#### 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	<b>Responsive Documentation</b>
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 Curriculum – levels, topics, training schedule	<ul> <li>Outreach and Education-000004</li> <li>to Outreach and Education- 000017</li> <li>Direct Workforce Solutions Workplan</li> <li>Transformation Fund Phase I Activities List Providers</li> <li>Sage Squirrel May 2023 Status Report</li> <li>Outreach and Education-000004</li> <li>to Outreach and Education- 000011: Direct Workforce Solutions Workplan</li> </ul>
Develop and implement a customized employment training curriculum for all employment staff.	Materials Training dates	Outreach and Education-000012 to Outreach and Education- 000014: Transformation Fund Phase I Activities List Providers Outreach and Education-000018 to Outreach and Education- 000022: Transformation Fund Phase II Activities

#### Outreach and Education

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	Outreach and Education-000023 to Outreach and Education- 000025: BHDDH Narrative.
Provide training for all individuals who self-direct their services and, if applicable, their primary	Specific strategies (with dates) targeted to those who self-direct	Outreach and Education-000026 to Outreach and Education- 000038: RISWI Training Survey Summary of Results
guardians and caregivers, at no cost to the individuals or caregivers.	Topics, materials	Outreach and Education-000023 to Outreach and Education- 000025: BHDDH Narrative.

**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 certificaiton 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**

A national consulting group

2025 East River Parkway, Minneapolis, MN 55414 612-624-6300, fax: 612-624-9344, ici.umn.edu

### 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 selfdirection 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 8 selfdirection 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 selfdirected 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)

The proposed timename for tims proposed we												
	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	х											
Monthly meetings with Project Leadership Team		Х	х	х	х	х	х	х	Х	Х	х	х
Other Meetings as needed		х	х	х	х	х	х	х	х	х	х	х
Summary Report					х				х			х
Deliverable 1: Marketing Campaign and Correspondin	ng Materials	that Aligns	with RI SWI V	Vorkplan Go	als for Mark	eting and Se	lection .					
Produce 15-minute realistic Job Preview video.	х	х	х									
Produce 4-6 30-second public service announcements.	х	х	х									
Create 4-6 DSP customizable DSP recruitment flyers.	Х	Х	х									
Produce marketing campaign guide.			х	х								
Deliverable 2: Comprehensive Workforce Solutions Co.	nsultation fo	or up to 33 e	mployers									
Cohort 1 Action planning and implementation phase	Х	Х	х	х	х							
Cohort 2 Discovery phase			х	х								
Cohort 2 Action planning and implementation phase					х	х	х	х				
Cohort 3 Discovery phase					х	х						
Cohort 3 Action planning and implementation phase							х	х	х	х		
Cohort 4 Discovery phase							х	х				
Cohort 4 Action planning and implementation phase									х	х	х	х
Deliverable 3: Create a Modified Comprehensive Work	force Consu	ltation Mode	el for Self-Dir	ection Emplo	oyers in Rhod	le Island						
Planning & Design Phase	х	х	х	х	х							
Initiate and engage self-directed cohort 1						х	х	х	х			
Initiate and engage self-directed cohort 2								х	х	х	х	х
Written evaluation report summarizing									х			х
Deliverable 4: Technical Assistance and training to Sh	erlock Cente	r workforce a	oaches to p	romote sust	ainability for	workforce d	levelopment	using Train t	the Trainer n	nodel (Up to	5 Sherlock st	aff trained
to support oraanizations with onaoina implementation	on and evalu	ation of wo	rkforce interv	entions)								
Workforce coaches 1-2 observe cohort 1 action planning/implementation .	х	х	х	х	х							
Train workforce coaches 1-2 to co-lead comprehensive workforce model with cohort 2.			х	х	х	х	х	х				
New workforce coaches observe comprehensive workforce model with cohort 2.			х	х	х	х	х	х				
Train workforce coaches 1-2 to lead comprehensive workforce model with cohort 3.					х	х	x	x	x	х	<u> </u>	

Train workforce coaches 3-4 to co-lead comprehensive workforce model with cohort 3.					х	х	x	х	х	х		
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.		х	х	х	х	х	х	Х	х	х	х	х
Monthly Coaches Connect sessions. Deliverable 5: Implementation and Administration of F	hode Island	X Direct Supp	X ort Professio	X mal (DSP) I, I	X II, and III cert	X Ification thro	X Dugh Nation	X al Alliance fo	X or Direct Sup	X port Profess	X ionals (NADS	Х БР) е-
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	х	x	x	x	x
Provide technical assistance and support to develop a DSP training hub for DSP training records.			х	х	х	х						
Deliverable 6: Expansion of a state-specific workforce	portal to inc	clude interve	ntion data co	ollection and	1 monitoring	. (Up to 300	hours of tra	ining and co	nsultation o	on data colle	ction and mo	onitoring
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.							х	х	х			
Collaborate with Sherlock Center to conduct a comprehensive scan of data collection			х	х								
Provide report with recommendations			х	х								
Deliverable 7: Provide technical assistance, engageme	nt and facili	tation supp	ort with RI SV	VI Coordinat	ting Council	and Work gr	oups (120 h	ours per yea	r up to 360 l	hours over 3	years)	
Assist with RI SWI Coordinating Council meetings.	х	x	x	х	x	х	x	х	х	x	x	х
Facilitation for each RI SWI work group meetings.	х	х	х	х	х	х	х	х	х	х	х	х
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

