

Supporting Supervisors for a Stronger Direct Support Workforce



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Why do supervisors play an important part in work life?

➤ Research tells us:

- ❖ that how a supervisor treats you matters – people stay longer if they are treated fairly
- ❖ More experienced supervisors influence retention
- ❖ People quit because of problems with supervisors



Supervision & Mentoring: The Good, the Bad & the Ugly



What does good supervision look like?



What does poor supervision look like?



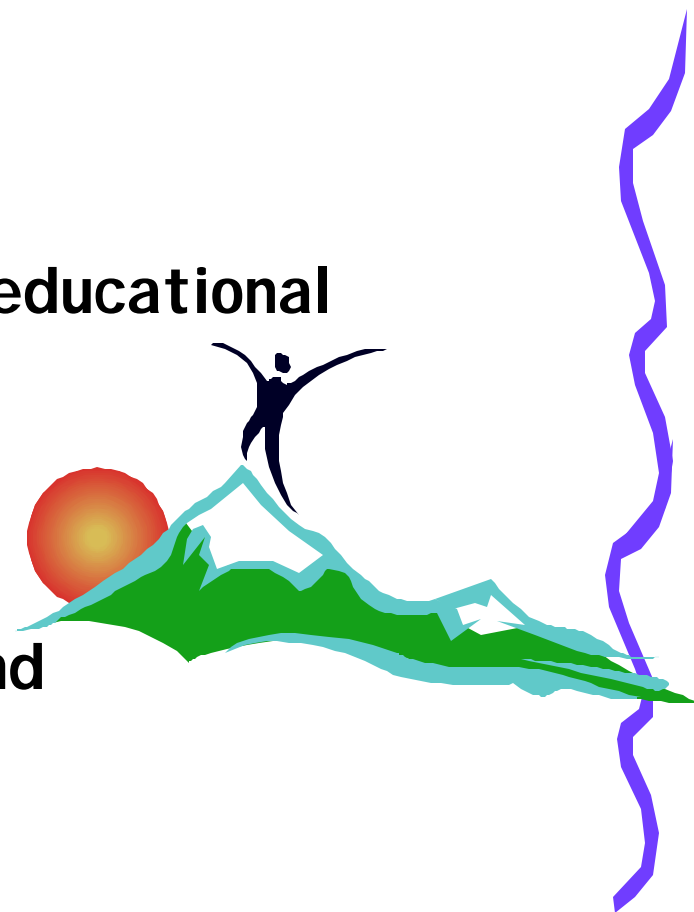
Ad Astra is a an employee development program but what else is it?

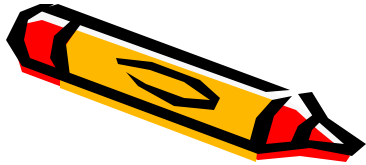


- Professional credential with recognized at the state & national level
- Career path
- New way of working that builds on expert & ethical practice guidelines designed for direct support
- Community of leadership for an empowered DSP workforce

Vision & Purpose

- Provide meaningful career pathways
- Stabilize the workforce
- Update support skills
- Improve quality of training & educational opportunities for DSPs
- Improve quality & outcomes
- Keep the promise of quality and continuity

