

Direct Support Professional (DSP) Training Frequently Asked Questions (FAQs) Version – January 2024

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

NOTE: New questions are above the red line.

Question	Quick Answer	Detailed Response
<p>USER Name Concerns: I’m a Docebo Power User entering a new USER into the system. The system is telling me that the USER name is already in use. What do I do?</p>	<p>Easy fix!</p>	<p>When you encounter that a USER name is already in use, do the following: Check to see if it’s the same person or a different person than you are hiring. Example: 03241965 listed as Caroline Smith and you want to enter 03241965 as Timothy Jones. Since Caroline and Timothy are NOT the same person, you would add an “A” to the end of Timothy’s user name. So he would be entered into Docebo with the USER ID of 03241965A. If the “A” option is already taken, you would do 03241965B, etc. NEVER make up any other USER name format!</p>
<p>Learning Plans (LPs): I’ve picked a Learning Plan that suits what a staff member needs ALMOST, but I need to delete two trainings from that Learning Plan. How do I do that?</p>	<p>You don’t. Courses can NOT be deleted from LPs.</p>	<p>Learning plans are set up to ensure conformance to federal, state, and OCHN requirements. If courses are deleted, then the LP no longer serves that function. Power Users, when hiring NEW staff, should pick a learning plan that BEST works, that requires no deletions, and then ADD any missing courses. The user creation process both allows you to select a Learning Plan (Tab 2) AND add courses (Tab 5).</p>
<p>Staff Leave your Agency: A staff person is leaving my agency.</p>	<p>We don’t delete</p>	<p>Each Docebo staff profile belongs to the staff member, not to the provider that they work for. Staff will not be deleted from the Docebo system, you will be</p>

How do I delete them from my Docebo branch (aka agency)?	staff... ever!	deactivating them from your agency/branch. Power Users can go into individual staff profiles, click “edit” and then “remove from team”.
Provider in-house training: My agency provides several trainings in-house, such as Limited English Proficiency. How do I reflect that in Docebo?	You don’t need to.	If your agency is providing staff direct training through your agency, you would NOT assign that training to them in Docebo. If you assign it to them, it will show up as needing to be taken though Docebo, so don’t assign it to them. However, if your agency decides to transfer that training from in-house and have DSPs do it through Docebo, you can certainly do that.
"Where do we find the "curriculum matching conversion sheet".	The Learning Center home page	You are looking for the “Crosswalk” document. It can be found on the Learning Center home page on the OCHN Website. Look under “Additional Information” and it is at or near the top.
Learn Upon Documents: I now have a bunch of documents (certificates, transcripts) for my staff that were downloaded from the previous training provider. What do I do with them?	Store them for future reference	There is really no need for you to upload any documents from the previous training provider into Docebo. It is suggested that Power Users scan those documents, by staff name, into electronic folders for future reference. If you maintain paper files, add the previous information to that folder. See also “Audits”.
Audits: I am facing a licensing audit in the next few months. How do I manage proof documents that they might ask for?	Have electronic and Docebo docs ready	Auditors typically don’t care where a document is located, only that you have it. If you are asked about training that occurred in 2023 or earlier, you would go to wherever your documents are stored from the previous training provider. If the auditor wants something from 2024 or later, you show them Docebo or print out what they are asking for from Docebo.
Locating USERS: I know that I created a USER but I can’t find that person.	Make sure that you activated them!	Most of the time this issue is due to one of the following: <ul style="list-style-type: none"> ☺ When creating the user in Docebo, you didn’t toggle the switch over to green and “activate” the user. The staff is there, just in limbo until you activate them. ☺ You didn’t check your “branch” which is your agency. You need to check your agency’s box in the user creation process (Tab 3) to make sure that this user is associated with your agency and not in Docebo limbo.
What should providers expect to download themselves?	New hire and existing	Providers were expected to download their agency’s information from the prior training provider’s LMS prior to 12/27/2023. This information needs to be stored by your organization in either electronic or

