

**\*\*\*Proposed Revisions - October 19, 2016\*\*\***

**5123:2-5-02 Service and support administration certification standards.**

(A) Purpose

~~The purpose of this rule is to establish~~ This rule establishes minimum qualifications through certification standards for staff employed in service and support administration positions at county boards of developmental disabilities. These certification standards shall apply to persons, directly providing or supervising the provision of service and support administration, who are employed by county boards of developmental disabilities and by entities under contract with county boards of developmental disabilities to provide or supervise the provision of service and support administration.

(B) Definitions

- (1) "Accredited college or university" means a college or university accredited by a national or regional association in the United States or a foreign college or university of comparable standing.
- (2) "Continuing professional education" means training approved by the department or a superintendent required for renewal of service and support administrator and service and support administration supervisor certification.
- (3) "County board" means a county board of developmental disabilities.
- (4) "Department" means the Ohio department of developmental disabilities.
- (5) "Service and support administration" has the same meaning as in rule 5123:2-1-11 of the Administrative Code.
- (6) "Superintendent" means a person certified by the department in accordance with rule 5123:2-5-03 of the Administrative Code and employed in that capacity by a county board or for purposes of issuing certifications and/or approving continuing professional education in accordance with this rule, a person who is authorized in writing by the superintendent to perform those functions.

(C) Description

There are two levels of service and support administration certification:

- (1) Service and support administrator
  - (a) A superintendent may issue service and support administrator certification

**\*\*\*Proposed Revisions - October 19, 2016\*\*\***

for an initial period of five years to an applicant who holds an associate's degree, bachelor's degree, or graduate-level degree from an accredited college or university. Pursuant to sections 5126.15 and 5126.201 of the Revised Code, a person holding an associate's degree shall be a conditional status service and support administrator and shall perform the duties of service and support administration only under the supervision of a management employee who is a service and support administration supervisor.

~~(b) Within ninety days of employment as a service and support administrator, the employee shall successfully complete or provide evidence of having successfully completed either:~~

~~(i) The "Ohio Alliance of Direct Support Professionals Professional Advancement Through Training and Education in Human Services (PATHS) Certificate of Initial Proficiency" program; or~~

~~(ii) An orientation program of at least eight hours that addresses, but is not limited to:~~

(b) The superintendent shall ensure that service and support administrators successfully complete, no later than ninety calendar days after hire, an orientation program of at least eight hours that addresses, but is not limited to:

(i) Organizational background of the county board or contracting entity, including:

(a) Mission, vision, values, principles, and goals;

(b) Organizational structure;

(c) Key policies, procedures, and work rules;

(d) Ethical and professional conduct and practice; and

(e) Avoiding conflicts of interest; ~~and~~

~~(f) Working effectively with individuals, families, and other team members.~~

(ii) Components of quality care for individuals served, including:

(a) Interpersonal relationships and trust;

**\*\*\*Proposed Revisions - October 19, 2016\*\*\***

- (b) Cultural and personal sensitivity;
  - (c) Effective communication;
  - ~~(d) Person-centered philosophy and practice;~~
  - ~~(e) Development of individual service plans;~~
  - ~~(f)~~ (d) Roles and responsibilities of team members; and
  - ~~(g)~~ (e) Recordkeeping including progress notes and incident/accident reports.
- (iii) Health and safety, including:
- (a) Signs and symptoms of illness or injury and procedure for response;
  - (b) Building/site-specific emergency response plans; and
  - (c) Program-specific transportation safety.
- (iv) Positive ~~behavior~~ behavioral support, including:
- (a) Principles of positive ~~intervention~~ culture;
  - (b) Role of service and support administrator in creating a positive culture;
  - (c) General requirements for ~~behavior support plans and~~ behavioral support strategies and service and support administrator's role including documentation;
  - (d) ~~Behavior support review and human~~ Human rights committees established in accordance with rule 5123:2-2-06 of the Administrative Code; and
  - (e) Crisis intervention techniques.
- (v) Services that comprise service and support administration.
- ~~(e) During the first year of employment as a service and support administrator, the employee shall~~