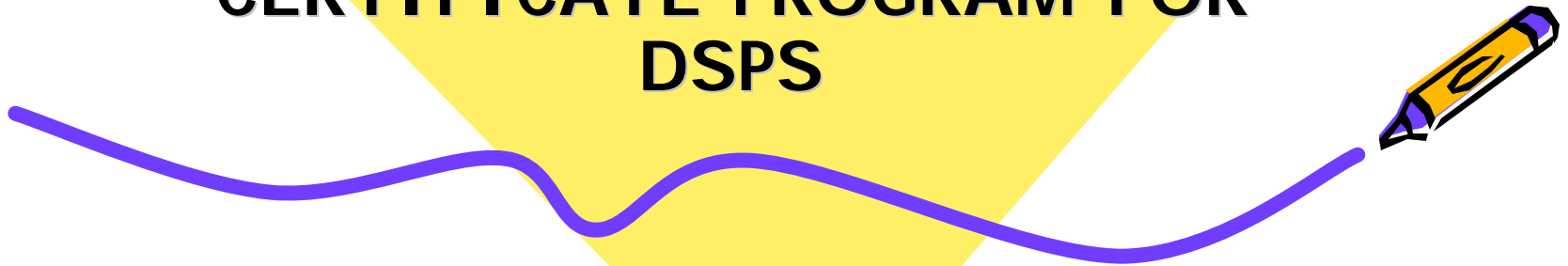




Key Components of the Ad Astra Framework



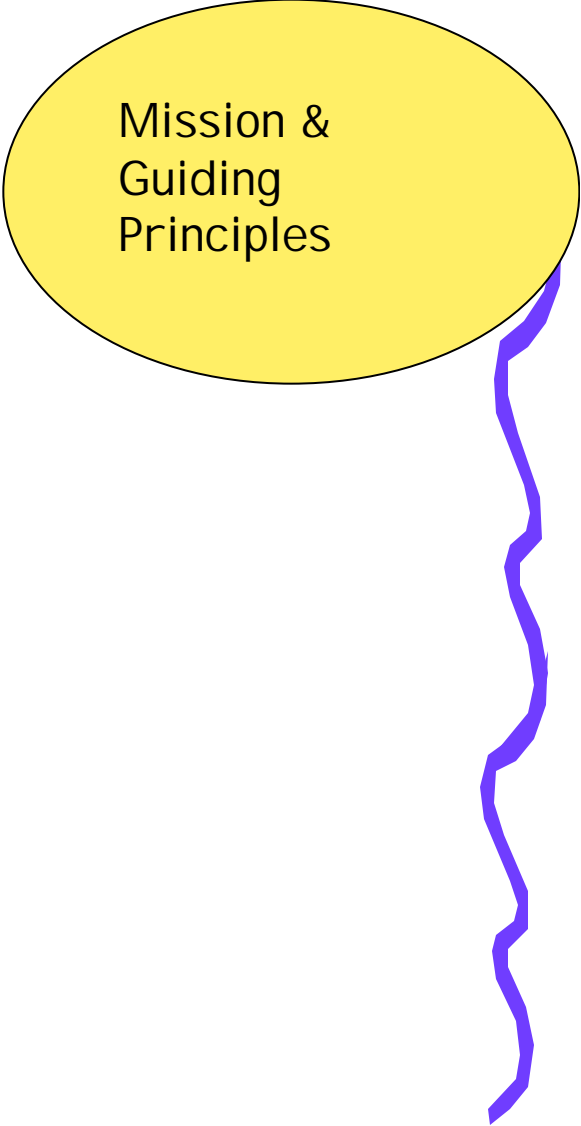
**A DETAILED PLAN FOR A
CAREER-SKILL DEVELOPMENT
CERTIFICATE PROGRAM FOR
DSPS**



The Ad Astra Mission

Ad Astra seeks to improve the quality of life for people with support needs and for direct support professionals by creating career paths linked to mastery of knowledge, skill, and ethical practice.


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Mission &
Guiding
Principles

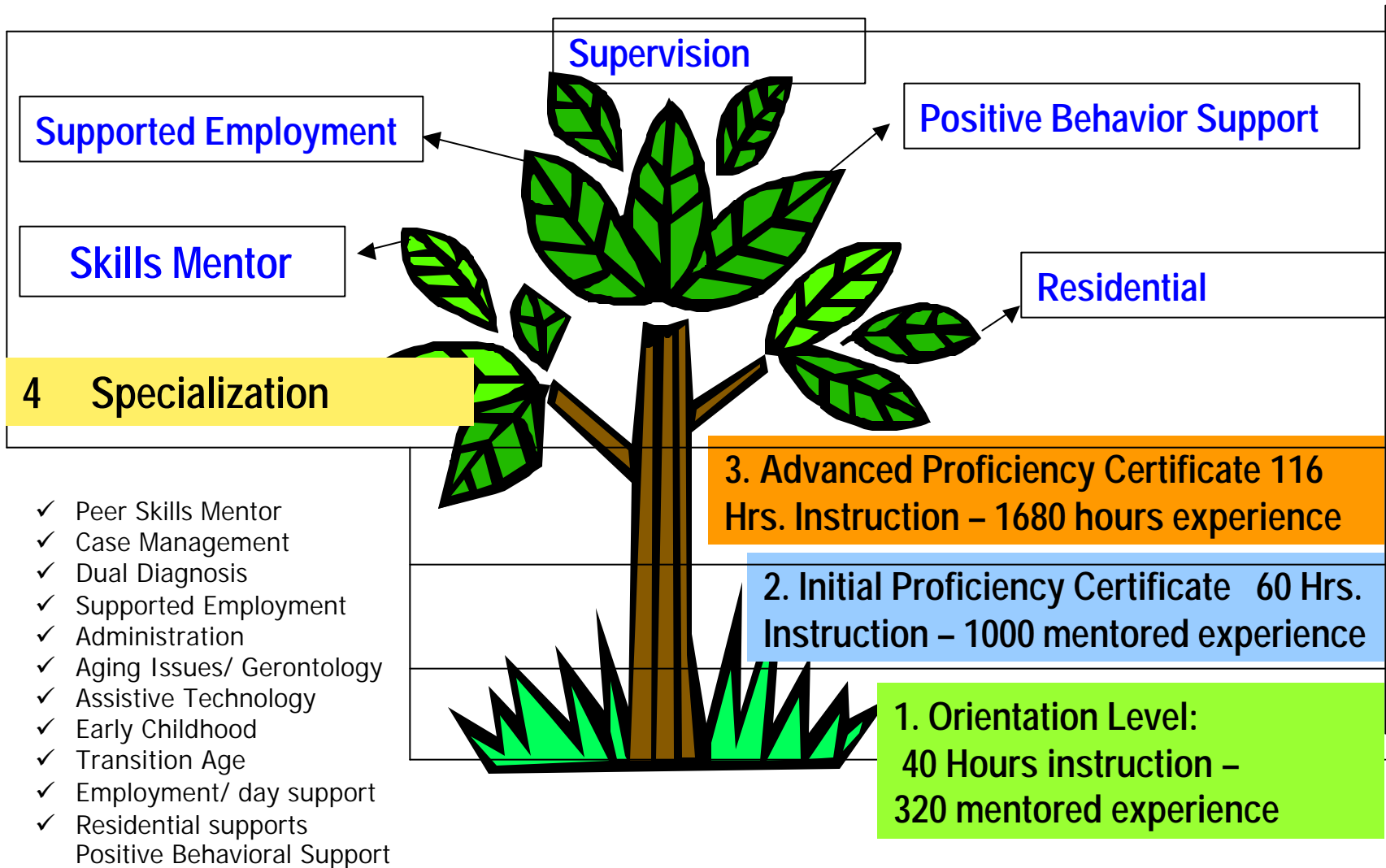
A Career Path has clearly defined steps for advancement:

