



Georgia College of Direct Support: TIPS & TOOLS FOR ADVISORS

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VOLUME 2, NUMBER 1

QUESTIONS ABOUT CDS

Check out the reference guides located under the Help tab. There are guides under both the administration and learner tabs.

QUESTIONS ABOUT USING CDS IN YOUR ORGANIZATION

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Please remind learners in your organization that you are their primary point of contact.

TIPS & TOOLS is published quarterly with the intent of sharing useful information and communicating amongst CDS Advisors. Issues of TIPS & TOOLS are posted on the Division's training website at <http://mhddad.dhr.georgia.gov>.

FOCUS ON IMPLEMENTATION

Georgia College of Direct Support has been "live" since June 2008. Since that time, many of the enrolled organizations have begun creating course modules, assigning lessons to learners, and encouraging system use.

Since CDS implementation, several questions have emerged. You may find these responses helpful.

- 1. Is CDS Mandatory for providers of DD services?** At this time there is specific requirement from the Office of DD related to CDS. However, Steve Hall, Director of the Office of Developmental Disabilities, has commented on numerous occasions regarding the importance of Direct Support Staff taking advantage of CDS. He has also mentioned the possibility of rates for pay and services being tied to CDS usage in the future.
- 2. Is there a deadline for getting the Direct Support Professionals on CDS or for having them complete courses?** There is no deadline for assigning modules to your Direct Support Professionals or for course completion. Your organization may establish deadlines that make sense for your staff and your organizational priorities.
- 3. Are there any course requirements for Direct Support Professionals?** There are no specific requirements from the Office of DD related to which or how many courses must be completed, at this time. Your organization may decide to publish all courses for enrollment or to assign learners particular courses (and even lessons) that best fit your organization's needs. Your organization's leadership is encouraged to be actively involved in the course selection process. Please see **Notice About Courses** on page 3 regarding a lesson (Positive Behavior Supports – Lesson 7) that should not be included in your assigned courses.
- 4. Who is responsible for training staff on CDS in my organization?** As CDS Advisor, you have primary responsibility for getting staff set up on the system and for helping them to get started. You may choose to do this in a variety of ways: holding a group lesson, hosting 1:1 live sessions, conducting 1:1 training via phone, or providing written instructions. A sample of written instructions that you may wish to provide all staff using CDS is attached.

Want an opportunity to share best practices with other CDS Advisors? Tune into the Quarterly CDS Advisor Conference Call. The third call will occur in January 2009.

Interested in national certification for Direct Service Professionals? The National Alliance for Direct Support Professionals (NADSP) offers professional credentialing. Costs associated with the credentialing process are the responsibility of the Direct Support Professional and Provider Agency. For more information see the NADSP website at www.nadsp.org.

CDS Usage as of 10.21.2008

Participating organizations	47
Number of current users	1298
Lessons Completed	7694
Approximate number of individuals served by those participating in CDS	8600

LESSON MANAGEMENT

If you need to change the due date for a learner's lesson, you may do so by selecting the Transcript button for a particular learner. From there, select E-Learning; E-Learning Lesson Management and input the new due date. This may be done lesson by lesson or for all of a learner's lessons.

FOCUS ON IMPLEMENTATION (continued)

5. **Am I the only person in my organization who can create modules and assign learners?** While you are the primary CDS Advisor, you may assign administrative rights to select staff within your organization. These individuals may assist with creating and assigning modules and granting access to learners. You would continue to be the point of contact with CDS and the Division.

6. **Is using CDS the same as DSP certification?** No. The National Alliance for Direct Support Professionals (NADSP) offers professional credentialing along three tiers. Each tier has employment requirements (e.g. employee must be in good standing and have been in position for a stated period of time) and education and training requirements. The College of Direct Support curriculum has been approved to meet the education/training requirements of the NADSP credential.

- DSP Registered - requires no additional training other than state mandated and new hire training
- DSP - Certified - requires completion of training pre-approved or accredited by NADSP (that's the College of Direct Supports). Of the 17 classes listed on the College of Direct Supports website, 15 are included in the NADSP approved curriculum.
- DSP Specialist - requires completed training hours on a specialized topic

For more information on DSP certification, refer to the NADSP website at www.nadsp.org/credentialing.

