

**DSP Workforce Initiative  
Steering and Advisory Committee Meeting  
Springfield, IL  
September 18th, 2006**

In attendance:

Lucy Acheson, *Macon Resource*; Kim Brewerton, *New Hope Center*; Chris Burnett, *IARF*; Terri Canham, *Sparc*; Patti Flynn, *Sparc*; Tina Fogerty (formerly Conner), *Neumann Association*; Lesley Gonigam, *Gateway Services*; Stephanie Grimes, *Gateway Services*; Vanessa Hoffeditz, *Gateway Services*; Rhonda Holinshead, *Coalition of Citizens with Disabilities*; Gemma Kerr, *Gateway Services*; John Knight, *IDHS-Division of Developmental Disabilities*; Kristy Martin, *Sparc*; Preston Morgan, *Illinois Community College Board*; Amie Norris, *Oak/Leyden Developmental Services*; Tim O'Brien, *Sparc*; Jane O'Melia, *Arc of Rock Island County*; Carlissa Puckett, *Sparc*; Rich Behl, *DHS-DDD*; Sheila Romano, *Illinois Council on Developmental Disabilities*; Janet Shelton, *Macon Resources*; Paulette Stark, *New Hope Center*; Paula Vanier, *Self-Advocate*; Brandon Von Liski, *Sparc*; Annamarie Whitehouse, *Community Support Services*; Susy Woods, *Family Support Network*

Project staff:

*Institute on Disability and Human Development*: Tamar Heller, Kristen Ball, Katie Keiling, Dale Mitchell, Tia Nelis, Mary Kay Rizzolo  
*Institute on Community Integration*: Amy Hewitt, John Sauer  
*Human Services Research Institute*: Marianne Taylor  
*Illinois Council on Developmental Disabilities*: Sandy Ryan, Margie Harkness

**Welcome and Introductions**

- Sheila Romano gave a welcome from the Illinois Council on Developmental Disabilities

**Workgroup Reports**

**Recruitment and Retention Strategies**

***Goal 1:*** *Conduct annual and on-going legislative advocacy campaigns to increase the wages and benefits of direct support professionals and frontline supervisors by not less than \$3.00 per hour.*

- A fact sheet on the Lock box and hospital assessment was disseminate to educate people on this potential source of funds
- Talking Points for legislators were disseminated for people to use in meeting with their legislators about these issues
  - Susy envisions groups putting logos of who the talking points are supported by and having organizations customize them with their logo of support for people in their organization
  - Think about inviting a legislator for a site visit at your organization to develop the relationship
  - Put info on website
- DSP stories were disseminated highlighting the important work of DSPs
  - These stories are a starting point, but they need to be more personal and really show the work of DSPs and how it impacts people with disabilities and their families
- A How To Guide for meeting with legislators is being developed and will be emailed to everyone when it is finished

**Goal 2:** *To disseminate and implement a public relations campaign kit throughout the state.*

- This goal was tabled and the focus was on the first goal.

**Goal 3:** *To improve the knowledge of supervisors related to recruitment and retention.*

- A Supervisory Training Committee was developed combining the people working on the third goal under Recruitment & Retention Workgroup and the entire Mentoring and Supervision Workgroup.
- The definitions of “mentoring” and “supervision” were disseminated for final approval by the SAC members. Any feedback should be sent to Katie by the end of the month.
- The group is developing a plan to train supervisors on recruitment & retention strategies. The train-the-trainer on Nov. 29<sup>th</sup>-30<sup>th</sup> will prepare people to go and train groups of supervisors.
- The group would like trainers to commit to training at least 2 groups of supervisors outside of their own organizations within 1 year.

