Table 4: Frequency of Training in BHDDH Regulatory Topics Offered by People Who Self-Direct Their Services and Their Family Members

Training Topic Category	Training Topic	Before the DSP starts working	Shortly after the DSP starts working	Monthly	Multiple times a year	Once a year	Whenever it's needed
Universal Precautions	Universal Precautions: Fire Safety	66.7%	33.3%	0.0%	33.3%	33.3%	16.7%
Universal Precautions	Universal Precautions: Infection Control	57.1%	28.6%	0.0%	0.0%	14.3%	57.1%
Universal Precautions	Universal Precautions: Exposure Control	50.0%	33.3%	0.0%	16.7%	16.7%	50.0%
Universal Precautions	Universal Precautions: Evacuation Review	50.0%	0.0%	16.7%	33.3%	33.3%	0.0%
Universal Precautions	Universal Precautions: Communicable Diseases	42.9%	42.9%	0.0%	0.0%	28.6%	85.7%
Medication Administration	Medication Issues Related to Administration per Acceptable Standards	75.0%	25.0%	25.0%	25.0%	25.0%	50.0%
Medication Administration	Safe Medication Administration	66.7%	33.3%	11.1%	44.4%	33.3%	77.8%
Medication Administration	Medication Administration Documentation	40.0%	40.0%	20.0%	20.0%	20.0%	40.0%
Injuries and Emergency Care	Signs & Symptoms of Illness & Injury	57.1%	71.4%	14.3%	42.9%	28.6%	100.0%
Injuries and Emergency Care	Emergency Care: Basic First Aid	50.0%	20.0%	0.0%	20.0%	40.0%	40.0%
Injuries and Emergency Care	Appropriate Actions to Take Regarding Illness or Injury	45.5%	45.5%	9.1%	36.4%	27.3%	63.6%
Injuries and Emergency Care	Emergency Care: Cardiopulmonary resuscitation (CPR)	25.0%	0.0%	0.0%	0.0%	50.0%	50.0%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Nutrition/Food Handling	57.1%	28.6%	14.3%	14.3%	42.9%	57.1%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Personal Hygiene	57.1%	28.6%	0.0%	28.6%	28.6%	42.9%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Healthy Lifestyle	42.9%	42.9%	0.0%	0.0%	14.3%	85.7%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Sexual & Reproductive Health	0.0%	33.3%	0.0%	0.0%	0.0%	100.0%
Other Training Topics	Communication: Compliance with DDO Policy Regarding Healthcare Issues	100.0%	0.0%	0.0%	0.0%	0.0%	50.0%
Other Training Topics	DDO Specific Policies, Procedures, and Protocols	75.0%	0.0%	50.0%	25.0%	0.0%	75.0%
Other Training Topics	Communication: Importance of Clear Communications	62.5%	37.5%	0.0%	37.5%	12.5%	62.5%
Other Training Topics	Individualized Procedures	50.0%	50.0%	25.0%	33.3%	8.3%	75.0%
Other Training Topics	Staff Qualifications: Concepts of Supported Employment	42.9%	28.6%	28.6%	28.6%	14.3%	71.4%
Other Training Topics	Diversity, Equity, and Inclusion and Cultural and Linguistic Competence	33.3%	66.7%	0.0%	33.3%	33.3%	83.3%
-	Average	52.1%	31.3%	9.7%	21.5%	22.9%	60.6%

Observations:

- People who self-direct their services and their family members primarily provide training in BHDDH regulatory topics before the DSP starts working and as needed.
- On average, 60.6% of people who self-direct their services and their family members reported providing training on BHDDH regulatory topics as needed, 52.1% reported providing training before the DSP starts working, 31.3% reported providing training shortly after the DSP starts working, 22.9% reported providing training annually, 21.5% reported providing training multiple times a year, and 9.7% reported providing training monthly.
- While people who self-direct their services and their family members reported they less commonly provide training after the DSP starts working, they more frequently providing training in signs and symptoms of illness and injury (71.4%) and