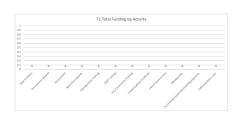
# Transformation Fund Phase I Activities List – Provider

Organization					Retection				Codentialling		Membership fees for	Purchasing equipment/meeting	г
1 Action Based Enterprises	Activity (Purpose building workforce capacity) Hire a HR coordinator.	New Positions	Recruitment Stipend	Recruitment	Stipends	Management Training	Staff Training	Ind./Community Training	Certificate	Data/measurement	Organization	expences	Administrative costs
	Sign on bonus program for 10 new hires.		1										
	Enroll 30 DSP in online ACRE Training at the Sherlock center. Professional development and/or education related to community						1		1				
Total #REF!	integration and/or employment for DSP and participants				Retention		1	1	Credientialling		Membership fees for	Purchasing equipment/meeting	
Organization 1 Avatar	Activity (Purpose building workforce capacity) Retention Bonus	New Positions	Recruitment Stipend	Recruitment	Stipends	Management Training	Staff Training	Ind./Community Training	Certificate	Data/measurement	Organization	expences	Administrative costs
	DSP Week Tuition Assistance				1								
Total #REF!	Management Training		Recruitment Stipend		1 Retention	1		Ind./Community Training	Credientialling	- · · ·	Membership fees for	Purchasing equipment/meeting	
Organization 1 Community Living	Activity (Purpose building workforce capacity)  1. Effective recruitment by staff recruiter and trainer	New Positions	Recruitment Stipend	Recruitment	Stipends	Management Training	Staff Training	Ind./Community Training	Certificate	Data/measurement	Organization	expences	Administrative costs
	2. Expanding on our 100% innovative Community-based Workforce to				1								
	help reduce turnover rate absentism				1								
	3. Comprehensive Training on Employees retention for 150 employees 4. Administrative timefor billing and quarterly reports				1								1
Total #REF!	5. Final Project Report									1			1
Organization	Activity (Purpose building workforce capacity)	New Positions	Recruitment Stipend	Recruitment	Retention Stipends	Management Training	Staff Training	Ind./Community Training	Credientialling Certificate	Data/measurement	Membership fees for Organization	Purchasing equipment/meeting expences	Administrative costs
1 Community Residence	Recruitment of 10 new staff (5 Direct Support Personnel, 5 Direct Support subs) using a \$500 hiring bonus incentive per staff		1										
	Recruitment of 10 new staff (5 Direct Support Personnel, 5 Direct Support subs) using a \$500 hiring bonus incentive per staff		1										
	Recruitment of 1 new staff (1 Registered Nurse) using a \$1,000 hiring		1										
	bonus incentive per staff Training of 11 new staff (5 Direct Support Personnel, 5 Direct Support												
	subs, and 1 Registered Nurse) using standard company training methods and classes						1						
	Retention of 10 new staff (5 Direct Support Personnel, 5 Direct Support subs) using a \$500 6 month retention bonus per staff				1								
	Retention of 1 new staff (1 Registered Nurse) using a \$1,000 6 month				1								
	retention bonus per staff Retention of 8 current staff (8 Direct Support Personnel) using a \$500												
Total #REF! Organization	retention bous per staff Activity (Purpose building workforce capacity)	New Positions	Recruitment Stipend	Recruitment	1 Retention	Management Training	Staff Training	Ind./Community Training	Credientialling	Data/measurement	Membership fees for	Purchasing equipment/meeting	Administrative costs
	Employment Support (Relias) training will be provided to all Cove staff	New Posicions	Recruicment Superio	Recruitment	Stipends	wanagement training		ind./community training	Certificate	Dataymeasurement	Organization	expences	Administrative costs
1 Cove Center	(up to 120) with the goal of increasing skills in job coaching and community based support delivery						1		1				
	Creating Community Careers (Relias) training will be provided to 40 staff across 5 modules, with goal of enhancing skills across employment and				1		1		1				
	community based support delivery. \$ 500 for completion				1		1		1				
	SME/ACRE Certification (Sherlock) provided to 6 staff with goal of staff deveoping and demostrating in-depth understanding and practive of				1		1		1				
	supporting community empoyment \$1,250 for completion Community Mapping training to be provided to 25 30 staff with goal of												
	enhanced understanding and utilization of Google Maps and other tools to increase particpants individualized community experiences. \$250				1		1		1				
	\$500 for competetion Management/Leadership training (Relias) to be provided to 15 staff and												
	Managers to enhance skills in supporting participants and overseeing DSP's in community-oriented settings.					1			1				
Total #REFI	Staff recruitment goal to hire and retain 20 15 new DSP's through targetted advertising and sign-on bonus program.		1	1									
Organization	Activity (Purpose building workforce capacity)	New Positions	Recruitment Stipend	Recruitment	Retention Stipends	Management Training	Staff Training	Ind./Community Training	Credientialling Certificate	Data/measurement	Membership fees for Organization	Purchasing equipment/meeting expences	Administrative costs
