

Direct Support Professional Training (DSPT) Program

End-of-Year Report
Fiscal Year 2008-2009

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
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Background:

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. 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, providing an option for those who wish to take the test without first going through the 35-hour in-class training. Training topics include risk management and incident reporting, maintaining the best possible health, medication management, signs and symptoms of illness and injury, oral health, positive behavior supports, person-centered planning, nutrition, and exercise.

Highlights:

- ◆ The current DSPT curriculum revision is in progress, with an implementation date set for January 2011. Updates include:
 - ◆ Training videos on hand washing and gloving, and assisting with the self-administration of medications.
 - ◆ Choice-making curriculum, developed by DDS' Consumer Advisory Committee.
 - ◆ Additional material on mental health conditions and psychotropic medication management
- ◆ The DSPT program meets Department of Social Services, Community Care Licensing Division's approval for continuing education requirements for administrator re-certification at CCF Adult Residential Facilities (ARFs) and Residential Care Facilities for the Elderly (RCFEs).
- ◆ DSPT hours meet regional center requirements for continuing education for direct support professionals.

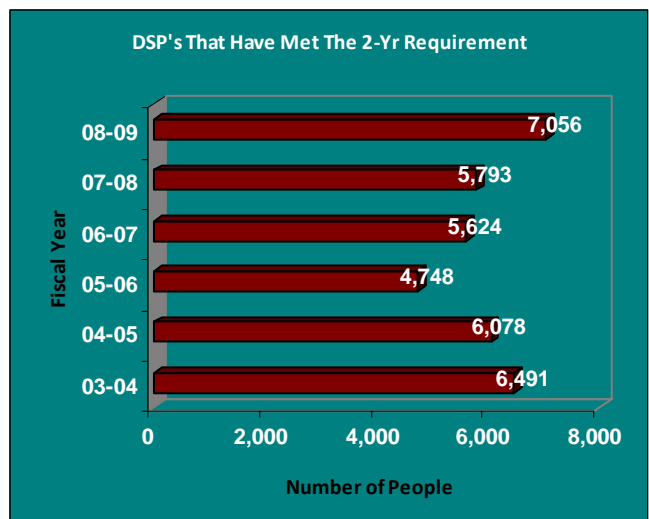
- ◆ Through the classroom experience, the training offers DSPs hands on, personalized instruction and the opportunity to network with and learn from the experiences of other DSPs.
- ◆ Instruction is provided to address all adult learning styles. The curriculum includes written curriculum, PowerPoint graphics, group and individual exercises, role plays, videos, quizzes, and skill checks.
- ◆ Procedures are periodically reviewed and revised in order to maintain the security and integrity of testing and training results.

Statistics:

- ◆ 34 Regional Occupational Centers and Programs (ROCPs) offer the training through California Department of Education (CDE). ROCPs employ approximately 100 trainers with backgrounds in education, health care, and direct service.
- ◆ Since Fiscal Year 03/04 nearly 36,000 people have met the two-year training requirement. For fiscal year 08/09 over 7,000 have met the requirement.