Table 5: Training Methods for BHDDH Regulatory Topics Used by Agency Employers

Training Topic Category	Training Topic	In-person training	Virtual or online training	Hybrid training (both in-person and online)	Giving DSPs things to read on their own	Other
Universal Precautions	Universal Precautions: Fire Safety	64.0%	40.0%	52.0%	24.0%	4.0%
Universal Precautions	Universal Precautions: Evacuation Review	64.0%	36.0%	48.0%	24.0%	4.0%
Universal Precautions	Universal Precautions: Exposure Control	52.0%	52.0%	52.0%	24.0%	4.0%
Universal Precautions	Universal Precautions: Communicable Diseases	48.0%	52.0%	52.0%	24.0%	4.0%
Universal Precautions	Universal Precautions: Infection Control	48.0%	52.0%	52.0%	28.0%	8.0%
Medication Administration	Medication Administration Documentation	70.8%	33.3%	45.8%	16.7%	4.2%
Medication Administration	Safe Medication Administration	66.7%	33.3%	45.8%	16.7%	4.2%
Medication Administration	Medication Issues Related to Administration per Acceptable Standards	66.7%	37.5%	45.8%	16.7%	4.2%
Injuries and Emergency Care	Emergency Care: Cardiopulmonary resuscitation (CPR)	60.0%	36.0%	56.0%	16.0%	4.0%
Injuries and Emergency Care	Emergency Care: Basic First Aid	52.0%	44.0%	52.0%	16.0%	4.0%
Injuries and Emergency Care	Appropriate Actions to Take Regarding Illness or Injury	50.0%	41.7%	58.3%	20.8%	4.2%
Injuries and Emergency Care	Signs & Symptoms of Illness & Injury	45.8%	41.7%	54.2%	20.8%	4.2%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Personal Hygiene	64.0%	44.0%	52.0%	24.0%	4.0%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Nutrition/Food Handling	57.1%	52.4%	38.1%	28.6%	4.8%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Sexual & Reproductive Health	52.6%	52.6%	36.8%	15.8%	5.3%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Healthy Lifestyle	48.0%	48.0%	44.0%	24.0%	4.0%
Other Training Topics	Individualized Procedures	68.0%	32.0%	36.0%	36.0%	0.0%
Other Training Topics	DDO Specific Policies, Procedures, and Protocols	56.5%	39.1%	56.5%	47.8%	4.3%
Other Training Topics	Communication: Importance of Clear Communications	54.2%	41.7%	45.8%	16.7%	4.2%
Other Training Topics	Staff Qualifications: Concepts of Supported Employment	52.4%	42.9%	57.1%	23.8%	0.0%
Other Training Topics	Communication: Compliance with DDO Policy Regarding Healthcare Issues	45.8%	41.7%	54.2%	25.0%	4.2%
Other Training Topics	Diversity, Equity, and Inclusion and Cultural and Linguistic Competence	36.8%	36.8%	63.2%	26.3%	10.5%
-	Average	55.6%	42.3%	49.9%	23.4%	4.3%

Observations:

- Agencies most frequently reported they provide training to DSPs in-person, virtually, or in a hybrid format.
- On average, 55.6% of agencies reported providing training on BHDDH regulatory topics in person, 49.9% reported providing training in a hybrid format, 42.3% reported providing training virtually, 23.4% reported providing training by sharing resources for DSPs to read on their own, and 4.3% reported providing training through another approach.
- While agencies reported they less commonly provide DSPs with self-study materials, they were more likely to report asking DSPs to read materials on DDO-specific policies, procedures, and protocols on their own (47.8%).

