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Bulletin Number: OCHN #24-08

Issued: November 30, 2023

Subject: URGENT! Direct Support Professional (DPS) Learning Management System Changes

Applies To: Specialized Residential/Community Living Supports I Providers, Vocational Providers, ABA Providers

In just a few weeks, Direct Support Professional (DSP) training will switch to the OCHN Docebo Learning Management System (LMS) from the Easterseals/MORC Learn Upon LMS.

OCHN is reminding all network providers who employ DSPs in any role, that the DSP Training contract with Easterseals/MORC will **END** on 12/31/23 (access to Learn Upon will cease several days before). On 1/1/24, all DSP training will be provided **ONLY** through OCHN's Docebo Learning Management System (LMS) located on the [OCHN Learning Center webpage](#).

Many OCHN Providers have already had their Docebo Power Users identified and trained, and many already have DSPs working in the new system. **Once the contract expires in December, providers will lose their ability to download any of their Learn Upon data.**

Providers with DSPs on staff should take the following steps IMMEDIATELY if they have not done so already.

1. Designate **ONE** Docebo Power User for your agency.
 - a. Visit the OCHN Learning Center webpage at www.oaklandchn.org/LearningCenter and read through the FAQ document.
 - b. Complete the Power User Request Form and submit.
2. Your agency Power User needs to sign up for a Power User Training Session immediately after submitting the form.
 - a. [Click here to register for the training](#) (you can also find this training under Resources – Training - Sign Up for Training)
 - b. You will get your Username and initial Password at the training session.

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3. Log into MORC's Learn Upon system and download your agency's training information for your staff. MORC has posted several informational pieces on Learn Upon to assist.
 - a. OCHN is implementing a new curriculum format and will **NOT** be uploading your Learn Upon data into our Docebo system.
 - b. MORC's training contract ends on 12/31/23 and, with the holidays at the end of the year, providers ***MUST*** not wait until the last minute to try to obtain their data.
 - c. **This is also NOT the responsibility of MORC as contracts indicate that providers are required to manage their own staff's training, not a third party.**

Additional information can be found on [OCHN's Learning Center website](https://www.oaklandchn.org/LearningCenter) (www.oaklandchn.org/LearningCenter), such as frequently asked questions, tutorials, support tickets, and more.

For questions or concerns, please contact Jean Pfaendtner, Training Manager, at pfaendtnerj@oaklandchn.org.

Thank you for your patience and continued partnership!



Trisha Zizumbo
Director of Training and Justice Initiatives
Oakland Community Health Network