

Proposal Summary
Meeting Date: 6/9/2015

UCP Seguin of Greater Chicago
Request # 114871

Project Title:	DHS Online Training Module Development Project
Duration:	12 months
Request Date:	5/7/2015
Request Amount:	\$190,096 program related investment
Recommended Amount:	\$150,000 grant
Program Area:	Human Services
Population Served:	Developmentally Disabled
Type of Support:	Program Support
Grantee Location:	Cicero, IL
Primary Contact:	Mr. Jim Haptonstahl

Project Abstract

The proposal is to complete the development of four remaining online training modules, consisting of on-demand videos, webinars and other materials, for mandated training of Direct Support Persons (DSPs) at agencies which serve people with developmental disabilities. These modules would represent an essential offering to expand usage by a broad consortium of I/DD provider agencies.

Organizational Background

Annual Revenue Sources

Grants	2%	Government	76%	Earned Income	4%
Fees	8%	Private Support	9%	Other	1%

Finances

	Budget	Actual	Actual
	6/30/2014	6/30/2014	6/30/2013*
Revenues	\$37,082,315	\$36,274,602	\$26,925,640
Expenses	37,082,315	35,493,851	26,123,023
Surplus (Deficit)	--	780,751	802,617
Net Assets		\$24,128,230	8,074,888

*Seguin Services only (pre-merger)

Founded in 1976, UCP Seguin of Greater Chicago (UCP Seguin) serves and supports more than 1,000 children and adults with disabilities within Chicagoland communities so that they may live, learn, work, and socialize as we all do. Located in Cicero, the organization leverages technology to provide innovative training and education programs and an array of residential services and supports (including weekend respite and palliative dementia care), community employment, life skills training and senior

day services. Seguin took a great leap forward in July 2013 by merging with United Cerebral Palsy Association of Greater Chicago to become UCP Seguin.

UCP Seguin's online service, Infinitec, aims to advance independence and promote inclusive opportunities for children and adults with disabilities through the training of school district employees and disability service agency staff in best practices. Founded in 1998, the Infinitec Social Services Coalition provides its members a collaborative learning community through the provision of high quality, affordable, and convenient professional workforce development training and equipment services. Through its training services, the Coalition provides: High quality content from local and regional presenters who are innovative in the field; Online staff development and technical assistance; a customizable Learner Management System, providing 24/7 documentation; Illinois Department of Human Services (DHS) Direct Support Persons (DSP) training (first module has been completed so far with the second soon to be finalized); Increased efficiency of resources; and, Participant training tracking system. The Coalition's equipment services include its volume discounts, free Durable Medical Equipment, and Assistive Technology Equipment rental library. The Coalition currently serves 22 member nonprofits throughout Illinois, up from only three a year ago.

Program Description

A Direct Support Person (DSP) is a person who assists an individual with a disability to lead a self-directed life and contribute to the community, assists with activities of daily living if needed, and encourages attitudes and behaviors that enhance community inclusion. According to DHS mandates, all new DSP at community-based organizations serving people with developmental disabilities must successfully complete an approved training program within four months of hire or being assigned DSP responsibilities. The training program must be a minimum of 120 total hours; 40 hours must be classroom training and 80 hours must on-the-job training.

Currently, each organization working with people with developmental disabilities must have training staff that devote a substantial amount of time each year developing and presenting the required classroom trainings to their new and newly assigned DSP employees. UCP Seguin itself employs more than 200 new and reassigned DSP staff each year, and there are more than 225 organizations statewide that employ DSP staff to work with people with developmental disabilities. Many veteran DSP staff also must take annual refresher trainings to maintain their professional certifications.

As one can imagine, thousands of hours of training staff time is spent within these organizations across Illinois, each duplicating their efforts, spending great amounts of time and effort preparing for, conducting, and following up on these virtually identical classroom trainings. Infinitec is in the process of developing a series of videos, webinars, and other materials for DSP at agencies serving people with developmental disabilities. When completed, this series will consist of six separate modules totaling 34 hours of online "classroom" instruction, using an up-to-date, interactive medium that will measure trainee competency in crucial areas associated with direct service provision. In addition, this system will be used to retrain staff requiring remediation and skill strengthening. Combined with six hours of agency-provided classroom training in First Aid and Cardiopulmonary Resuscitation (CPR), these online trainings will satisfy DHS' mandated 40-hour classroom training requirements.

The first training module already developed, Introduction to Developmental Disabilities, provides in four hours of online classroom instruction an overview of developmental disabilities, including associated laws and the evolution of services over the years. It was completed in October 2014 and

submitted to the DHS Bureau of Quality Management to begin offering it as a training alternative. UCP Seguin received immediate approval, and has uploaded it onto Infinitec's website to be utilized by the DSP staffs of UCP Seguin and Clearbrook.

The second module, Human Rights, is near completion, with technical graphics work to be finished by June 30, 2015, and DHS review and approval expected to occur shortly thereafter. As with the first module, this is also a four-hour, online classroom training course, but it focuses on the constitutional and human rights of individuals, and reminds DSP employees that the rights of persons with disabilities are the same as those shared by all people.

UCP Seguin proposes work will begin on the remaining four modules in the following order:

MODULE 3: Abuse and Neglect Recognition, Prevention, and Intervention. This three-hour training session concentrates on providing the learner with an understanding of the definitions of abuse, neglect, and exploitation, while also making the DSP understand his or her role as a mandated reporter.

MODULE 4: Human Interaction and Communication. The purpose of this four-hour training course is to make learners aware of what it means to initiate and engage in good communication, including the importance of active listening and watching for non-verbal cues. The course discusses the different manners in which people communicate, depending on their abilities.

