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COLLEGE OF

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AN INTERNET-BASED COLLEGE FOR DIRECT SUPPORT PROFESSIONALS

*Connecting the DOTS*

*Reinventing Quality Conference*

*2006*

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## Amy Hewitt & Bill Tapp

**Amy Hewitt PhD.**  
**Training Director & Research Associate**  
**University of MN**  
**Institute on Community Integration**

**Bill Tapp**  
**National Director**  
**The College of Direct Support**

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You can't connect the dots looking forward; you can only connect them looking backwards. So you have to trust that the dots somehow connect in your future. You have to trust in something--- YOUR destiny, life, karma, whatever. This approach has never let me down and it has made all the difference in my life!

...**Steve Jobs**

## Mission Statement

**The College of Direct Support is a learning gateway for contemporary *best practices* for direct support professionals. By incorporating web-based learning, backed by nationally recognized curricula, the CDS is designed to help support a profession of direct care.**

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# Collaborative Project

- **The University of Minnesota**  
*Research & Training Center on Community Living*  
*The Institute on Community Integration*
- **MC Strategies/ Elsevier**
- **Sertoma Center's MyLife Foundation**
- **US Department of Health & Human Services**  
*Administration on Developmental Disabilities*

## *National Trends on Learning Management Systems*

### **Corporate Training Trends...**

**2003**

- **73%classroom/ traditional training**
- **11%reference materials**
- **16%e-learning**

**2005**

- **63%classroom /traditional**
- **9% reference materials**
- **28% e-learning**

*source: Bersin & Associates*

## Trends... *Your bridge to the future.*

***The Six Supertrends Shaping Direct Care Workforce are.....***

- **Improving Human Health**
  - **Increasing Mobility**
  - **Environmental Decline**
  - **Increased Deculturation (Loss of Traditional Culture)**
  - **Economic Growth**
  - **Technology**
- 
- ***Each of these Supertrends are shaping the Direct Care Workforce in America!***

## *The 21<sup>st</sup> Century Workplace Culture Clash*

- **Matures**

**1909-1945 Loyal, Cradle to Grave...not much on “new ways of doing things” (5% of today's workforce)**

- **Boomers**

**1946-1964 Workaholics...work till you drop...they are now asking themselves..*was it worth it?* (45% of today's workforce)**

- ***Generation X***

**1965 –1978 *They value their lives and independence, they have seen their parents burn out in the workplace. They demand open and honest communication. Independent Contractor (40% of today's workforce)***

- ***Millennials***

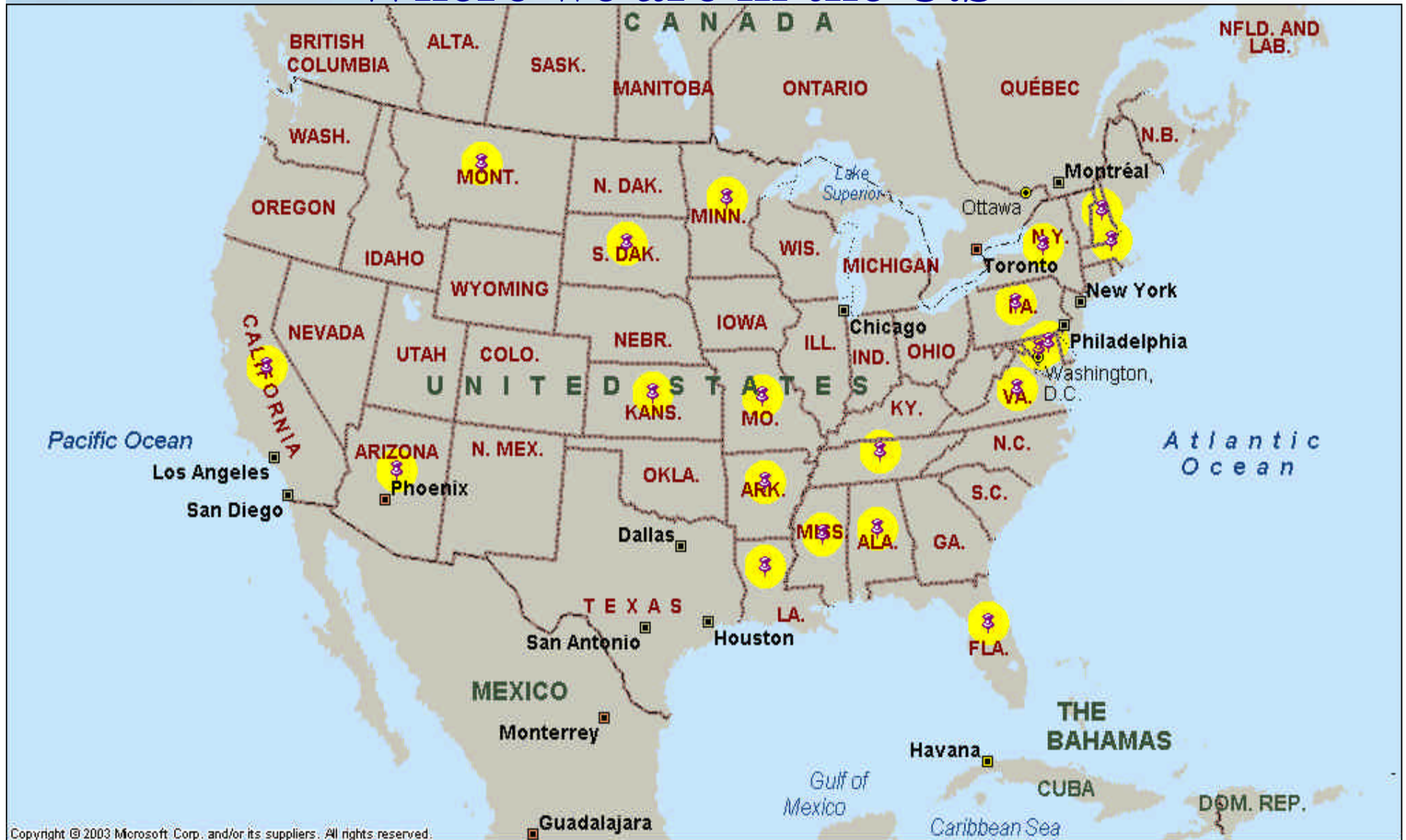
**1979 – 1988 *Looking for personal fulfillment. Doted on as children—expect the same from their employer. Lots of feedback and recognition (10% of today's workforce)***

