

# **Missouri College of** **Direct Support**

**2012**

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# THE MISSOURI COLLEGE OF DIRECT SUPPORT (MoCDS) TRAINING PROGRAM

Current as of June, 2012

## BACKGROUND:

The MoCDS training program was developed in 2004 in response to the need for a direct support staff training program consistent statewide and based on a national skill set/competency based curriculum. To help improve the knowledge, skills and competencies of direct support workers, a statewide steering committee selected the College of Direct Support curricula. During the training program pilot years, 2004-2009, the University of Missouri Kansas City-Institute for Human Development, conducted an evaluation of direct support professionals enrolled in the training program. Results were clear that:

- a. Trainees felt better prepared to do their jobs supporting individuals in the community including those with challenging behaviors;
- b. Training resulted in significantly reduced staff turnover ranging from 20-40 percent.

Recently, the Division of Developmental Disabilities (Division) renewed the College of Direct Support statewide license, the online curricula for the MoCDS training program. The license allows current and potential participating agencies to train an **unlimited number of staff** to support up to 8000 individuals currently served by the Division through its provider network, and an additional 4000 persons on waiting lists.

## TRAINING SITES:

To become a training site, an agency, or group of agencies, must pay an annual \$2800 administrative fee to access the approved curricula. A training site can support about 150-200 trainees for a single agency or group of agencies. There are no other additional costs to participating agencies. There are 28 agencies that currently comprise the MoCDS training site network.

To determine the number of consumers who will benefit from trained staff completing the MoCDS curriculum, calculate approximately six consumers for every staff trained. For example, twenty trained staff would impact 120 consumers ( $20 \times 6 = 120$ ).

## TRAINING CERTIFICATES

- **Direct Support Professional Certificates**  
The Division and UMKC issue a Basic and Advanced Certificate to trainees who successfully complete the required six MoCDS courses and 7 of the elective MoCDS courses. The Division recognizes the requirements of the Basic Certificate as approved curricula to meet basic direct support staff training. The certificates are "portable" across the state, help eliminate the need for re-training or duplicate training should direct support staff re-locate to other areas of the state and work for DD providers.
- The Division and UMKC will issue a **Frontline Supervision and Management Certificate** and **Employment Services Certificate** in the near future. To be eligible for the certificates, staff must successfully complete the training requirements using the College of Direct Support nationally recognized and validated curricula.

## FOR MORE INFORMATION

Agencies interested in joining the MoCDS training site network or needing additional information about MoCDS program, contact Jackie Coleman at [jackie.coleman@dmh.mo.gov](mailto:jackie.coleman@dmh.mo.gov) or 573-751-8667.

The Division and MoCDS Steering Committee are recruiting agencies to become training sites in order to maximize the number of trained staffs who support the Division's 8,000 current and 4000 persons on waiting lists. The more staff enrolled through the network of training sites will make the license fee cost effective. Once fully enrolled, the cost of training per person served will be as low as \$25!

## **What Missouri Trainees Say About the Missouri College of Direct Support Training**

*Composite response of sixty-two (62) direct support staff who successfully completed thirteen (13) College of Direct Support courses, at are above 80 percent mastery, and successfully demonstrated on-the-job-competence verified by the employing agencies.*