Table 6: Training Methods for BHDDH Regulatory Topics Used by People Who Self-Direct Their Services and Their Family Members

Training Topic Category	Training Topic	In-person training	Virtual or online training	Hybrid training (both in-person and online)	Giving DSPs things to read on their own	Other
Universal Precautions	Universal Precautions: Infection Control	85.7%	28.6%	14.3%	42.9%	0.0%
Universal Precautions	Universal Precautions: Exposure Control	83.3%	50.0%	16.7%	33.3%	0.0%
Universal Precautions	Universal Precautions: Fire Safety	83.3%	50.0%	16.7%	33.3%	0.0%
Universal Precautions	Universal Precautions: Evacuation Review	83.3%	33.3%	0.0%	16.7%	0.0%
Universal Precautions	Universal Precautions: Communicable Diseases	71.4%	28.6%	0.0%	57.1%	0.0%
Medication Administration	Medication Issues Related to Administration per Acceptable Standards	75.0%	50.0%	25.0%	50.0%	0.0%
Medication Administration	Safe Medication Administration	66.7%	33.3%	22.2%	22.2%	22.2%
Medication Administration	Medication Administration Documentation	60.0%	40.0%	20.0%	40.0%	0.0%
Injuries and Emergency Care	Emergency Care: Basic First Aid	80.0%	30.0%	20.0%	20.0%	10.0%
Injuries and Emergency Care	Emergency Care: Cardiopulmonary resuscitation (CPR)	75.0%	50.0%	25.0%	25.0%	0.0%
Injuries and Emergency Care	Signs & Symptoms of Illness & Injury	71.4%	14.3%	28.6%	42.9%	28.6%
Injuries and Emergency Care	Appropriate Actions to Take Regarding Illness or Injury	63.6%	45.5%	36.4%	36.4%	9.1%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Sexual & Reproductive Health	100.0%	0.0%	0.0%	33.3%	0.0%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Nutrition/Food Handling	71.4%	42.9%	28.6%	57.1%	14.3%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Personal Hygiene	71.4%	42.9%	28.6%	42.9%	0.0%
Wellness & Prevention of Illness	Wellness & Prevention of Illness: Healthy Lifestyle	71.4%	14.3%	42.9%	28.6%	0.0%
Other Training Topics	Communication: Compliance with DDO Policy Regarding Healthcare Issues	100.0%	50.0%	50.0%	50.0%	0.0%
Other Training Topics	Communication: Importance of Clear Communications	87.5%	37.5%	12.5%	25.0%	0.0%
Other Training Topics	DDO Specific Policies, Procedures, and Protocols	75.0%	50.0%	25.0%	75.0%	0.0%
Other Training Topics	Staff Qualifications: Concepts of Supported Employment	71.4%	42.9%	28.6%	42.9%	0.0%
Other Training Topics	Individualized Procedures	58.3%	16.7%	16.7%	8.3%	16.7%
Other Training Topics	Diversity, Equity, and Inclusion and Cultural and Linguistic Competence	50.0%	33.3%	16.7%	33.3%	0.0%
-	Average	75.2%	35.6%	21.6%	37.1%	4.6%

Observations:

- People who self-direct their services and their family members primarily provide training in BHDDH regulatory topics in person.
- On average, 75.2% of people who self-direct their services and their family members reported providing training in BHDDH regulatory topics in person, 37.1% reported giving DSPs things to read on their own, 35.6% reported providing online training, 21.6% reported providing hybrid training, and 4.6% reported providing training through another method.
- While fewer people who self-direct their services and their family members reported providing training in BHDDH regulatory topics by sharing resources with DSPs to read on their own, this training method was more common for DDO-

Table 7: Availability of Training in Core Competency Topics by Employer Type

Training Topic	Agency	Person who Self-Directs or Family Member
Communication	93.8%	52.4%
Crisis Prevention and Intervention	93.8%	33.3%
Participant Engagement	93.8%	52.4%
Provide Person-Centered Supports	93.8%	61.9%
Facilitation of Service	81.3%	23.8%
Assessment	78.1%	42.9%
Education, Training, and Self-Development	75.0%	38.1%
Building and Maintaining Friendships	93.8%	61.9%
Community Living Skills and Support	90.6%	52.4%
Organizational Participation	90.6%	33.3%
Advocacy	87.5%	33.3%
Vocational, Educational, and Career Support	84.4%	33.3%
Community & Service Networking	81.3%	28.6%
Average	87.5%	42.1%

Observations:

- Compared to people who self-direct their services and their family members, agencies were more likely to report providing training in Rhode Island state-endorsed core competencies.
- On average, 87.5% of agencies reported they provide training in DSP core competencies, versus 42.1% of people who self-direct their services and their family members.
- While people who self-direct their services and their family members were less likely to report providing training in the core competencies overall, they more frequently offered training in building and maintaining friendships and providing person-centered supports (61.9%).

