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State of Indiana

**Division of Disability and Rehabilitative Services**

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**To:** Bureau of Developmental Disabilities Services Individuals, Families, Providers and Stakeholders  
**From:** Jessica Harlan-York, Director, Bureau of Quality Improvement Services  
**Re:** Direct support professionals training videos available  
**Date:** November 12, 2020

The Bureau of Developmental Disabilities Services and the Bureau of Quality Improvement Services believe that a true person-centered system measures a service or program by its ability to achieve quality, person-centered outcomes for the individuals being supported. In order to reach true person-centered outcomes, it is vital that we continue our efforts to collaborate and work hand-in-hand with providers, direct support professionals, and stakeholders.

Direct support professionals play a key role in helping individuals achieve their good life. Their support facilitates choice, control, and integration for the individuals receiving services. Within this larger effort of collaboration, we are working directly with direct support professionals and providers to create videos to better support direct support professionals in this important role.

After viewing the videos, one provider shared that the videos were “[w]ell done” and they thought they could be used “with new staff and as a review for staff to remember how to best do their jobs.” In addition, we tested the videos with a small group of DSPs and sought their feedback through a survey. 93% of DSPs who responded felt that watching videos like this would help them better do their job. It is our hope that these videos will support provider efforts to educate and inspire DSPs to empower individuals to live, love, learn, work, play and pursue their dreams.

The first videos, titled “Supporting people with disabilities, what’s your role?” is available by [clicking here](#) and “R-E-S-P-E-C-T” may be found [here](#).

If you have questions, need additional resources or support or have suggestions for additional DSP videos, please contact us at [BQIS.Help@fssa.IN.gov](mailto:BQIS.Help@fssa.IN.gov).