**\*\*\*Proposed Revisions - October 19, 2016\*\*\***

(c) The superintendent shall ensure that service and support administrators successfully complete, no later than one year after hire, department-provided web-based training in:

(i) Developing/enhancing team effectiveness;

(ii) Developing person-centered individual service plans;

(iii) Coordinating services;

(iv) Understanding medicaid;

(v) Targeted case management; and

(vi) Employment navigation.

(d) The superintendent shall ensure that service and support administrators (other than those who have at least one year of experience as a service and support administrator at the point of hire) successfully complete, no later than one year after hire, at least eight hours of training specific to the provision of service and support administration that includes, but is not limited to:

(i) Eligibility determination;

(ii) Assessment and evaluation;

(iii) Development of individual service plans;

(iv) (ii) Establishing individual budgets;

(v) Free choice of provider;

(vi) (iii) Effective service coordination;

(vii) Monitoring;

(viii) Team processes;

(ix) Administration of medicaid waivers;

(x) (iv) Management of individuals' funds and related documentation requirements; and

**\*\*\*Proposed Revisions - October 19, 2016\*\*\***

- ~~(xi)~~ (v) Self-determination which includes assisting the individual to develop self-advocacy skills, to exercise his or her civil rights, to exercise control and responsibility over the services he or she receives, and to acquire skills that enable him or her to become more independent, productive, and integrated within the community.
  
- ~~(d)~~ (e) A superintendent may renew the service and support administrator certification for a second period of five years for an applicant who ~~meets the following requirements~~ has successfully completed:
  - ~~(i) The applicant shall have successfully completed or provide evidence of having successfully completed the "Ohio Alliance of Direct Support Professionals Professional Advancement Through Training and Education in Human Services (PATHS) Certificate of Initial Proficiency" program or the~~ The orientation program described in paragraph (C)(1)(b)(ii) (C)(1)(b) of this rule;
  
  - ~~(ii) The department-provided web-based training described in paragraph~~ (C)(1)(c) of this rule;
  
  - ~~(ii) (iii) The applicant shall have successfully completed at least eight hours of training~~ Training specific to the provision of service and support administration described in paragraph (C)(1)(e) (C)(1)(d) of this rule;  
and
  
  - ~~(iii) (iv) The applicant shall have successfully completed at~~ At least sixty hours of continuing professional education during the period of the initial service and support administrator certification. The training described in paragraphs (C)(1)(b)(ii) (C)(1)(b), (C)(1)(c), (C)(1)(d), and (D) of this rule may be counted toward the sixty hours.
  
- ~~(e)~~ (f) A superintendent may renew the service and support administrator certification for subsequent periods of five years provided the applicant has successfully completed:
  - ~~(i) The department-provided web-based training described in paragraph~~ (C)(1)(c) of this rule prior to application to renew the service and support administrator certification; and
  
  - ~~(ii) At at least sixty hours of continuing professional education during the period of the preceding service and support administrator certification. The training described in paragraph~~ paragraphs (C)(1)(c) and (D) of this rule may be counted toward the sixty hours.

**\*\*\*Proposed Revisions - October 19, 2016\*\*\***

(2) Service and support administration supervisor

(a) A superintendent may issue service and support administration supervisor certification for an initial period of five years to an applicant who:

(i) Holds a bachelor's degree or graduate-level degree from an accredited college or university; and

(ii) Has at least four years of full-time (or equivalent part-time), supervised, paid work experience in programs or services for individuals with developmental disabilities.

