

Direct Support Professional Training (DSPT)

End-of-Year Report
Fiscal Year 2009-2010

Quality Management Section
Community and Quality Management Branch
Community Services and Supports Division



END OF YEAR REPORT FOR THE DIRECT SUPPORT PROFESSIONAL TRAINING (DSPT) PROGRAM FISCAL YEAR 2009-2010

Background:

The Department of Developmental Services (DDS) is committed to continuously improving service quality. Since January 1999, DDS has implemented a mandatory competency- based training program for all direct support staff and administrators who provide direct support working in licensed community care facilities (CCF). This standardized training is divided into two 35-hour segments, to be completed over the course of the first two years of employment. A challenge test is also available for each of the two training years. Recognizing that direct support staff are key to the provision of quality services, the Direct Support Professional (DSP) training is based upon core competencies in skills necessary for satisfactory job performance.

Highlights:

- ◆ The curriculum has been revised to include: 1) Training videos on hand washing and gloving, and assisting with the self-administration of medications. 2) Choice-making curriculum, developed by DDS' Consumer Advisory Committee. 3) Additional material on mental health conditions and psychotropic medication management.
- ◆ The DSPT program meets the Department of Social Services, Community Care Licensing Division's approval for continuing education requirements for administrator re-certification at CCF Adult Residential Facilities (ARF's) and Residential Care Facilities for the Elderly (RCFE's).
- ◆ DSPT hours meet regional center requirements for continuing education for direct support professionals.
- ◆ 35 Regional Occupational Centers and Programs (ROCPs) offer the DSPT in their respective communities at no cost to enrollees.

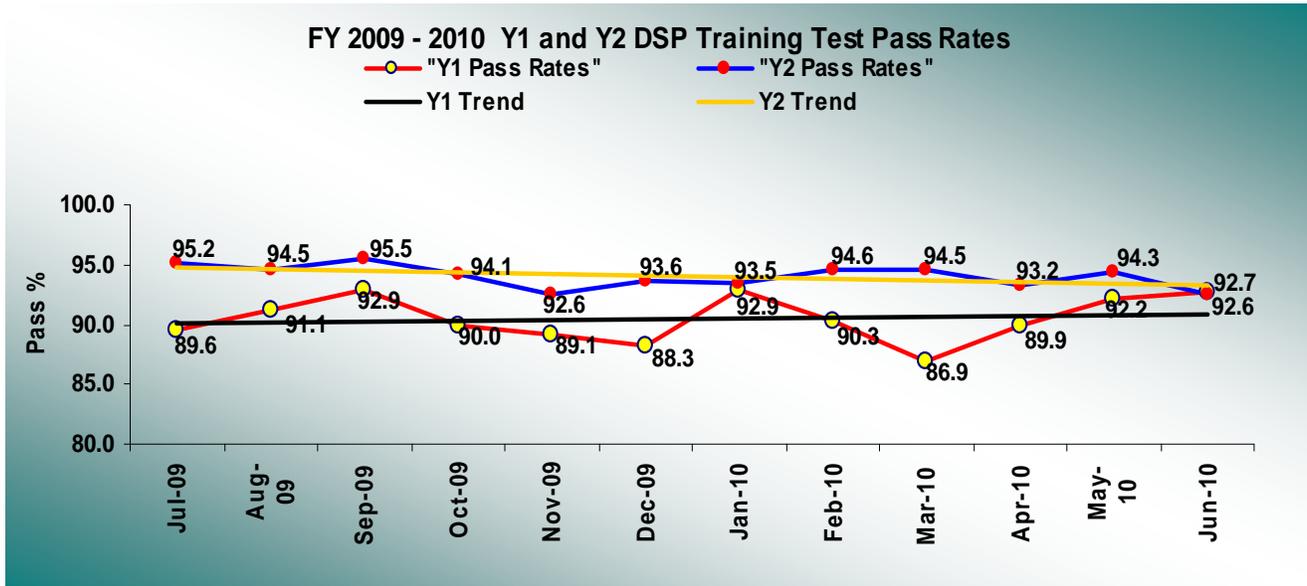
Statistics:

- ◆ In Fiscal Year (FY) 09-10 over 7,500 people met the two-year requirement.
- ◆ Since FY 98-99 over 82,044 participants have met the two-year requirement.

