

Credentialing Frequently Asked Questions (FAQ)

Question	Answer
1. <i>Where can I get my Performance Based Contracting (PBC) questions answered?</i>	Please visit MyODP to obtain the PBC FAQ website to find answers to the questions you may have. Or email ra-pwodppbc@pa.gov to get answers to the questions you cannot find.
2. <i>Does MyODP have accredited Front Line Supervisor (FLS) certifications?</i>	All trainings that are accredited with Direct Support Professional (DSP) certifications work for the FLS as well. If this was denied at first, put them through again and they will be approved.
3. <i>How other providers approach the investigation process?</i>	Some agencies have: <ul style="list-style-type: none"> - Employer spoke with the employee, the employee stated it was their story, however, later did admit that they utilized artificial intelligence (AI) to assist as they were embarrassed about their writing skills. At the time if this happening, the employee was suspended, but the program has later changed their policy. - Go over badge fraud policy in detail. Coach your employees on the format, be transparent with the DSP and FLS who are working on their testimonials, send email reminders when seeing or hearing about trends. - It is ok to think about who you put through the program, is it a right time for them or isn't it? - Long route: Check health records to see if it was documented. Go through if they were doing this.
4. <i>What plan do you use for supervisory management training for FLS?</i>	Some agencies utilize Relias, sort the trainings to better support their FLS.
5. <i>What steps do you go about rolling out a new NADSP cohort?</i>	Some agencies have: <ul style="list-style-type: none"> - Start with an orientation, workshops to get some trainings completed (4 days), allow for working on badges. Stipend? Pay increase? Allow for them to have 6 months to complete. Local admin is the lead of these meetings.
6. <i>If you have a new employee who is already working on their certification with another program and decides to join another agency; will the certification count for both?</i>	The employee should tell the organization that they are already certified or working towards their certification, the program should request the NADSP certificate or confirm with NADSP that they are working on their certification. If you receive a certification from the employee and are unsure if certificate is real can always reach out to NADSP to confirm.

7. <i>We have an employee who is working towards their 50-hour badge; however, they keep being denied. Some have over 200 hours in training? Why are they still being denied?</i>	There should be a note attached to why they're being denied. The reviewer will let you know how many hours are being accredited. Ensure that they are reading the notes they can ensure that they can see on why it's being denied.
8. <i>We are still waiting on credentials approvals is taking longer than 3 business days.</i>	Reach out to NADSP on the 4th day if something isn't approved by the 3rd day. Certification fraud is slowing down the 3-business day approval.
9. <i>The NADSP site is not easy to navigate or accommodating at times.</i>	Some agencies have: -Created a matrix sheet that is used to help navigate. The agency created PowerPoints to help support staff and are currently working to create smaller PowerPoints to help navigate the site easier. -Have utilized mentors who are going to sites to help people work through the website itself. Screenshots of everything that they need. -Computer basics are being taught during their orientation as well to help with computer learning. -Paper guide to navigate the CDS and have a job aide set up to help them navigate the NADSP website. Have access to paper and video eventually.
10. <i>Are there any other training funds available once the ARPA funding ends.</i>	Unfortunately, no. It is important to incorporate these funds into your contract.
11. <i>If an employee is removed from their seats within the portal due to completing all certifications, what do we do when it comes up to the recertification time?</i>	To recertify, it must show 20 hours of training and 8 hours of mandatory trainings. It is the employee's responsibility of knowing when it is time for recertifications, however, many employers have assisted with this tracking. however other organizations are paying for their recertification.

<p>12. <i>What found best to help tracking DSP/FLS hours?</i></p>	<p>Some agencies have:</p> <ul style="list-style-type: none"> - Local admins have access to the sub-portal, click on self-reported learning (show all learners and where they're at) can filter each individually to keep tracking. Spread sheets to keep yourself on track and checking the sub-portal weekly. Keep the tabs of DSP-1, etc. with each individual working for the certificate under that tab. - Certificate will not come to the local admin, won't get the certificate DSP needs to send the local admin through email. - Many have utilized excel, word or other tracking platforms available to them. Please ensure that you keep the date along with the employee's name and email addressed use. - Recertification comes with a fee. Some organizations require that their DSP's or FLS pay out of pocket, however other organizations are paying for their recertification.
<p>13. <i>How do you roll out a new NADSP cohort?</i></p>	<p>Some agencies have:</p> <ul style="list-style-type: none"> -Started with an orientation, allowing for questions and to get a better understanding of NADSP, introduce the peer mentors, create workshops to get some trainings completed or started generally the workshops last roughly 4 days, allow for working on badges. - Stipend? Pay increase? Allow for them to have 6 months to complete. Local admin is the lead of these meetings.
<p>14. <i>If someone is looking at recertification, what should they send to NADSP?</i></p>	<p>Their name, the email address that they used to sign into the NADSP site and the documentation of what training that have completed.</p>
<p>15. <i>What are the NADSP recertification requirements?</i></p>	<p>Search recertification on NADSP website, process comes up. Form comes up. 20 hours of training (no more than 8 can be mandatory per organization) other 12 needs to be other training. \$50 fee, some orgs pay as a retention rather than having the DSP or FLS paying out of pocket. Will get a recertification from NADSP. Once you receive DSP 1, 2 year starts... however, if you go for you DSP 2 the 2 years starts over and so on.</p>
<p>16. <i>If someone is coming from another program, what should you email NADSP to get their credentials?</i></p>	<p>Name and the email address that they used to sign in.</p>