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## Where we are in the U.S

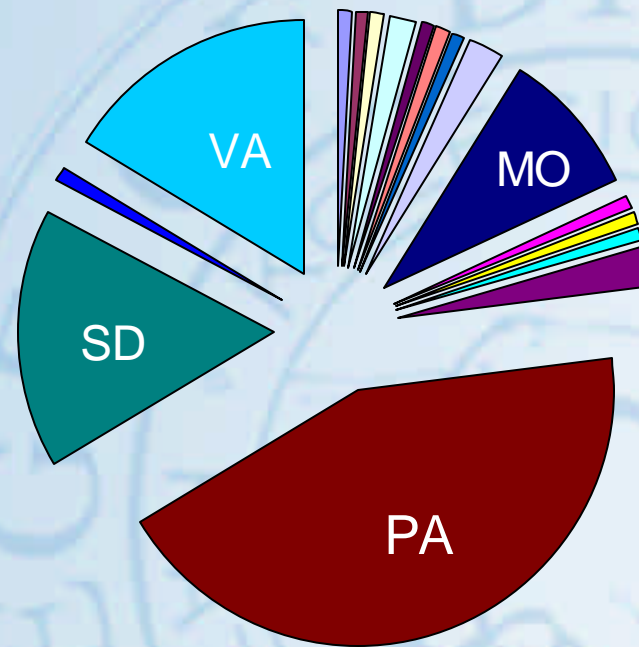


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## Clients as a Percentage of the Whole



