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Connecting the DOTS

Reinventing Quality Conference

2006

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Amy Hewitt & Bill Tapp

Amy Hewitt PhD.
Training Director & Research Associate
University of MN
Institute on Community Integration

Bill Tapp
National Director
The College of Direct Support

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You can't connect the dots looking forward; you can only connect them looking backwards. So you have to trust that the dots somehow connect in your future. You have to trust in something--- YOUR destiny, life, karma, whatever. This approach has never let me down and it has made all the difference in my life!

...Steve Jobs

Mission Statement

The College of Direct Support is a learning gateway for contemporary *best practices* for direct support professionals. By incorporating web-based learning, backed by nationally recognized curricula, the CDS is designed to help support a profession of direct care.

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Collaborative Project

- **The University of Minnesota**
Research & Training Center on Community Living
The Institute on Community Integration
- **MC Strategies/ Elsevier**
- **Sertoma Center's MyLife Foundation**
- **US Department of Health & Human Services**
Administration on Developmental Disabilities

National Trends on Learning Management Systems

Corporate Training Trends...

2003

- **73%classroom/ traditional training**
- **11%reference materials**
- **16%e-learning**

2005

- **63%classroom /traditional**
- **9% reference materials**
- **28% e-learning**

source: Bersin & Associates

Trends... *Your bridge to the future.*

The Six Supertrends Shaping Direct Care Workforce are.....

- **Improving Human Health**
 - **Increasing Mobility**
 - **Environmental Decline**
 - **Increased Deculturation (Loss of Traditional Culture)**
 - **Economic Growth**
 - **Technology**
-
- ***Each of these Supertrends are shaping the Direct Care Workforce in America!***

The 21st Century Workplace Culture Clash

- **Matures**

1909-1945 Loyal, Cradle to Grave...not much on “new ways of doing things” (5% of today's workforce)

- **Boomers**

1946-1964 Workaholics...work till you drop...they are now asking themselves..*was it worth it?* (45% of today's workforce)

- ***Generation X***

1965 –1978 *They value their lives and independence, they have seen their parents burn out in the workplace. They demand open and honest communication. Independent Contractor (40% of today's workforce)*

- ***Millennials***

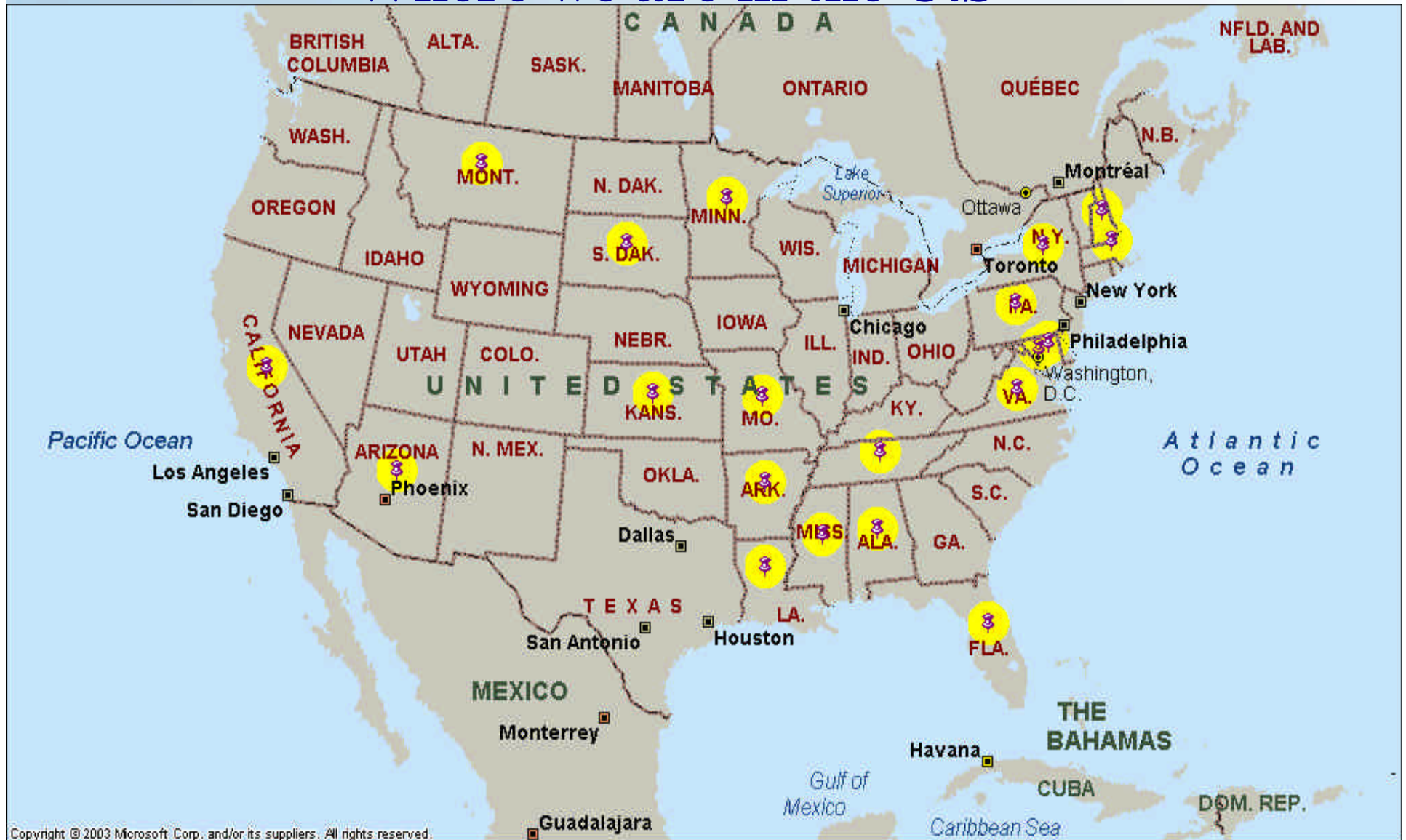
1979 – 1988 *Looking for personal fulfillment. Doted on as children—expect the same from their employer. Lots of feedback and recognition (10% of today's workforce)*