- The courses have made me feel more confident about the job I am doing. The courses have given me the extra advantage and self-assurance that what I am doing is correct. It also gives me a reference to look up questions that I may have. They were very good courses!
- It has helped me give more attention to the persons' own strengths and weaknesses to help them live a productive life.
- My confidence in being an advocate for the people I work with is much stronger!
- It has helped a great deal, I am able to recognize a lot more and understand why my consumers do what they do and how I can help them. Really enjoyed the courses.
- My confidence has increased through the knowledge that my company training was reinforced by the CDS training. Knowing that I am capable of handling a situation is reassuring to me and boosts my self confidence and self esteem.
- My confidence has increased tremendously as I've found new ways to express myself.
- I have become very sure of my role as a DSP. To myself and the clients I work with.
- I feel that since taking the CDS courses I better understand situations with the individuals I serve. The knowledge I have now helps me interact and support the individuals I help at a higher level.
- It has increased my whole outlook on what we do. It has changed the way I think about how I do my job.
- The Community Inclusion course gave me lots of ideas on how to work with people in the community. It also gave me insight that for people to learn things they do not have to be busy all the time. They also learn by watching, observing, etc. I now do not get hyper if people are not continually busy and I also feel the consumers are also more relaxed.
- With one of my consumers I now understand that she isn't just yelling because she wants to it's because something is wrong and the course helped me learn more how to deal with it.
- I have used, and feel confident about using, several of the ideas in the Safety course. Knowing that the clients I serve are safer makes me feel more at ease and confident in my position.
- The training increased my confidence when taking consumers into the community. I now have a better understanding of the social advantages of integrating people with disabilities into the community. I also have a more clear understanding of their right of choice vs. risk management.
- Just in communicating with my consumers and their caregivers.
- I can now help in difficult situations, whereas before I would need step by step help.

- I have come across several situations in my job that were better handled with my knowledge from the courses.
- I was able to state my concerns regarding the client during his IP meeting and more confident in my presentation of these concerns.
- I was offering supports to an individual that displays behaviors quite often and I used the behavioral supports that I learned while taking my CDS courses and it helped decrease the level of behavior that the individual was displaying.
- I have a better understanding of how to ensure that the client is directing their services and that the services are person centered.
- I now feel comfortable working with all my clients including one that requires direct line of sight. This client is a real challenge because of circumstances surrounding his past history. I am better able to re-direct problem behavior, and approach it in a positive and non-threatening manner.
- I have learned new and better coping ways of dealing with consumers who are having issues with anger and who may lack the ability to express this in an appropriate manner.
- I am better able to understand nonverbal communication cues.
- The course can be taken at your own speed. It gives you a directory not available anywhere else that is that complete. It is much easier taking the test over the internet. As long as you are willing to try, the tests can be taken over and over until passed. It's less threatening than a Professor.
- Refreshed many things that I had learned over the years (I have been in the field for 10 years) and also gave me new outlooks and ideas for my job in the future.
- It taught me how to do my job better and improve the clients' quality of life.
- Benefits self esteem, self confidence, and gives a more professional feel to the position. I don't feel like "just a caregiver". I feel as if I am a supporter, teacher, and a professional in more aspects of the position.
- On-line training is more convenient. It also offers a learning setting for multiple types (i.e. reading vs. listening, visual, etc.). Able to work at your own pace.
- For the lesser experienced or less educated employee, the benefits are noticeable. The CDS provided a broad spectrum of very useful information. For myself, it was more of a "gut check" i.e. a reminder of some of the aspects of direct care we begin to take for granted.
- I am better able to relate and identify problem behaviors.
- Better understanding of working with people with disabilities and more and better ideas of how to handle situations.
- Gave me a sense of professionalism. I felt like a babysitter before. Now I feel that I am now a professional.

**Missouri College of Direct Support  
Participating Agencies  
6/29/2012**

Agency Name	Total Learners	Total Lessons Completed	Percent of Lessons Completed	CDS Admin Renewal
Alternative Community Training, Inc	327	7428	79.1	7/31/2012
Austen Dooley Company	249	5847	53.05	9/30/12
Boone County Family Resources	71	2617	88.26	10/31/12
Cass County Board of Services ( <i>new 2012</i> )	6	16	34.04	2/14/13
Center for Human Services	189	7871	78.95	9/31/21
Cole County Residential Services, Inc.	120	6267	69.1	10/31/12
Community Alternatives Missouri, Inc.	223	15132	87.53	12/31/12
Community Opportunities for People with Developmental Disabilities *	390	10853	78.38	10/31/12
Johnson County Board of Services ( <i>new 2011</i> )	57	347	58.22	7/31/12
Life Skills Co	35	120	74.53	1/14/13
Northland Training Coalition *	263	7998	64.92	10/31/12
Nova Center of the Ozarks *	1272	13024	86.19	10/31/12
Progressive Community Services	173	991	37.13	12/14/12
Saint Louis Arc ( <i>new 2012</i> )	23	225	31.6	2/28/13
St. Francis County Board for the Developmentally Disabled	29	1608	79.02	3/14/13
Unlimited Opportunities, Inc.	49	3085	93.6	10/31/12
Willows Way, Inc	48	997	50.2	10/01/12
<b>Grand Total</b>	<b>3526</b>	<b>84452</b>	<b>74.99</b>	