1 Easterseals RI	Advertise for staff hire staff: job development/community trainer & apprentice supervisor contact elocar where supereticar may be found	1		1									
	contact places where apprentices may be found Initiate job development and community activity building/rebuilding	1		1									
	choose and assess apprentices begin apprenticeships and ongoing (\$63,400 plus \$4,370 in mileage reimbursement)	1		1									
Total #REF!	begin trainings and ongoing project direction and evaluate program success						1			1			1
Organization	Activity (Purpose building workforce capacity)	New Positions	Recruitment Stipend	Recruitment	Retention Stipends	Management Training	Staff Training	Ind./Community Training	Credientialling Certificate	Data/measurement	Membership fees for Organization	Purchasing equipment/meeting expences	Administrative costs
1 Frank Olean Center	Staff time for training Center to community & technology trainer	1			Jupenta		1		Caroncara		organization	expenses	
	Train the Trainer Training provided by Sherlock Center					1	1						
	Vocational Specialist Training hours to complete Sherlock Center training Employment training for all Adult Services DSPs through BHDDH-						1						
Total #REF!	approved Perspective Corporation training. JotForms Subscription						1					1	
Organization	Activity (Purpose building workforce capacity)	New Positions	Recruitment Stipend	Recruitment	Retention Stipends	Management Training	Staff Training	Ind./Community Training	Credientialling Certificate	Data/measurement	Membership fees for Organization	Purchasing equipment/meeting expences	Administrative costs
1 Goodwill SNE	Hire 1 Job Coach for 1 1/2 Year 40 hour training by current Workforce Development Professional	1					1						
Total #REF!	Administrative time for billing and guarterly reports Final project report to include documentation of increase employment				1								1
Organization	outcomes by 15% Activity (Purpose building workforce capacity)	New Positions	Recruitment Stipend	Recruitment	Retention	Management Training	Staff Training	Ind./Community Training	Credientialling	Data/measurement	Membership fees for	Purchasing equipment/meeting	Administrative costs
1 James L. Maher Center	Hiring Recruiter/Onboarding specialist	1			Stipends				Certificate		Organization	expences	
	Awareness Campaign Yearly Relias fee Psychology Assistant (new staff position)	1		1							1		
	Staff stipends for time spent in training (behavior assistant) 221 hours x	1			1		1		1				
	Staff stipends for time spent in training (behavior assistant) 221 hours x 22 staff x \$20 per hour Community concierge training: 10 hours x 22 staff x \$19.65 an hour	1		1	1		1		1				
Total #REF!	Staff stipends for time spent in training (behavior assistant) 221 hours x 22 staff x 520 per hour Community concierge training: 10 hours x 22 staff x 519.65 an hour Navigator (new staff position) Adaptive technologies assessment from Tech Assessment	1		1	1		1	1	1				
Total #REFI	Staff stipends for time spent in training (behavior assistant) 221 hours x 22 staff x 520 per hour Community concierge training: 10 hours x 22 staff x 519.65 an hour Navigator (new staff position)	1 1 New Positions	Recruitment Stipend	1 Recruitment	1 Retention Stipends	Management Training	1 Staff Training	1 Ind./Community Training	Credientialling	Data/measurement	Membership fees for Organization	Purchasing equipment/meeting expences	Administrative costs
	Starf tippends for time sport in training (behavior assistant) 221 bours 2 22 attrl 45 Dp end Community Consequent protocol (2014) 1284 51 Bits an Inter- ting and the same start and the same start and the same start Adaptive technologies assessment training Adaptive technologies assessment training Adaptive technologies assessment training Actively (Propose building workforce capacity) Pay Find G cistulate Bounds for DSI-worker) Cookfor Coll Tool Start Double Bounds for DSI-worker.	1	Recruitment Stipend	1 Recruitment	Retention	Management Training		1 Ind./Community Training		Data/measurement			Administrative costs
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	<b>[</b>		1		1			1		1	1	1	
	Basic Agency-Wide Transformational training on Person-Centeredness will be provided to 240 134 SHRI staff through a two day, 16 hour workshop with the goal of enhancing organizational capacity to understand the importance of				1		1						
	person-centered and community-based supports for person's served.												
	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						1		1				
	staff competencies through certification and independent case study work. 125 AT Certification Incentives @ \$100 p/person				1								
	Transformational Training Certification Incentive for 350 staff @ \$100 Branding and Promotion Final project report				1			1		1			1
Total #REF! Organization	Administrative time for billing and quarterly reports Activity (Purpose building workforce capacity)	New Positions	Recruitment Stipend	Recruitment	Retention	Management Training	Staff Training	Ind./Community Training	Credientialling	Data/measurement	Membership fees for	Purchasing equipment/meeting	1 Administrative costs