### **Education, Training, and Career Development**

**Goal Description:** *Building on existing DHS competencies for DSPs, develop intermediate and advanced education opportunities that bear college credit and that lead to voluntary, specialized credentialing.*

- The survey on DSP competencies (based on the Community Support Skill Standards) has been converted to an online format by Mary Kay. The purpose of this survey is to determine the skills DSPs feel are important in their work and what they need to know better. The group is reviewing it and giving feedback to finalize. After the group finalizes the survey, it will be sent to the Internal Review Board for research at UIC.
- A second survey will be created for Executive Directors to see what they perceive as the competencies of DSPs.
- The surveys will be disseminated across the state. They will be sent with a letter to Executive Directors explaining the purpose of the survey and asking EDs to encourage and support their DSPs to take the survey.

### **Data, Wages, and Statistics**

**Goal 1:** *Convene stakeholders to identify statewide data needed regarding the community services DSP workforce supporting individuals with developmental disabilities in Illinois, inventory existing and potential sources of that data, and make recommendations about ongoing data collection, evaluation, and reporting strategies.*

**Goal 2:** *Report annually on the extent to which an adequate supply of DSPs is available to provide community based supports and services for citizens with developmental disabilities.*

The Data Workgroup is focusing on four key areas:

1. Standardize on a set of “core data elements” that will be maintained for DSPs working in both agencies and directly for families
  - The work group has identified eight (8) “core data elements” for consumers and families and twenty-one (21) elements for community agencies that it felt would be desirable to collect on an on-going basis.
  - More work needs to be done to standardize these elements so that comparable data can be tracked for DSPs working in both provider agencies and families.
2. Establish standard “data mining” procedures to extract DSP data from existing federal and

state sources.

- There are three (3) major categories of occupations that provide long-term care of a paraprofessional nature and seven (7) industries that employ healthcare paraprofessionals, creating 21 possible datasets that might be of interest on a continuing basis. However, there are several limitations associated with this data including data exclusions, inconsistency of definitions, accuracy of the data, timeliness of the data, and access to the data.
3. Develop a list of recommended survey questions that groups representing Illinois consumers and families and groups representing provider agencies could use in the future when conducting any surveys of DSPs.
    - These questions would include the “core data elements” identified by the work group.
    - This would be done in the hope that when different groups and entities develop a survey for use in Illinois, they would seriously consider including as many of our suggested questions in their survey as possible.
  4. Propose that the new Illinois DD Medicaid waiver, which is scheduled to expire as of June 30, 2007, include a provision to collect data on DSPs
    - Members of the work group are trying to get language inserted in the new waiver application that would require any entity serving as a “fiscal intermediary” for either a person with a developmental disability or a family of such an individual to collect minimum core data regarding the employment of persons providing DSP services to the person with a developmental disability.

### **Status and Awareness**

*Goal 1: Develop and provide support to an Illinois chapter of the National Association of Direct Support Professionals run by and for DSPs.*

- The group has been contacting representatives from other state chapters around the country to gather information about how to develop a chapter.
- Tia Nelis is consulting with the group to share her experience with developing a self-advocacy group in Illinois.
- The group will meet in person on October 17<sup>th</sup> in Princeton at Gateway Services

*Goal 2: Develop and provide training to organizations on how to involve DSPs in the development and implementation of individual supports for the people to whom they provide services and supports.*

*Goal 3: Encourage agencies operating programs for people with developmental disabilities to include DSPs on relevant work groups, councils, board, and task forces.*

### **Mentoring and Supervision**

*Goal 1: Develop and implement a training program for organizations about the benefits of effective mentoring and supervision.*

*Goal 2: Develop and implement a training program for DSPs about the knowledge, skills and attitudes necessary for being a mentor.*

*Goal 3: Develop and implement a training program to teach supervisors necessary knowledge, skills, and attitudes for guiding, directing, and supervision direct support professionals.*

- The Workgroup has combined with the third goal of the Recruitment & Retention Workgroup to develop of Supervisory Training Committee.
- This group is focusing on the development and dissemination of training for supervisors on the strategies they can use to increase retention of DSPs. A main strategy that will be highlighted in the training is mentoring and supervision.
- The group thinks people who attend the train-the-trainer should commit to holding two trainings a year outside their own organization.
- The definitions of “mentoring” and “supervision” were disseminated for SAC members to give feedback by the end of the month

### **Spotlight on Organizations**

- Vanessa Hoffeditz, Stephanie Grimes, and Gemma Kerr presented on Gateway Services. They talked about the selection, hiring and orientation process they have adapted as part of their intervention strategy.