Table 8: Frequency of Training in Core Competency Topics Offered by Agency Employers

Training Topic	Before the DSP starts working	Shortly after the DSP starts working	Monthly	Multiple times a year	Once a year	Whenever it's needed
Community & Service Networking	34.8%	69.6%	8.7%	39.1%	21.7%	60.9%
Community Living Skills and Support	36.0%	68.0%	8.0%	44.0%	32.0%	64.0%
Building and Maintaining Friendships	34.6%	65.4%	15.4%	34.6%	42.3%	65.4%
Vocational, Educational, and Career Support	20.8%	62.5%	0.0%	54.2%	8.3%	66.7%
Advocacy	45.8%	45.8%	16.7%	50.0%	16.7%	66.7%
Organizational Participation	38.5%	42.3%	7.7%	19.2%	38.5%	50.0%
Provide Person-Centered Supports	34.6%	69.2%	3.8%	50.0%	34.6%	53.8%
Facilitation of Service	34.8%	65.2%	8.7%	47.8%	30.4%	56.5%
Education, Training, and Self-Development	27.3%	63.6%	9.1%	59.1%	9.1%	59.1%
Communication	42.3%	61.5%	11.5%	34.6%	30.8%	57.7%
Crisis Prevention and Intervention	42.3%	57.7%	11.5%	23.1%	65.4%	53.8%
Participant Engagement	42.3%	53.8%	11.5%	50.0%	23.1%	53.8%
Assessment	27.3%	50.0%	0.0%	40.9%	22.7%	63.6%
Average	35.5%	59.6%	8.7%	42.1%	28.9%	59.4%

Observations:

- Agencies primarily provide training to DSPs in Rhode Island state-endorsed core competencies shortly after the DSP starts working and as needed.
- On average, 59.6% of agencies reported providing training on core competencies shortly after the DSP starts working, 59.4% reported providing training as needed, 42.1% reported providing training multiple times a year, 35.5% reported providing training before the DSP starts working, 28.9% reported providing training once a year, and 8.7% reported providing training monthly.
- While agencies were less likely to provide annual training in core competencies, a larger proportion (65.4%) reported providing training in crisis prevention and

Table 9: Frequency of Training in Core Competency Topics Offered by People Who Self-Direct Their Services and Their Family Members

Training Topic	Before the DSP starts working	Shortly after the DSP starts working	Monthly	Multiple times a year	Once a year	Whenever it's needed
Participant Engagement	50.0%	40.0%	0.0%	10.0%	0.0%	80.0%
Communication	40.0%	60.0%	30.0%	40.0%	10.0%	70.0%
Assessment	50.0%	25.0%	25.0%	12.5%	37.5%	75.0%
Community & Service Networking	40.0%	40.0%	20.0%	40.0%	0.0%	100.0%
Facilitation of Service	75.0%	25.0%	25.0%	50.0%	25.0%	50.0%
Community Living Skills and Support	40.0%	50.0%	30.0%	10.0%	20.0%	100.0%
Education, Training, and Self-Development	42.9%	42.9%	14.3%	14.3%	0.0%	71.4%
Advocacy	50.0%	33.3%	0.0%	0.0%	16.7%	100.0%
Vocational, Educational, and Career Support	16.7%	33.3%	16.7%	16.7%	0.0%	100.0%
Crisis Prevention and Intervention	50.0%	50.0%	16.7%	50.0%	16.7%	83.3%
Organizational Participation	66.7%	33.3%	16.7%	0.0%	0.0%	83.3%
Building and Maintaining Friendships	41.7%	50.0%	16.7%	16.7%	8.3%	83.3%
Provide Person-Centered Supports	41.7%	50.0%	16.7%	16.7%	8.3%	83.3%
Average	46.5%	41.0%	17.5%	21.3%	11.0%	83.1%

Observations:

- People who self-direct and their family members primarily provide training to DSPs in Rhode Island state-endorsed core competencies as needed.
- On average, 83.1% of people who self-direct and their family members reported providing training on core competencies as needed, 46.5% reported providing training before the DSP starts working, 41.0% reported providing training shortly after the DSP starts working, 21.3% reported providing training multiple times a year, 17.5% reported providing training monthly, and 11.0% reported providing training once a year.

