

# The NADSP E-Badge Academy: DSP Certification through Electronic Badges



Making a world of difference  
**in people's lives**



**D·B·H·D·D**



# Presenters

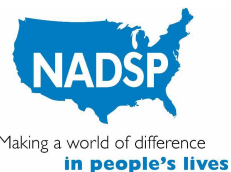


Ron Wakefield, DBHDD, IDD Director

Lori Campbell, DBHDD, IDD Assistant Director



Diane Wilush, President and CEO, United Cerebral Palsy of Georgia



Joseph Macbeth, President and CEO, NADSP

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Dan Hermreck, Director of Certification and Accreditation, NADSP

# E-Badge Academy In Georgia

The Georgia Department of Behavioral Health and Developmental Disabilities is funding three Direct Support Professional credentialing pilot projects starting on February 1, 2024, with the goal of 600 DSPs receiving a DSP-I credential, and creating a career ladder for DSPs with an aim of including the costs of credentialing into HCBS Waivers.

# E-Badge Academy In Georgia

United Cerebral Palsy of Georgia (UCPGa.) in partnership with the National Alliance for Direct Support Professionals (NADSP) will be offering the NADSP E-Badge Academy as one of the pilots for DSP credentialing, in which **ten provider organizations** will support **20 DSPs** in achieving the DSP-I credential. **Each participant in the pilot who completes the program will receive a one-time \$5,000 bonus.** Participating provider organizations will be supported throughout the pilot to help their DSPs during the process to achieve their credential. **The provider/mentor will also receive \$5,000.**



# Georgia Project Timeline

11/1/2023	Informational webinar
11/2/2023	<a href="#">Applications available</a>
11/30/2023	Applications due (send to <a href="mailto:ucpnadsp@ucpga.org">ucpnadsp@ucpga.org</a> )
12/12/2023	Provider agency pilot sites announced
1/24/2024	Pilot site training to be completed – Dates to be announced
2/1/2024	DSPs at the selected pilot sites start the credentialing process
1/31/2025	Project end date

# THE NATIONAL ALLIANCE FOR DIRECT SUPPORT PROFESSIONALS



Making a world of difference  
**in people's lives**

## VISION STATEMENT

A world with a highly qualified and professional direct support workforce that partners with, supports and empowers people with disabilities to lead a life of their choosing.

## MISSION STATEMENT

To elevate the status of direct support professionals by improving practice standards, promoting system reform, and advancing their knowledge, skills and values.



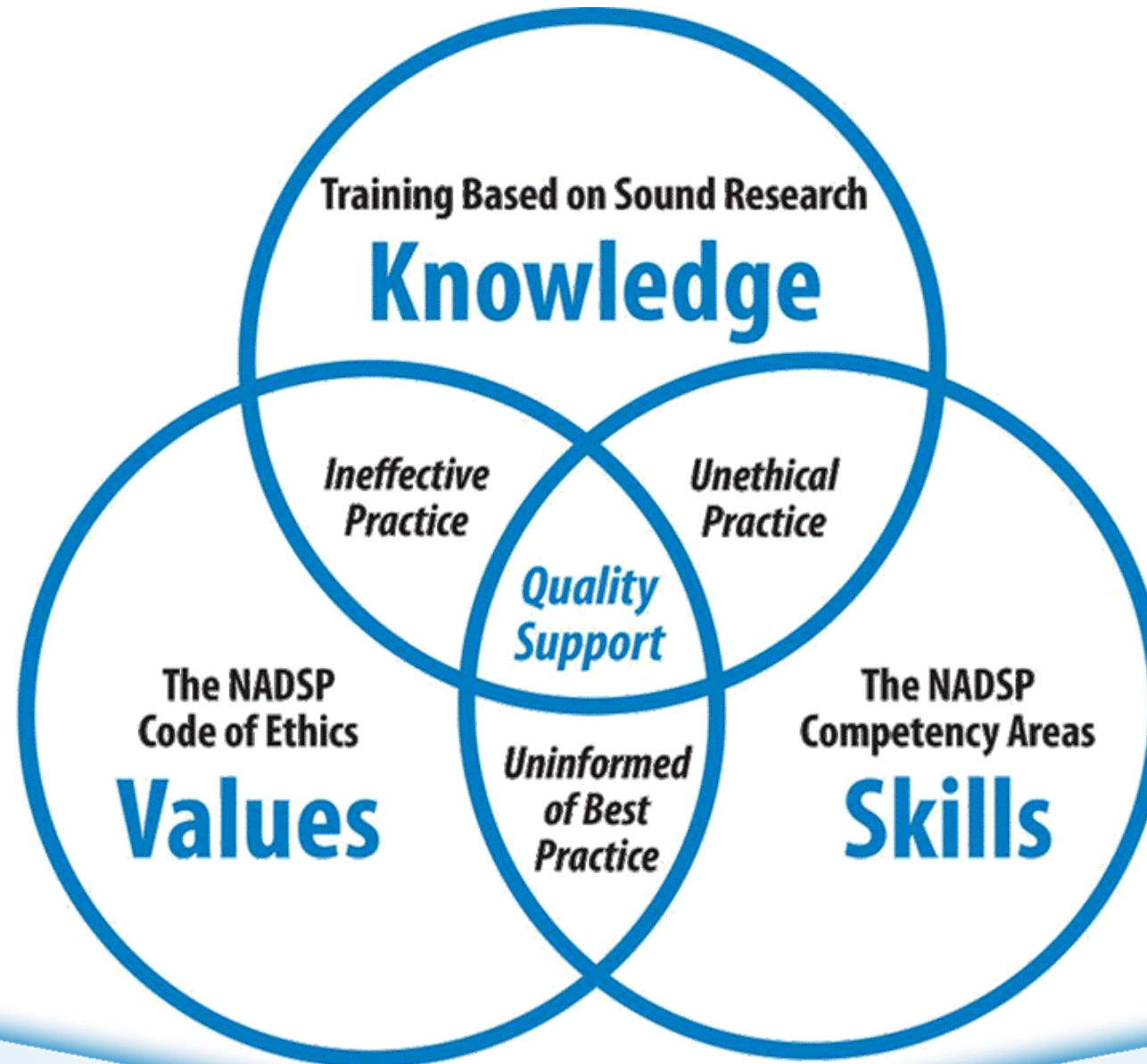
Why do we focus on application of knowledge on the job?

