

## **Policy Title: Statewide Direct Support Professional Training**

### **Primary Contacts and Names of Members Who Worked on the Proposal:**

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### **Brief Description**

- Develop a statewide best practice standard for training direct support professionals. The recommendation is to pilot a training program, which would include:
  - Development of a person-centered direct support professional training guide.
  - Allowing providers the flexibility to apply criteria to their existing training while meeting the needs of clients in both community- and facility-based settings.
  - Alignment with regulations and statutes for different worker categories.
  - A portable certificate for Direct Support Professionals with the option to upload to a registry.
  - A three-tiered career ladder leading to CNA (Tier 3) by successfully completing Tier 1 and Tier 2 requirements and obtaining potential credit for prior learning and/or work experience.
  - A web-based or e-learning training option. Explore opportunities to incorporate WisCaregiver Career Program technology to support web-based access and testing capability.
  - Communication with job centers to ensure they are aware of the Direct Support Professional certificate and career ladder.

### **Analysis - Anticipated benefits:**

Family caregivers, individuals with disabilities, older adults and others who rely on support to be able to live independent, fulfilling and self-directed lives within their homes and communities will have access to a more highly trained workforce regardless of where they live in Wisconsin. Direct Support Professionals will have access to a portable statewide recognized skills training program. Training will reduce turnover of Direct Support Professionals as they will feel more prepared and have the tools to successfully complete tasks. Offering a career ladder option allows flexibility for Direct Support Professionals who wish to advance their career.

Potential funding options/cost savings/benefits:

#### *Funding Options include:*

- *DWD- Fast Forward funding (possibility)*
- *PHI –grant opportunities (possibility)*

- *Maximize use of any continued WisCaregiver Career program funding or infrastructure.*

Cost savings / benefits include:

- *Hiring entities may benefit from cost savings associated with decreased turnover and recruitment expenses.*
- *Providers or organizations may also experience cost savings by mitigating risk and costs associated with liability, workers compensation claims, and retention of client base through client satisfaction.*
- *A higher quality workforce will reduce costs associated with poor care to individuals. Families and individuals will benefit from the assurance that a worker has a standardized base level of knowledge that includes essential components that are not currently consistently required or prioritized.*
- *The ability to upload and recognize this certificate within a registry will help individuals, families and agencies in the hiring process.*

*What state agency or other entity would be responsible for implementing the proposal, if approved?*

- *DHS:*
  - *To determine how licensing and authority of training sites will be determined.*
  - *To certify standardized curricula.*
  - *To extend the technology of the WisCaregiver Career Program to assist in developing online training and testing options.*
  - *To collaborate with training sites to identify options for tracking and housing certification data.*
  - *To offer guidance related to certification data sharing with the registry.*
- *Wisconsin Technical Colleges*
- *Community-based providers*
- *Facility based providers*
- *IRIS participants*
- *Family Care participants*
- *CLTS participants*
- *Other Long Term Care participants*
- *Recipients of care*

Potential related cost to establish Medicaid rates or provider compensation to support training for all Medicaid recipients:

- *To increase training wage for Direct Support Professional who complete each tier of the certification.*
- *Incentive payments to providers who hire a certain percentage (such as For example: 5% Tier-One DSPs, 8% Tier-Two DSPs, and 10% Tier-Three DSPs.) of DSPs with certificates*
- *DHS staff time.*
- *To provide technology for e learning and testing.*
- *Administrative costs related to DSP re-certifications*
- *Administrative costs related to competency testing.*
- *Administrative costs to review and approve provider-training programs to ensure that they meet the tiered requirements.*