Denotes Partners \*

Northland Training Coalition  
Concerned Care  
Creative Supports  
Forward Living  
Immacolata Manor  
Platte County  
Triality  
Vocational Services, Inc

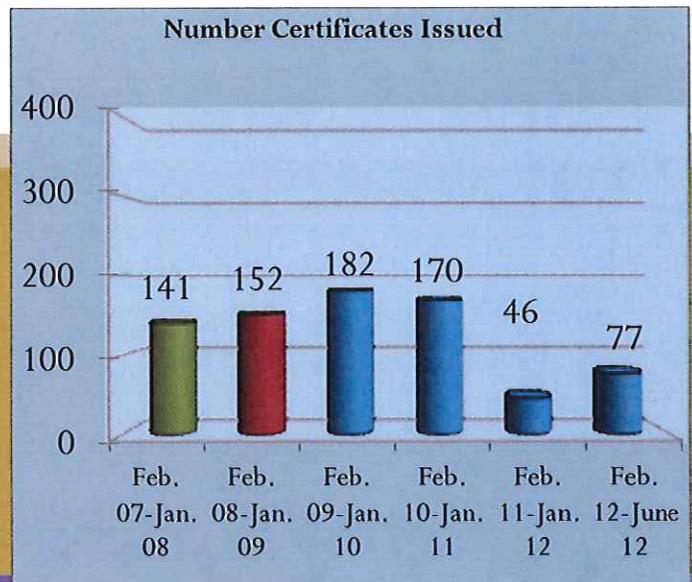
Lincoln Community Opportunities  
Learning Opportunities Quality Works  
Pike County Agency for DD

Nova Center of the Ozarks  
Arc of the Ozarks  
Developmental Center-Ozark

## Missouri Basic and Advanced Training Certificates Issued February 2007 – June 2012

### Agencies Requesting the Basic and Advanced Certificates

Alternative Community Training Inc.	72
Austen Dooley	63
Boone County Family Resources	20
Center for Human Services	90
Cole Co. Residential Services	99
Community Alternatives	1
Community Opportunities	14
Concerned Care	1
Immacolata Manor	25
Learning Opportunities	97
Pike County Agency for DD	35
Platte County	29
Progressive Services	13
St. Francois County Board for DD	16
Unlimited Opportunities	48
Woodhaven	145
<b>Total Certificates Issued</b>	<b>768</b>



### Profile of the seven hundred and sixty-eight (768) trainees receiving the Basic and /or Advanced Training Certificates: Experience Level      Position Type

613 experienced  
155 new staff

630 direct support staff  
138 supervisory/administrative staff

**To receive the Advanced Certificate**, trainee must complete thirteen (13) College of Direct Support (CDS) courses. The six **Basic Certificate** courses (1) Maltreatment of Vulnerable Adults and Children (2) Positive Behavior Support (3) Person-Centered Planning and Support (4) Safety at Home and in the Community (5) Individual Rights and Choice (6) Documentation and seven of the following advanced courses.

### The number adjacent each course represents number of trainees completing the course.

•Autism & Autism Spectrum Disorder	19	•Home and Community Living	4
•Cerebral Palsy	0	•Introduction to Developmental Disabilities	648
•Civil Rights & Advocacy	4	•Medication Support	127
•Community Inclusion	659	•Personal and Self Care	342
•Cultural Competence	656	•Supporting Healthy Lives	637
•Diabetes	0	•Supporting Jobs and Careers	4
•Direct Support Professionalism	665	•Teaching People with DD	664
•Employment Supports	96	•Working with Families	35
•Everyone Can Communicate	2	•You've Got a Friend	607
•Functional Assessment	49		

**Note:** Prior to June 2008, trainees were required to complete advanced courses with completion number over 501. Beginning June 1, 2008, trainees can select any seven (7) of the advanced courses.

