



GREAT PROVIDER PLAYBOOK

Insights you can act on from OPRA

Building Competencies Through Training

Staff training is more than a certification requirement—it is the foundation of quality services. Ohio providers are responsible for ensuring employees receive the training necessary to perform their job responsibilities safely, competently, and in accordance with state and federal requirements. Effective training programs build competency, support compliance, and ultimately improve outcomes for the individuals served.

<p>DSP Initial Training</p>	<p>Prior to providing any type of service, each Direct Support Professional will successfully complete training on:</p> <ul style="list-style-type: none"> • Mission, vision, values, and organization structure of agency; • Policies, procedures, and work rules of the agency; • Overview of specific services that agency provides; • Service documentation that supports billing for services provided; • Individual specific training; • Department provided curriculum training in: Empathy-based care; NADSP Code of Ethics; Individual Rights; MUI and UI Prevention and Reporting; Health Alerts; Universal Precautions.
<p>DOO Initial Training</p>	<p>Prior to the agency provider's application for initial certification, or within 30 days of appointment or hire, the DOO will successfully complete the department web-based curriculum for DOOs. This includes:</p> <ul style="list-style-type: none"> • NADSP Code of Ethics; • Individual Rights; • Facilitating community participation and integration for individuals; • Service documentation and billing; • Health and Welfare Alerts; • Internal compliance programs; • Empathy-based care.
<p>DSP Annual Training</p>	<p>On an annual basis, DSPs must complete:</p> <ul style="list-style-type: none"> • 2 hours of Department provided curriculum on: NADSP Code of Ethics; Individual Rights; Empathy-based care; • 6 hours of provider-based curriculum on: MUI and UI including agency trends and prevention; Health and Welfare Alerts from the previous year; topics relevant to services and individuals served by the provider including Health and Welfare, Positive Behavior Supports, and components of quality care.
<p>DOO Annual Training</p>	<p>On an annual basis, DOOs must complete:</p> <ul style="list-style-type: none"> • 2 hours of Department provided curriculum on: topics relevant to role and responsibilities; 5123-17-2 (MUI and UI) and Health Alerts issued; Empathy-based care; • 4 hours of training selected by the DOO in topics relevant to services and individuals served by the provider.

Provider Requirements

<p>Competency</p>	<p>Completing a training course does not automatically demonstrate competency. Providers should ensure that staff are able to:</p> <ul style="list-style-type: none"> • Explain individual rights • Recognize and report UIs and MUIs • Implement and follow the ISP • Understand and follow all health and safety protocols • Accurately document services • Demonstrate role-specific skills
<p>Training Records</p>	<p>Agency providers are required to develop a written training plan for its DOO, DSP Supervisors, DSPs, and Volunteers. They must keep and maintain all training records. All training records must include:</p> <ul style="list-style-type: none"> • A description of the training completed • Date the training was completed • Duration (total time) of the training • Instructor's name (when applicable)
<p>Resources</p>	<p>5123-2-08 Provider Certification 5123-2-08 Appendix A - DOO 5123-2-08 Appendix C - DSP</p>



For more information or resources on documentation and service delivery, please contact Rachel Hayes, Director of Residential Resources, at rhayes@opra.org.

The OPRA Advantage



OPRA membership gives you access to the tools, training, and support providers need to stay compliant and deliver high-quality services. From the Great Provider Playbook to expert policy guidance and a strong provider network, OPRA helps you stay focused on what matters most—supporting people with IDD. To learn more about becoming a member of OPRA, please contact Sonya Summers, Member Communication Manager, at ssummers@opra.org.



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