

STATE OF CALIFORNIA

**DIRECT
SUPPORT
PROFESSIONAL
TRAINING
(DSPT)**

End of Year Report
Fiscal Year 2010-11

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



END OF YEAR REPORT FOR THE DIRECT SUPPORT PROFESSIONAL TRAINING (DSPT) PROGRAM FISCAL YEAR (FY) 2010-11

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 a licensed community care facility (CCF). Recognizing that direct support staff are key to the provision of quality services, the DSPT is based upon core competencies in skills necessary for satisfactory job performance. 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 already possess the core competencies. The training and challenge test are provided through 31 Regional Occupational Programs throughout the state at no cost to the students.

Highlights:

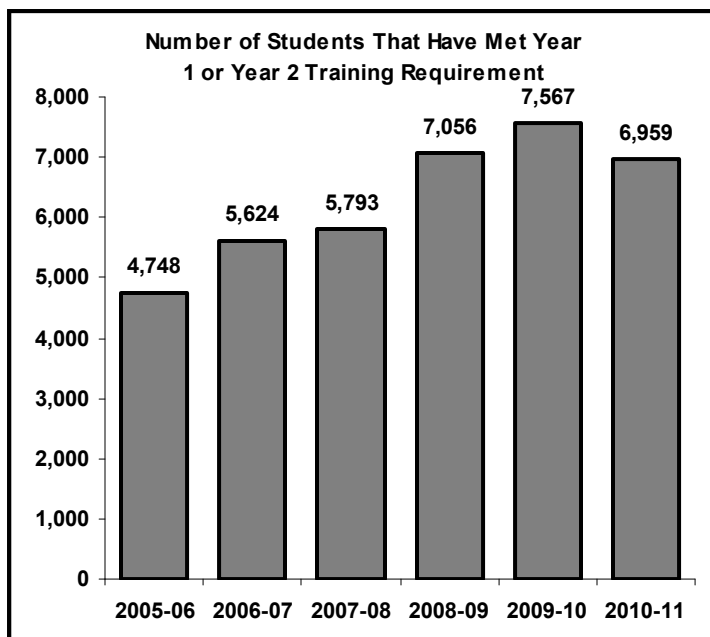
- ◆ On September 1, 2011 the DSPT curriculum revision was implemented across the state. The revisions included:
 - ◆ Training videos on hand washing and gloving, and assisting with the self-administration of medications.
 - ◆ Choice-making curriculum, developed by DDS' Consumer Advisory Committee.
 - ◆ Additional material on mental health conditions and psychotropic medication management.

Highlights (Cont'd):

- ◆ The DSPT program meets the Department of Social Services (DSS), 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.

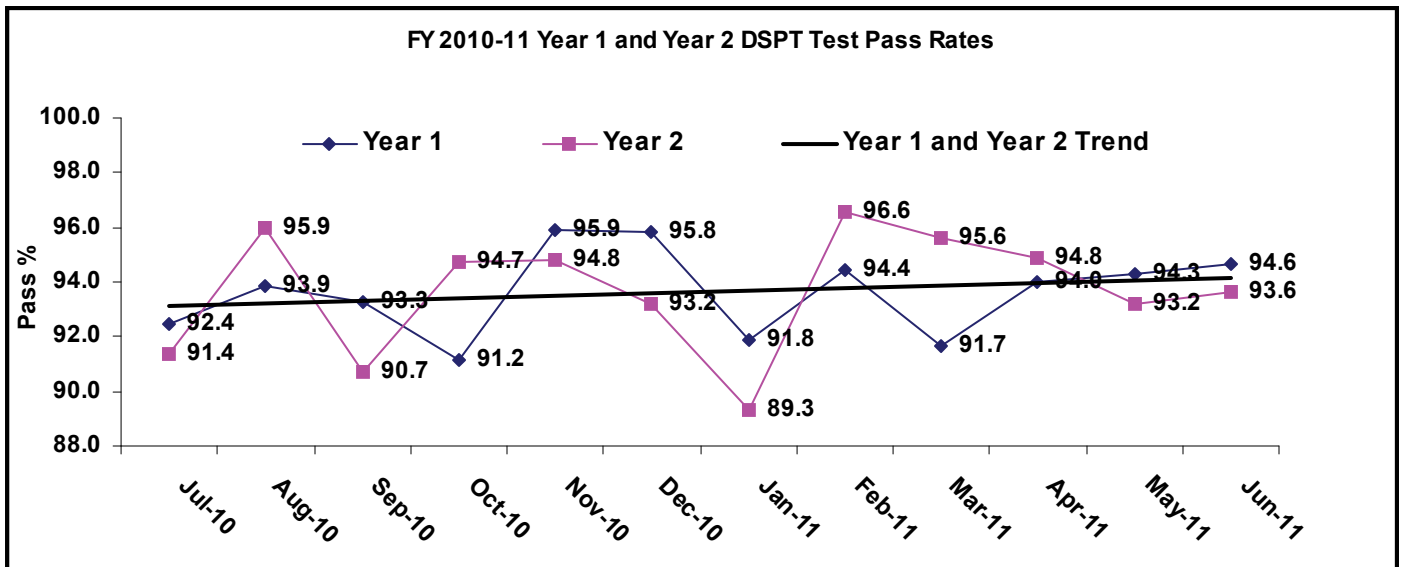
Statistics:

- ◆ In FY 2010-11 nearly 7,000 students met the Year 1 or Year 2 requirement. This represents a decrease from the prior year.
- ◆ Since FY 2005-06 nearly 38,000 students have either met the Year 1 or Year 2 training requirement.

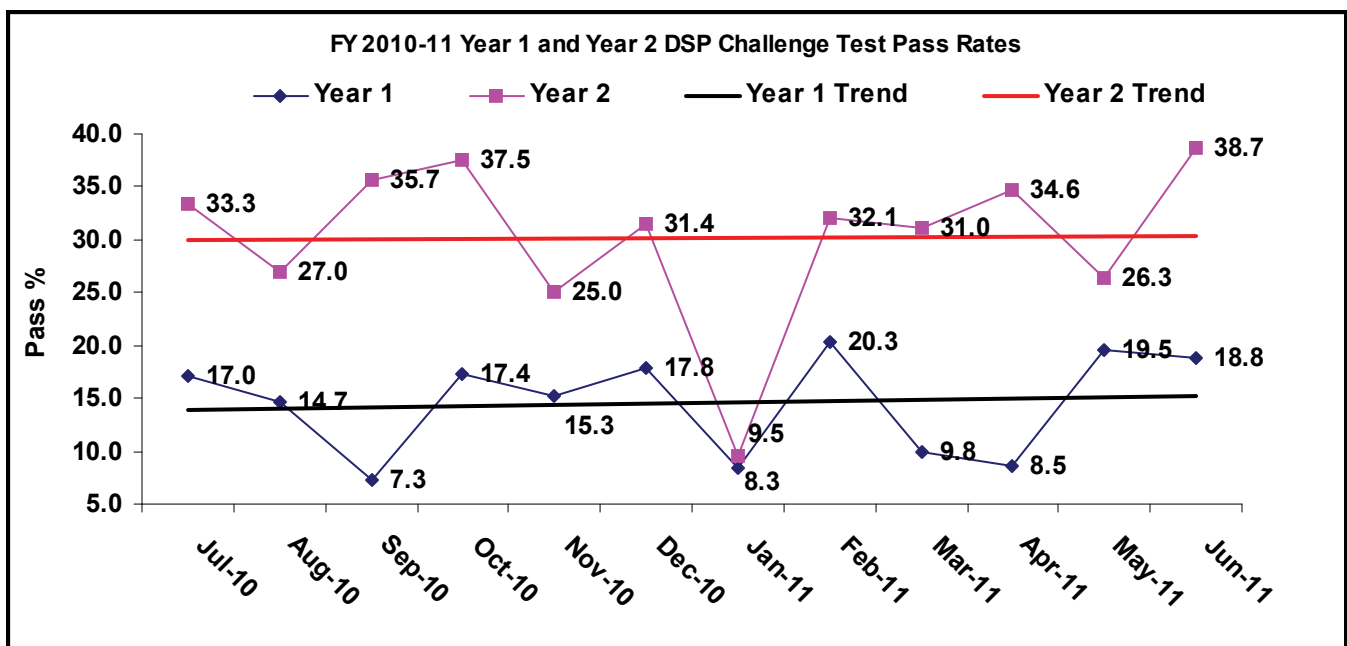


END OF YEAR REPORT FOR THE DIRECT SUPPORT PROFESSIONAL TRAINING (DSPT) PROGRAM FY 2010-11

- In FY 2010-11, 7,174 students took either the Year 1 or Year 2 training. Of those, 94% of all students for each year passed the Test After Training. The graph shows the trend for Year 1 and Year 2 was virtually the same until April/May of 2011.