- **Orientation**
- **Initial Proficiency (IPC) Certificate**
- **Advanced Proficiency (APC) Certificate**
- **Specialized Skill Area Certificates**
e.g., Person Centered Planning
Positive Behavior Support



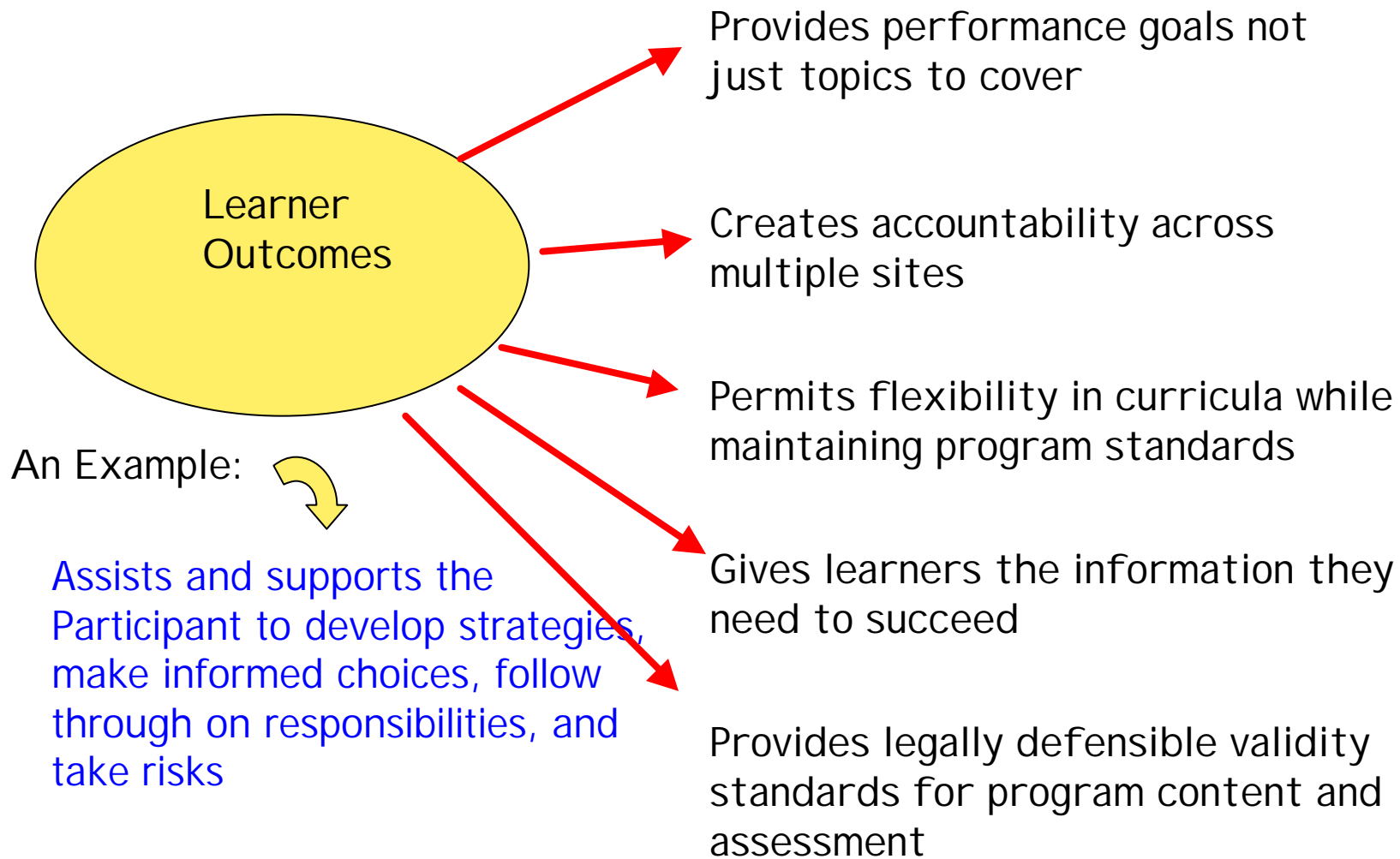
Award Levels
and Entry/
Exit
Requirements