**Missouri College of Direct Support (MoCDS)  
Certificate Request Form**

✓ Check Certificate Requested

*Form Completed by MoCDS Agency Administrator Only*

Basic    Advanced

**Trainee Name**

**Agency Name**

**Trainee Profile**      *Check one in each category*

- 1) Position type:     Direct support professional     Supervisor/manager     Administrator     Other  
 2) Experience :       Experienced Staff                       New Staff

**Basic and Advanced Training Courses & Applicable Certifications**

**Basic Training Certificate .....**

All six courses required.

✓ *Check advanced courses completed*

- Documentation
- Individual Rights and Choice
- Maltreatment of Vulnerable Adults and Children
- Person-Centered Planning and Support
- Positive Behavior Support
- Safety At Home and In the Community

**Advanced Training Certificate .....**

Seven (7) courses required, in addition to Basic training courses.

✓ *Check advanced courses completed*

- Autism and ASD
- Cerebral Palsy
- Civil Rights and Advocacy
- Community Inclusion
- Cultural Competence
- Diabetes
- Direct Support Professionalism
- Employment Supports
- Everyone Can Communicate
- Functional Assessment

*Advanced courses continued:*

- Home and Community Living
- Introduction To Developmental Disabilities
- Personal & Self Care
- Supporting Healthy Lives
- Supporting Jobs & Careers in the Community
- Teaching People with Developmental Disabilities
- Working with Families and Other Support Networks
- You've Got A Friend

**To qualify for the Basic and Advanced Training Certificates, trainee must have completed, and is current, in the following trainings.....**

✓ *Check if DMH Required or Indicate Not Applicable*

- \_\_\_ First Aid Certification
- \_\_\_ CPR Certification
- \_\_\_ Medication Administration Certification
- \_\_\_ Mandt or CPI Certification
- \_\_\_ Missouri Quality Outcomes *(required only if trainee has less than one year experience in day habilitation and individual supported living)*

*The MoCDS Agency Administrator's signature verifies trainee has completed the Basic and/or Advanced training requirements, demonstrated on-the-job competence using the MoCDS assessment tool and completed applicable required certifications/training.*

**MoCDS Agency Administrator's Signature**

**Date**

# Missouri College of Direct Support Partners

Certify that

*John Doe*

has successfully completed required Basic Training  
using the College of Direct Support  
nationally recognized and validated training curriculum.

**Basic Training Certificate**  
Awarded this 21st day of June 2012

*Carl F. Calkins*

Carl F. Calkins, Ph.D., Director  
University of Missouri - Kansas City  
Institute for Human Development  
A University Center for Excellence on Developmental Disabilities

*Bernard Simons*

Bernard Simons, Director  
Department of Mental Health  
Division of Developmental Disabilities



**To qualify for the Basic Training Certificate**, the recipient successfully completed the following six (6) College of Direct Support courses and demonstrated on-the-job competence verified by the employing agency at the time of certificate issuance. The employing agency also verified that the recipient was current in applicable certifications (i.e., First Aid, CPR, medication administration, Mandt, CPI).

## **Basic Training** College of Direct Support Curriculum

Maltreatment of Vulnerable Adults and Children  
Positive Behavior Support  
Person-Centered Planning and Support  
Safety at Home and in the Community  
Individual Rights and Choice  
Documentation

The Missouri Department of Mental Health, Division of Developmental Disabilities, recognizes the College of Direct Support courses as approved curriculum to meet basic direct support training.

# Missouri College of Direct Support Partners

Certify that

*John Doe*

has successfully completed Advanced Training, using the College of Direct Support nationally recognized and validated training curriculum, and meets the requirements of a Missouri Direct Support Professional.

