

## Direct Support Professional (DSP) Training Frequently Asked Questions (FAQs) Version 9/15/23

On January 1, 2024, Oakland Community Health Network (OCHN) will be bringing training for Direct Support Professionals (DSPs) in-house. This means that both the operation and delivery of training will be through OCHN and no longer through contracted entities. There are many questions associated with this change and this document is intended to assist training users to understand the new changes.

Question	Quick Answer	Detailed Response
Why is OCHN bringing DSP training in-house?	Several reasons	OCHN has for many, many years contracted out many of our training needs to providers, including DSP training. In 2015, OCHN created its own Training Team and began to offer a variety of training to our provider network. As the Training Team became established, short and long-term goals were established. In 2018, OCHN brought in Docebo, a Learning Management System (LMS) that could handle the training needs of a broad network of users. At that time, DSP training was added to the goals of the Training Team by OCHN Administration.
Will the DSP training be changing?	Yes	The OCHN Learning Center is adopting a different approach to DSP training that includes reformatting classes, updating course content, and offering providers more choices to meet their staff’s training needs. Instead of using the old “Module” system (ex: Working with People I), the Learning Center will be using an updated curriculum model based on “Course Guides” and “Learning Plans”. Training will be highly tailored to the role that the DSP has in their job. Providers will be given a lot of autonomy to determine where their staff fit within the new curriculum (see Power Users below). <b>flexibility</b>

<p>Will the adoption of a new curriculum affect other functions of training administration?</p>	<p>Yes</p>	<p>As CMH/PIHP entities around the state change their approach to training, this is always a challenge. Within the OCHN network, training has been being provided using the “Module” curriculum. Now, instead of modules, we will be having “Course Guides”. The names of these courses will NOT match the names of the modules. Therefore, providers will need to use a conversion table, referred to as the “Curriculum Matching Cheat Sheet” to compare what their staff have already had to what they need to take. This will be the function of the provider “Docebo Power User” (see below). This is also the reason why OCHN can NOT download training from other training providers into the new Docebo system.</p>
<p>Will the DSP Training be free of charge?</p>	<p>Yes</p>	<p>OCHN has always assumed responsibility for the funding of mandated DSP training, even when it was contracted out to provider entities. The new DSP curriculum will be made available to all DSPs who work within the OCHN provider network. If a provider works with several different counties, CMHs, or PIHPs, only DSPs working with OCHN’s individuals served are allowed to use the DSP training through OCHN. Conformance with this rule will become part of an auditing function.</p>
<p>How will the new DSP Training curriculum be offered?</p>	<p>Several ways.</p>	<p>The OCHN Learning Center believes that maximizing the learner’s ability to acquire and enhance their job-related skills is crucial. This new curriculum is designed to be taken online, i.e. virtual, and be highly interactive. This means that the learner has to engage when taking courses through the completion of feedback, activities, and assessments. Some training content will also be available in “live” classes, such as Recipient Rights.</p>
<p>What is Docebo?</p>	<p>It’s a LMS.</p>	<p>Docebo is the Learning Management System (LMS) that OCHN has been using for several years internally. It is the platform that OCHN network providers will use to access DSP training. All learners will have their own account with their required and selected courses clearly identified. Each provider will also have a “Power User” (see below) to manage their agency’s Docebo users.</p>
<p>Will providers within the OCHN network have opportunities to</p>	<p>Yes</p>	<p>Each provider within the OCHN network will have a designated “Power User” who will have permission to make pre-designated changes (see question below).</p>

select or modify the courses that their staff take?		Providers will be given access to a library of courses that they can select “as needed” based on the training needs of staff. These can be directly related to the care and support of an individual served, ex: Supporting Users of Wheelchairs. These can also be related to overall skill enhancements, ex: Promoting Positive Team Communication.
What is a Docebo “Power User”?	Docebo change maker.	Each provider will be allowed ONE Power User within Docebo. This information will be collected initially and, after that, only the provider CEO will be allowed to change the designated power user. The Power User. The Power User will have the authority to enter new staff, discontinue staff access (not delete them), select the Learning Plan each staff is assigned to, select additional courses based on staff job assignments, monitor staff progress, run progress reports by user or agency, and other functions. All Power Users must complete either a 1:1 or a group training with OCHN staff prior to their user status being updated in Docebo.
Are providers able to have more than one Power User?	Not at first.	It is recognized that many of OCHN’s providers are large agencies, many with hundreds of staff. Because Power Users are giving a large amount of authority within the Docebo system, it has been determined that during the initial year of the DSP Project role-out, only one Power User will be allowed. Provider leadership who are struggling with this once the new curriculum roll-out happens, may contact the OCHN Training Manager for discussion and determination if a second Power User will be permitted.
Will the Core Provider Agencies have Power Users?	Not immediately	Core Providers do not typically have DSPs working for them. As such they will not have access to the DSP Training.
Who will have access to provider information in Docebo?	Very limited	While Power Users will have access to their agency’s information and data, they will NOT have access to another providers’ information. Selected teams within OCHN will have access to provider data. This includes the Training Team (full access), the Quality Team (conformance/auditing purposes), and a member of the Recipient Rights Team. Others may be identified at a later date (internal OCHN).
Will the OCHN Learning Center be downloading archived	No	By contract, OCHN providers are individually responsible for ensuring that their staff is trained and for tracking/maintaining training documentation.

training information from other providers?		Providers will have to download their staff’s training transcript and/or individual training certificates from other training entities by 12/30/23.
What should providers expect to download themselves?	New hire and existing staff members	Effective 1/1/24, providers will be expected to put ALL of their DSPs working with OCHN individuals served into Docebo and have them begin using the new curriculum. Historical training information for EXISTING STAFF should be uploaded into Docebo using the conversion “cheat sheet” as soon as possible following your Power User being given access to Docebo. This will help you to be able to track what and when refresher training is due. More information and suggestions for providers will be disseminated as it becomes available.

Who to direct problems too,  
How do I get my certificate? In your profile, power user access.