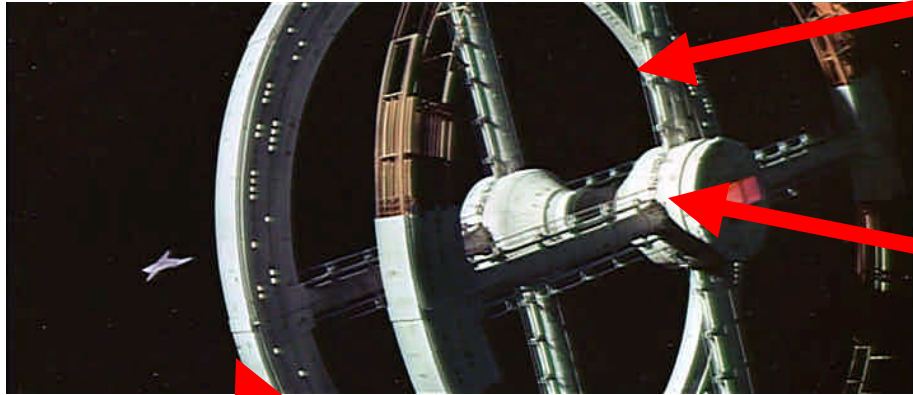


**The Ad Astra Direct Support
Career Path &
Apprenticeship Program**

Learner Outcomes: Core is valid SKEs (Skill, Knowledge, Ethical sets)



Ethics are at the core of human service practice.



Skill

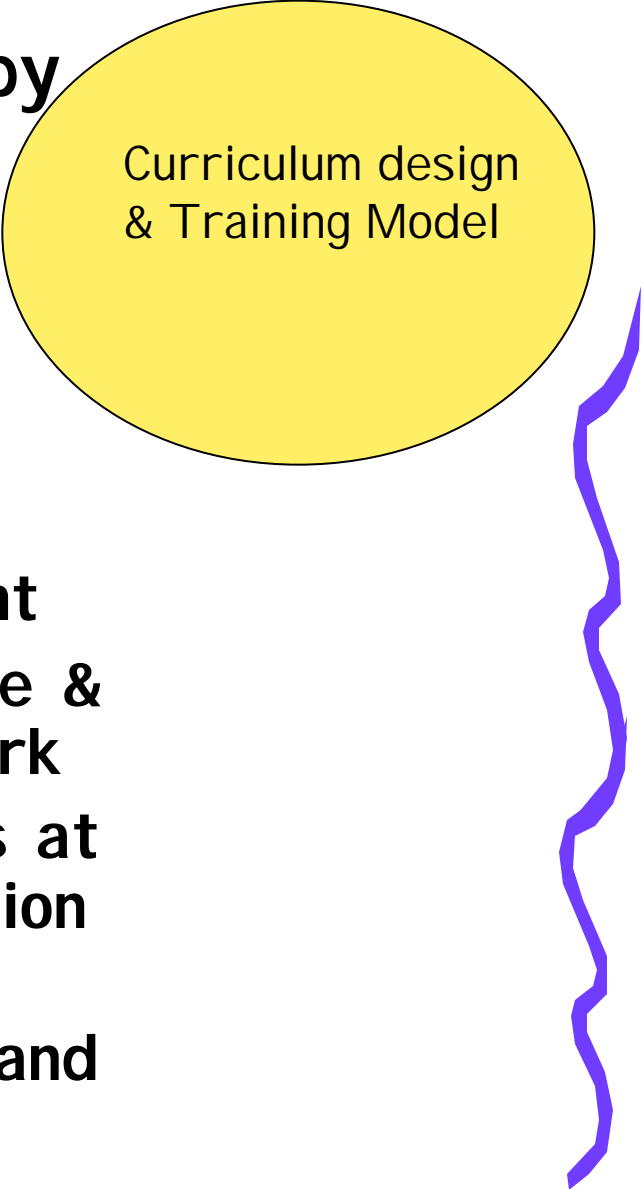
Ethics

Knowledge



Curriculum & Educational Model

- Using the CDS supplemented by “Coaching Sessions” and Skill Mentor Support

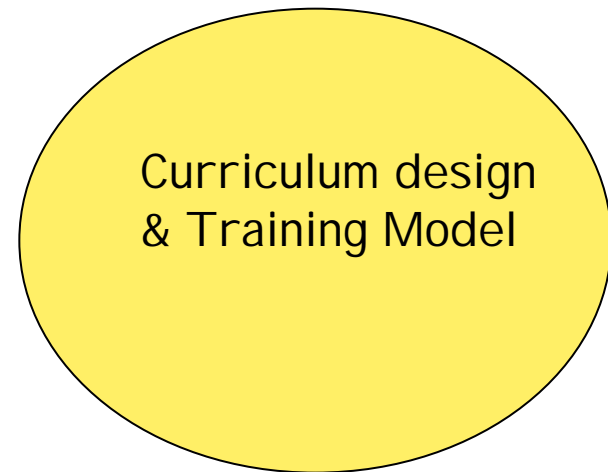


Curriculum design
& Training Model

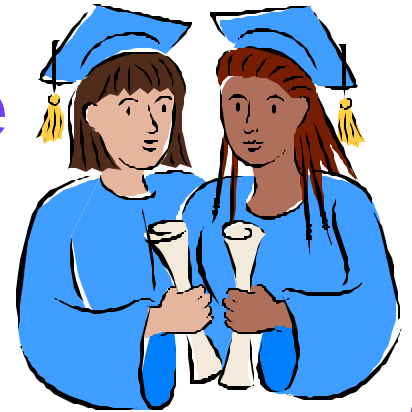
- Coaching-mentoring process focus:
 - ❖ Strengthen grasp of CDS content
 - ❖ Help with applying new knowledge & skills to consumer support at work
 - ❖ Demonstrate Ad Astra outcomes at work (Portfolio, skill demonstration & feedback)
 - ❖ Support for learner thru coach and skill mentor