Advanced Training Certificate  
Awarded this 21st day of June 2012

*Carl F. Calkins*

Carl F. Calkins, Ph.D., Director  
University of Missouri - Kansas City  
Institute for Human Development  
A University Center for Excellence on Developmental Disabilities

*Bernard Simons*

Bernard Simons, Director  
Department of Mental Health  
Division of Developmental Disabilities



To qualify for the **Advance Training Certificate**, the recipient must have earned the Basic Training Certificate\*, successfully completed seven (7) of the Advanced Training courses below and demonstrated on-the-job competence verified by the employing agency at the time of certificate issuance. The employing agency also verified that the recipient was current in applicable certifications (i.e., First Aid, CPR, medication administration, Mandt, CPI).

## Advanced Training Courses

### College of Direct Support Curriculum

*For specific courses completed, request copy of recipient's College of Direct Support transcript*

Autism and Autism Spectrum Disorder  
Cerebral Palsy  
Civil Rights and Advocacy  
Community Inclusion  
Cultural Competence  
Diabetes  
Direct Support Professionalism  
Employment Supports  
Everyone Can Communicate  
Functional Assessment  
Home and Community Living  
Introduction to Developmental Disabilities  
Personal and Self Care  
Supporting Healthy Lives  
Supporting Jobs and Careers in the Community  
Teaching People with Developmental Disabilities  
Working with Families and Other Support Networks  
You've Got a Friend

**\*Basic Training Courses Completed:** •Maltreatment of Vulnerable Adults and Children  
•Positive Behavior Support •Person-Centered Planning and Support •Safety at Home and In the Community •Individual Rights and Choice •Documentation

The National Alliance of Direct Support Professionals (NADSP) recognizes the College of Direct Support curriculum as an approved program to meet training requirements of the NADSP Credentialing Program.



# Missouri College of Direct Support Partners

Certify that

*John Doe*

has successfully completed the College of Frontline Supervision and Management training, using the College of Direct Support nationally recognized and validated curriculum.

Certificate of Completion  
Awarded this 9th day of July 2012

*Carl F. Calkins*

Carl F. Calkins, Ph.D., Director  
University of Missouri - Kansas City  
Institute for Human Development  
A University Center for Excellence on Developmental Disabilities

*Bernard Simons*

Bernard Simons, Director  
Department of Mental Health  
Division of Developmental Disabilities



To qualify for the College of Frontline Supervision and Management Certificate, the recipient successfully completed the following six courses and was deemed eligible by the employing agency at the time of certificate issuance.

## Frontline Supervision and Management College of Direct Support Curriculum

Training and Orientation  
Fueling High Performance  
Developing an Intervention Plan  
Recruitment and Selection  
Preparing for the Supervisor's Job in Human Services  
Your First Weeks and Months as a Supervisor

The College of Frontline Supervision and Management courses represent 32 hours of online learning and testing. The series of courses were designed by the College of Direct Support for those who are—or soon will be—in leadership roles.

# Missouri College of Direct Support Partners

Certify that

*John Doe*

has successfully completed the College of Employment Services training, using the Direct Course nationally recognized and validated curriculum.

Certificate of Completion  
Awarded this 9th day of July 2012

*Carl F. Calkins*

Carl F. Calkins, Ph.D., Director  
University of Missouri - Kansas City  
Institute for Human Development  
A University Center for Excellence on Developmental Disabilities

*Bernard Simon*

Bernard Simon, Director  
Department of Mental Health  
Division of Developmental Disabilities



*Mark*



To qualify for the College of Employment Services Certificate, the recipient successfully completed the following 10 courses and was deemed eligible by the employing agency at the time of certificate issuance.

Employment Services College of Direct Support Curriculum
Strategies for Job Development-Part 1
Strategies for Job Development-Part 2
Principles of Career Development
Foundations of Employment Services
Business Perspectives
Performance Coaching and Support-Part 1
Performance Coaching and Support-Part 2
Using Work Incentives Toward Self-Sufficiency
Funding (mini-course)
Service Employment

The College of Employment Services courses represent 42 hours of online learning and testing. The series of courses were designed by DirectCourse to align with proven best practice in the employment field and meet national competencies and standards. The curriculum provides an essential foundation for employment professionals seeking to pursue national certification through the Association for Persons In Supporting Employment (APSE).