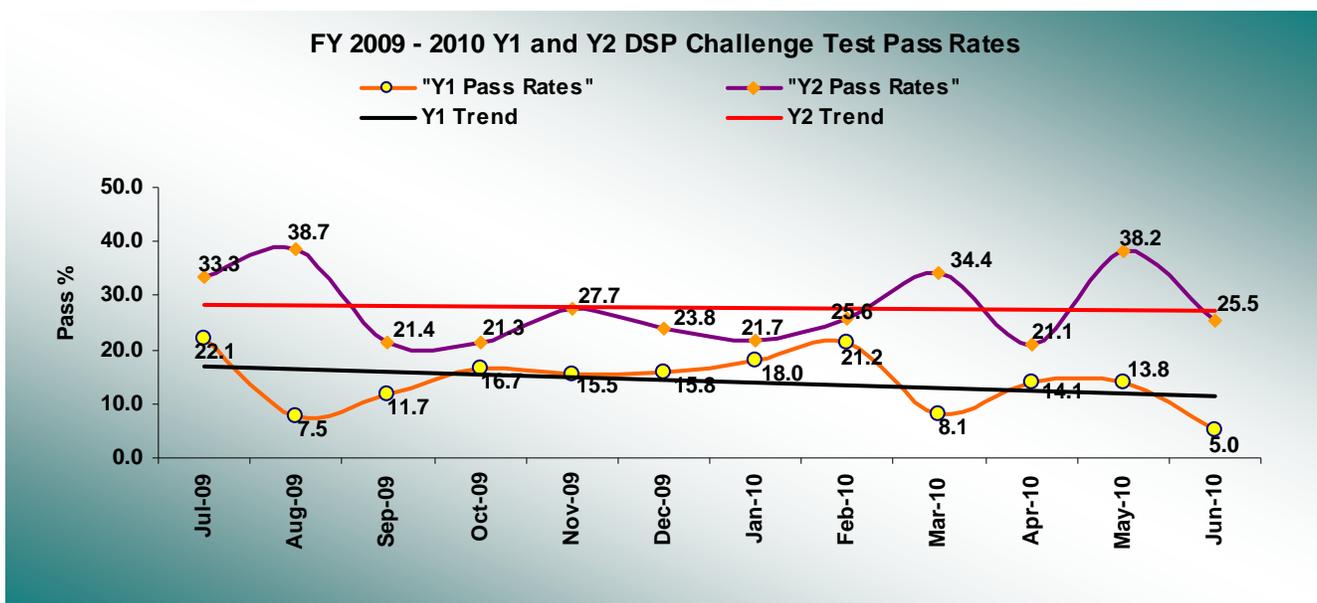
END OF YEAR REPORT FOR THE DIRECT SUPPORT PROFESSIONAL TRAINING (DSPT) PROGRAM FY 2009-2010

Statistics Cont'd:

- ◆ In FY 09-10, 7,864 students participated in the DSPT. Their year-one (Y1) passing rate averaged 90% while the year-two (Y2) passing rate was 94%. The graph shows the trend for Y1 and Y2 has stayed relatively constant.



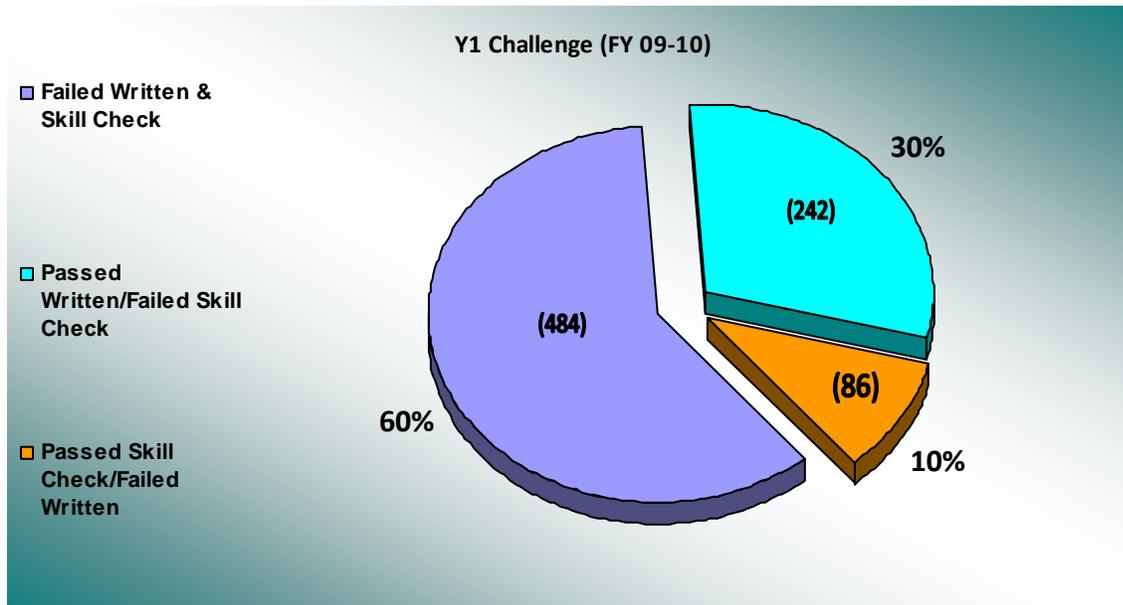
- ◆ In FY 09-10, 1,494 students took the DSP Challenge Test. Their Y1 passing rate averaged 15% while the Y2 passing rate was 27%. The graph below shows the trend for Y1 and Y2 has slightly declined.