Curriculum & Educational Model

- **Pilot sites: DSNWK, Hays KS, ISS, Topeka**
Coaches: Kathy Stiffler
Bobbie Keller
Gary Merklein
- **Coaching -Sessions (every 4-6 weeks)**
- **CAT design for coaching session format**
- **CAT determined CDS courses that align with IPC and APC outcomes**



How are candidate's evaluated to determine if they merit the certificate?



- Resource file of evidence (hours, employability criteria etc.)
- Portfolio at IPC & APC levels
- Consumer feedback
- Joint Skills Mentor/ supervisor evaluation

CDS Courses for Registration/Orientation Level

CDS Lessons-Courses Recommended for the Registration Level		Time
Community Inclusion (CDS course available for Jan-Feb)		4
Overview of Medication (CDS course - available for Jan-		4
Safety at Home and in the Community		8
Maltreatment of Vulnerable Adults & Child.		5
Individual Rights & Choices		4
Documentation		4
<i>NON CDS Curricula typically included at orientation level (0-6 months)</i>		
First Aid		8
CPR		8
Crisis prevention (Mandt type training)		16
Agency related SOPs		8
<i>AD Astra Requirement for hours of related instruction at Registration Level = 40</i>	<i>Estimated time for full program</i>	<i>69</i>
<i>Instructional Designers will note that while only 40 hours of related instruction is required for AD Astra there is approximately 69 hours of CDS & state mandated programming available for this level. This offers designers discretion in choosing those CDS courses most relevant to their needs and excluding others.</i>		

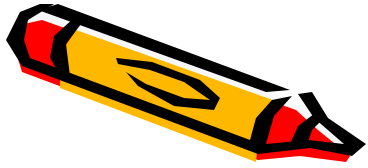


CDS Courses for Initial Proficiency Level

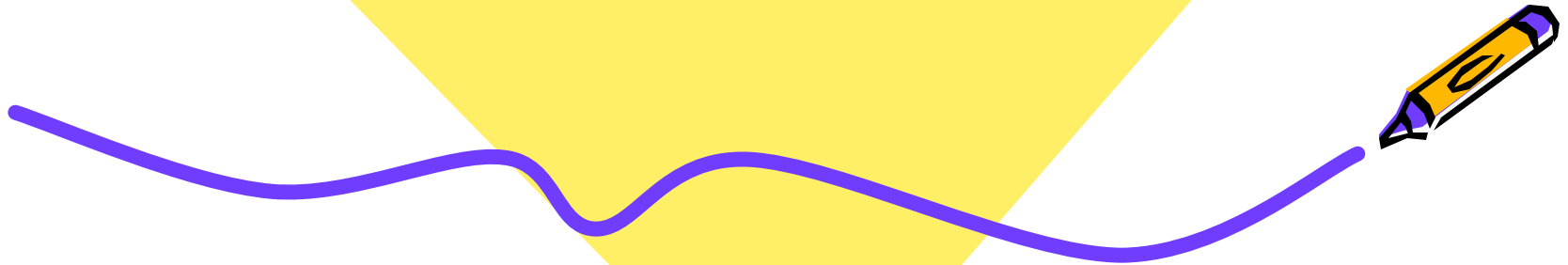
CDS - Courses Recommended for the Initial Proficiency Level	LESSONS	Estimated Time
Supporting Healthy Lives		6
Medication Administration 2 (CDS Course available January)		4
Direct Support Professionalism		4
Teaching People with Dev. Disabilities		4
Introduction to DD		5
Person Centered Planning		4
You've Got a Friend:		4
Positive Behavior Support		7
Cultural Competence		4
<i>Total Estimated Time on computer</i>		62

Instructional Designers will note that the total available CDS programming at this level exceeds the requirement by two hours. Estimated time also does not include time estimated for Coaching Sessions. (16 – 32) Program planners may choose to eliminate several lessons.