### **Spotlight on Workforce Development Intervention: NADSP Credentialing**

- Amy explained the new national credentialing that NADSP has developed. She reviewed the three levels: DSP-Registered, DSP-Certified, and DSP-Specialized. See powerpoint for more details are go to [www.nadsp.org](http://www.nadsp.org).

### **Sustaining the Initiative**

Update on the dissemination and engagement efforts of the Steering and Advisory Committee

- Katie presented at the last Division of Developmental Disabilities-Statewide Advisory Council to a group of about 75 people including representatives from all the networks.
- Katie presented the initiative to 90 DSPs from Park Lawn, Community Support Services, Garden Center, and Blue Cap.
- Katie is writing an article for the next Family Support Network newsletter.
- A letter to Executive Directors of the 14 organizations will be sent to invite them to the next SAC meeting and encourage their involvement.
- Provide Family Support Network key communicators with information on the initiative.
- Send information and legislative advocacy materials to Executive Directors to disperse throughout their organization and beyond.
- Organize support to do legislative advocacy such as a day of support for letter writing or tips on meeting with legislators.
- IARF has put this issue on their gubernatorial platform.
- Everyone should be bring information on this initiative to speak outs and raise awareness
- Tamar, Amy, and Sheila met with Tom Birkshire of DCFS to talk about ways we can partner.
- Tamar, Amy, and Sheila have a meeting with Jeri Johnson and John Knight of DHS-DDD this afternoon.
- Include the message of Personal Assistants in legislative advocacy. (Paula and Susy will connect)
- Tap into Centers for Independent Living for PA issues.
- A panel presentation on the initiative will be at the upcoming IARF Conference.
- The information is being spread through an HR Networking group.
- Share the information along with personal stories at the national level (ex/Disability Policy Seminar).
- Possibly link with ISBE and transition issue.
- Tell neighbors & families and ask them to contact legislators
- Tap into media

### **Project Updates:**

## **Toolkit for Individuals and Families**

- The Toolkit for finding, choosing, and keeping great DSPs is ready! There are two versions, one for individuals with disabilities and another for family members or support people.
- The Toolkit is in print and everyone will be mailed two copies of each version.

## **Trainings**

- Administrative Training
  - Katie is rolling out the Administrative Training of the CDS. This allows organizations to identify one main administrator who has the ability to add new learners to the CDS, assign training and track the status of training. It has many features such as the ability to survey employees, run reports, developed customized training, announce meetings or in class trainings, and more.
  - So far, 1/3 of the organizations have received the training. Let Katie know if your organization wants this training and she will set something up by phone.
- Overview of Intervention Strategies
  - This training is designed specifically for new people who did not attend the first year of training, but it can also serve as a refresher for anyone interested.
  - The training will be held tomorrow (9/19/06) at IDHD at UIC
- Train-the-trainer: Recruitment & Retention Strategies
  - This training will take place on Nov.29<sup>th</sup>-30<sup>th</sup> in Chicago
  - At this training, people will learn how to take the information on the intervention strategies and train supervisors to use these strategies to support retention of DSPs.

## **Evaluation Year 2 for Organizations**

- The second years' evaluation data for the 14 organizations is due at the end of the month-Sept.29<sup>th</sup>. The results of this evaluation will be presented at the next SAC meeting.