1 UCPRI	Staff Recruiter/Trainer (One Year) Training of 100 Staff for 15 hours	1	Recruitment Superio	1	Stipends	wanagement training	scan training	ind./community training	Certificate	Dataymeasurement	Organization	expences	Administrative costs
1 #REFI Organization	Relias Training Activity (Purpose building workforce capacity)	New Positions	Recruitment Stipend	Recruitment	Retention Stipends	Management Training	1 Staff Training	Ind./Community Training	1 Credientialling	Data/measurement	Membership fees for	Purchasing equipment/meeting	Administrative costs
1 Whitmarsh	Chromebooks for 40 5 Community-based Staff - to be used for case notes, training, and billing purposes	New Posicions	Recruitment Superio	Recruitment	Stipends	wanagement training	1	ind./community training	Certificate	Dataymeasurement	Organization	expences 1	Administrative costs
	Chrome Enterprise License for each staff's chromebook Computer cases for each staff											1	
	Hotspots for each Community-based staff member SME Job Development training through the Sherlock Center will be provided to 40-5 total staff in 7 sessions, totaling 19.5 training hours per staff (at 15.75 per											1	
	hour) to prepare for APSE APSE Certified Employment Support Professional (CESP) Exam						1		1				
	SME Job Coaching and Retention training through the Sherlock Center will be provided to 10 total staff in 7 sessions, totaling 19.5 training hours per staff (at 15.75 per hour) to prepare for APSE Certified Employment Support Professional						1		1				
	(CESP) Exam Training will be provided to <del>10</del> 5 staff through (at 15.75 per hour) Therap						1						
	Academy on how to use Therap, Employment functions, and report case notes Each staff that completes the SME Job Development training and SME Job						-						
	Coaching and Retention will then apply for the APSE Certified Employment Support Professional (CESP) Exam Money towards monthly memeberships for Staff and Participants to increase								1		1		
	community activities and employment opportunities Monthly Membership for 6 Staff and 6 Participants for the YMCA to improve community insubsence and horibit and motibated										1		
	community involvement and health and wellbeing. New hire sign-on bonuses to attracted diverse and highly qualified candidates for Employment and Community-based positions		1										
	Money towards mileage reimbursements for Employment and Community- based staff Money towards hiring and paying the salary for a Full-time Employment and				1								
	Community-Based Program Supervisor - this individual would supervise all	1								1			
	Employment and Community-based support sain, overside all programmatic aspects of the day-to-day services, hold meetings in regards to ISPs, staff meetings, and programmatic updates under the supervision of the Director of Adult Services												
Total #REF!	Provider development expenses - used for recruitment and job fair materials, advertising, and business materials			1	Retention				Credientialling		Membership fees for	Purchasing equipment/meeting	
Organization	Activity (Purpose building workforce capacity)  1. Innovative Strategies to increase employment and community	New Positions	Recruitment Stipend	Recruitment	Stipends	Management Training	Staff Training	Ind./Community Training	Certificate	Data/measurement	Organization	expences	Administrative costs
1 Work Oppertunities Unlimited	outcomes. (laptops for all DSPs, hotspots, padi working interviews for clients, job carving training, DSP wages) 2. Effective recruiting, training and retention strategies	1		1	1		1	1			1	1	
Organization	2. Effective recruiting, training and retention strategies Activity (Purpose building workforce capacity)	New Positions	Recruitment Stipend	Recruitment	1 Retention Stipends	Management Training	Staff Training	Ind./Community Training	Credientialling Certificate	Data/measurement	Membership fees for Organization	Purchasing equipment/meeting expences	Administrative costs
Becket Family of Services DBA LifeConnections	Referral Bonus Sign-On Bonus		1	1									
	Marketing Materials Retention Bonus			1	1								
	Team Spirit/Appreciation Awards DSP Rate Increase-Levels of Expertise and Experience Training (NADSP), technology				1		1		1		1	1	
Total #REFI Organization	Job Shadow Activity (Purpose building workforce capacity)	New Positions	Recruitment Stipend	Recruitment	1 Retention	Management Training	1 Staff Training	Ind./Community Training	Credientialling	Data/measurement	Membership fees for	Purchasing equipment/meeting	Administrative costs
1 Perspectives Corporation	NADSP Annual Membership DirectCourse (100 staff per year)				Stipends		1		Certificate		Organization 1	expences	
	E-Badge Academy (20 DSP's <u>Mentors</u> and 30 Frontline Supervisors per year) DSP I Certification (20 DSP <del>Mentors</del> for a total of 50 hours each and						1		1				
	\$1,500 certification bonus each) DSP II Certification (20 DSP <del>Mantors</del> for a total of 50 hours each and				1		1		1				
Total #REF!	52,000 certification bonus each) Data Migration (8 hours/week)				Retention				Credientialling	1	Membership fees for	Purchasing equipment/meeting	