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Where we are in the U.S

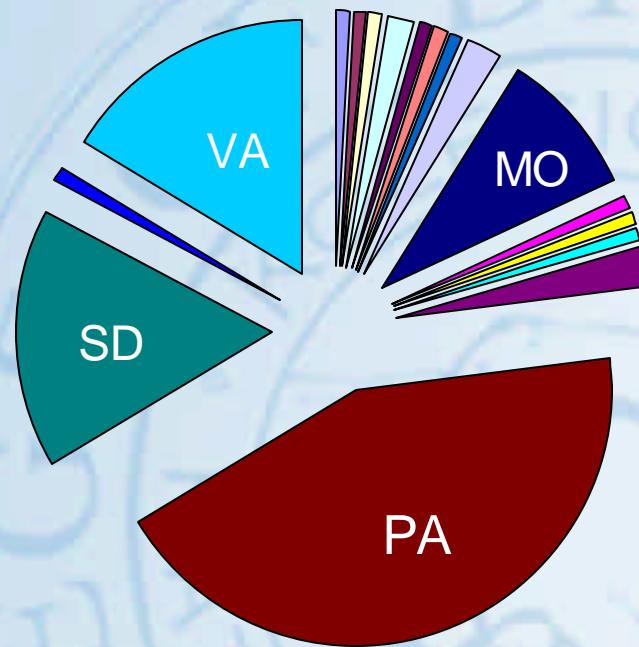


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Clients as a Percentage of the Whole