7. **When will my agency be responsible for paying the CDS Administrative Fee?** DHR has paid administrative fees for each participating agency and consortium through June 30, 2009.

QUARTERLY CDS ADVISOR TELECONFERENCE

On October 1st, ten CDS Advisors participated in the second quarterly teleconference. The purpose of the call was to share success stories, identify issues, and collectively brainstorm solutions where possible. Several CDS Advisors shared how they were using CDS in their organizations. This included:

- having all new hires complete an Introduction to Developmental Disabilities module within 30 days of employment,
- requiring new hires complete a Cultural Competency module as part of Orientation,
- assigning lessons to learners as part of a group or cohort. The group was offered a choice of taking the courses online or in a classroom setting and they all chose to take the courses online, and
- recognizing individuals for completing their lesson plans during staff meetings and creating motivators for completion such as certificates of achievement, gift cards, etc.

LESSON MANAGEMENT

Lessons “come off of” a learner’s lesson plan if the learner has completed the lesson with a passing score (the lesson will appear on the transcript and in an “All Lessons” view) or if the CDS Advisor removes the lesson via the E-Learning: Edit Module feature.

REPORT FEATURES

During the quarterly CDS Advisor Teleconference, Donna Kozak, CDS Program Administrator, demonstrated some of the reporting features available in CDS.

- **Selecting Classes & Events: Ontrack: Learner Enrollment** generates a list of all learners within an Organization/ Department
- **Department Reports display lesson completion information at both summary and individual learner levels.**
- **Learner Reports may be used to track lesson completion by individuals and to generate transcripts.**
- **Lesson Reports display an organization’s experience with a particular lesson (e.g. completions, test scores)**
- **CDS Advisors can print certificates of completion for learners by selecting Report: Online Learning: Learner Reports: Lesson Progress. Clicking on the “notebook” icon by the completed lessons will generate a certificate.**

QUARTERLY CDS ADVISOR TELECONFERENCE (continued)

One CDS Advisor shared that he has been working on obtaining buy-in from management. If anyone has suggestions to share, please pass them to Mat Winer at mwiner@dhr.state.ga.us

Several CDS Advisors noted that they haven’t heard much from their consortium partners. Some CDS Advisors provided training to their partner Advisors while others have not yet done so. For those of you who are “official” CDS Advisors, you are the primary contact between your consortium and CDS. You are the only individual who will receive training directly from CDS. You, or the Director of your organization, may wish to contact your partner organization(s) to identify individuals who can serve as your CDS Advisor Partners. You may assign these individuals administrative rights and they will then be able to create modules, assign learners, run reports, and generally get their organization “up and running”. They can provide local CDS support for their organization, while you serve as the overall CDS Advisor.

NOTICE ABOUT COURSES

Because we wish to ensure that the course content specifically conveys Georgia’s philosophy and practices, we originally asked that learners not be assigned the **Positive Behavior Support** course. We are now inviting you to use the first 5 lessons associated with the course as all your direct support staff could benefit from these lessons. You may want to review **Lesson 6** before assigning it to see how it lines up with your organization’s procedures for behavior support plans. You may decide to use it for general education about behavior support plans even if your process is slightly different.

We strongly recommend that you not include **Lesson 7** in your **Positive Behavior Support** module. Local rules, regulations, policies, and laws supersede the content presented.

Donna Kozak, CDS Program Administrator shared that organizations in other states have found the **Introduction to Medication Support** and **Cultural Competency** courses to be particularly useful and relevant.

REQUEST FOR INFORMATION

Within the next few days, CDS Advisors will receive a request from the Division of MHDDAD for information about CDS usage in their organization. The intent of this request is to determine the progress of implementation in Georgia and to identify organizations where additional support may be useful. Please be on the lookout for this request.

GEORGIA COLLEGE OF DIRECT SUPPORT

Is located at the following web address:

www.collegeofdirectsupport.com/GeorgiaDD