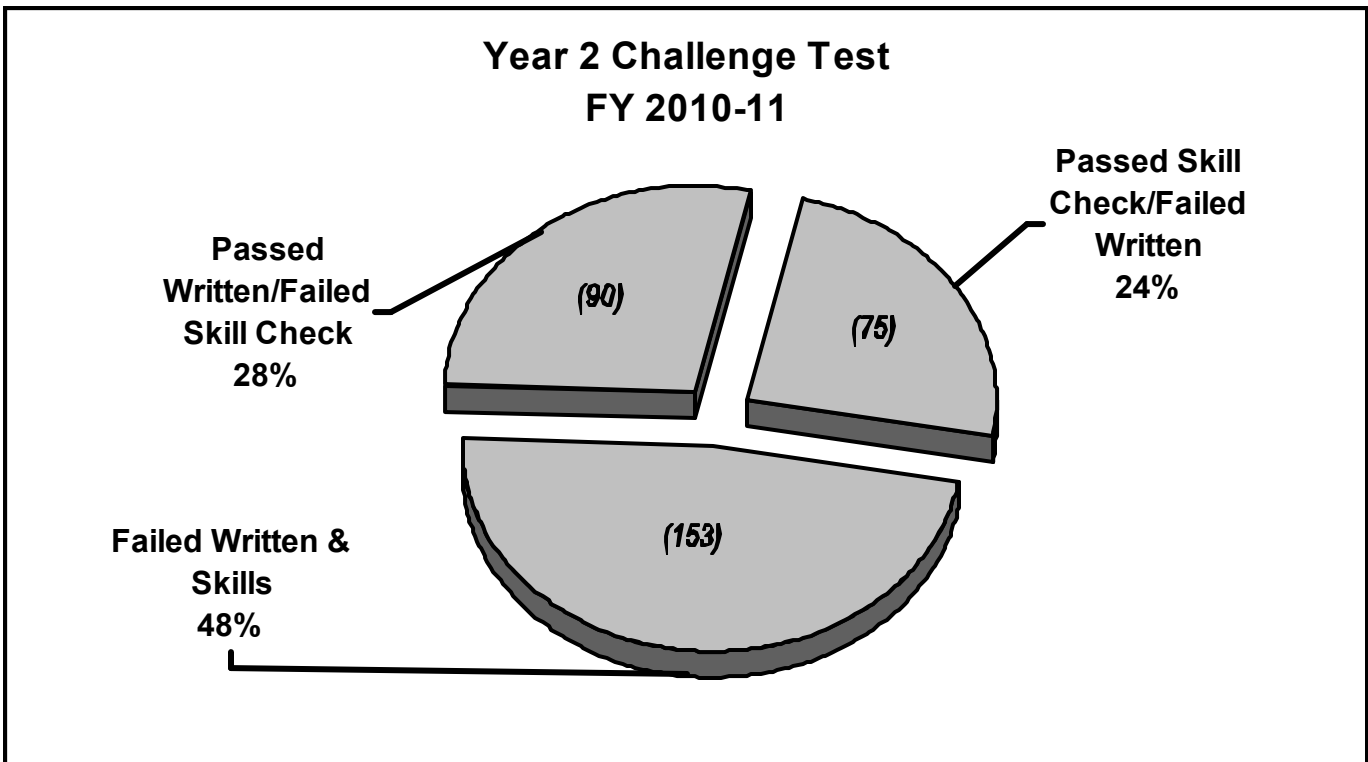
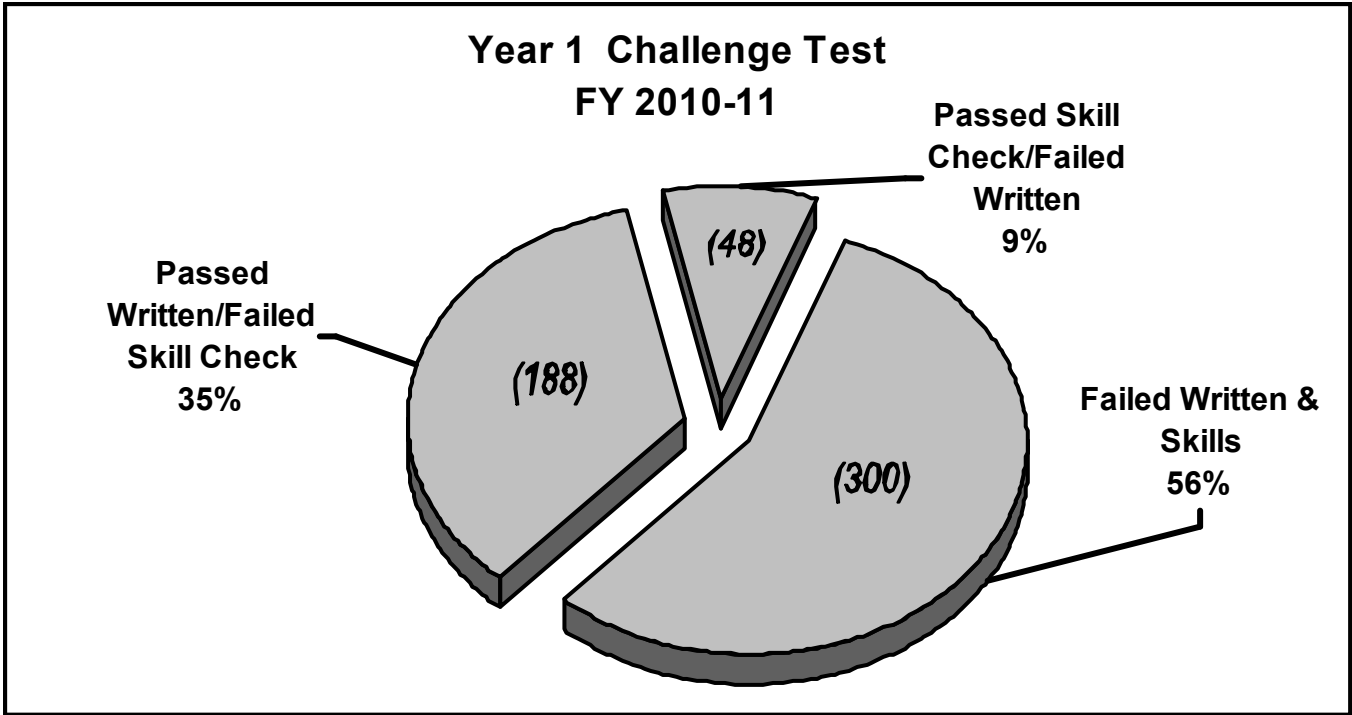
- In FY 2010-11, 1,092 students took the Challenge Test. The Year 1 passing rate averaged 14% while the Year 2 passing rate averaged 30%. The graph below shows the trend for Year 1 and Year 2 has slightly increased over the year.