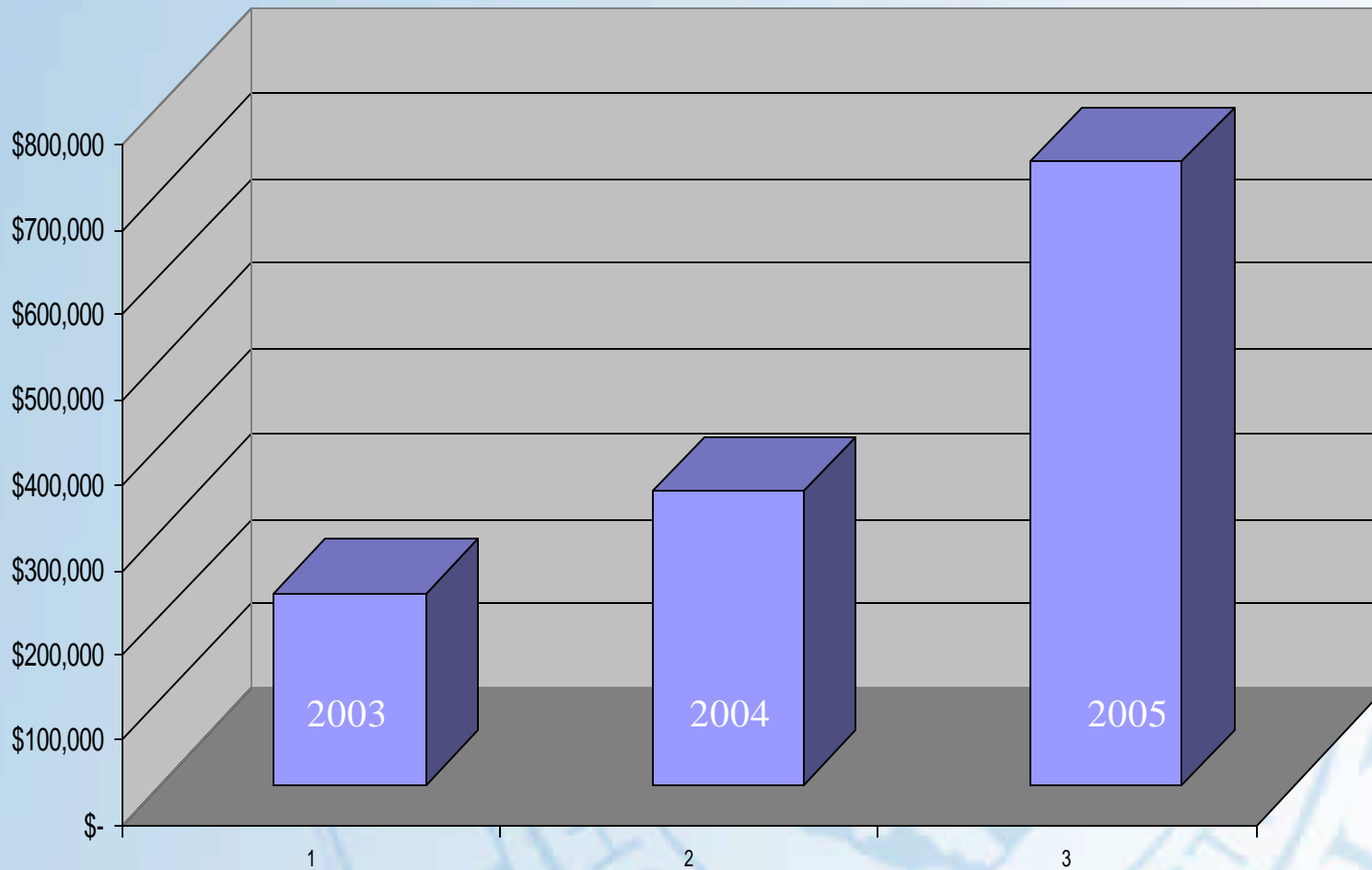
■ DC ■ FL ■ IL ■ KS ■ LA ■ MA ■ MD ■ MN ■ MO ■ MS ■ MT ■ NH ■ NY ■ PA ■ SD ■ TN ■ VA

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Growth in CDS Sales



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Partner Profiles

- **SPIN**
- **Heritage Christian**
- **ECCO**
- **TN Micro Boards**



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- **Pennsylvania (9/1/2003)**
 - ❖ **100 Facilities**
 - **53 Private Agencies**
 - **47 County/State Agencies**
 - ❖ **55 Administrators supported**
 - **13,640 Learners**
 - **555,367 lessons assigned**
 - **50,323 completed lessons**
 - **38,478 hours of completed lessons**

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- **Virginia (8/1/2005)**
 - ❖ **20 Facilities**
 - **5 Community Service Boards**
 - **15 Hospitals/Training Centers**
 - ❖ **21 Administrators supported**
 - **2,019 Learners**
 - **11,725 lessons assigned**
 - **2,621 completed lessons**
 - **2,025 hours of completed lessons**

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- **South Dakota (5/1/2004)**
 - ❖ **20 Facilities**
 - **20 Private Agencies**
 - ❖ **21 Administrators supported**
 - **2,045 Learners**
 - **45,527 lessons assigned**
 - **15,347 completed lessons**
 - **13,206 hours of completed lessons**

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- **Moore Center, NH (8/1/2005)**
 - ❖ **1 Administrator supported**
 - **339 Learners**
 - **7,211 lessons assigned**
 - **1,369 completed lessons**
 - **1,069 hours of completed lesson**
 - **99 classroom events scheduled**
 - **120 OnTrack items (tracking of licensures & certifications)**

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- **The Arc of Mississippi (4/2/2004)**
 - ❖ **1 Administrator supported**
 - **312 Learners**
 - **11,253 lessons assigned**
 - **4,905 completed lessons**
 - **4,060 hours of completed lessons**

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- **Heritage Christian Services – NY
6/30/2004)**

- ❖ **1 Administrator supported**

- **74 Learners**

- **4,806 lessons assigned**

- **1,843 completed lessons**

- **1,558 hours of completed lessons**

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- **Arc of Monroe County – NY (8/1/2003)**
 - ❖ **1 Administrator supported**
 - **156 Learners**
 - **6,152 lessons assigned**
 - **2,081 completed lessons**
 - **1,714 hours of completed lessons**

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Choice & Capacity

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*21st Century Learning
for
21st Century Careers*