Organization 1 Spurwink Ri	Activity (Purpose building workforce capacity) Professional Development: a. Recruitment Bonuses	New Positions	Recruitment Stipend	Recruitment	Stipends	Management Training	Staff Training	Ind./Community Training	Certificate	Data/measurement	Organization	expences	Administrative costs
	Professional Development: b. Development of a Career Ladder. (NADSP) Professional Development: b. Relias Training staff time, ACRE Training				1		1						
	staff time Professional Development: c. Partnership with local colleges including				1		1		1				
Total #REFI	Salve Regina University Master's Rehab. Counseling Program. Final project report Administrative time for billing and quarterly reports												1
Organization 1 The ARC of Blackstone Valley	Activity (Purpose building workforce capacity)	New Positions	Recruitment Stipend	Recruitment	Retention Stipends	Management Training	Staff Training	Ind./Community Training	Credientialling Certificate	Data/measurement	Membership fees for Organization	Purchasing equipment/meeting expences	Administrative costs
Total #REFI	Community Liaison Director ( <del>2 years 18 months</del> , full time) Employee career path and retention training (18 months)	New Positions	Recruitment Stipend	Recruitment	Retention		1	Ind./Community Training	Credientialling	Data/measurement	Membership fees for	Purchasing equipment/meeting	Administrative costs
Organization 1 Trudeau	Activity (Purpose building workforce capacity) Utilize a transformation/QI coordinator to take the lead on Trudeau's	New Positions	Recruitment Stipend	Recruitment	Stipends	Management Training	Staff Training	Ind./Community Training	Certificate	Data/measurement	Organization	expences	Administrative costs
	transformation and Quality Improvement initiative Project plan Obtain a NADSP membership to access resources for DSP and Front Line						1				1		1
	Supervisor certification Purchase access to the E Badge Academy for DSP and Frontline Supervisors to work toward certification					1					1		
	Purchase Frontline supervisor "Train the Trainer" training and annual renewal. This will be used to provide training opportunities for front line					1							
	supervisors Complete "Train the Trainer" certification for 5 trainers Facilitate 2 sessions of Front Line supervisor training for 10 supervisors					1							
	in order to increase competency of the management team Incentive for successful completion of Front Line Supervisor training for				1	1			1				
	10 managers College of Direct Support Annual Licensing fee for access to accredited				-		1		-		1		
	training (needed for attaining badges in E Badge Academy) Data collection Incentives for completion of DSP-I certification in E Badge Academy (25 x				1				1	1			
	250) changed to 20 people Training costs for completion of DSP-I certification Incentives for completion of Front Line Supervisor certification in E						1		1				
	Badge Academy (10 x 300) Training costs for completion of Front line supervisor certification in E				1	1			1				
	Badge Academy Incentives for community memberships and employment successes (50 x 150) changed incentive to \$100 each				1	-	1		-				
Total #REF!	Final report Administrative-billing								Provide State	1	Manaka	Provide a la construcción de	1 1
Organization 1 West Bay RI	Activity (Purpose building workforce capacity) Two DSP-Community Connections Specialists	New Positions	Recruitment Stipend	Recruitment	Retention Stipends	Management Training	Staff Training	Ind./Community Training	Credientialling Certificate	Data/measurement	Membership fees for Organization	Purchasing equipment/meeting expences	Administrative costs
Total #REF1	Two day long sessions by National experts Administrative time for billing and quarterly reports				0		1		Transfer 1			Provide a la constante de la co	1
Organization 1 Access point RI	Activity (Purpose building workforce capacity) Finalize project plan	New Positions	Recruitment Stipend	Recruitment	Retention Stipends	Management Training	Staff Training	Ind./Community Training	Credientialling Certificate	Data/measurement	Membership fees for Organization	Purchasing equipment/meeting expences	Administrative costs
	Sign on bonuses for new staff Employee Referral Current employee bonus			1	1								
Total #REF!	Current employee bonus Data Coordinator Navigators	1			1					1			
	Activity (Purpose building workforce capacity)	New Positions	Recruitment Stipend	Recruitment	Retention Stipends	Management Training	Staff Training	Ind./Community Training	Credientialling Certificate	Data/measurement	Membership fees for Organization	Purchasing equipment/meeting expences	Administrative costs
Organization					1		1						L
Organization 1 Fogarty	Furthur professional devicopment: identify trainings for TOT, explore computer classes, identify tech. training for DSPS, Data collection Strengthen recruitment: website developer. digital auestions for												
1 Fogarty	Furthur professional devleopment: identify trainings for TOT, explore computer classes, identify tech, training for DSPS, Data collection Strengthen recuritment: website developer, eligital questions for potential applicants, employee testimonials, link website to social media. Community connections, etc. Data collection			1									4