## **Future Meetings:**

**December 4th, 2006; 10am-3pm**

- **Chicago, IL**

**March 19th, 2007; 10am-3pm**

- **Springfield, IL**

**June 18th, 2007; 10am-3pm**

- **Chicago, IL**

# Direct Support Professional Workforce Initiative

Steering and Advisory Committee

September 18, 2006

Springfield, IL



# Agenda

- 10:00 am—11:30am
  - Welcome and Introductions
  - Workgroup Meetings
- 11:30 am-12pm—LUNCH
- 12pm-3pm--Steering & Advisory Committee
  - Workgroup Reports
  - Spotlight on Organizations
  - Spotlight on Workforce Dev. Interventions
  - Sustaining the Initiative
  - Project Updates

# Workgroup Meetings

(10am-11:30am)

- Recruitment and Retention Strategies
  - Education, Training, and Career Dev.
  - Data, Wages, and Statistics
  - Status and Awareness
  - Mentoring and Supervision
- 

# Steering and Advisory Committee

Welcome from

The Illinois Council on  
Developmental Disabilities



# Workgroup Reports

- Recruitment and Retention Strategies
  - Education, Training, and Career Dev.
  - Data, Wages, and Statistics
  - Status and Awareness
  - Mentoring and Supervision
- 

# Spotlight on Organizations

## ➤ Gateway Services



# "Desperately Seeking More Than A Warm Body"

Presented by: Gateway Services, Inc



# Advertising-Marketing Tool Kit





Do you have something to give and experience to share but not sure where to start? Help people with disabilities fulfill their dreams. Join us in supporting individuals with disabilities. At Gateway you can engage in meaningful and rewarding work. Must have H.S diploma/GED, drivers license, and no criminal record, drug screen, able to lift 50 lbs. Paid training, exc. Benefits. Apply at Gateway Services, Inc., 406 S. Gosse Blvd., Princeton, IL 61356

# First Interview





# Realistic Job Preview





# Second Interview





# Interview with Person Served





# On The Job Observation





# Welcome Reception





# Orientation





# Peer Partner Support





# On The Job





“There was nothing Gateway could have done to prevent me from leaving. The decision was based 100% on the salary. I am a single parent and need to provide for my future and my three-year old daughter. If I were young, single and starting my career, or part of a two-income household, I would stay. I enjoyed the opportunity to help good people live better lives”

Pat Pence

# **Spotlight on Workforce Development Intervention**

## **NADSP Credentialing**





# National Alliance for Direct Support Professionals

*Making a World of Difference in  
Peoples' Lives*

# *NADSP Mission*

- The National Alliance for Direct Support Professionals promotes the development of a highly competent human services workforce which supports individuals in achieving their life goals.



# *NADSP Vision*

- NADSP encourages the acceptance of a new vision, where direct support is seen as a profession.
- DSPs assist the individual they serve to lead a self-directed life and contribute to his/her community; and encourages attitudes and behaviors that enhance inclusion in his/her community.

# *NADSP Goals*

- Improve the status and image of Direct Support Professionals (DSPs)
- Increase opportunities for education, training and lifelong learning for DSPs
- Promote partnerships among people served, DSPs and families
- Support national voluntary credentialing for DSPs
- Support policy change at organizational, local, state and national levels

# Affiliates



NADSP

- Arizona
- Arkansas
- California
- Connecticut
- Florida
- Georgia
- Kansas
- Louisiana
- Maine
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Nebraska
- New Hampshire
- New Mexico
- New York
- Ohio
- Pennsylvania
- Tennessee

Don Carrick, NADSP Affiliate Liaison: [dcarrick@asde.net](mailto:dcarrick@asde.net)

# *NADSP Tools*

- NADSP provides DSPs with tools to assist them in achieving their professional goals:
  - NADSP Membership
  - NADSP Web site
  - **NADSP Credentialing Program**
  - Code of Ethics
  - *Frontline Initiative*
  - Moving Mountains Awards

# www.nadsp.org

[Home](#) [About](#) [Library](#) [Membership](#) [Training/Education](#)

Making a world of  
Difference in Peoples' Lives



## Welcome to NADSP



**We've come a long way from how it used to be.**

-- When the warehousing of people with disabilities was painfully routine.