MODULE 5: Individual Service Plan Development and Implementation. This four-hour session discusses the role of the DSP related to the development of the Individual Service Plan (ISP). The ISP provides the details of the supports and resources that an individual will need to achieve his or her personal goals.

MODULE 6: Basic Health and Safety. The last is the longest (15 hours of classroom instruction) and most involved of the six modules. Broken up into five separate subject areas, DSPs will be introduced to Human Growth and Development, Vital Signs and Symptoms, Wellness, Assisting with Activities of Daily Living, and Environmental and Individual Safety.

The scope of work involved in putting together such training modules is extensive and requires the involvement of several staff and consultants. Each module requires consultation with experts in the field, simple yet engaging instructional design, as well as the development and integration of synced animations, images, slides, audio, video, and scripted narration, with final training media made accessible via multiple formats consonant with the capabilities of each partner organization. UCP Seguin staff would spend much time providing information, editing, and working directly with the consultant to assure that the material remains relevant, accurate, and appropriate for its purpose.

There are currently 22 members of the Infinitec Social Services Coalition, all of whom have access to the Infinitec website and its training and program resources. Member agencies have expressed keen interest in the development of the full six-module DSP online training. UCP Seguin expects to increase the Coalition's membership to 30 member organizations in FY2016, 70 in FY2017, and 100 in FY2018.

Through lower training costs, all current member organizations and each organization that joins the Coalition will quickly recoup cost of annual subscription fees which amount to \$3,000 per year in FY2016 and \$3,750 per year in both FY2017 and FY2018. At this time, DHS reimburses agencies at least \$1,800 for every employee who completes all six modules. UCP Seguin projects agencies would begin realizing savings when 20 DSPs are trained in a giving year. This online training package will also allow each agency's trainers to place greater focus and attention on other activities where they are more needed. Additionally, employees having round-the-clock access to these online modules will potentially lower turnover among member agencies.

With more than 225 non-member agencies currently serving persons with developmental disabilities statewide, the market for the use of this curriculum is significant. UCP Seguin is poised to ramp up expansion of the Infinitec Social Services Coalition accordingly.

Expected Outcome

The goal of the project is to provide a less expensive, less resource intensive, more interactive, and more convenient alternative to live DSP trainings that Illinois agencies are required by DHS to administer to their new DSP employees. By the end of the project period (June 30, 2016), Infinitec will have completed the following short-term objectives:

- All six of the required DHS training modules will have been completed and approved by DHS.
- Marketing materials for the modules will have been published and distributed to the more than 225 organizations in Illinois that work with people with developmental disabilities but that are not yet members of the Infinitec Social Services Coalition.
- The Infinitec Social Services Coalition will have increased to 30 member organizations.
- Members will realize cost savings upon training 20 or more DSPs.

Program Budget

Major budget elements include:

- Contracted services for interface, technical design and graphics, and other project work associated with creating the training modules of \$95,000 (50% of request)
- Contracted services for the scripting and instructional design required for Modules 5 and 6 of \$68,580 (36% of request)
- Contracted services to ensure the successful transition/importing of the DSP training modules into the Infinitec website of \$15,000 (8% of request)

Prior Grants

Last Grant Date:	1/9/2015
Last Grant Amount:	\$15,000.00
Number of Prior Grants:	11
Total Amount Granted:	\$1,699,101

Recommendation

The Infinitec Social Services Coalition is an emerging collaborative which has the potential to reduce administrative costs and enable the adoption of best practices by I/DD service providers. Completion of the DSP training modules is a key to grow membership of this group. Coalition members will become members due to the efficiency of the DSP training but be able access other trainings or deliver their home-grown curricula via Infinitec. Intersect for Ability has helped enable this expansion.

The initial request was for a ten-year loan of \$190,096 to fund all consulting costs necessary to complete the modules. Alternatively, we recommend a grant for most of those costs with the organization funding the remainder.

<i>UCP Seguin of Greater Chicago</i>				
<i>Infinitec Social Services Coalition</i>				
<i>May 7, 2015</i>				
<i>Total Project Budget</i>				
<u>REVENUE</u>	<u>Funds Needed</u>	<u>Funds Requested</u>	<u>Funds Recommended</u>	<u>Funds Committed</u>
Coleman Foundation	150,000	190,096	150,000	
Private donations/grants	20,000			
Organizational contribution	118,978			78,882
Program Revenue - Coalition Memberships (30 member agencies at \$3,000 per year)	90,000			
Revenue Total	378,978	190,096	150,000	78,882
<u>EXPENSE</u>	<u>Project Budget</u>	<u>CFI Requested</u>	<u>CFI Recommended</u>	<u>Other Sources</u>
<i>Personnel</i>				
Program Staff Salaries & Fringe	129,205			129,205
<i>Consultants/Program Contractors</i>				
Technical design and graphics	95,000	95,000	95,000	
Scripting and instructional design	74,196	74,196	34,100	
Online Infrastructure	32,000	15,000	15,000	17,000
Conferences & Training	4,500			4,500
Office Supplies	2,200	800	800	1,400
Program/Educational Supplies & Toolkits	10,600	5,100	5,100	5,500
Video Supplies	1,000			1,000
Travel	800			800
Printing	1,000			1,000
Miscellaneous (Subscriptions, Food, Other)	2,204			2,204
DSP Training Loan Interest	3,353			3,353
Indirect costs	22,920			22,920
Total	378,978	190,096	150,000	188,882