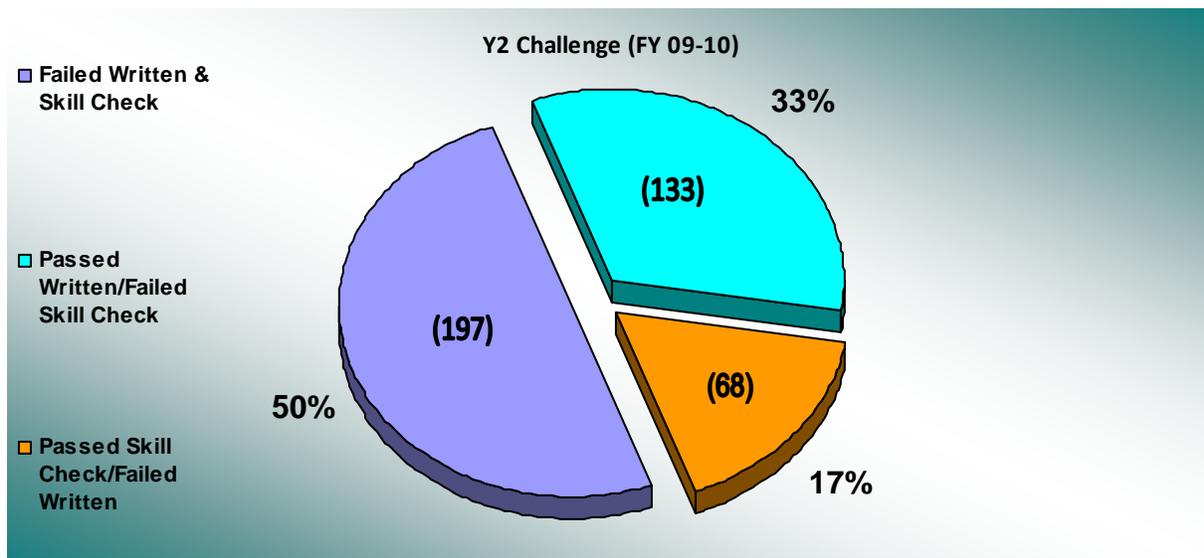
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Statistics Cont'd:

- ◆ For both Y1 and Y2 the majority of failures were due to failing both the written test and skill check.
- ◆ A further breakdown of the Challenge Test failures for FY 09-10 reveals:
 - ◆ 484 (60%) Failed Written and Skills Check (Y1)
 - ◆ 242 (30%) Passed Written/Failed Skill Check (Y1)
 - ◆ 86 (10%) Passed Skill Check/Failed Written (Y1)



- ◆ 197 (50%) Failed Written and Skills Check (Y2)
- ◆ 133 (33%) Passed Written/Failed Skill Check (Y2)
- ◆ 68 (17%) Passed Skill Check/Failed Written (Y2)



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Quality Management System Results:

A continuous Quality Management System (QMS) was implemented in FY 06-07 that aggregates quantitative quality assurance data for the DSP training project. Specifically, the system assesses the effectiveness of the written curriculum, the quality of training and the classroom environment, and overall student satisfaction. The QMS consists of two major components:

1. **Classroom Observation Tool:** The tool focuses on assessing training methodologies and their outcomes, including the trainees' reaction to methodologies and training materials. For FY 09-10 30 ROCP's submitted a total of 82 classroom observations. The classroom observation data showed overall positive outcomes in all curricular areas. Results are shown below for Y1 and Y2 training sessions. For each item below, observers rated items according to the degree to which particular content was presented: 1 = minimally, 2 = somewhat, 3 = nearly or fully.