<p>RESPONSE CHANGED FROM PRIOR FAQ VERSION.</p>	<p>staff members</p>	<p>paper folders in case it is needed. For example: You may need it for an audit or for accreditation. Providers do NOT need to worry about uploading this information into Docebo as long as you have 2023 and earlier information (certificates and/or transcripts) somewhere that you can retrieve them from.</p>
<p>Format/Modality: Is all required training now online?</p>	<p>No</p>	<p>When staff are assigned trainings in Docebo, each COURSE assigned is available for staff to click on. MOST of the courses will immediately launch the staff person into course content that they need to take. SOME courses are different and require that staff sign up by clicking a date. For example: Staff who are signing up for CPR/First Aid will need to click on a date, time, and location for completing the “skill check” live. Staff who will be passing medications and have passed all Medication Administration classes, will need to click on Health/Medications Return Demonstration” and then select a date/time/location to meet with a Nurse Educator.</p>
<p>CPR & First Aid: Does OCHN offer CPR and First Aid through Docebo?</p>	<p>Yes, but...</p>	<p>OCHN offers CPR and First Aid, but only together and both expire after two years. Some programs (such as Self-Determination) only require that First Aid be taken by staff, but Docebo won’t offer that option. If a provider only wants CPR OR First Aid, then they need to arrange that separately at their own expense. OCHN has subcontracted CPR/First Aid training through a vendor (see class descriptions in Docebo). OCHN will only pay for CPR/First Aid once every two years per staff member. If a staff person starts but doesn’t complete training, it counts as one of their “every two years” attempts. OCHN is charged once a staff starts training. If a staff doesn’t finish, OCHN is still charged. Providers will then be responsible for paying for the staff to attend training elsewhere until two years has passed.</p>
<p>Return Demonstrations: My staff have always had to complete two return demonstrations, one for Basic Health and one for Medication Administration. It’s not set up in Docebo that way. Did I miss something?</p>	<p>No you didn’t. Great observation!</p>	<p>As OCHN restructured the old training modules (Basic Health, Medication Administration) to the new guides/courses/classes, Return Demonstrations were also restructured. Staff will only take part in ONE return demonstration that covers both Health and Wellness AND Medication Administration in the same session.</p>

<p>Return Demonstrations: A few of my staff are struggling to pass medication return demonstrations. I need them to pass this! What can I do?</p>	<p>A few options you can support them with...</p>	<p>The new curriculum structure includes ALL the content that staff need to pass return demonstrations. Specifically “Medication Administration: The Medication Process” goes through the process step-by-step with details, exercises, and videos for each step. Staff need to KNOW this content, not just have read it! Power Users can see how engaged their staff were by checking the staff’s profile and seeing how long they were engaged in the class and what their quiz scores were. Example: The Power User checks the course activity for Susan Schnyder and sees that she spent 18 minutes in the course and attempted the quiz three times before passing. This course should take 1.5-2 hours to complete. 18 minutes will NOT allow the staff to absorb enough information to pass the return demonstration. Have the student go back and really study the course! Have them practice the skill sets! Bring them into the office to study and take the class!</p>
<p>Return Demonstrations: I’m frustrated, my staff has failed three medication return demonstration attempts and now I don’t know what to do.</p>	<p>See prior question and there is a NEW option!</p>	<p>Being completely accurate when passing medications is VITAL, IMPORTANT, and CRUCIAL! OCHN has another option for agencies. A new live class will be started in, February 2024, called “Health and Medication Enhancement Training”. This is an all-day remedial class offered at the OCHN building. Limited to 8 staff per session, the staff attending will meet with the Nurse Educators. The nurses will spend the morning teaching critical content, then the staff will engage in practice time with the nurses, and finally they will meet with a Nurse Educator to do the return demo again. Enrollment is limited to staff who have failed the regular return demonstration twice.</p>
<p>Why is OCHN bringing DSP training in-house?</p>	<p>Several reasons</p>	<p>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.</p>

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 and flexibility to determine where their staff fit within the new curriculum (see Power Users below).
Will the adoption of a new curriculum affect other functions of training administration?	Yes	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.
Will the DSP Training be free of charge?	Yes	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.
How will the new DSP Training curriculum be offered?	Several ways.	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.
What is Docebo (Dough-Shay-Bow)?	It’s a LMS.	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.
Will providers within the OCHN network have opportunities to select or modify the courses that their staff take?	Yes	Each provider within the OCHN network will have a designated “Power User” who will have permission to make pre-designated changes (see question below). 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. However, some Core Providers operate a program called Self-Determination. In SOME cases involving Self-Determination, the DSPs may have a CPA Power User.
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 training information from other providers?	No	By contract, OCHN providers are individually responsible for ensuring that their staff is trained and for tracking/maintaining training documentation. Providers will have to download their staff's training transcript and/or individual training certificates from other training entities by 12/27/23.
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