1 Fogarty Total #REF! Organization	I writer professional devicements identify trainings for TOT, explore manualize classes, devide that this training to DSPs, but a calculators targetighte recruitment: webbit is developer, digital questions for ordential applicants, molypoler totimizants, link webbits to social media. Community connection, etc. Data collection Billing and Daartiny reports Activity (Purpose building workforce capacity)	New Positions	Recruitment Stipend	1 Recruitment	Retention Stipends	Management Training	Staff Training	Ind./Community Training	Credientialling Certificate	Data/measurement	Membership fees for Organization	Purchasing equipment/meeting expences	1 Administrative costs
1 Fogarty Total #REF!	Further professional development: Internetly trainings for TOT, explore compared rates, scientify each training for SPD. Adjustment of the science of the science of the science of the compared professional register and training of the science of compared professional register and training of the compared professional register and training of the line and Quanterin register and training of the line and Quanterin register and training and Quanterin register and the science of the science of the Compared Professional Register and the Register of the science of the science of the Dobust per week recruiter	New Positions	Recruitment Stipend			Management Training	Staff Training	Ind./Community Training	Credientialling Certificate	Data/measurement			1 Administrative costs
1 Fogarty Total #REF! Organization	Institute productional development states for states for 50 may be compared cases, setting that the transper down of the state class for strengther neural model which the transper down of the state for state and strengther neural model which the state for states for strengther neural model which the states for strengther and Downtown transport strengther and Downtown transport and Downtown transport 20 hours are week reconstre 20 hours are hours and are 20 hours are 20 hou		Recruitment Stipend			Management Training		Ind./Community Training	Credientialling Certificate	Data/measurement			1 Administrative costs
Total #NEF1 Total #NEF1 Dependation I Gateways to Change	Institute produced development states for the reading for TUT, engines comparies cases, advantise from the states and produced states for the Strangthen resultance webbin development (in webbin to social media, comparies and advantise) in webbin to social media. Comparison and advantises of controls advanting (inspirate building workforce capacity) Discours or soboarding new horse capacity incomers - soboarding new horse characteristics for current employees, incentions for charanter and the characteristic of comparison of the comparison of the control and the comparison of the characteristics and comparison of an extension of the characteristic of current employees incentions for characteristics and comparison of an extension of the characteristics and comparison of an extension of the characteristic advanced taution and the characteristic of the characteristic		Recruitment Stipend	Recruitment		Management Training	Staff Training	Ind./Community Training	Credientialling Certificate				1 Administrative costs
1 Fogarty Total #REF! Organization	Institute productional developments cleanity transing for TOT evolutions comparter classes, showing the soft transition of the production for protectional productions, and production of the soft to social media. Community connections, etc. Chata collection Billing and Quartity proorts Actively (Physics Isulding workfores capacity) Do harp are weak metter incompression of the production of the production of the Do harp are weak metter incompression of the production of the production of the Do harp are weak metter incompression of the production of the production of the Do harp are weak metter incompression of the production of the production of the production of the production of the production of the production methalmanetic.		Recruitment Stipend	Recruitment		Management Training		Ind /Community Training	Credientialling Certificate 26	Data/measurement			1 Administrative costs 18
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Total #NEF1 Total #NEF1 Dependation I Gateways to Change	Institute producesion developments destributions for 10 re-options comparter dasses, developments first, brunning for 20 re-options Varenghen re-curliments-website developer, digital questions for patiential applications, etc. Data collection and applications of the second second second second second applications of the second second second second second 20 hours per weak names 20 hours per weak names and produces for totalizing applications for current employees, incentions for backing applications for current employees incentions for backing applications and the option estimation and the PCP process backing of the garden second second second second second applications and the PCP process backing and the PCP process backing and the PCP process backing and the PCP process	1 1 2 #REF!	8 9 #REF1 Recruitment Stipend	Recruitment 1 1 23 #REFI Recruitment	Stipends 46	14	1 49	9	Certificate	1 14	Organization	expenses	18 #REF1