Today, Direct Support Professionals enable our most vulnerable citizens to live self-directed lives with dignity and pride. You are the everyday heroes who help people with disabilities realize their dreams and enjoy the daily liberties and human rights that the rest of us take for granted.



[Join the NADSP](#)

Together, we can make a world of difference.

### Call for Stories

Frontline Initiative, the official publication of the NADSP, is accepting article and story submissions for future issues. For more information, see our [Call for Stories](#)

Questions/Feedback about this web site? E-mail the webmaster at: [weste050@umn.edu](mailto:weste050@umn.edu).

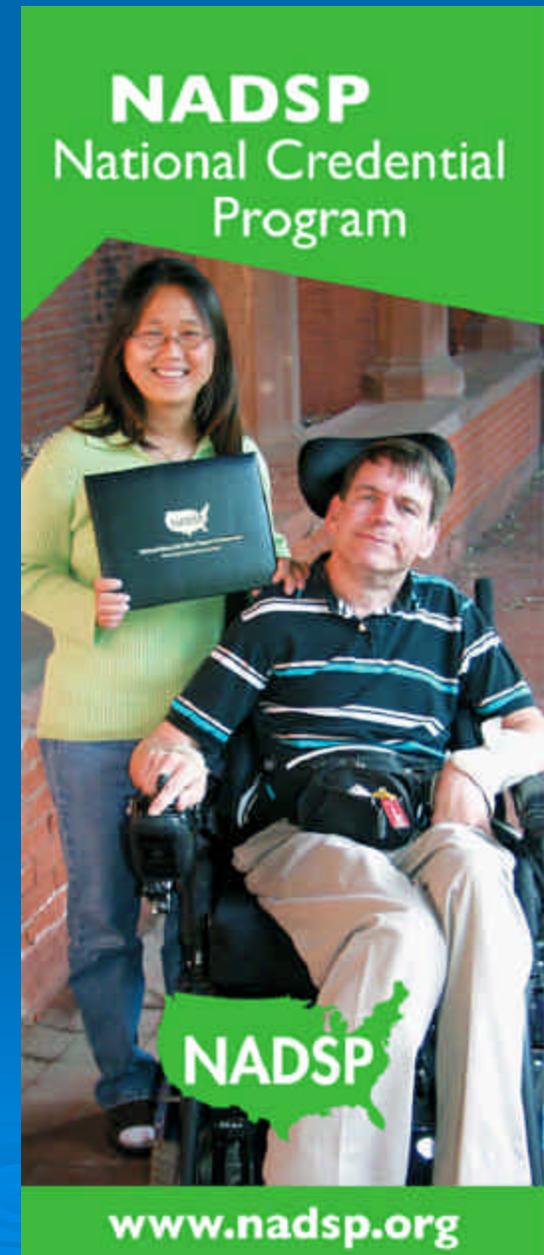
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# *National DSP Credential Program*

- **On July 1, 2006, a national credentialing program for DSPs was launched by the NADSP. This credential:**
  - Is industry driven and VOLUNTARY
  - Establishes national patterns for work-based learning and related instruction
  - Is based on nationally validated competencies (knowledge, skills, and attitudes) called the Community Support Skill Standards, the NADSP Code of Ethics and DSP Professionalism
  - Is affordable, flexible, portable, and nationally recognized
  - Verification process to confirm DSP certification status



# *National DSP Credential Levels*

- DSP –Registered
- DSP - Certified
  - Training and work sample requirements
- DSP - Specialized
  - Training and work sample requirements

# *Direct Support Professional - Registered*

## ➤ **Now available**

## ➤ **Requirements**

- Criminal background check within last 12 months
- Required state and organizational training completed
- Continuous employment for 6 months in community human services (can be individual employer who self-directs)
- Letter of professional commitment
- NADSP Code of Ethics commitment