*“Quality is defined at the point of interaction between the staff member and the individual with a disability.”*

-John F. Kennedy, Jr. (1996)



# Components of Quality







# NADSP E-Badge Academy



To avoid any misunderstandings...

The NADSP E-Badge Academy is **not a training program**. There are no videos. There are no tests.

It is a **certification program** primarily based on the application of knowledge, skills and values on the job.



# KNOWLEDGE: NADSP Accredited Training Programs

## For Direct Support Professionals:

- The College of Direct Support (CDS)
- **Relias**
- Open Future Learning
- The U.S. Department of Labor (DOL)
- DSPaths (Ohio)
- North Dakota Community Staff Training Program
- ARC Broward PATHS Certificate Program
- The Academy for Direct Support Professionals (Texas A&M)
- Star Services
- Human Services Credentialing Program (Massachusetts)
- NADSP-Produced Curricula and Training
- Optimae LifeServices
- SUNY Microcredentials

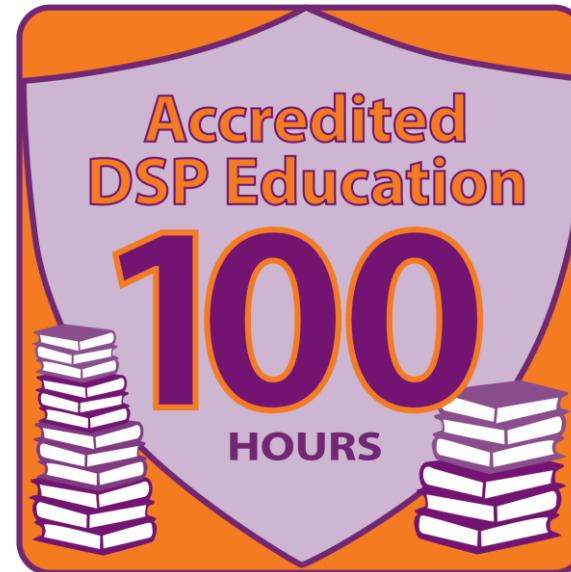
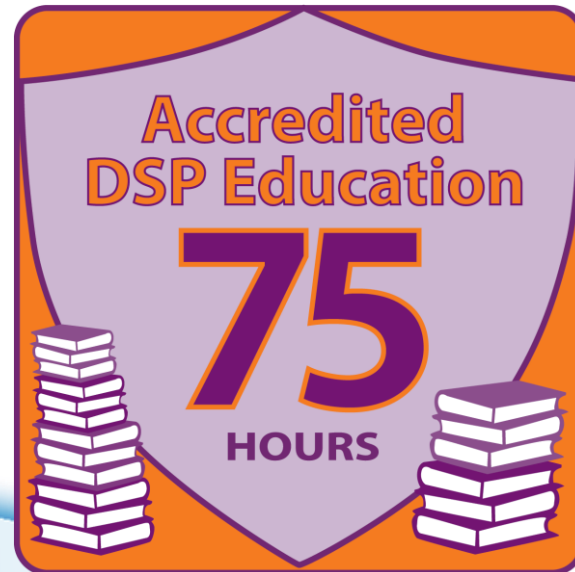
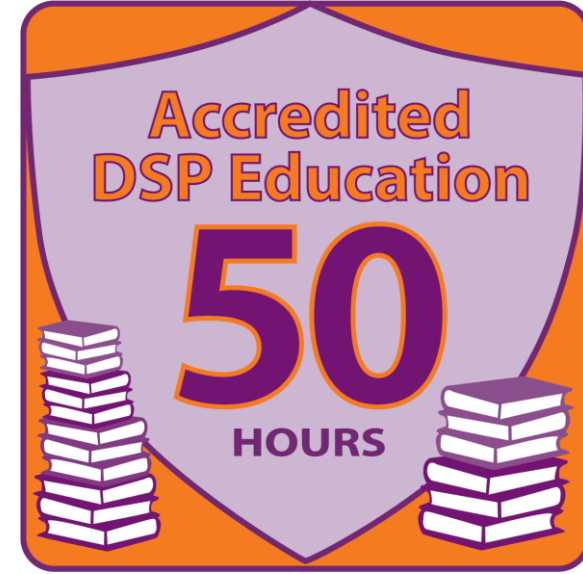