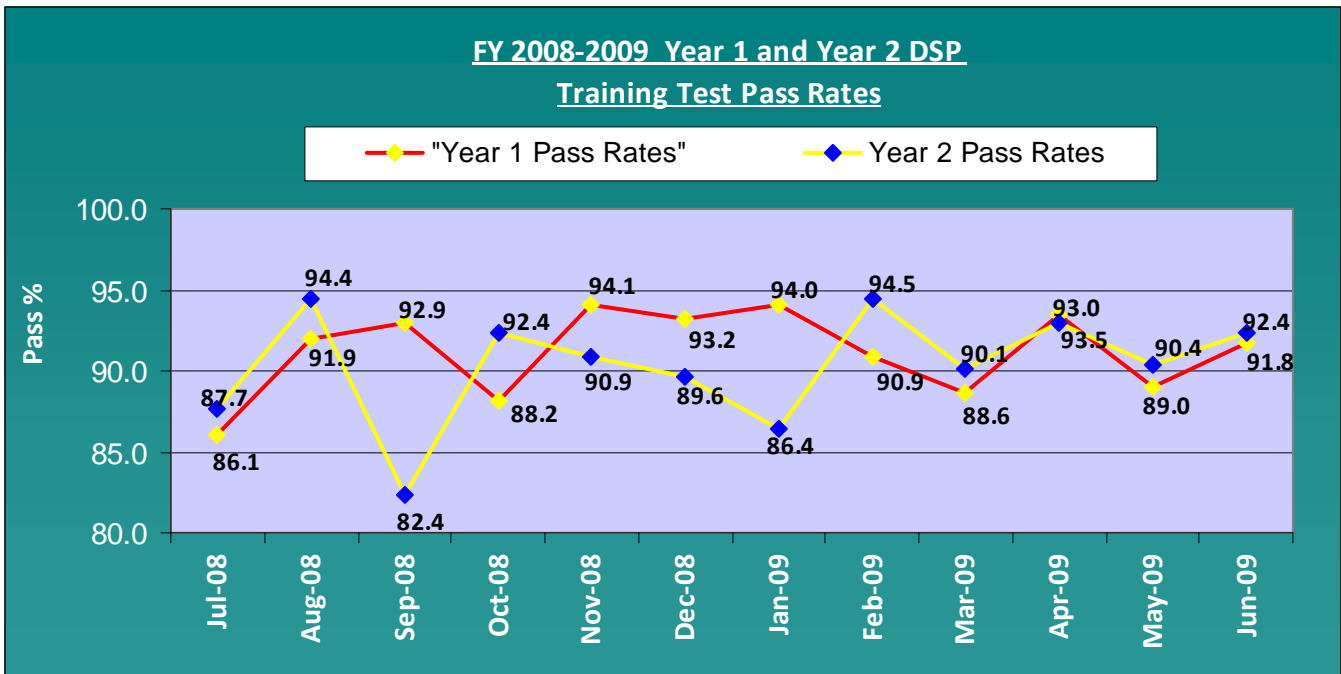
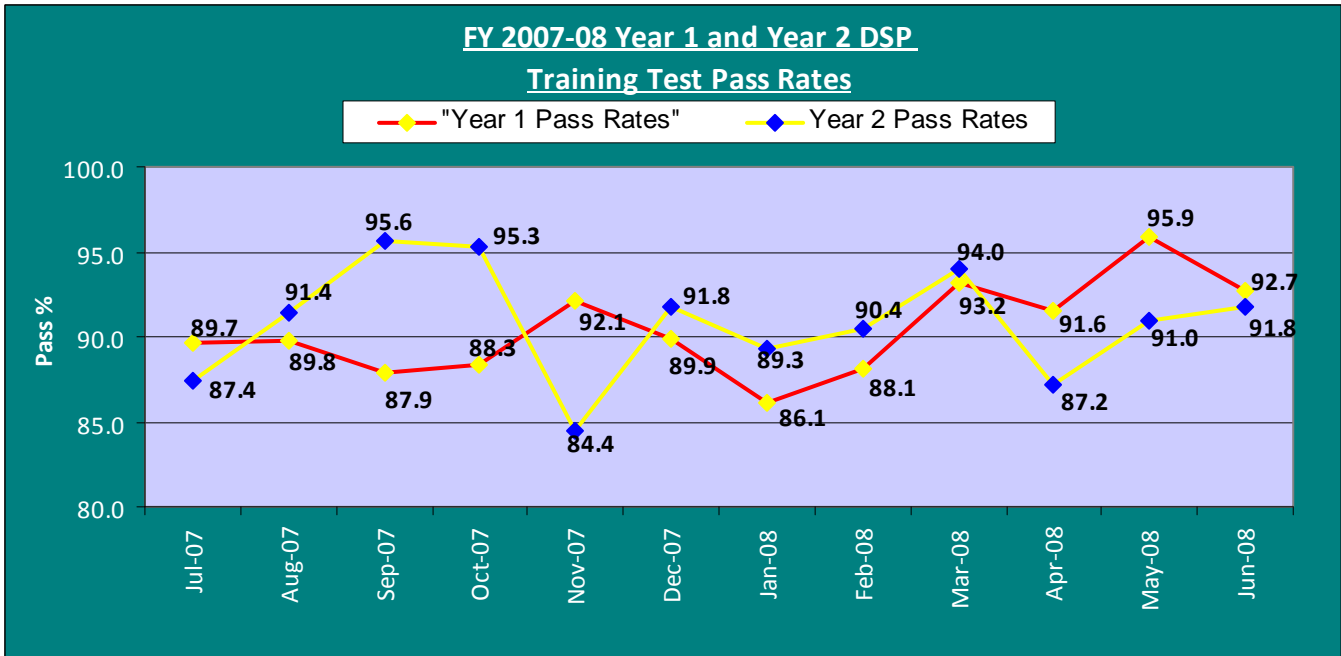
Statistics Cont'd:

- In FY07/08 nearly 6,000 people met the two year requirement. An average of 90% passed the training in Year 1 and Year 2. Year 1 passing percentage hit a high of 95.9 in May 08 while Year 2 had a high of 94.0 in March 08.



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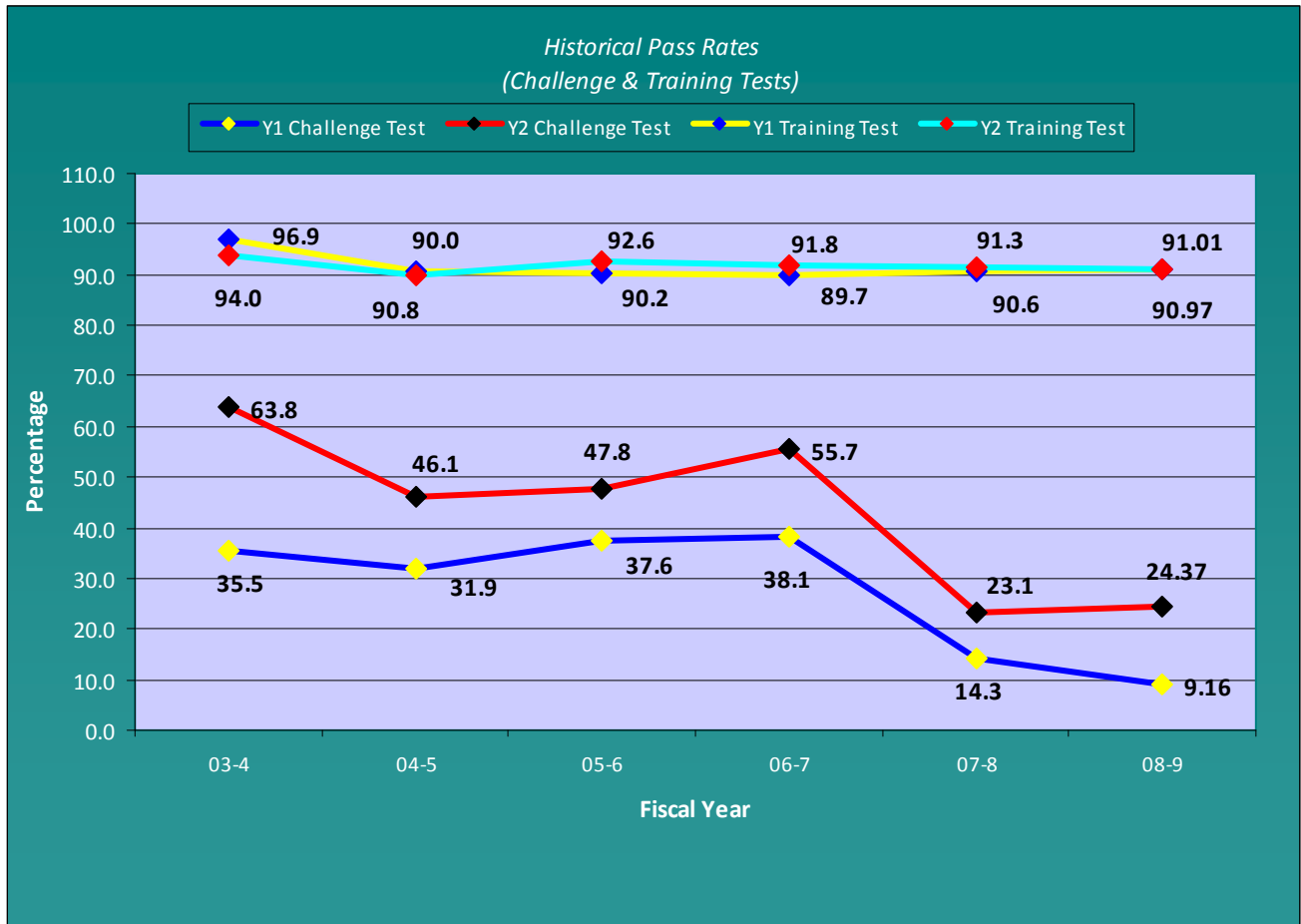
- ◆ The trend continues in FY08/09 with slightly over 7,000 people meeting the two year requirement. An average of 91% passed the training in Year 1 with Year 2's average holding at 90%.