## 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 2<sup>nd</sup> 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: <u>Click here [us06web.zoom.us]</u> 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: <u>https://riswi.org/ [riswi.org]</u>

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: <u>DSP Apprenticeships Rhode Island Anchor Rhode Island</u> <u>State Workforce Initiative (riswi.org)</u>
  - DSP Training Requirements: <u>DSP Training Requirements Rhode Island Anchor -</u> <u>Rhode Island State Workforce Initiative (riswi.org)</u>
- 508 compliance on new documents
- o Continued work on three new anchor documents and self-direction materials
- $\circ$  Spanish version of anchor documents were posted
- Preparation for June Advisory Group meeting

## **Transformation Fund Phase II Activities**

	Tasks/ Projects
Action Based Enterprieses, Inc	Activitiy
Action Based Enterprises, inc	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 and Volance work project.
	Stipends to participants and natural supports for attending Vocational Focus Groups
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	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.
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
Aveter Desidental	Activitiy
Avatar Residental	
	"The Agent"
	"The Facilitator"
	Administrative Oversite
	Barrier Buster Fund
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
Community Living Of Rhode Island, Inc	
	Activity
	Activity 1. Develop New Models for Community-Based Supports
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	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)
	C. Administrative time for billing and guarterly generate
	6. Administrative time for billing and quarterly reports
	7. Final Project Report
Community Providence of the	A set the
Community Residences, Inc	Activity
	Personal Develoment Fund to support access to community activites to support ISP goals, increased recreationa opportunities, etc.
	Hiring Community Liaison/Navigator to assess and devlop comprehnsive 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 comminication with potential resourc
	for Community Liaison/Navigator when in the community
	Training Resources
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
Frank Olaan Cantar Inc	Activity
Frank Olean Center, Inc	Advisor Role
	Director of SLA/Employment/Tarnsitions
	Adult Trainer
	Marketing/advertising materials
	Membership (messy middle funding)
Fogarty Center	Activity
	Proivde DSPs with training oppertunities focused on employment services and intergrated day activities
	Provide job coach with mobile technology to access data collection and internet during community employmen
	hours
	Hire full time community liasion to explore meaningful community opportunites for home based day programs
	Provide financial reources for partipants to access the community through memebrships and classes
Goodwill of Southern New England	Activity
Goodwill of Southern New England	6 individuals working 10 hrs a week with 1-1 coaching
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Justice Resources Insitute, STEP	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 Activity Employment Supervisor - Temporary 18 month positon Activity Hire Program Liaison / Admin Support Hire Program Facilitator Administration of Billing & Reports
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	Vacancy managment -\$244 day/8 people/60 day avg
	Transition supports to move people to GH \$2,000/8 people, 6 months to move, avg
	Community Faciitator -multiple educatonal events, surveys, resource materials Transition/Intake Manager
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 Transformtion services
Maher Center	Activity
	part-time clinical social worker
	2 full time life coaches (enhanced DSPs)
	full-time nutritionist
	13 lpads (10 participants, 3 staff)
	Peer support network building
Ocean State Center for Independent Living	
(Withdrew)	Activity
	CONTI JOSHUA
	HUGHES LINDA
	PINKHAM BETH
	SCHEY HEATHER
	Administration
	Consultants
	Office Space
	PROGRAM PROMOTIONS
	Peer support & Workshop;
	Supplies
	Travel/Transportation/Bus RIPTIKS/UBER
Opportunities Unlimited	
	Contract with SAs to dvelop PCPs with adults with DD.
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 Inclusio
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	at Umass Boston, Able Opportunities, Starfire Council & Neighbours Inc.)
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ReFocus, Inc	Membership, classes and club Fees (20 Individuals)         Activity         Development of Project Plan         Newly designed training that will be provided to current staff and self directed staff in PCP, community navigatio employmnet, and innovation strategies         Marketing Consultant         Hire additional staff to afford training time         Project Coordinator         Data Collection         Administrative time for billing and quartley reports         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.

	Full of Full o
	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
	Design Management Chaffe
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
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 throug
	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
Skills BL (BL Cross Disability Coalition)	Employer Engagement Staff (Client Services) Wages + Renefits
Skills RI (RI Cross Disability Coalition)	Employer Engagement Staff (Client Services) Wages + Benefits
Skills RI (RI Cross Disability Coalition)	Candidate Engagement Staff (Career Coaches) Wages + Benefits
Skills RI (RI Cross Disability Coalition)	Candidate Engagement Staff (Career Coaches) Wages + Benefits Professional Development for Network Partners (Employer Engagement) Wages + Benefits
Skills RI (RI Cross Disability Coalition)	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
Skills RI (RI Cross Disability Coalition)	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)
Skills RI (RI Cross Disability Coalition)	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
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	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 Activity Target Area 1-Innovative Strategies: Professional Supervision of intern(s) provided by licensed professional
	Candidate Engagement Staff (Career Coaches) Wages + Benefits Professional Development for Network Partners (Employer Engagement) Wages + Benefits Candidate Work-Readiness Training Program Stipends (Ready.Set. workAbility) Internal Data Staff Program Marketing + Program Materials Independent Researcher ADMIN ADMIN 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)
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	Candidate Engagement Staff (Career Coaches) Wages + Benefits Professional Development for Network Partners (Employer Engagement) Wages + Benefits Candidate Work-Readiness Training Program Stipends (Ready.Set. workAbility) Internal Data Staff Program Marketing + Program Materials Independent Researcher ADMIN 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 2 - Expansion/Continuation of a career ladder Final project report
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	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
Trudeau Center	Activity
Trudeau Center	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
UCP ArcRI	Activity
	Futures Advisor
	Person Centered Future Facilitator
	Futures Life Coach
	Project Plan
	Final project report
	Administrative time for billing and quarterly reports
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
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
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 (exsisting and new certificates)
	DCD Community Depend Winds Depute
	DSP Community Based Work Bonus
West Bay Collaborative	Training/support Design person centered plan to drive self-directed programing