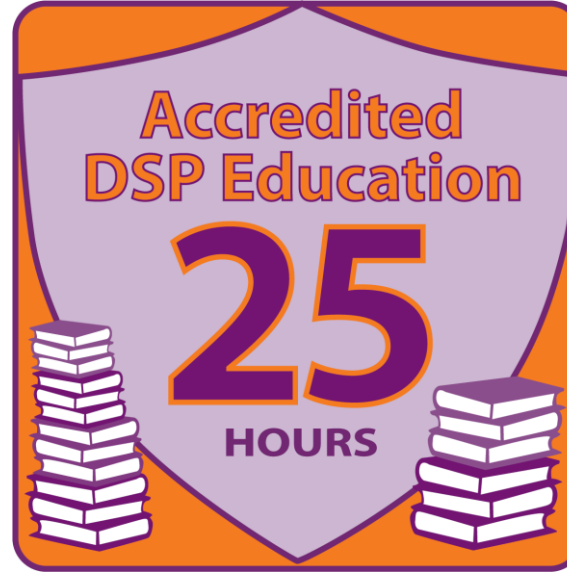
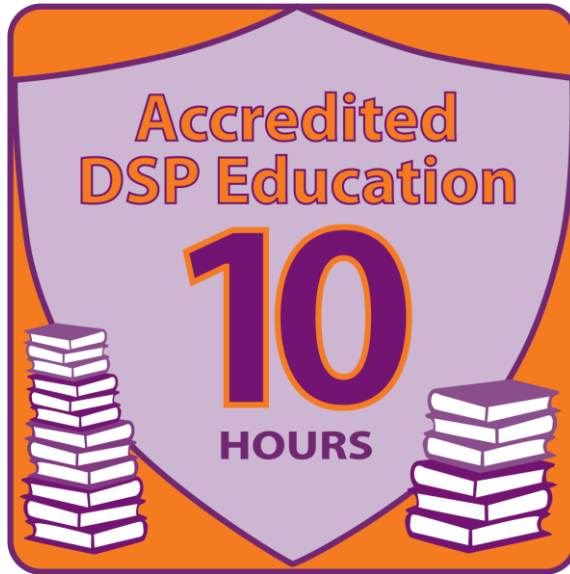
## For Frontline Supervisors:

- The College of Frontline Supervision and Management (CFSM)
- The Training Collaborative for Innovative Leadership
- **Relias**
- DSPaths FLS Modules (Ohio)
- NADSP-Produced Curricula and Training



The NADSP E-Badge Academy is designed to encourage participating DSPs **complete NADSP-Accredited trainings** and to **use the information gained through training** in their work.

# Accredited Education badges



# SKILLS: The CMS Core Competency Areas

Area 1: Communication

Area 2: Person-Centered Practices

Area 3: Evaluation and Observation

Area 4: Crisis Prevention and Intervention

Area 5: Safety

Area 6: Professionalism and Ethics

Area 7: Empowerment and Advocacy

Area 8: Health and Wellness

Area 9: Community Living Skills and Supports

Area 10: Community Inclusion and Networking

Area 11: Cultural Competency

Area 12: Education, Training and Self-Development

These are cross-sector competencies recognized by the Centers for Medicaid and Medicare Services (CMS).