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Historical Data:

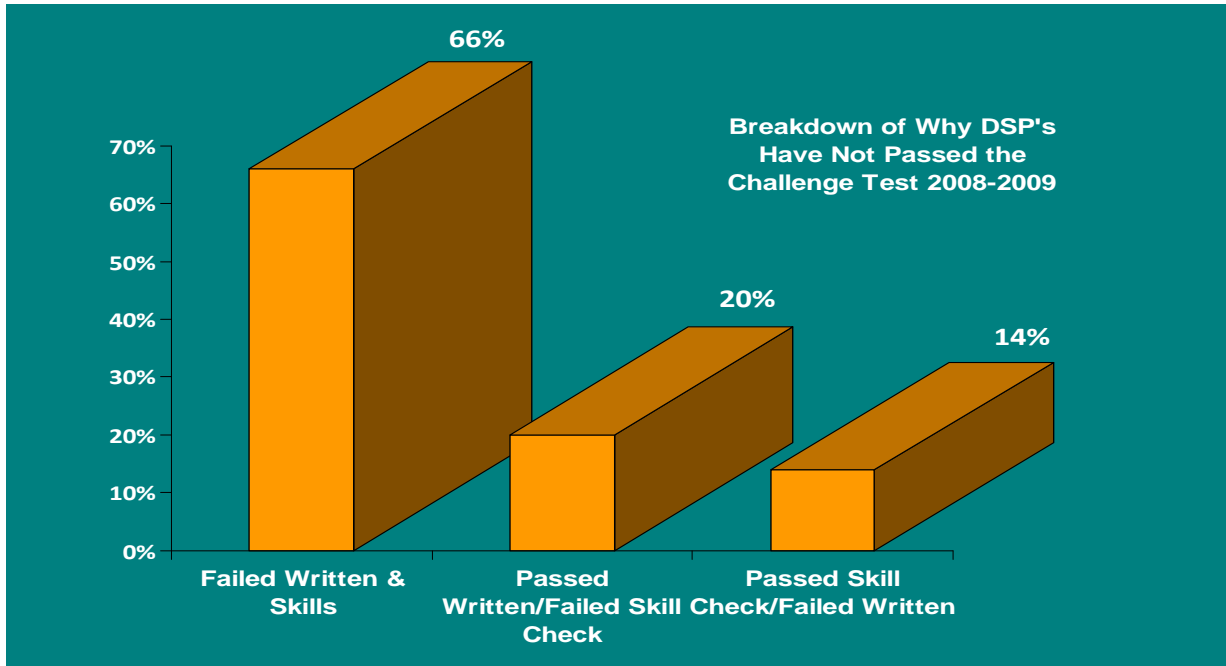
- Four of the last fiscal years have shown reductions in challenge tests participants across both Years 1 & 2. Four of the last fiscal years have shown increases in Test-after-Training, participants; three of the last five fiscal year participants have increased for both Years 1 & 2.
- The decrease in FY07/08 can be directly attributed to the implementation of the skill check in the challenge test in September 2008, which aligned the challenge test to the classroom training. The decrease continues through 08/09. This graph shows average pass rates for each type of test, consolidated by fiscal year. The data shows a noticeable drop in challenge test pass rates beginning in FY07/08 that has sustained through FY08/09. The results for the test-after-training remain consistently high.