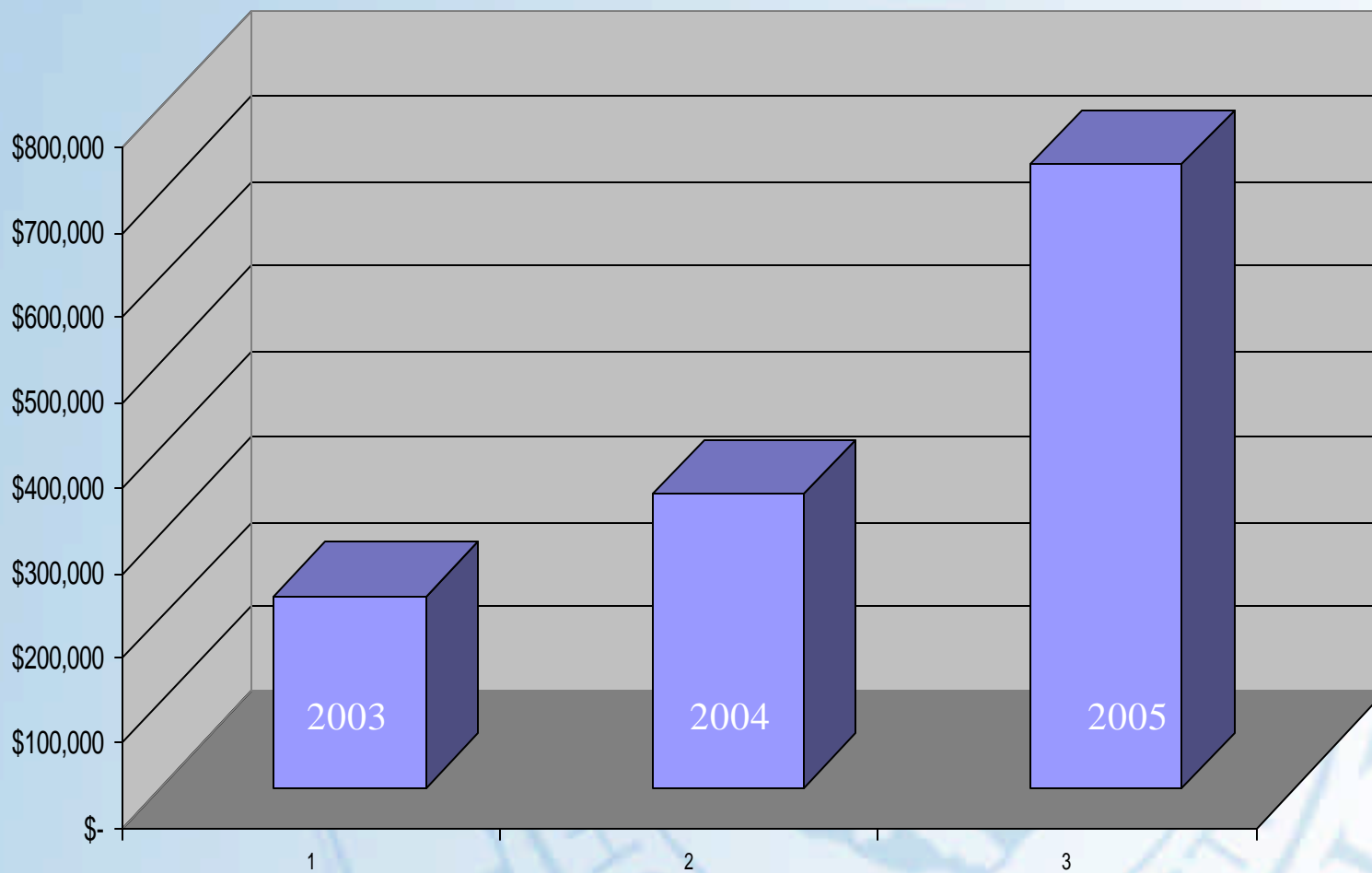
■ DC ■ FL ■ IL ■ KS ■ LA ■ MA ■ MD ■ MN ■ MO ■ MS ■ MT ■ NH ■ NY ■ PA ■ SD ■ TN ■ VA

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## Growth in CDS Sales



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# Partner Profiles

- **SPIN**
- **Heritage Christian**
- **ECCO**
- **TN Micro Boards**



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- **Pennsylvania (9/1/2003)**
  - ❖ **100 Facilities**
    - **53 Private Agencies**
    - **47 County/State Agencies**
  - ❖ **55 Administrators supported**
    - **13,640 Learners**
    - **555,367 lessons assigned**
    - **50,323 completed lessons**
    - **38,478 hours of completed lessons**

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- **Virginia (8/1/2005)**
  - ❖ **20 Facilities**
    - **5 Community Service Boards**
    - **15 Hospitals/Training Centers**
  - ❖ **21 Administrators supported**
    - **2,019 Learners**
    - **11,725 lessons assigned**
    - **2,621 completed lessons**
    - **2,025 hours of completed lessons**

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- **South Dakota (5/1/2004)**
  - ❖ **20 Facilities**
    - **20 Private Agencies**
  - ❖ **21 Administrators supported**
    - **2,045 Learners**
    - **45,527 lessons assigned**
    - **15,347 completed lessons**
    - **13,206 hours of completed lessons**

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- **Moore Center, NH (8/1/2005)**
  - ❖ **1 Administrator supported**
    - **339 Learners**
    - **7,211 lessons assigned**
    - **1,369 completed lessons**
    - **1,069 hours of completed lesson**
    - **99 classroom events scheduled**
    - **120 OnTrack items (tracking of licensures & certifications)**

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- **The Arc of Mississippi (4/2/2004)**
  - ❖ **1 Administrator supported**
    - **312 Learners**
    - **11,253 lessons assigned**
    - **4,905 completed lessons**
    - **4,060 hours of completed lessons**

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- **Heritage Christian Services – NY  
6/30/2004)**

- ❖ **1 Administrator supported**

- **74 Learners**

- **4,806 lessons assigned**

- **1,843 completed lessons**

- **1,558 hours of completed lessons**

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- **Arc of Monroe County – NY (8/1/2003)**
  - ❖ **1 Administrator supported**
    - **156 Learners**
    - **6,152 lessons assigned**
    - **2,081 completed lessons**
    - **1,714 hours of completed lessons**

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# Choice & Capacity

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*21<sup>st</sup> Century Learning  
for  
21<sup>st</sup> Century Careers*