# Anatomy of a Competency

## Area 7: Empowerment and Advocacy

The DSW provides advocacy, and empowers and assists individuals to advocate for what they need.

### The Direct Service Worker:

- a. Helps the individual set goals, make informed choices, and follow-through on responsibilities.
- b. Supports the individual to advocate for him or herself by encouraging the individual to speak for his or her self.
- c. Supports the individual to get needed services, support and resources.
- d. Assists the individual get past barriers to get needed services.
- e. Tells the individual and his or her family their rights and how they are protected.

Overall  
Competency  
Language

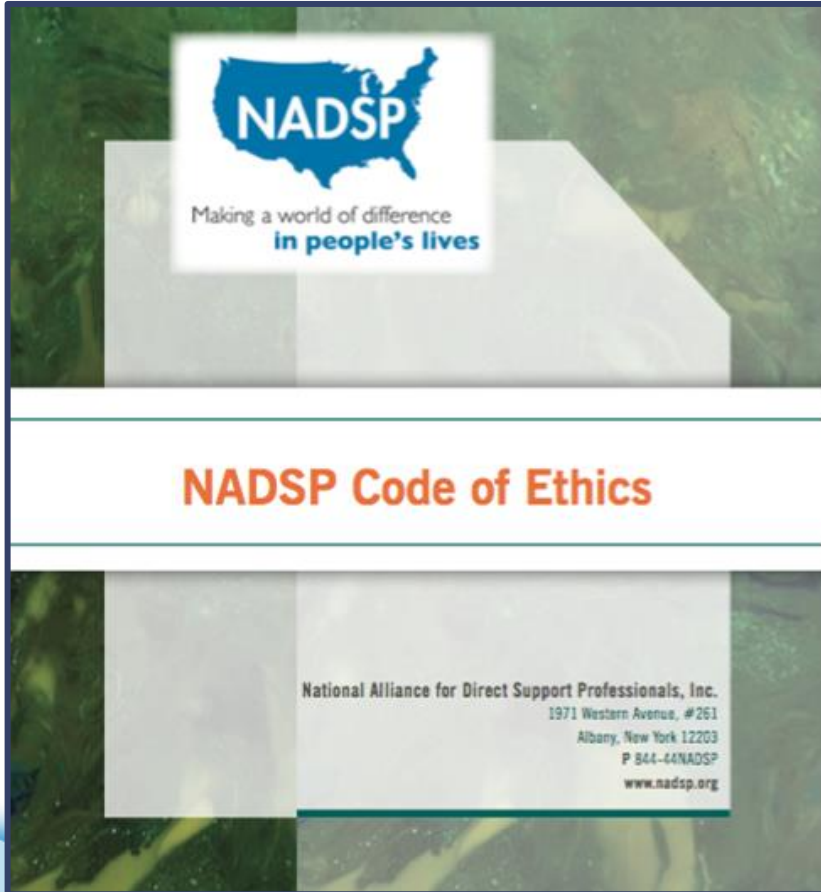
Skill  
Statements





The NADSP E-Badge Academy is designed to help each participating DSP to be **aware of their own unique skill set.**

# VALUES: The NADSP Code of Ethics



## Nine Tenets:

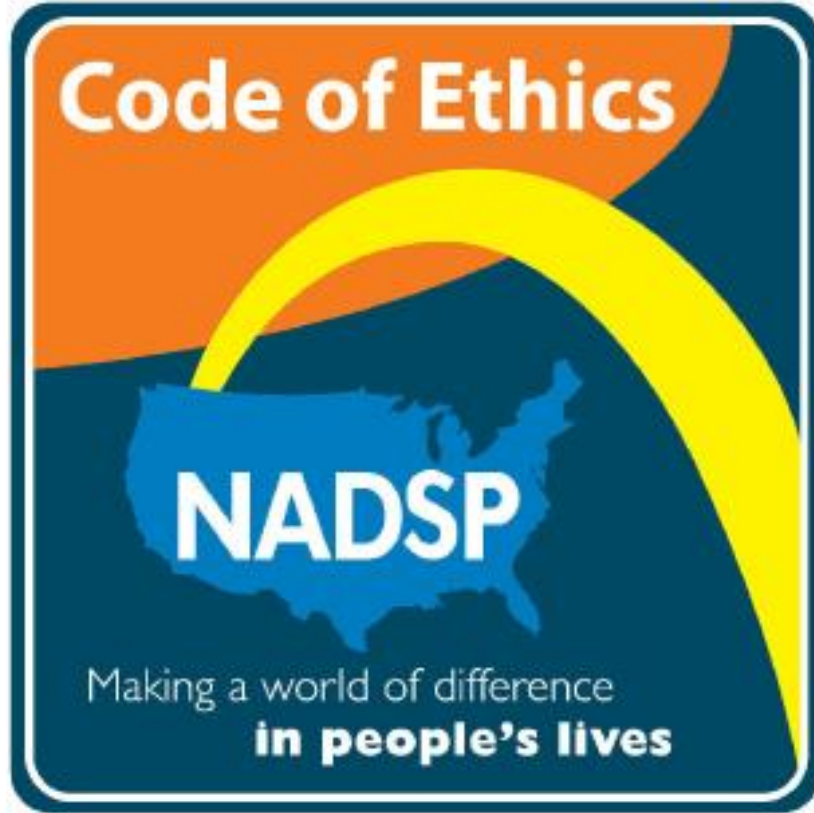
- Person Centered Supports
- Promoting Physical and Emotional Well-Being
- Confidentiality
- Self-Determination
- Integrity and Responsibility
- Justice, Fairness and Equity
- Respect
- Relationships
- Advocacy