Overall Observer Rating Averages for Y1: 2009-2010 (Training Sessions)	
Risk Management	2.9
Medication Management I	3.0
Medication Management II	2.9
Wellness	2.9
Dental and Oral Health	2.8
Illness and Injury	2.9

Overall Observer Rating Averages for Y2: 2009-2010 (Training Sessions)	
Preventive Health Care	2.9
Nutrition and Exercise	2.9
Teaching Strategies I	3.0
Teaching Strategies II	2.9
Life Quality	2.9

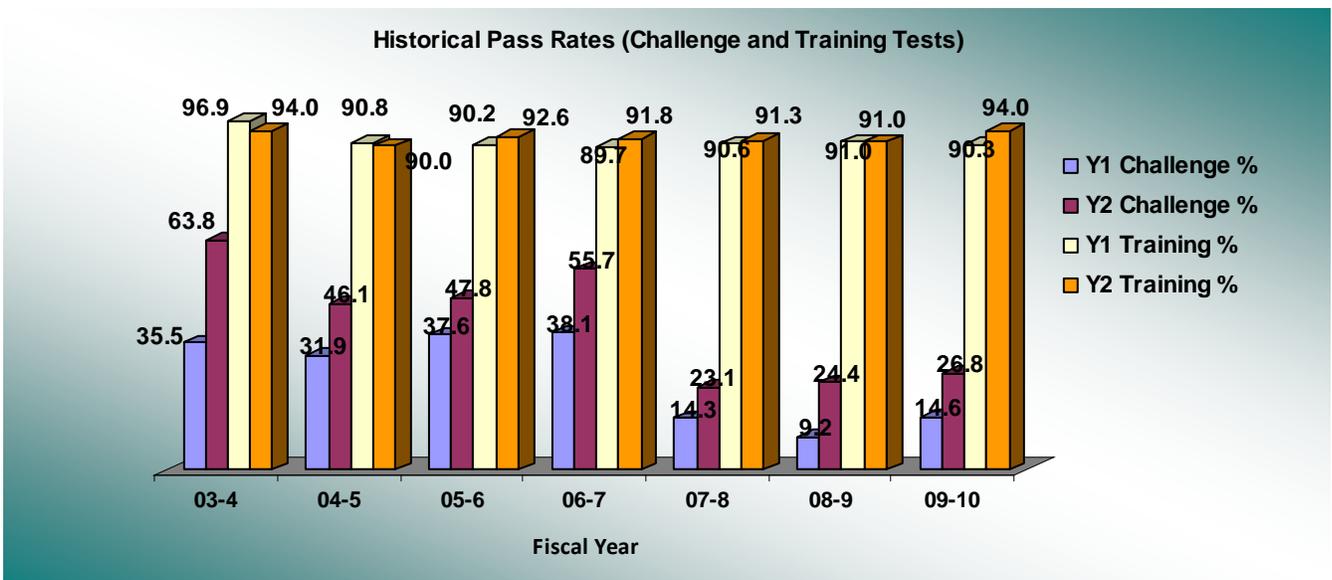
2. **Student Satisfaction Survey:** Up from FY 08-09, over 7,100 students in FY 09-10 (Y1 and through Y2) answered at least one survey question regarding their overall satisfaction with the DSP training. The chart below reflects sample questions with respondents answers agree or disagree. Based on their responses the participants overwhelmingly believe the training has had a positive impact.

Sample Questions & Respondents Answers Y 1 and Y2		
Questions	Strongly Agree or Agree	Strongly Disagree or Disagree
Helped me to understand and respond to individuals' challenging behaviors	98%	2%
The teacher did a good job teaching	99%	1%
The training helped me do my job better	98%	2%
I plan to get more training	96%	4%
The training made me feel good to be a DSP	99%	1%

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Historical Data:

- ◆ Since FY 03-04 slightly over 37,000 participants have passed the Training Test (Y1-Y2).
- ◆ Since FY 03-04 slightly over 6,100 participants have passed the Challenge Test (Y1-Y2).
- ◆ In that same period the passing rate for the Training Test has averaged 91% and Challenge Test has averaged 33%.
- ◆ The percentages reflected can be directly attributed to the implementation of the skill check in the challenge test which aligned the challenge test to the classroom training. The data below shows a noticeable drop in challenge test pass rates beginning in FY 07-08 that has continued through FY 09-10.



- ◆ Slightly over 43,000 participants met the DSP training requirement through the training or challenge tests for both Y1 & Y2 since FY 03-04.