~~(b) Within ninety days of employment as a service and support administration supervisor, the employee shall successfully complete or provide evidence of having successfully completed either the "Ohio Alliance of Direct Support Professionals Professional Advancement Through Training and Education in Human Services (PATHS) Certificate of Initial Proficiency" program or the orientation program described in paragraph (C)(1)(b)(ii) of this rule.~~

(b) The superintendent shall ensure that service and support administration supervisors successfully complete, no later than ninety calendar days after hire, the orientation program described in paragraph (C)(1)(b) of this rule.

~~(c) During the first year of employment as a service and support administration supervisor, the employee shall successfully complete at least eight hours of training specific to the supervision of service and support administration that includes, but is not limited to the topics set forth in paragraph (C)(1)(c) of this rule.~~

(c) The superintendent shall ensure that service and support administration supervisors successfully complete, no later than one year after hire, the department-provided web-based training described in paragraph (C)(1)(c) of this rule.

(d) The superintendent shall ensure that service and support administration supervisors (other than those who have at least one year of experience as a service and support administration supervisor at the point of hire) successfully complete, no later than one year after hire, at least eight hours of training specific to the supervision of service and support administration that includes, but is not limited to the topics set forth in paragraph (C)(1)(e) (C)(1)(d) of this rule.

~~(e)~~ (e) A superintendent may renew the service and support administration

**\*\*\*Proposed Revisions - October 19, 2016\*\*\***

supervisor certification for a second period of five years for an applicant who ~~meets the following requirements~~ has successfully completed:

- (i) ~~The applicant shall have successfully completed or provide evidence of having successfully completed the "Ohio Alliance of Direct Support Professionals Professional Advancement Through Training and Education in Human Services (PATHS) Certificate of Initial Proficiency" program or the~~ The orientation program described in paragraph (C)(1)(b)(ii) (C)(1)(b) of this rule;
- (ii) The department-provided web-based training described in paragraph (C)(1)(c) of this rule;
- ~~(ii)~~ (iii) ~~The applicant shall have successfully completed at least eight hours of training~~ Training specific to the supervision of service and support administration described in paragraph (C)(1)(e) (C)(1)(d) of this rule;  
and
- ~~(iii)~~ (iv) ~~The applicant shall have successfully completed at~~ At least seventy-five hours of continuing professional education during the period of the initial service and support administration supervisor certification. The training described in paragraphs ~~(C)(1)(b)(ii) (C)(1)(b), (C)(1)(c), (C)(1)(d), and (D) of this rule may be counted toward the seventy-five hours.~~
- ~~(e)~~ (f) A superintendent may renew the service and support administration supervisor certification for subsequent periods of five years provided the applicant has successfully completed:
  - (i) The department-provided web-based training described in paragraph (C)(1)(c) of this rule prior to application to renew the service and support administration supervisor certification; and
  - (ii) At at least seventy-five hours of continuing professional education during the period of the preceding service and support administration supervisor certification. The training described in ~~paragraph~~ paragraphs (C)(1)(c) and (D) of this rule may be counted toward the seventy-five hours.

(D) Annual training requirements

The superintendent shall ensure that service and support administrators, service and support administration supervisors, and staff of entities under contract for the provision or supervision of service and support administration annually complete

**\*\*\*Proposed Revisions - October 19, 2016\*\*\***

training, in accordance with standards established by the department, in:

- (1) The ~~provisions governing~~ rights of individuals set forth in sections 5123.62 to 5123.64 of the Revised Code; and
- (2) The requirements of rule 5123:2-17-02 of the Administrative Code including a review of health and welfare alerts issued by the department since the previous year's training; ~~and~~
- (3) ~~Best practices related to the provision of service and support administration.~~

(E) Application fees

A superintendent may require applicants for service and support administration certification to pay an application fee.

- (1) The application fee for service and support administrator certification shall not exceed fifty dollars.
- (2) The application fee for service and support administration supervisor certification shall not exceed seventy-five dollars.

(F) Reciprocity

- (1) A superintendent shall accept as valid service and support administration certification issued in accordance with this rule by the superintendent of another county board.
- (2) A superintendent shall accept as valid continuing professional education approved by the department or the superintendent of another county board in accordance with this rule.