The NADSP E-Badge Academy is designed to help DSPs become accustomed to **referring to** the NADSP Code of Ethics, **reflecting on** their work, and **making connections** between their work and the language of the Code.



# NADSP Code of Ethics Commitment badge



By earning the Code of Ethics Commitment badge, you will demonstrate the following:

- Your agreement to provide services in line with the NADSP Code of Ethics.

This badge is part of the Professionalism and Ethics CMS Core Competency.

**The Code of Ethics Commitment Badge is a prerequisite for all other badges in the NADSP E-badge Academy.**

# 2 Major Badge Categories for DSPs



Accredited Education badges focus on Knowledge.

To claim an Accredited Education badge, a user must upload *training records* documenting the completion of NADSP-accredited training.



Core Competency badges focus on Skills and Values.

To claim a Core Competency badge, a user must upload a *testimonial* describing an example of their work that meets the requirements for the badge.



# Core Competency Badge Submission Process

Each Core Competency badge is associated with **one skill statement** from the CMS Core Competencies.

Each Core Competency badge has two prompts that the applicant must address in a *testimonial*.

- The first prompt asks for an example of the applicant using their **skills** in this area to provide quality support.
- The second prompt asks them to explain how the **values** of the profession are shown in their example.



# Respectful Communication badge



By earning Respectful Communication, you will demonstrate the following:

**1C. Communicates with the individual and his or her family in a respectful and culturally appropriate way.**

This badge is part of the Communication CMS Core Competency. It also aligns with the NADSP Competency Area of Communication.



# Respectful Communication badge



In writing your testimonial for Respectful Communication, you must address the following prompts:

- 1. Describe an example in which your use of respectful communication had a positive impact on a person you support.**
- 2. Explain how your use of respectful communication aligns with the NADSP Code of Ethics.**

# Respectful Communication testimonial example

I was working with a gentleman who was born in another country. Most of the DSPs did not know how to pronounce his given name, instead they called him Dude. He tried time and time again to teach the DSPs how to pronounce his name, yet the other DSPs in the house continued to call him Dude. When I came to work with him, I noticed how important it was for him to have his given name pronounced correctly. I took the time to work with him, I talked with his parents, and was soon able to pronounce his name. It took a little extra effort, but I could tell how much this meant to him.

The Code of Ethics says that as a DSP I should Interact with the people I support in a manner that is respectful to them. I feel that this work sample demonstrated the Code of Ethics because it is respectful. Everyone wants to be called by the correct name, and calling a man who is in his 60's, Dude was not being respectful to him. I wanted him to know that I respected him enough to take the time to learn his name.



# Core Competency Badge Evaluation Process

- ☐ Does the testimonial demonstrate the skill statement associated with the badge?
- ☐ Does the testimonial address the first prompt for this badge?
- ☐ Does the testimonial address the second prompt for this badge?
- ☐ Is the work described in the testimonial in line with the NADSP Code of Ethics (including the tenet on Confidentiality)?

# Certification Levels through the E-Badge Academy



The focus of the Georgia E-Badge Academy pilot is to support and encourage DSPs to reach the DSP-I level of NADSP's national certification.

# Certification Levels through the E-Badge Academy



To earn the DSP-I badge, you must meet the following criteria:

- 15 total badges which must include:
  - The Code of Ethics Commitment badge
  - The 50 hours of accredited education badge
  - At least one Core Competency badge from..
    - Crisis Prevention and Intervention
    - Safety
    - Person-Centered Practices
    - Health and Wellness

# Certification Levels through the E-Badge Academy



While not the focus of the Georgia E-Badge Academy pilot, additional levels of certification are available through NADSP.



