

Certification – Service and Support Administrator
OAC 5123:2-5-02 (C)(1)(b) and (c)
Effective 4/1/2017

(Printed) Name: _____ Classification: _____

Date of Hire: _____

<i>Topic(s)</i>	<i>Date of Training</i>	<i>Signature of Verifier</i>
<p>(C) (1) Service and support administrator:</p> <p>(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:</p> <ul style="list-style-type: none"> (i) Organizational background of the county board, or contracting entity, including: <ul style="list-style-type: none"> (a) Mission, vision, values, principles, and goals; (b) Organizational structure; (c) Key policies, procedures, and work rules; (d) Ethical and professional conduct and practice; (e) Avoiding conflicts of interest (ii) Components of quality care for individuals served, including: <ul style="list-style-type: none"> (a) Interpersonal relationships and trust; (b) Cultural and personal sensitivity; (c) Effective communication; (d) Roles and responsibilities of team members; and (e) Recordkeeping including progress notes and incident/accident reports. (iii) Health and safety, including: <ul style="list-style-type: none"> (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. 		

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<p>(iv) Positive behavior support, including: (a) Principles of positive culture; (b) Role of service and support administrator in creating a positive culture; (c) General requirements for intervention and behavior support strategies and role of service and support administrator, including documentation; (d) Human rights committees established in accordance with rule 5123:2-2-06 of the Administrative Code; and (e) Crisis intervention techniques.</p> <p>(v) Services that comprise service and support administration.</p> <p>(c) The Superintendent shall ensure that service and support administrators successfully complete, no later than one year after hire, department-provided web-based trainings in:</p> <p>(i) Developing person-centered individual service plans; (ii) Coordinating services; (iii) Enhancing team effectiveness; (iv) Understanding Medicaid; (v) Targeted case management; and (vi) Employment navigation.</p>		

I have received the training as outlined on this orientation form.

Employee's Signature

Date