(G) Service and support administration registrations and certifications issued prior to ~~the effective date of this rule~~ July 4, 2013

- (1) Temporary grade, provisional grade, and professional grade service and support administration registrations and certifications issued prior to ~~the effective date of this rule~~ July 4, 2013 shall remain in effect until their assigned expiration dates. No additional temporary grade, provisional grade, or professional grade service and support administration registrations or certifications shall be issued on or after ~~the effective date of this rule~~ July 4, 2013.
- (2) An employee or contractor of a county board who, on ~~the effective date of this rule,~~ holds July 4, 2013, held temporary grade, provisional grade, or professional

**\*\*\*Proposed Revisions - October 19, 2016\*\*\***

grade service and support administration specialist one level certification or service and support administration specialist two level certification issued prior to ~~the effective date of this rule~~ July 4, 2013 shall be eligible for service and support administrator certification and shall not be compelled to meet the requirements set forth in ~~paragraphs~~ paragraph (C)(1)(b), (C)(1)(c), or (C)(1)(d) of this rule provided the employee or contractor applies for the service and support administrator certification prior to expiration of the service and support administration specialist one level certification or service and support administration specialist two level certification. Renewal of the employee's/contractor's service and support administrator certification shall be in accordance with paragraph (C)(1)(e) of this rule.

- (3) An employee or contractor of a county board who, on ~~the effective date of this rule~~, holds July 4, 2013, held temporary grade, provisional grade, or professional grade service and support administration management two level certification or service and support administration management three level certification issued prior to ~~the effective date of this rule~~ July 4, 2013 shall be eligible for service and support administration supervisor certification and shall not be compelled to meet the requirements set forth in ~~paragraphs~~ paragraph (C)(2)(a)(ii), (C)(2)(b), (C)(2)(c), or (C)(2)(d) of this rule provided the employee or contractor applies for the service and support administration supervisor certification prior to expiration of the service and support administration management two level certification or service and support administration management three level certification. Renewal of the employee's/contractor's service and support administration supervisor certification shall be in accordance with paragraph (C)(2)(e) of this rule.

(H) Renewal of expired service and support administration certification

- (1) Service and support administrator certifications and service and support administration supervisor certifications issued on or after ~~the effective date of this rule~~ July 4, 2013 which have been expired for less than one year may be renewed upon completion of all renewal requirements of the expired certification.
- (2) Service and support administrator certifications and service and support administration supervisor certifications issued on or after ~~the effective date of this rule~~ July 4, 2013 which have been expired for one year or more shall not be renewed; the applicant shall be required to meet the requirements for initial service and support administrator certification or service and support administration supervisor certification, as applicable, pursuant to paragraph (C) of this rule.

(I) Administrative review

**\*\*\*Proposed Revisions - October 19, 2016\*\*\***

An applicant for service and support administration certification whose application is disapproved based upon the applicant's failure to meet the requirements of this rule, may request in writing, within thirty calendar days of the rejection, an administrative review by the superintendent or the superintendent's designee.

(J) Denial, suspension, or revocation

Service and support administration certification is subject to denial, suspension, or revocation in accordance with rule 5123:2-5-04 of the Administrative Code. The department may revoke service and support administration certification if it finds, pursuant to an adjudication, that the holder of service and support certification:

- (a) Has engaged in an immoral act, incompetence, negligence, or conduct that is unbecoming to the holder's position;
- (b) Has been convicted of or pleaded guilty to any of the disqualifying offenses listed or described in paragraph (E)(1) of rule 5123:2-2-02 of the Administrative Code and the applicable period of time has not elapsed from the date the holder was fully discharged from imprisonment, probation, and parole; or
- (c) Is included in one or more the databases listed in paragraph (C)(2) of rule 5123:2-2-2 of the Administrative Code.

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