# Certification Levels through the E-Badge Academy



To earn the DSP-II badge, you must meet the following criteria:

- 30 total badges which must include:
  - The DSP-I badge
  - The 100 hours of accredited education badge
  - At least one Core Competency badge from..
    - Evaluation and Observation
    - Communication
    - Professionalism and Ethics
    - Community Inclusion and Networking





# Certification Levels through the E-Badge Academy



To earn the DSP-III badge, you must meet the following criteria:

- 50 total badges which must include:
  - The DSP-II badge
  - At least one Core Competency badge from..
    - Empowerment and Advocacy
    - Community Living Skills and Supports
    - Education, Training and Self-Development
    - Cultural Competence

# DATA FROM THREE PROVIDERS

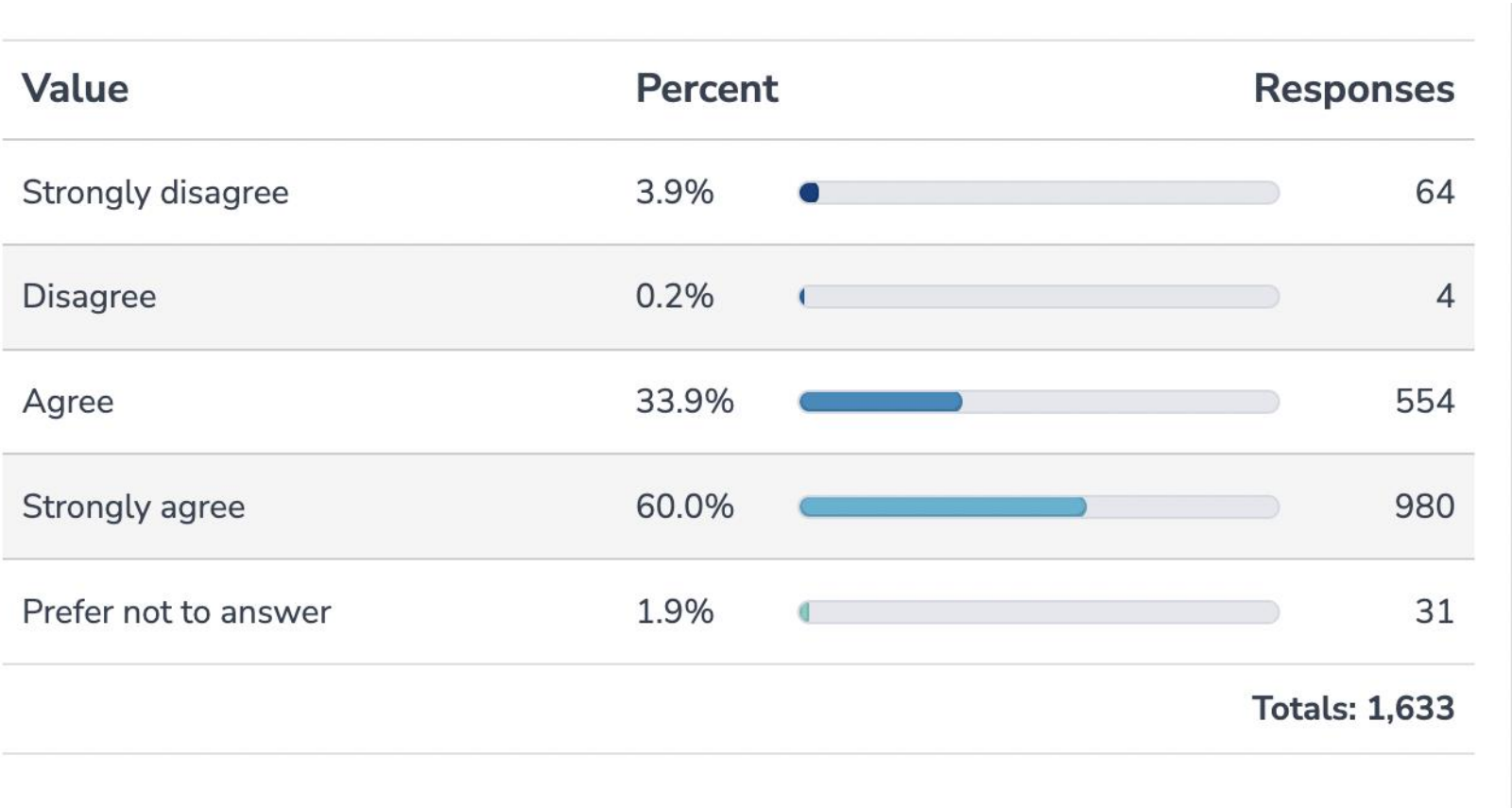
E-Badge Academy Organization	Location	Average Annual Turnover All DSPs (2019-2020)	Average Annual Turnover Certified DSPs (2019-2020)
Black Hills Works	Rapid City, South Dakota	47.15%	10.45%
Penn-Mar Human Services	Glen Rock, Pennsylvania	36.55%	7.50%
Arc Mid-Hudson	Kingston, New York	45.95%	4.41%