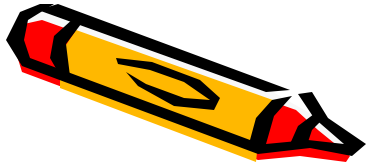


Role of the COACH

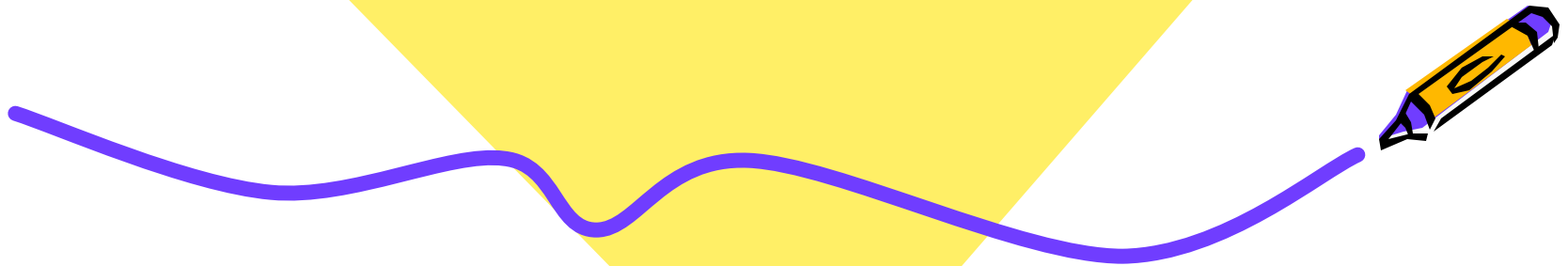


Coach: The person at each certificate training site who convenes certificate candidates & their mentors as a group for instruction and support


- Plans & delivers the coaching sessions
- Registers candidates for the program
- Knows the CSSS, CDS, Code of Ethics and helps learners master and apply these skills
- Has been trained in the learner outcomes
- Can apply the competency profiles
- Trained in observation skills and instruments used in Ad Astra
- Proficient trainer-coach
- Trained in Resource File contents
- Assembles Portfolio Review Team
- Team leader in Portfolio Review Team
- Reviews Resource file and recommends certificate for candidates who meet all requirements
- Arranges for training space and materials

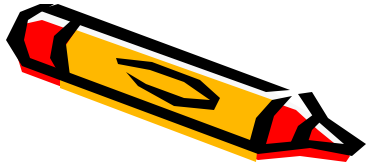


Role of the Skills Mentor?

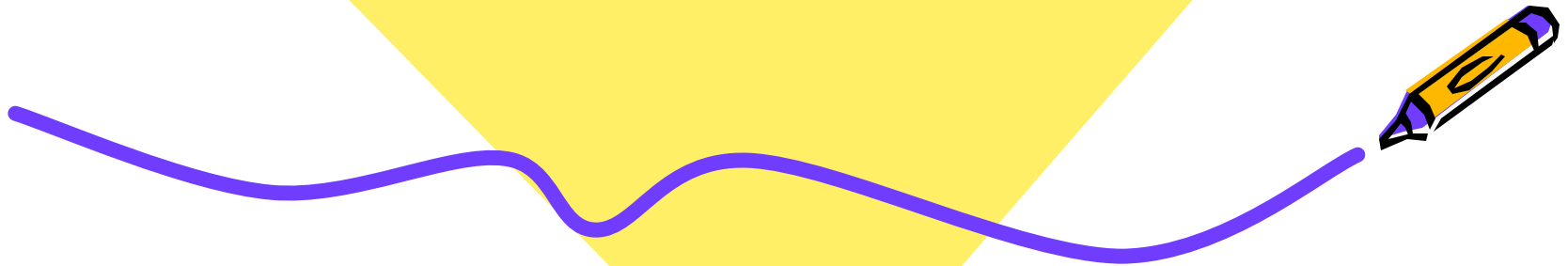


Skills Mentor: A person who guides and supports the learner in work based learning experiences

- assists the learner to integrate related instruction with work experience
 - advises the learner in gathering necessary information for learner's Resource File
 - verifies hours of work-based learning
 - Has been trained in the learner outcomes
 - Trained in competency profile
 - Trained in observation skills and instruments used in Ad Astra
 - Trained in techniques of skills mentoring
 - Trained in Resource File contents
 - Minimally three years of direct service- direct service/ supervisor experience
 - certified as a APC or deemed as certifiable as a APC
 - Participates in periodic regular meetings/ trainings with peers and credential program developers/
- 



**What will happen in
coaching sessions?**



Coaching Sessions- what are they?



- Required group sessions every 4-6 weeks for coaches, mentors, candidates
- Help candidates relate one to two competency areas from the Community Support Skill Standards to their every day work
- Discuss CDS and application to work
- Support candidates in work on portfolios

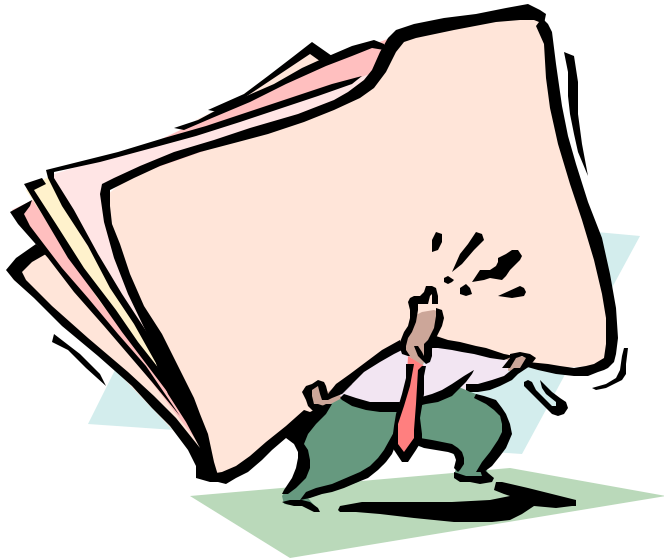
Resource Files - what are they?