<p>17. <i>What do you do to support your employees to be successful within their program/ support those who are struggling to navigate the program?</i></p>	<p>Some agencies have:</p> <ul style="list-style-type: none"> -Meet every 2 weeks to assist in anything (allowed with management staff), meet with a mentor to decide on their testimonial and get their testimonial typed up the following week to help assist better! Create a matrix for everyone. Re-list all certifications for them. Giving them guidance and following up with them about everything. - Supporting employees to be successful in the program. Struggle with the program to successful navigate the program - Periodic teams' meetings, 2 people who are dedicated to just being there for people. Made an assortment of videos (from beginning to end) and also written form (utilize a platform of Scribe How). -Utilizing a mentoring program. Those who have completed the trainings, being a support to others who are working on their DSP1-3. FLS is a non-negotiable to complete their badges. - Power points with screen shots to help, weekly E-Badge refresher and the navigation for that. Mentor reviewers by peers to understand the prompts. 1:1 as people reach out, or even using peers who have gone through it. It was denied, now what? Letting them know that they have to go through the reviewers' notes, no limit and don't get discouraged. -Be available. Local admin sets up office hours whether it be virtually or allow for face-to-face contact. Not only helps the DSP/FLS it also helps the local admins and helps cut down on emails.
<p>18. <i>Who do we look for as mentors?</i></p>	<p>Some agencies have:</p> <ul style="list-style-type: none"> -Managers have volunteered to assist the team and support them through the process. Connected regarding what best suites them (Ex: not putting 2 people together who struggle with time management.) Completing 30 minutes of in person training (ex: fire safety) then last hour is meeting with their mentor. FLS training is mandatory but giving an incentive when completed. Some mentors were those who have completed the DSP or FLS certification already.

<p>19. <i>If someone is hired without the experience, what would be the proper time to accreditation them?</i></p>	<p>Some agencies have:</p> <ul style="list-style-type: none"> - Full- time, most seniority. Or even looking at a year to learn the skill sets needed to complete all testimonials and E-Badges with ease. However, looking at starting staff who had been there for 1 year. Hopeful to start offering this sooner to help keep retention. -Encourage people that they need to be employed for 6 months and that they need to take the med admin training prior. - Complete an application, obtain a referral by a coworker and a written testimony on why this person deserves to being the NADSP certification. Minimum of a 6 month wait time, however, those with previous experience can apply after 90 days of their start date. And must have director approval.
<p>20. <i>What are other agencies doing to celebrate accomplishments and completing their certifications?</i></p>	<p>Some agencies have:</p> <ul style="list-style-type: none"> - Utilize the organizations website along with posting on social media. Have the employee who has obtained their certifications take a picture with their certificate, create an employee spotlight, send out internally as a monthly newsletter with a paragraph that the employee had written of why they chose this path and what they learned from the DSP1/FLS training. -Hold an employee recognition dinner for all who obtained their certifications, had a presentation for those who had received their certifications and receive a certificate. -Story from their perspective and how they felt what have helped them during their time working through the certification process. -Posting internally, on social media, created an internal website with helpful tips. Internal celebration board.
<p>21. <i>Some trainings are now showing right away on the MyODP transcripts?</i></p>	<p>Please allow 24 hours for the credits/ training to show as it may take some time to load.</p>
<p>22. <i>What have you used to help your FLS obtain more trainings?</i></p>	<p>Build onto their training plan. Allow for them to attend workshops and other trainings to continue to learn.</p>
<p>23. <i>Why can't I see my badges that I have completed?</i></p>	<p>Ensure that your Code of Ethics badge is completed first, so you can see your other badges.</p>
<p>24. <i>If our program has any seats available, do they have to be for only DSPs, or can it also be given to FLS?</i></p>	<p>Available seats can be filled with both DSPs and FLS.</p>

25. <i>I am a local admin, but I am also going for my DSP certification; what do I need to do?</i>	If you are a local admin and going through the DSP/FLS certification, please use a different email for the DSP/FLS so this is easier for you going through the certification process.
26. <i>Why can't I see my badges that I have completed?</i>	Please ensure that you are checking your website regularly to ensure that your platform doesn't "go to sleep."
27. <i>Why are my transcripts getting denied?</i>	Ensure that you read the notes incorporated with your denial so you can correct your transcript to be approved.
28. <i>What tips can you share for starting off as a local admin- what kind of skills do participants need (computer and writing wise), what information can I give to them to best help them start, etc?</i>	<p>Some agencies have:</p> <ul style="list-style-type: none"> – Find someone who is going to have the time. Especially when you're first rolling out a new cohort. They don't need to be familiar with the platform, but it is suggested that they are available through email and can be responsive to emails to support their DSPs or FLS. Be sure that you are available to set up virtual meetings so the DSPs can feel support. Someone with writing skills who can help assist their DSPs. At times, it can be someone who has already completed the DSP or FLS, however, best if they're not DSPs or FLS as they don't always have the time to sit down with someone 1:1. Most agencies have used someone from a training dept. -Find someone who has some interpretive skills to move around the system and understand pieces of it. Someone familiar with the competencies. - Someone who can be a cheerleader. Be that person who can support and help if their testimonial gets denied, be the one who motivates them, let them know that this happens, encourage them to read the notes that were given.

<p>29. <i>How do I get my transcript off MyODP.</i></p>	<p>You can run the MyODP Transcript report on any page in MyODP by clicking the MyTranscript link in the right sidebar.</p> <ol style="list-style-type: none"> 1. If the right sidebar is not open, click the arrow to “Open block drawer.” 2. In the Transcripts box, click on “MyTranscript” if you’re running a report for all MyODP courses, or click on “MyODP BSL Course Completion” if you are working towards your Act 62 BSL License. 3. The report will load filters, ensure that pop-ups are enabled on the site by clicking the settings in your address bar. 4. In the pop-up, select all the courses you want to include on your transcript and hit “Okay”. 5. You will be able to export as a pdf or excel all completed courses and view your certificate in the View column.