16.The E-badges I’ve earned by participating in the Academy have positively impacted my work.

Value	Percent		Responses
Strongly disagree	4.2%	<div><div></div></div>	69
Disagree	1.0%	<div><div></div></div>	16
Agree	36.5%	<div><div></div></div>	595
Strongly agree	56.1%	<div><div></div></div>	915
Prefer not to answer	2.3%	<div><div></div></div>	37
			Totals: 1,632

92.6% either agree or strongly agree.

17.The skills identified by the badges I have earned were directly related to the work I do.



93.9% either agree or strongly agree.

18.After completing testimonials in the E-badge Academy, I have a better understanding of how to provide high quality support to the person(s) I support.

Value	Percent		Responses
Strongly disagree	3.6%	<div><div></div></div>	59
Disagree	1.7%	<div><div></div></div>	28
Agree	36.4%	<div><div></div></div>	594
Strongly agree	55.8%	<div><div></div></div>	912
Prefer not to answer	2.4%	<div><div></div></div>	40
			Totals: 1,633

92.2% either agree or strongly agree.

19.After completing testimonials in the E-badge Academy, I have a better understanding of my professional skills.

Value	Percent		Responses
Strongly disagree	3.3%	<div><div></div></div>	54
Disagree	1.4%	<div><div></div></div>	23
Agree	35.1%	<div><div></div></div>	573
Strongly agree	57.9%	<div><div></div></div>	945
Prefer not to answer	2.3%	<div><div></div></div>	37
			Totals: 1,632

93.0% either agree or strongly agree.

20.After completing testimonials in the E-badge Academy, I have a better understanding of professional ethics related to my work in direct support.

Value	Percent		Responses
Strongly disagree	3.2%	<div><div></div></div>	53
Disagree	1.0%	<div><div></div></div>	17
Agree	34.8%	<div><div></div></div>	568
Strongly agree	58.8%	<div><div></div></div>	961
Prefer not to answer	2.1%	<div><div></div></div>	34
			Totals: 1,633

93.6% either agree or strongly agree.



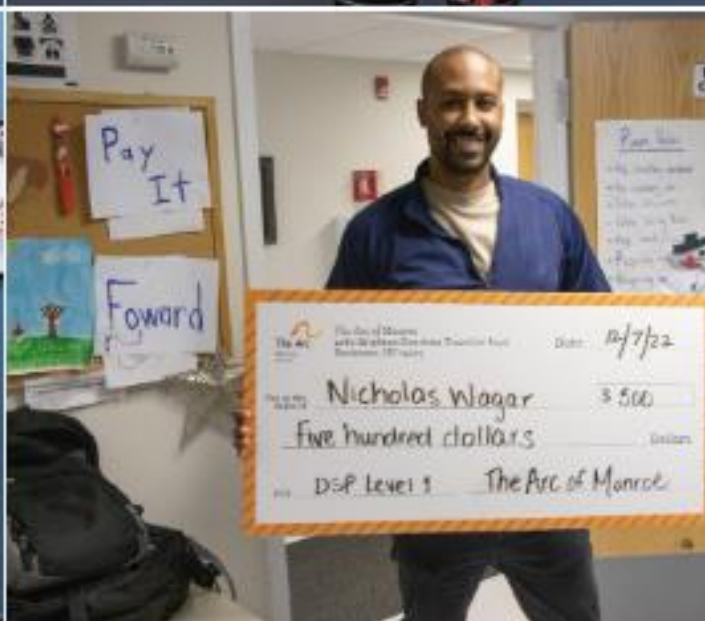


## Congratulations! Natassia Martinez DSP-I Certification

"The E-badge Academy is awesome in my opinion. I am very proud of myself thus far, I only wish I had more time to earn more faster, but it definitely helps to know that I can do it at my own pace and that I should be proud of myself no matter what. I believe earning a DSP-I Certification has helped me see what I am capable of as a DSP and I can take that further. It really made me realize that I am very good at what I do, and that I love my job and the people I support as well. I always knew I loved being a DSP but with the day to day stressors I kind of lost that sight, but I now have it back and it is even more intensified. I cannot wait to further my career even more."