- A large folder such as an “accordion” file that the candidate uses to collect and contain evidence of their fulfillment of specific requirements
- The resource file would contain items listed as requirements
- How do instructors and skills mentors support candidates in assembling a “Resource File”?



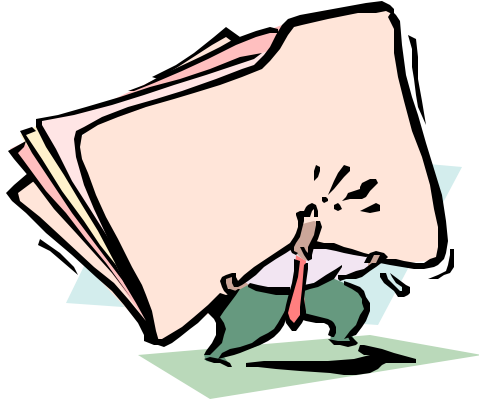
What is a Resource File?:



- Collection of candidate's evidence for fulfillment of either the Ad Astra CIP or Ad Astra CAP
- Submitted to the coach/regional council for approval
- Identify at least 5 ways skills mentors/candidates can support RF development

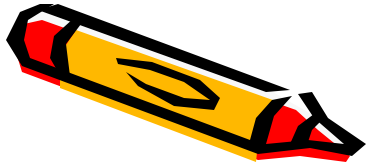


Contents of a Resource File

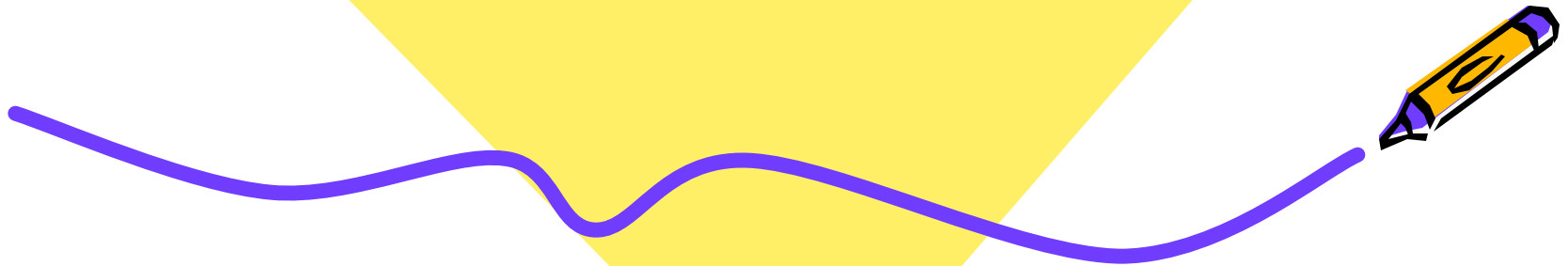


- **Candidate registration form**
 - ❖ **Candidate & skill mentor info**
 - ❖ **Employer verification that candidate meets registration level requirements (hours of experience and instruction hours, criminal background check, etc.)**
- **Skills Mentor assessment**
- **Skills Mentor verification of work experience hours**
- **Coach Verification of completion of required related instruction hours**
- **Portfolio**





Explore Resource File Materials



What is a Portfolio?

A collection of materials that show the creator's mastery of particular skills



What is a work packet? It is a required element of each candidate's portfolio -it has 2 parts:

- 1. A work product - Some evidence (photos, videos, written description) of the author's every day work that shows her skills in a specific CSSS competency area**
- 2. The author's explanation of how the evidence shows her proficiency in the performance outcomes linked to the compeidentified Summary Statement**



The Ad Astra Portfolio Requirements



1. Title Page
2. Table of Contents
3. 2 Work Packets - 1 for the Communication Competency Area and 1 for the Community Living Skills and support showing competency in outcomes
4. Self-Skills Mentor Assessment of Skills
5. Professional Development Plan / Mission Statement
6. Commitment to Code of Ethics



What is a Portfolio?

A collection of materials that exemplify the author's mastery of particular skills



What material is included?

The “product” part of a work packet could be any number of things. What would show the best work of the following occupations?

Artist Portfolio?

Carpenter's Portfolio?

Actor's Portfolio (e.g., Tom Cruise)?

Teacher's Portfolio?

Architect's Portfolio?

DSP Portfolio?



Let's Practice



Possible DSP Portfolio Evidence of mastery of “Documentation” skills?

A work packet for
“Documentation”

- What work “Products” would show your skill in documentation?
- How would you explain that this product shows your skills?



Brainstorming Work Packets

- **Small groups each address a unique Competency area**
- **Identify at least 4 work samples that would show mastery in this area**
- **Tell what skill standards are addressed by the sample**




Skills Mentor Assessment

- **Skills mentors will be required to assess candidates using this approach:**
 - ❖ Read through competency profiles
 - ❖ Assess candidate skills against competency profiles
 - ❖ Meet with candidate to review her self assessment and your assessment
 - ❖ Help her identify development goals and commitments based on these results.