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## **BHDDH Narrative**



#### **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 Peron-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 ebadging 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 2<sup>nd</sup> 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 4<sup>th</sup> 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. The 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 selfdirecting 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

Table of Contents		
Sheet	Location	Table Titles
Introduction	<u>Link</u>	Background and Methodological Notes
Table 1	<u>Link</u>	Respondents by Type
Table 2	<u>Link</u>	Availability of BHDDH Regulatory Training Topics by Employer Type
Table 3	<u>Link</u>	Frequency of Training in BHDDH Regulatory Topics Offered by Agency Employers
Table 4	<u>Link</u>	Frequency of Training in BHDDH Regulatory Topics Offered by People Who Self-Direct Their Services and Their Family Members
Table 5	<u>Link</u>	Training Methods for BHDDH Regulatory Topics Used by Agency Employers
Table 6	<u>Link</u>	Training Methods for BHDDH Regulatory Topics Used by People Who Self-Direct Their Services and Their Family Members
Table 7	<u>Link</u>	Availability of Core Competency Training Topics by Employer Type
Table 8	<u>Link</u>	Frequency of Training in Core Competency Topics Offered by Agency Employers
Table 9	<u>Link</u>	Frequency of Training in Core Competency Topics Offered by People Who Self-Direct Their Services and Their Family Members
Table 10	<u>Link</u>	Training Methods for Core Competency Topics Used by Agency Employers
Table 11	<u>Link</u>	Training Methods for Core Competency Topics Used by People Who Self-Direct Their Services and Their Family Members

#### **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.

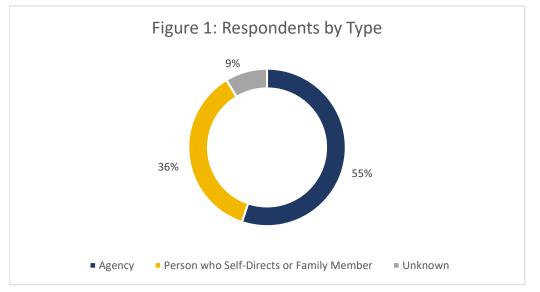
#### **Methodological Notes**

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.







#### **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

			Person who Self-
			Directs or Family
Training Topic Category	Training Topic	Agency	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).

Outreach and Education-000029

		Before the DSP	Shortly after the DSP starts		Multiple times a		Whenever it's
Training Topic Category	Training Topic	starts working	working	Monthly	year	Once a year	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%

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

#### **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.

		Before the DSP	Shortly after the DSP starts		Multiple times a		Whenever it's
Training Topic Category	Training Topic	starts working	working	Monthly	year	Once a year	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%	<mark>28.6%</mark>	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%

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

#### **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

			Virtual or online	Hybrid training (both in-person and	Giving DSPs things to read on their	
Training Topic Category	Training Topic	In-person training	training	online)	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 vritually, 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%).

				Hybrid training	Giving DSPs things	
			Virtual or online	(both in-person and	to read on their	
Training Topic Category	Training Topic	In-person training	training	online)	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%

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

#### **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 training in BHDDH regulatory topics in person, 37.1% reported giving DSPs things to read on their own, 35.6% reported providing training in BHDDH regulatory topics in person, 37.1% reported giving DSPs things to read on their own, 35.6% reported providing training in BHDDH regulatory topics in person, 37.1% reported giving DSPs things to read on their own, 35.6% reported providing training, 21.6% 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 resoruces with DSPs to read on their own, this training method was more common for DDO-

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

		Person who Self- Directs or Family
Training Topic	Agency	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		Nultiple 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

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Training Topic	Before the DSP starts working	Shortly after the DSP starts working		Multiple times a year	Once a year	Whenever it's needed
Participant Engagement	50.0%				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%

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

#### **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 shorlty 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.

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

			Hybrid training	Giving DSPs things	
		Virtual or online	(both in-person and	to read on their	
Training Topic	In-person training	training	online)	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 averge, 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.

		Hybrid training Giving DSPs things					
		Virtual or online	(both in-person and	to read on their			
Training Topic	In-person training	training	online)	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%		

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

#### **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.

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