-Natassia Martinez, DSP-I







Congratulations!!  
E Badge Academy  
DSP-1 !! 😊





## Congratulations to Kaiona Evans!

Please join me in celebrating our very first DSP-1 E-badge recipient, Kaiona Evans, DSP!



We are so excited to announce that Kaiona has earned a nationally accredited DSP-1 badge from the National Association of Direct Support Professionals! Kaiona shared the secret for her success, and we hope it is an inspiration to others who are currently in the E-badge academy program:

*"The advice I would give my E-Badge participant is that it requires hard work and determination. If anyone needs my assistance, I am more than willing to help. Since I started working at Ability Beyond the motto "Team work, make the dream work" has really stood out to me.*

Thank you, Kaiona, for your dedication and commitment to opportunities that help build a stronger team and better support for those we serve! GOOO TEAM!

*"The purpose of the NADSP's E-Badge Academy is to provide recognition for the contributions and competence of direct support professionals. Through your applications for individual badges you have demonstrated how you use your knowledge, skills, and values to provide high quality supports. By achieving this certification, you have demonstrated your commitment to sustaining your competence, integrity and leadership among your peers as a direct support professional."*

-National Association of Direct Support Professionals

You Can Be  
Celebrated



E-Badge Academy



## Congratulations to Tracy Ashe!

Please join me in celebrating our very first E-badge recipient, Tracy Ashe, New York Service Manager!



Tracy received her FLS badge last week and is very excited to receive this nationally recognized certification! When I asked Tracy for some words of encouragement or helpful tips to share with others who are a part of this year's pilot through NADSP, this was what she shared:

*"This is a great opportunity that we have, while it is a big time commitment and may seem daunting at times, it is defiantly doable! I would suggest mapping out how much you have left to complete and give yourself a schedule to ensure that you complete in by the deadline."*

Thank you, Tracy, for your dedication and commitment to opportunities that help build a stronger team and better support for those we serve!

*"The purpose of the NADSP's E-Badge Academy is to provide recognition for the contributions and competence of direct support professionals. Through your applications for individual badges you have demonstrated how you use your knowledge, skills, and values to provide high quality supports. By achieving this certification, you have demonstrated your commitment to sustaining your competence, integrity and leadership among your peers as a direct support professional."*

-National Association of Direct Support Professionals

You Can Be  
Celebrated



E-Badge Academy





# STAFF IN THE SPOTLIGHT

Congratulations to **Richardson Cadet** on being the ***first*** ACLD employee to achieve DSP Level 1 Certification in **NADSP's E-Badge Academy!**

*Last month, we were able to come together in the lobby of the ACLD Day Services Center to recognize and celebrate Richardson's achievement. Richardson shared with us what this milestone in his career means to him:*

**"My motivation** for completing this program is to learn and develop the necessary skills needed to continue supporting the people we support in a professional and caring manner. Also, I want to improve the quality of services and supports I provide for the people we support in an ethical and respected way. As a Lead Day Program Specialist (LDSP), I want to advance my knowledge, skills and values by expanding my experience through continuous learning. We are constantly





# E-BADGE EARNER OF THE MONTH





# Key points for Georgia providers

- Georgia providers can soon [apply to take part](#) in the E-Badge Academy.
- The application period will be open from 11/2/23 through 11/30/23.
- Organizations selected will be able to participate at no direct cost.
- Roughly **10 agencies** will be selected, with **20 employees from each agency**.
- Employees who earn NADSP DSP-I Certification will receive a **\$5,000 bonus**.
- The **provider/mentor** will also receive a **\$5,000 bonus**.
- The cost of the participant bonus is funded by **DBHDD**.
- All communication should be directed to [dwilush@ucpga.org](mailto:dwilush@ucpga.org) and [ucpnadsp@ucpga.org](mailto:ucpnadsp@ucpga.org)



# Join us to elevate the status of Direct Support Professionals.

[www.nadsp.org/membership](http://www.nadsp.org/membership)

- Discounts on NADSP offerings
- Login to NADSP's members-only website
- Participation in 'Learning Annex' webinars
- Access to Frontline Initiative newsletters
- E-Blasts about NADSP news and updates
- Feature your commitment to DSPs

FOR MORE INFORMATION

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Project Email: [ucpnadsp@ucpga.org](mailto:ucpnadsp@ucpga.org)

Website: <https://www.nadsp.org/e-badges/>

Badge catalog: <https://ebadge.nadsp.org/catalog/>



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**D·B·H·D·D**