Self Assessment / Goal Development Exercise

- Read Competency Profiles
 - Read thru competency area descriptions and note the level that best describes your skill in each area: 1) Developing, 2) Initial Proficiency, Advanced Proficiency
 - Next complete the detailed self assessment and choose the level that best fits your performance on each skill guideline.
- 

Competency Profiles

- ***What are they?*** Description of how direct support work is performed at increasing levels of expertise:
 1. Developing
 2. Initially Proficient
 3. Advanced Proficiency
- ***How are they used in Ad Astra?***

Provide fair and explicit criteria to determine if a candidate has reached the performance level required to merit the Ad Astra certificate



Competency Profiles

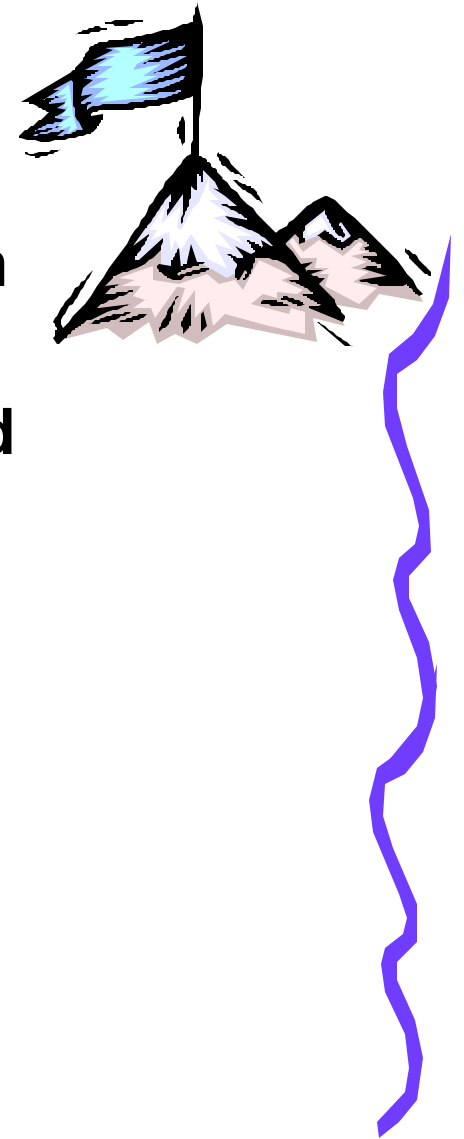
➤ *Who will use them?*

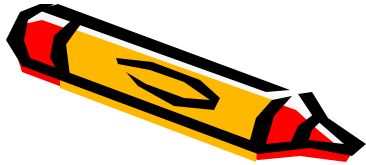
- ❖ Candidates - to know what is expected
- ❖ Instructors - will assess candidate classroom performance using this scale
- ❖ Skills Mentors - To record observations of performance and provide feedback.
- ❖ Regional and State Ad Astra Councils - rate candidate portfolios



Let's practice supporting goal development

- Choose a partner
- Pick a Comp area you want to work on
- Select a skill you want to work on and determine a goal
- Discuss the resources and strategies that will help you achieve the goal - eg, experiences you will seek, people to talk to, training to attend





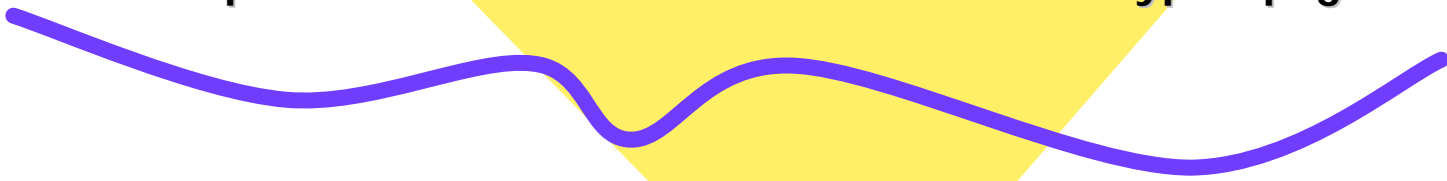
Description of Professional Development Plan

The Professional Development Plan:
Candidate writes 1 page on his or her:



- reasons for working in human services
- strengths and challenges in performing as an expert DSP
- future goals in human services

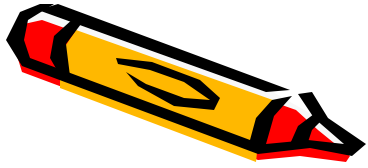
Instructors, assessors, mentors, employers, and others will observe how the learner organizes ideas in writing and how he or she reflects on his or her beliefs and goals. The Professional Development statement must not exceed 2 typed pages in length.



Reflection on Direction: PDS Practice



- Review your self assessment and mentor assessment
- Review your goal exercise
- Complete the PDS Worksheet
- Discuss what was hard or easy about this
- Discuss what helped you or could be helpful and choose someone to report out



Celebrate Life!



Go Team Ad Astra!