Table 10: Training Methods for Core Competency Topics Used by Agency Employers

Training Topic	In-person training	Virtual or online training	Hybrid training (both in-person and online)	Giving DSPs things to read on their own	Other
Crisis Prevention and Intervention	76.0%	36.0%	44.0%	20.0%	8.0%
Facilitation of Service	68.2%	40.9%	36.4%	27.3%	4.5%
Community & Service Networking	59.1%	45.5%	50.0%	27.3%	0.0%
Assessment	57.1%	42.9%	38.1%	14.3%	0.0%
Communication	56.0%	40.0%	56.0%	28.0%	8.0%
Organizational Participation	56.0%	32.0%	36.0%	28.0%	4.0%
Participant Engagement	52.0%	36.0%	44.0%	28.0%	0.0%
Provide Person-Centered Supports	48.0%	36.0%	56.0%	24.0%	12.0%
Advocacy	47.8%	43.5%	52.2%	26.1%	4.3%
Vocational, Educational, and Career Support	47.8%	47.8%	52.2%	26.1%	8.7%
Education, Training, and Self-Development	47.6%	33.3%	52.4%	28.6%	9.5%
Community Living Skills and Support	45.8%	41.7%	54.2%	25.0%	4.2%
Building and Maintaining Friendships	44.0%	44.0%	48.0%	28.0%	4.0%
Average	54.3%	40.0%	47.6%	25.4%	5.2%

Observation:

- Agencies primarily provide training in Rhode Island state-endorsed core competencies in person, virtually, or in a hybrid format. 54.3%
- On average, 54.3% of agencies reported providing training in core competencies in person, 47.6% reported providing hybrid training, 40.0% reported providing virtual/online training, 25.4% reported provided giving DSPs resources to read on their own, and 5.2% reported training through another method.

Table 11: Training Methods for Core Competency Topics Used by People Who Self-Direct Their Services and Their Family Members

Training Topic	In-person training	Virtual or online training	Hybrid training (both in-person and online)	Giving DSPs things to read on their own	Other
Advocacy	83.3%	33.3%	33.3%	50.0%	0.0%
Community & Service Networking	80.0%	20.0%	40.0%	20.0%	20.0%
Assessment	75.0%	37.5%	25.0%	25.0%	0.0%
Facilitation of Service	75.0%	50.0%	25.0%	50.0%	0.0%
Education, Training, and Self-Development	71.4%	42.9%	42.9%	42.9%	0.0%
Participant Engagement	70.0%	20.0%	10.0%	20.0%	10.0%
Communication	70.0%	10.0%	10.0%	10.0%	20.0%
Community Living Skills and Support	70.0%	20.0%	20.0%	40.0%	20.0%
Crisis Prevention and Intervention	66.7%	33.3%	33.3%	66.7%	16.7%
Organizational Participation	66.7%	50.0%	33.3%	50.0%	0.0%
Building and Maintaining Friendships	66.7%	25.0%	16.7%	25.0%	16.7%
Provide Person-Centered Supports	66.7%	25.0%	25.0%	25.0%	8.3%
Vocational, Educational, and Career Support	16.7%	66.7%	33.3%	50.0%	16.7%
Average	67.5%	33.4%	26.8%	36.5%	9.9%

Observations:

- People who self-direct their services and their family members primarily provide training in Rhode Island state-endorsed core competencies in person.
- On average, 67.5% of people who self-direct their services and their family members reported providing training in the core competencies in person, 36.5% reported giving DSPs things to read on their own, 33.4% reported providing virtual or online training, 26.8% reported providing hybrid training, and 9.9% reported providing training through another method.