**END OF YEAR REPORT FOR THE
DIRECT SUPPORT PROFESSIONAL TRAINING (DSPT) PROGRAM
FY 2010-11**

Statistics Cont'd:

- ♦ For both the Year 1 and Year 2 Challenge Test the majority of testers failed both the written test and skill check.



**END OF YEAR REPORT FOR THE
DIRECT SUPPORT PROFESSIONAL TRAINING (DSPT) PROGRAM
FY 2010-11**

Quality Management System Results:

A continuous Quality Management System (QMS) was implemented in FY 2006-07. 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 students reaction to methodologies and training materials. For FY 2010-11, 31 Regional Occupational Centers and Programs (ROCPs) submitted a total of 64 classroom observations. The classroom observation data showed overall positive outcomes in all curricular areas. Results are shown in Table 1 & Table 2 for Year 1 and Year 2 training sessions. For each item, observers rated items according to the degree to which particular content was presented:
1 = minimally, 2 = somewhat, 3 = nearly/fully.

TABLE 1	
Overall Observer Rating Averages for Year 1: 2010-11 (Training Sessions)	
Risk Management	3.0
Medication Management I	3.0
Medication Management II	2.9
Wellness	3.0
Dental and Oral Health	2.9
Illness and Injury	2.8

- ◆ In FY2010-11, 1,092 students took the

TABLE 2	
Overall Observer Rating Averages for Year 2: 2010-11 (Training Sessions)	
Preventive Health Care	3.0
Nutrition and Exercise	2.9
Teaching Strategies I	2.9
Teaching Strategies II	3.0
Life Quality	2.9

Challenge Test. The Year 1 passing rate averaged 14% while the Year 2 passing rate averaged 30%. The graph below shows the trend for Year 1 and Year 2 has slightly increased over the year.

**END OF YEAR REPORT FOR THE
DIRECT SUPPORT PROFESSIONAL TRAINING (DSPT) PROGRAM
FY 2010-11**

2. **Student Satisfaction Survey:**

7,174 students completed the training test (Year 1 and Year 2) in FY 2010-2011. 95% (6,827) of those students answered at least 1 survey question regarding their overall satisfaction with DSPT. Table 3 reflects questions as well as respondents answers of agree or disagree. For each item students rated questions based on 4 levels of agreement, Strongly Agree, Agree, Strongly Disagree or Disagree. Based on their responses the students overwhelmingly believe the training has had a positive influence on their performance and feelings about their career.

TABLE 3		
Sample Questions & Respondents Answers Year 1 and Year 2 (2010-11)		
Questions	Strongly Agree or Agree	Strongly Disagree or Disagree
Helped me to understand and respond to individuals' challenging behaviors	99%	1%
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%

**END OF YEAR REPORT FOR THE
DIRECT SUPPORT PROFESSIONAL TRAINING (DSPT) PROGRAM
FY 2010-11**

Historical Data:

- ◆ Since FY 2004-05, 39,825 students have passed the Training Test (Year 1 or Year 2).
- ◆ Since FY 2004-05, 4,540 students have passed the Challenge Test (Year 1 or Year 2).
- ◆ Since FY 2004-05, 44,365 students have met the DSPT requirement through the training or challenge test for both Year 1 or Year 2.