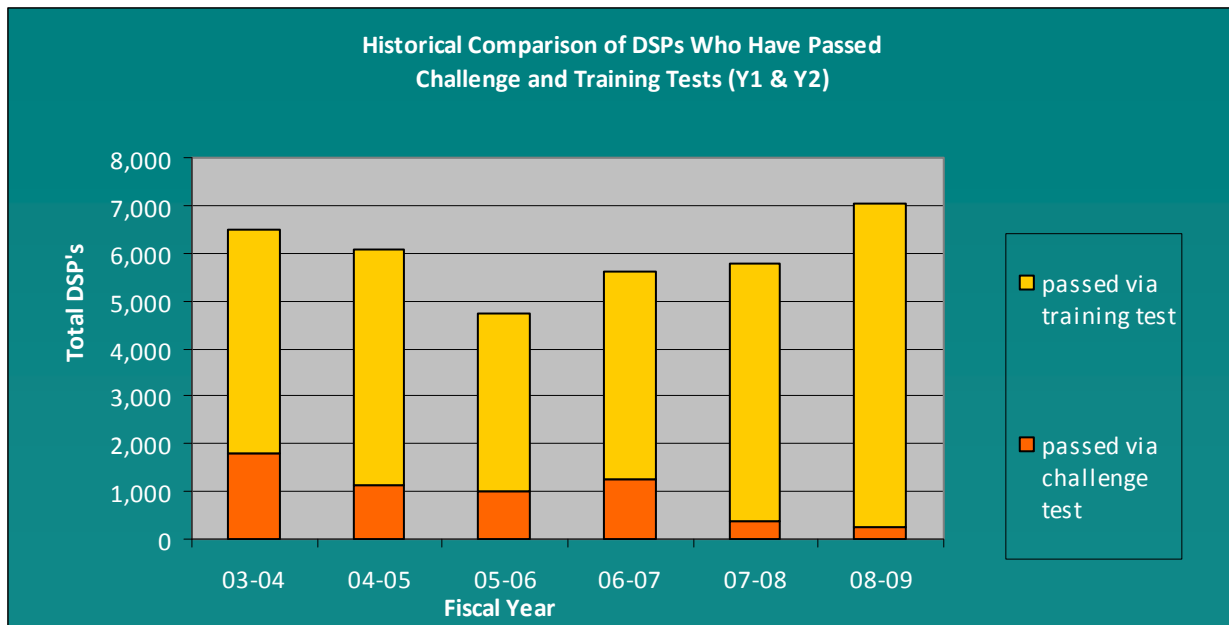
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Historical Data Cont'd:

- Data on those who failed challenge tests (either Year 1 and Year 2) indicate that a majority of testers (62%) did not pass either portion of the challenge test, and that 78 % of those who failed the written portion of the challenge test also did not pass the skill check.



- Since FY03/04 more DSPs have met the DSPT requirement by taking the Training course than through the challenge test. Comparing the DSPT's FY03/04 to FY 2008-09, the proportion of DSP's meeting the requirement via training versus the challenge test now has been approximately inverted. FY08/09 shows a dramatic increase in DSP's that have passed the training while the challenge test has taken a similar decrease.



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Quality Management System Results:

A continuous Quality Management System (QMS) was implemented in Fiscal Year (FY) 2006-07 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 2 major components:

1. **Classroom Observation Tool:** The tool focuses on training methodologies and their outcomes, including the trainees' reaction to methodologies and training materials. For FY08/09 30 ROCP's submitted a total of 62 classroom observations. The classroom observation data showed overall positive outcomes in all curricular areas. Results are shown below for Y1 & 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: 2008-2009 (Training Sessions)	
Risk Management	2.9
Risk Management II	3.0
Medication Management I	3.0
Medication Management II	2.9
Wellness	2.9
Dental & Oral Health	2.8
Illness & Injury	2.9

Overall Observer Rating Averages for Y2: 2008-2009 (Training Sessions)	
Preventive Health Care	2.9
Nutrition & Exercise	2.9
Teaching Strategies I	2.7
Teaching Strategies II	2.8
Life Quality	2.9

2. **Student Satisfaction Survey:** Nearly 7,000 students overall in Y1 & Y2 answered at least 1 survey questions regarding their overall satisfaction with the DSP training. The chart below reflects sample questions with respondents answers agree or disagree

Sample Questions & Respondents Answers Y 1 & Y2		
Questions	Strongly Agree or Agree	Strongly Disagree or Disagree
The Teacher did a good job teaching	99.10%	.90%
The training helped me do my job better	98.49%	1.51%
The material was helpful	99.11%	.89%
The training made me feel good to be a DSP	99.17%	.83%