## ➤ **Cost**

- \$50.00

## ➤ **Re-certification**

- Not required at this level

# *Direct Support Professional – Certified*

## ➤ Available September 1, 2006

## ➤ Requirements

- Are a DSP- Registered
- Completed an approved education/training program
  - 200 instructional hours
  - 3000 OJT
- Two years continuous work with community human service employer (can be individual employer who self-directs)
- Submit professional resume
- Update professional statement
- Letter of support/recommendation from person supported (or family member/legal representative as needed and appropriate)
- Portfolio including 8 work samples in required competency areas
- NADSP Code of Ethics commitment

## ➤ Cost

- \$150.00

## ➤ Re-certification

- Every two years
  - 20 hours continuing education in community human services
  - Re-affirm commitment to NADSP Code of Ethics
  - \$50.00

# *Direct Support Professional - Specialized*

- **Available 2007**
- **Four Specialized Certificates**
  - Positive Behavior Support
  - Health Support
  - Inclusion
  - Supervision and Mentoring
- **Requirements**
  - DSP-certified
  - 40 hours approved continuing education in area of specialization
  - One year continuous employment with an individual that requires specialized support in the area of specialization DSP is seeking
  - Letter of support/recommendation from employer regarding DSP competence in area of specialization
- **Cost**
  - \$100.00
- **Re-certification**
  - Every two years
    - DSP –certified is current
    - \$10.00 (per specialization)
  - 5 hours continuing education in are of specialization
  - Re-affirm commitment to NADSP Code of Ethics

# *NADSP DSP Credentialing Program Guidebook*

- **Available on web site September 1, 2006**
- **Reviews what credentialing is and why it is important**
- **Overview of the NADSP Credentialing Program**
  - Descriptions of the three tiers
  - Requirements of the program and its components
  - Application process and how to use the required forms
  - Grievance process
  - Accreditation of educational programs process overview
- **Portfolio development overview**
  - Instructions for how to complete a portfolio
  - Portfolio review process
- **Using mentors**
  - Role of mentors
  - Importance of using a mentor

# *Portfolio*

- **Illustration of how the knowledge, skills and attitudes the DSP has acquired relate to their daily work as a DSP**
- **Collection of work related information in both written and non-written formats**
- **Components**
  - Title page
  - Table of Contents
  - Resume
  - Letter of Support
  - Signed Code of Ethics commitment
  - Training and education records
  - 8 authentic work samples

# *Work Sample*

- Examples of hands on work in the community
- Summary statements that describe how the work sample illustrates competence in the specific competency area

# Competency Areas

- Participant Empowerment
- Communication
- Assessment
- Community and Service Networking
- Facilitation of Services
- Community Living Skills and Supports -
- Education, Training and Self-Development
- Advocacy
- Vocational, Educational and Career Support
- Crisis Prevention and Intervention
- Organizational (employer) Participation
- Documentation
- Facilitation Relationships and Friendships
- Supporting Health and Wellness
- Develop Person-Centered Goals and Objectives

# *Educational Programs*

## ➤ **Pre-Approved Programs**

- U.S. Department of Labor Apprenticeship Certification for Direct Support Specialist
- College of Direct Support (15 courses including OJT and portfolio development)

## ➤ **NADSP Accreditation of Existing Programs**

- Available “sometime” in 2007
- Require self-study against credential program requirements
- On site review by NADSP

# Awards



# Awards



# *Together, We Can Make a World of Difference!*

## ➤ Join NADSP

- [www.nadsp.org](http://www.nadsp.org)

## ➤ Start a state NADSP affiliate chapter

- Contact Don Carrick @ [dcarrick@asde.net](mailto:dcarrick@asde.net)  
660-582-7113

## ➤ Become active in NADSP committees

- Policy advocacy, credentialing, membership and state affiliates

# Sustaining the Initiative



# Project Updates

- Toolkit for Individuals and Families
- Trainings
- Evaluation Year 2 for Organizations

# Future Meetings

- December 4th, 2006; 10am-3pm
    - Chicago, IL
  - March 19th, 2007; 10am-3pm
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