

Virginia's Competencies for Direct Support Professionals and Supervisors who support individuals with Developmental Disabilities

The Direct Support Professional (DSP) Competencies Checklist is designed to ensure a more consistent level of expertise among DSPs and Supervisors who provide supports in Virginia's DD services system. The Competencies Checklist has been developed by professionals with knowledge in best practices and in accordance with established orientation requirements for Virginia's DD waivers per 12VAC30-120-515. The three competency areas are: 1. Demonstrates person-centered skills, values and attitudes, 2. Understands and follows service requirements, and 3. Demonstrates abilities that improve or maintain the health and wellness of those they support.

This checklist serves as documentation that proficiency has been confirmed in the required competency areas. The focus is on basic DSP and supervisor ability to meet the requirements of the DD waivers and to support individuals to have a life that includes what's important TO each person based on his or her own desires and what's important FOR each person in terms of health, safety and value in the community. **Direct Support Professional** refers to staff members identified by the provider as having the primary role of assisting an individual on a day-to-day basis with routine personal care needs, social support, and physical assistance in a wide range of daily living activities so that the individual can lead a self-directed life in his own community. The initial and ongoing completion of this checklist is the responsibility of direct supervisors who oversee the work of DSPs providing support under any of Virginia's DD waivers. A supervisor's ability to meet the three required competencies is determined by the provider's director (or designee), as well as through site visits conducted during program reviews.

The columns in the checklist serve as a location to document the type of training received, ability, and proficiency with each competency, skill, and action. The **Training Received** checkboxes are for recording the type of formal and informal training efforts related to the competency. Training can be obtained in a 1:1 setting, through group training, or through formal education such as a professional degree, online learning courses, or college courses that relate to the item. Evidence of training and/or education must be maintained for each individual. The **Implemented Skills** column provides space to indicate staff ability based on the supervisor's direct observations during the 180 day period while identifying strengths and needs. DSPs and/or supervisors may demonstrate one of four levels of ability, which progresses from a basic understanding to proficiency:

- **Basic understanding:** individual is able to communicate a basic understanding of the skill or action; high level of supervision needed
- **Developing:** individual is in the process of developing the ability or are showing some, but not all aspects of the skill or action in practice; moderate level of supervision needed
- **Competent:** individual demonstrates the skill or actions, but not on a routine basis as appropriate to the skill or action; low level of supervision needed

The last column **Proficiency Determined** is a location to confirm that proficiency is achieved. Staff must consistently demonstrate each related skill and action to establish that proficiency is present. All skills and actions must be confirmed as "proficient" to establish an understanding and demonstration

DSP and Supervisor's Competencies Checklist (rev. 11.28.16) DMAS #P241a

of the competencies necessary to support individuals with developmental disabilities under the DD Waivers. By the end of the 180 day evaluation period, individuals must demonstrate all skills and actions under each competency, which is confirmed by checkmarks in the last column. The competency is then considered met and can be dated and initialed by the approving supervisor, director, or director's designee.

- **Proficiency confirmed:** individual demonstrates all aspects of the skill or action and on a routine basis in practice as appropriate to the skill or action; minimal supervision needed

DSPs and Supervisors are deemed proficient with each competency once all related skills and behaviors have been confirmed and indicated upon the checklist, including noting as not applicable (NA) if an action related to any skill does not apply in the current role. Each competency must be dated and initialed by the supervisor for DSPs or the agency director (or designee) for supervisors.

This checklist must be reconfirmed (and as updated as appropriate) at least annually and as needed to ensure that DSPs and their supervisors are proficient in the competencies as described. Competencies may be documented on this tool or adapted into an electronic format as long as the competencies and areas of reporting remain consistent with this document. The initial completion of the checklist and annual updates must be maintained in personnel documents and available for review by the Department of Behavioral Health and Developmental Services, the Department of Medical Assistance Services and other reviewers as needed.

Competencies, Skills & Abilities	DSP	Supervisor	Implemented Skills	Proficiency Determined
Competency 1 Demonstrates person-centered skills, values and attitudes Training Received: <input type="checkbox"/> 1:1, <input type="checkbox"/> Group, <input type="checkbox"/> Formal education			Enter supervisor initials and date when proficiency determined or reconfirmed for all elements of Competency 1 →	
Skill 1.1 Understands and communicates person-centered values	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.1.1. Articulates the value of choices in one’s life and offers individuals real choices in a variety of ways	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.1.2 Describes the value of natural supports and facilitates interactions with others in natural settings with persons without disabilities (other than those paid to support the individual)	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.1.3 Describes the value of community integration and supports individuals to locate and participate in community activities that reflect the individuals’ personal preferences and assures they are safe and accessible for them	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.1.4 Articulates that people with disabilities have unique needs and preferences and need supports tailored in different ways	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.1.5 Conveys an understanding of behavior as a means of communication	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.1.6 Serves as a model for DSPs by demonstrating person-centered skills, values and attitudes		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed

Competencies, Skills & Abilities	DSP	Supervisor	Implemented Skills	Proficiency Determined
Skill 1.2 Uses person-centered skills and methods	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.2.1 Demonstrates understanding of what is important TO and important FOR the individuals they support	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.2.2 Describes and records new learning about the individuals they support	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.2.2 Listens to individuals and shares ideas for planning, such as suggesting other services or supports available (including natural supports) that might be helpful in achieving desired outcomes for the individuals supported	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.2.3 Listens to and uses DSP input in assuring and improving program quality for the individuals supported		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
Skill 1.3 Provides person-centered support	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.3.1 Communicates respectfully, as demonstrated by age appropriate and person first language, typical tone of voice; refrains from being condescending or parent-like	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.3.2 Pays close attention to both words and actions in understanding communication	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.3.3 Communicates effectively with individuals about support being provided (e.g. asking permission before touching, stating	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing	<input type="checkbox"/> proficiency confirmed

Competencies, Skills & Abilities	DSP	Supervisor	Implemented Skills	Proficiency Determined
steps about to occur regarding transfers, etc)			<input type="checkbox"/> competent	
1.3.4 Serves as a model for Direct Support Professionals by demonstrating respectful communication with individuals and others		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.3.5 Works with DSPs, behavioral consultants and others as needed to enhance the provision of positive behavioral supports		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
Competency 2 Understands and follows service requirements Training Received: <input type="checkbox"/> 1:1, <input type="checkbox"/> Group, <input type="checkbox"/> Formal education			Enter supervisor initials and date when proficiency determined or reconfirmed for all elements of Competency 2 →	
Skill 2.1 Describes the services and supports they provide	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.1.1 Can describe the intent and focus of the service being provided	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.1.2 Can describe outcomes, support activities and instructions on Plans for Supports and protocols for individuals supported	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.1.3 Provides guidance to DSPs upon identifying deficiencies in documentation		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
Skill 2.2 Completes accurate and timely documentation	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed

Competencies, Skills & Abilities	DSP	Supervisor	Implemented Skills	Proficiency Determined
2.2.1 Can describe their core responsibilities within the agency for documentation	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.2.2 Maintains documentation and data collection that is timely, accurate and factual	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.2.3 Ensures that DSPs can locate and follow support plans		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.2.4 Answers questions and provides guidance to DSPs on individual Plans for Supports and methods of documenting the supports provided		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
Skill 2.3 Obtains guidance when appropriate and needed	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.3.1 Works cooperatively and collaboratively with individuals, families, co-workers, professionals and others	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.3.2 Provides feedback to supervisor about effectiveness of behavior support plans and ease of following as described	✓		<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.3.3 Understands their scope of service and when to seek out assistance if a change in the individual's status is outside of that scope	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.3.4 Communicates the expectations and responsibilities to the DSPs they supervise		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing	<input type="checkbox"/> proficiency confirmed

Competencies, Skills & Abilities	DSP	Supervisor	Implemented Skills	Proficiency Determined
			<input type="checkbox"/> competent	
2.3.5 Answers questions and provides guidance to DSPs on individual ISPs and methods of documenting the supports provided		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
Competency 3 Demonstrates abilities that improve or maintain the health and wellness of those they support Training Received: <input type="checkbox"/> 1:1, <input type="checkbox"/> Group, <input type="checkbox"/> Formal education			Enter supervisor initials and date when proficiency determined or reconfirmed for all elements of Competency 3 →	
Skill 3.1 Understands the needs of individuals supported	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.1.1 States the allergies of all individuals supported, and describes what the emergency response is in case of a severe reaction	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.1.2 Can locate health information in the individuals' records and understands at least at a basic level its meaning and how it affects the individual they support and the care they must provide	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.1.3 Supports individuals respectfully and maintains privacy and confidentiality around health issues and when providing health supports consistent with HIPAA training	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.1.4 Provides written guidance to Direct Support Professionals on identifying individual-specific changes that may indicate the need for an emergency response		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed

Competencies, Skills & Abilities	DSP	Supervisor	Implemented Skills	Proficiency Determined
Skill 3.2 Provides health-related supports correctly	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.2.1 Can locate medications and side effect information for all individuals supported, provides safe and accurate delivery of medication; reports unusual reactions, responses and behavior to the appropriate health professional immediately	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.2.2 Administers medications as prescribed following all of the procedures including the 5 rights as taught in Medication Aide training	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.2.3 Can physically assist and use lifts, wedges and other devices safely when repositioning to prevent skin breakdown and other health complications for individuals needing this support	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.2.4 Understands and demonstrates the use of augmentative communication devices both simple and complex as they apply to the individual they support	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.2.5 Can correctly follow diet plans and meal preparation guidelines including the use of thickeners, special textured food preparation such as pureed and chopped consistencies and uses the correct utensils for all individuals supported	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.2.6 Maintains proper documentation as required to monitor bowel health including documentation of the amount, consistency and color of each B.M. and medications and/or supplements used to prevent or treat constipation as prescribed by the health care provider and as described in their agencies policies and procedures	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.2.7 Is able to maintain an environment that reduces obstacles that contribute to falls	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed

Competencies, Skills & Abilities	DSP	Supervisor	Implemented Skills	Proficiency Determined
3.2.8 Operates and maintains adaptive and orthopedic equipment correctly (e.g. locking wheels, making walker available, using mechanical lifts correctly, cleaning wheelchairs and checking them for safety, applying splints, socks, etc)	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.2.9 When supporting an individual who is blind, visually impaired, deaf or hard of hearing can demonstrate the correct procedures for guidance both in the home and in the community	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.2.10 Identifies falls risks as described in the Fall Risk plan and describes ways to reduce falls then follows procedures as described in their agencies policies and procedures when responding to falls and fractures	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.2.11 Can demonstrate proper oral hygiene and identifies the importance of and ways to maintain good oral health for the individuals they support	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.2.12 Understands the reason adequate fluid intake is necessary for good health and offers fluids frequently and uses the correct drinking device within the guidelines of physician orders when needed	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.2.13 Can locate the programs emergency manual and both verbalize and demonstrate how to safely evacuate a person from his home and can verbalize the agency's evacuation plan and how to support the individuals in their care in a shelter situation	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
Skill 3.3 Identifies and responds to changing health needs	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.3.1 Observes and reports changes in behavioral or health conditions immediately when noticed to the correct person as described in their agency's policies and procedures	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed

Competencies, Skills & Abilities	DSP	Supervisor	Implemented Skills	Proficiency Determined
3.3.2 Provides accurate information related to critical incidents	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.3.3 Is aware of and reports changes in individuals' appearance, daily habits and behavior immediately and to the correct person and documents this in the individual's record as described in their agency's policies and procedures	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.3.4 Provides guidance to Direct Support Professionals on identifying individual-specific changes that may indicate the need for an emergency response		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed

Employee's Printed Name

Employee's Signature

Date

Supervisor's Printed Name

Title

Supervisor's Signature

Initials _____
Date

These competencies must be updated annually by the supervisor (for DSPs) or the agency's director (or designee) for supervisors. Providing a signature and date of review below confirms that the DSP or supervisor continues to meet these competencies. If competencies do not continue to be demonstrated, provide 180 days for repeating the test and reconfirming that the competencies are met. The following update form may be utilized for three consecutive years before a new checklist is needed for updates. **A new competency checklist form must be completed in the 5th year.**

Annual DSP and Supervisor Competencies Updates		
Second year	Third Year	Fourth year
<p>Complete the appropriate section below:</p> <p>I have observed that the employee <u>continues</u> to meet DBHDS-standards by demonstrating the skills and behaviors in each of the three required areas:</p> <p>1. <u>Person-centeredness</u>, _____ Initials 2. <u>Following service requirements</u>, _____ Initials 3. <u>Supporting health and wellness</u>, _____ Initials</p> <p>_____ Initials Printed name Initials</p> <p>_____ Signature</p> <p>_____ Date</p> <p>If the employee does not demonstrate competency in any of the three areas or if the supervisor cannot confirm that the staff member is demonstrating the skills and behaviors in the three required areas, the employee will review the training information, retesting will be completed, and the employee will have 180 days to demonstrate these competencies. Once the test is passed with a score of 80% or above and competencies are confirmed, sign and date below.</p> <p>_____ Printed name</p> <p>_____ Signature</p> <p>_____ Date</p>	<p>Complete the appropriate section below:</p> <p>I have observed that the employee <u>continues</u> to meet DBHDS-standards by demonstrating the skills and behaviors in each of the three required areas:</p> <p>1. <u>Person-centeredness</u>, _____ Initials 2. <u>Following service requirements</u>, _____ Initials 3. <u>Supporting health and wellness</u>, _____ Initials</p> <p>_____ Initials Printed name Initials</p> <p>_____ Signature</p> <p>_____ Date</p> <p>If the employee does not demonstrate competency in any of the three areas or if the supervisor cannot confirm that the staff member is demonstrating the skills and behaviors in the three required areas, the employee will review the training information, retesting will be completed, and the employee will have 180 days to demonstrate these competencies. Once the test is passed with a score of 80% or above and competencies are confirmed, sign and date below.</p> <p>_____ Printed name</p> <p>_____ Signature</p> <p>_____ Date</p>	<p>Complete the appropriate section below:</p> <p>I have observed that the employee <u>continues</u> to meet DBHDS-standards by demonstrating the skills and behaviors in each of the three required areas:</p> <p>1. <u>Person-centeredness</u>, _____ Initials 2. <u>Following service requirements</u>, _____ Initials 3. <u>Supporting health and wellness</u>, _____ Initials</p> <p>_____ Initials Printed name Initials</p> <p>_____ Signature</p> <p>_____ Date</p> <p>If the employee does not demonstrate competency in any of the three areas or if the supervisor cannot confirm that the staff member is demonstrating the skills and behaviors in the three required areas, the employee will review the training information, retesting will be completed, and the employee will have 180 days to demonstrate these competencies. Once the test is passed with a score of 80% or above and competencies are confirmed, sign and date below.</p> <p>_____ Printed name</p> <p>_____ Signature</p> <p>_____ Date</p>